

Monthly Performance Update for Senior Leadership Team

Adult Protective Services Program Office

Adult Protection - Program Scorecard

February 2021

Region	Circuit	Reports Received ¹		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 ²	Current	Previous	Current	Previous	Current	Previous	Current	Previous
NWR	1	124	159	99.25%	100.00%	93.84%	92.12%	100.00%	99.35%	99.25%	98.70%
NWR	2	77	79	100.00%	100.00%	100.00%	96.30%	97.83%	92.31%	100.00%	100.00%
NWR	14	75	73	100.00%	100.00%	98.44%	96.88%	100.00%	100.00%	100.00%	100.00%
NWR		276	311	99.58%	100.00%	96.20%	94.19%	99.58%	97.86%	99.58%	99.29%
NER	3 & 8	163	155	99.15%	100.00%	96.24%	98.32%	99.15%	100.00%	100.00%	100.00%
NER	4	215	192	100.00%	100.00%	98.60%	100.00%	99.48%	99.34%	100.00%	100.00%
NER	7	215	201	100.00%	100.00%	99.53%	98.48%	100.00%	100.00%	100.00%	100.00%
NER		593	548	99.80%	100.00%	98.39%	98.96%	99.61%	99.78%	100.00%	100.00%
CNR	5	311	281	100.00%	100.00%	99.65%	100.00%	100.00%	100.00%	100.00%	100.00%
CNR	9	235	227	100.00%	100.00%	98.52%	98.55%	100.00%	100.00%	100.00%	100.00%
CNR	10	139	164	100.00%	100.00%	100.00%	99.33%	97.87%	100.00%	100.00%	100.00%
CNR	18	178	193	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
CNR		863	865	100.00%	100.00%	99.46%	99.50%	99.71%	100.00%	100.00%	100.00%
SCR	6	387	427	99.73%	99.72%	99.49%	99.74%	100.00%	100.00%	100.00%	100.00%
SCR	12	142	150	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
SCR	13	197	226	100.00%	100.00%	98.94%	98.94%	100.00%	100.00%	100.00%	100.00%
SCR	20	184	172	100.00%	100.00%	100.00%	99.46%	100.00%	100.00%	100.00%	100.00%
SCR		910	975	99.88%	99.88%	99.54%	99.55%	100.00%	100.00%	100.00%	100.00%
SER	15	219	201	100.00%	99.48%	96.59%	95.90%	100.00%	100.00%	100.00%	100.00%
SER	17	254	247	100.00%	100.00%	94.40%	98.39%	100.00%	100.00%	100.00%	100.00%
SER	19	135	108	100.00%	100.00%	95.65%	99.13%	100.00%	100.00%	100.00%	100.00%
SER		608	556	100.00%	99.81%	95.41%	97.67%	100.00%	100.00%	100.00%	100.00%
SNR	11	204	253	100.00%	99.47%	98.48%	97.92%	100.00%	100.00%	100.00%	100.00%
SNR	16	10	5	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
SNR		214	258	100.00%	99.49%	98.51%	97.99%	100.00%	100.00%	100.00%	100.00%
State		3,464	3,513	99.90%	99.87%	98.24%	98.49%	99.83%	99.73%	99.97%	99.93%
	% Inc./Dec. vs. Prev. Month	-1.39%									

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 19/20 & 18/19	
Current	Previous	Current	Previous	Current	Previous	Current	Previous		
441	442	956	964	1,048	1,078	245	246	99.16%	99.24%

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
0.08	0.10	0.07	0.08

¹ Data in "Previous" columns represents January 2021, unless otherwise noted.

² 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 -- Monthly Key Indicators

February 2021

				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%	98.8%	2/21	0.5%	98.2%	1/21	97.8%	98.1%	99.2%	98.4%	99.5%	99.8%
	# Reabused / # In Cohort after Verified	M		39/3,127	2/21		59/3,287	1/21	11/509	10/529	7/921	9/552	1/189	1/427
	No Verified Maltreatment within 6 Mos. Of Protective Supervision Case	M	98.0%	99.6%	2/21	-0.2%	99.8%	1/21	100.0%	98.6%	100.0%	100.0%	100.0%	99.6%
	# Reabused / # In Cohort After PS	M		2/441	2/21		1/426	1/21	0/14	1/70	0/25	0/13	0/68	1/251
API Workload	Initial + Additional Reports Received	M		3,464	2/21	-1.4%	3,513	1/21	276	593	863	910	608	214
	Investigations (Initial Reports) Completed	M		3,274	2/21	-1.4%	3,321	1/21	259	557	769	916	574	199
	Average Active Investigations per API	M-PIT	15.0	12.0	2/21	5.3%	11.4	1/21	10.5	10.5	14.7	9.9	14.6	10.0
	Active Investigations	M-PIT		2,766	3/5/2021	↗ 3.7%	2,668	2/8/2021	253	450	880	476	488	219
	Investigations Open Over 60 Days "Backlog"	M-PIT		0	3/5/2021		0	2/8/2021	0	0	0	0	0	0
	API Vacancies	M-PIT		32	3/5/2021	↘ -8.6%	35	2/8/2021	2	1	5	16	3	5
	Total API FTEs			291	3/5/2021	→ 0.0%	291	2/8/2021	29	44	69	73	49	27
	% Vacant			11.0%	3/5/2021	↗ 11.0%	12.0%	2/8/2021	6.9%	2.3%	7.2%	21.9%	6.1%	18.5%
	Actual Operational Capacity			230.8	3/5/2021		235.0	2/8/2021	24	43	60	48.25	33.5	22
Percent Total Workforce Capacity			79.3%	3/5/2021		80.8%	2/8/2021	82.76%	97.73%	86.96%	66.10%	68.37%	81.48%	