

# Monthly Performance Update for Senior Leadership Team

## Adult Protective Services Program Office

### Adult Protection - Program Scorecard

January 2022

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	134	134	100.00%	98.43%	92.24%	96.90%	99.12%	100.00%	94.74%	99.21%
NWR	2	66	76	98.39%	100.00%	95.83%	97.01%	98.39%	98.28%	100.00%	98.28%
NWR	14	64	52	98.44%	100.00%	95.52%	100.00%	100.00%	97.92%	96.88%	93.75%
NWR		264	262	99.17%	99.14%	94.12%	97.65%	99.17%	99.14%	96.67%	97.85%
NER	3 & 8	91	103	100.00%	100.00%	97.22%	98.63%	98.53%	100.00%	98.53%	100.00%
NER	4	184	167	100.00%	100.00%	97.47%	99.25%	100.00%	100.00%	100.00%	100.00%
NER	7	187	152	100.00%	100.00%	99.39%	100.00%	99.36%	100.00%	100.00%	100.00%
NER		462	422	100.00%	100.00%	98.23%	99.46%	99.47%	100.00%	99.74%	100.00%
CNR	5	212	236	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
CNR	9	194	193	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
CNR	10	144	129	99.09%	100.00%	98.40%	96.75%	100.00%	100.00%	100.00%	100.00%
CNR	18	201	180	100.00%	100.00%	99.26%	100.00%	100.00%	100.00%	100.00%	100.00%
CNR		751	738	99.84%	100.00%	99.56%	99.37%	100.00%	100.00%	100.00%	100.00%
SCR	6	281	301	100.00%	100.00%	99.36%	99.65%	100.00%	100.00%	100.00%	100.00%
SCR	12	126	142	100.00%	99.03%	99.25%	98.17%	100.00%	99.03%	100.00%	100.00%
SCR	13	162	180	100.00%	100.00%	98.19%	97.42%	100.00%	100.00%	100.00%	100.00%
SCR	20	168	178	100.00%	100.00%	98.70%	99.41%	100.00%	100.00%	100.00%	100.00%
SCR		737	801	100.00%	99.85%	98.96%	98.89%	100.00%	99.85%	100.00%	100.00%
SER	15	181	169	100.00%	100.00%	98.15%	98.69%	100.00%	100.00%	100.00%	99.33%
SER	17	245	187	100.00%	100.00%	97.18%	96.58%	100.00%	100.00%	100.00%	100.00%
SER	19	105	100	100.00%	100.00%	97.65%	97.80%	100.00%	100.00%	100.00%	100.00%
SER		531	456	100.00%	100.00%	96.50%	97.49%	100.00%	100.00%	100.00%	99.78%
SNR	11	193	196	100.00%	100.00%	98.86%	97.45%	100.00%	100.00%	100.00%	100.00%
SNR	16	7	9	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
SNR		200	205	100.00%	100.00%	98.92%	97.54%	100.00%	100.00%	100.00%	100.00%
State		2,945	2,884	99.88%	99.88%	98.34%	98.61%	99.84%	99.88%	99.65%	99.76%
	% Inc./Dec. vs. Prev. Month	2.12%									

### 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 20/21 & 19/20	
Current	Previous	Current	Previous	Current	Previous	Current	Previous		
334	328	957	965	790	789	226	225	99.99%	99.16%

### Per Capita Abuse Rates for Adults with Disabilities, Age 18-59 and Elderly Persons, 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
0.07	0.06	0.06	0.06

<sup>1</sup> Data in "Previous" columns represents prior month, 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  
January 2022

				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%	1/22	-0.3%	99.0%	12/21	98.5%	99.4%	98.7%	98.5%	99.1%	98.8%
	# Reabused / # In Cohort after Verified	M		33/2,698	1/22		27/2,824	12/21	6/411	3/460	9/686	9/589	2/221	4/331
	No Verified Maltreatment within 6 Mos. Of Protective Supervision Case	M	98.0%	99.9%	1/22	0.1%	99.8%	12/21	100.0%	100.0%	100.0%	100.0%	99.7%	99.6%
	# Reabused / # In Cohort After PS	M		4/411	1/22		1/423	12/21	0/19	0/67	0/25	0/7	1/74	3/219
API Workload	Initial + Additional Reports Received	M		2,945	1/22	2.1%	2,884	12/21	264	462	751	737	531	200
	Investigations (Initial Reports) Completed	M		2,855	1/22	5.0%	2,719	12/21	269	411	735	794	443	203
	Average Active Investigations per API	M-PIT	15.0	12.3	1/22	1.7%	12.1	12/21	15.1	13.4	15.1	7.5	14.3	9.8
	Active Investigations	M-PIT		2,457	2/3/2022	➔ -2.7%	2,525	1/3/2022	211	415	783	366	499	183
	Investigations Open Over 60 Days "Backlog"	M-PIT		0	2/3/2022	👉 -100.0%	1	1/3/2022	0	0	0	0	0	0
	API Vacancies	M-PIT		51	2/3/2022	➔ 2.0%	50	1/3/2022	4	9	3	20	8	7
	Total API FTEs			291	2/3/2022	➔ 0.0%	291	1/3/2022	29	44	69	73	49	27
	% Vacant			17.5%	2/3/2022	👉 17.6%	17.2%	1/3/2022	13.8%	20.5%	4.3%	27.4%	16.3%	25.9%
	Actual Operational Capacity			199.5	2/3/2022		209.3	1/3/2022	14	31	51.75	49	35	18.75
	Percent Total Workforce Capacity			68.6%	2/3/2022		71.9%	1/3/2022	48.28%	70.45%	75.00%	67.12%	71.43%	69.44%

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Adult Protective Services Program Office