

# Performance Update for Senior Leadership Team - December 2019

## Adult Protective Services Program Office

### Adult Protection - Program Scorecard

December 2019

Region	Circuit	Reports Received <sup>1</sup>		Investigations Commenced Within 24 Hours (Target = 99%)		Victims Seen Within 24 Hours (Target = 93%)		Initial ASAs Submitted Within 6 Days (Target = 98%)		Investigations Closed Within 60 Days (Target = 99%)	
		Current	Previous <sup>2</sup>	Current	Previous	Current	Previous	Current	Previous	Current	Previous
NWR	1	131	142	100.00%	98.65%	92.37%	92.68%	100.00%	100.00%	100.00%	99.32%
NWR	2	77	90	99.80%	100.00%	90.72%	97.22%	97.59%	100.00%	79.52%	76.92%
NWR	14	51	45	100.00%	100.00%	94.12%	100.00%	100.00%	100.00%	100.00%	100.00%
NWR		259	277	99.59%	99.25%	92.11%	95.32%	99.18%	100.00%	93.06%	93.98%
NER	3 & 8	166	171	100.00%	100.00%	97.83%	97.53%	98.47%	100.00%	100.00%	100.00%
NER	4	199	198	100.00%	100.00%	99.53%	97.45%	100.00%	100.00%	100.00%	100.00%
NER	7	238	203	100.00%	100.00%	99.55%	99.61%	99.51%	100.00%	100.00%	100.00%
NER		603	572	100.00%	100.00%	99.12%	98.50%	99.44%	100.00%	100.00%	100.00%
CNR	5	303	272	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
CNR	9	218	228	100.00%	100.00%	98.63%	99.55%	100.00%	100.00%	100.00%	100.00%
CNR	10	158	166	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.22%	100.00%
CNR	18	198	229	100.00%	100.00%	99.51%	97.34%	100.00%	100.00%	100.00%	100.00%
CNR		877	895	100.00%	100.00%	99.52%	99.25%	100.00%	100.00%	99.87%	100.00%
SCR	6	352	316	100.00%	100.00%	96.17%	94.31%	100.00%	99.34%	100.00%	100.00%
SCR	12	115	143	100.00%	100.00%	97.30%	97.14%	100.00%	100.00%	100.00%	100.00%
SCR	13	201	203	100.00%	100.00%	97.92%	97.11%	100.00%	100.00%	100.00%	100.00%
SCR	20	199	188	100.00%	100.00%	97.02%	97.27%	100.00%	100.00%	100.00%	100.00%
SCR		867	850	100.00%	100.00%	96.94%	96.02%	100.00%	99.74%	100.00%	100.00%
SER	15	167	212	100.00%	100.00%	88.65%	96.35%	99.40%	99.46%	99.40%	99.46%
SER	17	249	254	100.00%	100.00%	95.90%	95.02%	99.60%	100.00%	100.00%	100.00%
SER	19	119	119	100.00%	99.00%	95.73%	93.07%	100.00%	100.00%	100.00%	100.00%
SER		535	585	100.00%	99.80%	93.51%	95.14%	99.62%	99.80%	99.81%	99.80%
SNR	11	255	265	100.00%	100.00%	97.52%	98.37%	100.00%	99.55%	99.55%	99.55%
SNR	16	11	8	100.00%	100.00%	80.00%	100.00%	100.00%	100.00%	100.00%	100.00%
SNR		266	273	100.00%	100.00%	97.17%	98.44%	100.00%	99.57%	99.56%	99.57%
State		3,407	3,452	99.97%	99.90%	97.01%	97.22%	99.77%	99.87%	99.34%	99.40%
	% Inc./Dec. vs. Prev. Month	-1.30%									

### Statewide Services and Wait Lists

HCDA Waitlist Population		HCDA Clients Being Served		CCDA Waitlist Population		CCDA Clients Being Served		% of Adults with Disabilities Receiving Services Who are Not Placed in a Nursing Home, FY 18/19 & 17/18	
Current	Previous	Current	Previous	Current	Previous	Current	Previous		
500	482	997	974	1,345	1,353	272	269	99.24%	98.84%

### Per Capita Abuse Rates for Adults with Disabilities, Age 18-59 and Elderly Person, per 1,000/Population

Abuse Rate Among Persons with Disabilities per 1,000		Abuse Rate Among Elderly Persons, per 1,000	
Current	Previous	Current	Previous
0.09	0.09	0.09	0.09

<sup>1</sup> Data in "Previous" columns represents November 2019, unless otherwise noted.

<sup>2</sup> Reports received is a workload measure counting Initial and Additional reports, excluding Supplemental reports

indicates missing target by one-half percent or less  
indicates missing target by more than one-half percent

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## Adult Protective Services Program Office

Adult Protective Services -- Monthly Key Indicators  
December 2019

				Statewide Current/Recent			Previous		Regions -- Current					
	Indicator	Period	Standard	Level	Period	% Change	Level	Period	NW	NE	Central	SC	SE	Southern
API Safety	No Recurrence Verified Maltreatment within 6 Mo. of Verified Investigation	M	95.0%	98.4%	12/19	-0.4%	98.7%	11/19	97.4%	98.3%	98.2%	98.5%	99.0%	99.5%
	# Reabused / # In Cohort after Verified	M		58/3,561	12/19		39/3,072	11/19	13/796	11/655	18/1,000	11/713	3/312	2/385
	No Verified Maltreatment within 6 Mos. Of Protective Supervision Case	M	98.0%	99.8%	12/19	0.2%	99.6%	11/19	100.0%	100.0%	100.0%	100.0%	99.1%	100.0%
	# Reabused / # In Cohort After PS	M		1/506	12/19		2/535	11/19	0/26	0/78	0/48	0/21	1/108	0/225
API Workload	Initial + Additional Reports Received	M		3,407	12/19	-1.3%	3,452	11/19	259	603	877	867	535	266
	Investigations (Initial Reports) Completed	M		3,305	12/19	1.0%	3,273	11/19	262	581	854	812	546	250
	Average Active Investigations per API	M-PIT	15.0	12.5	12/19	4.2%	12.0	11/19	9.0	12.7	15.1	9.3	12.6	15.9
	Active Investigations	M-PIT		3,113	1/3/2019	➡ -1.2%	3,151	12/10/2019	242	513	968	483	541	366
	Investigations Open Over 60 Days "Backlog"	M-PIT		9	1/3/2019	🔴 12.5%	8	12/10/2019	9	0	0	0	0	0
	API Vacancies	M-PIT		22	1/3/2019	🔴 22.2%	18	12/10/2019	2	1	3	8	6	2
	Total API FTEs			290	1/3/2019	➡ 0.0%	290	12/10/2019	29	43	69	73	49	27
	% Vacant			7.6%	1/3/2019	🔴 7.6%	6.2%	12/10/2019	6.9%	2.3%	4.3%	11.0%	12.2%	7.4%
	Actual Operational Capacity			251.3	1/3/2019		258.8	12/10/2019	27	40.25	64	52	43	25
	Percent Total Workforce Capacity			86.6%	1/3/2019		89.2%	12/10/2019	93.10%	93.60%	92.75%	71.23%	87.76%	92.59%