

# Performance Update for Senior Leadership Team - July 2019

## Adult Protective Services Program Office

### Adult Protection - Program Scorecard

July 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	187	191	99.47%	99.43%	93.33%	91.76%	100.00%	100.00%	100.00%	99.43%
NWR	2	137	167	99.21%	98.45%	92.72%	94.12%	100.00%	99.22%	97.64%	99.22%
NWR	14	75	77	100.00%	100.00%	97.06%	98.31%	100.00%	99.53%	100.00%	100.00%
NWR		399	435	99.51%	99.67%	93.95%	93.65%	100.00%	99.72%	99.26%	99.45%
NER	3 & 8	237	179	100.00%	100.00%	95.12%	97.48%	100.00%	100.00%	83.05%	94.50%
NER	4	259	238	100.00%	100.00%	99.62%	97.44%	100.00%	100.00%	100.00%	100.00%
NER	7	287	238	99.55%	100.00%	97.07%	98.69%	100.00%	99.53%	99.10%	95.28%
NER		783	655	99.83%	100.00%	97.76%	97.91%	100.00%	99.83%	96.26%	97.30%
CNR	5	333	336	100.00%	99.67%	99.68%	99.38%	100.00%	100.00%	99.66%	100.00%
CNR	9	289	283	100.00%	100.00%	97.77%	95.83%	99.61%	99.13%	100.00%	96.51%
CNR	10	206	162	100.00%	100.00%	99.38%	99.48%	100.00%	99.43%	100.00%	100.00%
CNR	18	240	262	100.00%	100.00%	99.00%	99.11%	100.00%	100.00%	100.00%	99.05%
CNR		1068	1043	100.00%	99.89%	99.89%	98.47%	99.89%	99.67%	99.89%	98.91%
SCR	6	476	421	100.00%	100.00%	96.87%	96.53%	100.00%	100.00%	100.00%	100.00%
SCR	12	184	158	99.32%	100.00%	94.74%	96.97%	99.32%	100.00%	100.00%	100.00%
SCR	13	269	245	100.00%	100.00%	93.93%	95.61%	100.00%	100.00%	100.00%	100.00%
SCR	20	213	202	100.00%	100.00%	99.04%	96.89%	100.00%	100.00%	100.00%	100.00%
SCR		1142	1026	99.90%	100.00%	96.21%	96.46%	99.90%	100.00%	100.00%	100.00%
SER	15	271	243	99.59%	100.00%	96.05%	94.96%	98.37%	99.59%	97.97%	99.59%
SER	17	313	245	100.00%	100.00%	95.68%	97.36%	100.00%	100.00%	100.00%	100.00%
SER	19	146	130	100.00%	100.00%	97.74%	96.43%	100.00%	100.00%	100.00%	100.00%
SER		730	618	99.84%	100.00%	96.23%	96.29%	99.36%	99.85%	99.20%	99.85%
SNR	11	328	323	100.00%	100.00%	96.81%	99.28%	99.68%	99.25%	100.00%	99.62%
SNR	16	10	10	100.00%	100.00%	90.91%	100.00%	100.00%	100.00%	100.00%	100.00%
SNR		338	333	100.00%	100.00%	96.63%	99.30%	99.69%	99.27%	100.00%	99.63%
State		4,460	4,110	99.87%	99.89%	96.85%	97.09%	99.82%	99.78%	99.18%	99.18%
	% Inc./Dec. vs. Prev. Month	8.52%									

### 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		
718	716	942	951	1,427	1,424	277	277	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
0.13	0.11	0.12	0.12

<sup>1</sup> Data in "Previous" columns represents June 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

## Performance Update for Senior Leadership Team - July 2019

### Adult Protective Services Program Office

Adult Protective Services -- Monthly Key Indicators  
July 2019

	Indicator	Period	Standard	Statewide Current/Recent			Previous		Regions -- Current					
				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%	98.3%	7/19	-0.3%	98.6%	6/19	96.6%	98.0%	98.5%	98.4%	99.3%	99.3%
	# Reabused / # In Cohort after Verified	M		68/4,101	7/19		57/4,113	6/19	16/468	15/739	18/1,236	13/796	3/420	3/442
	No Verified Maltreatment within 6 Mos. Of Protective Supervision Case	M	98.0%	99.3%	7/19	-0.4%	99.6%	6/19	100.0%	100.0%	100.0%	100.0%	99.1%	98.9%
	# Reabused / # In Cohort After PS	M		4/559	7/19		2/548	6/19	0/42	0/91	0/27	0/14	1/111	3/274
API Workload	Initial + Additional Reports Received	M		4,460	7/19	8.5%	4,110	6/19	399	783	1,068	1,142	730	338
	Investigations (Initial Reports) Completed	M		4,142	7/19	4.3%	3,972	6/19	425	649	979	1,083	655	351
	Average Active Investigations per API	M-PIT	15.0	13.9	8/5/2019	5.3%	13.2	7/2/2019	10.0	20.2	15.4	8.1	17.0	17.4
	Active Investigations	M-PIT		3,284	8/5/2019	↗ 4.5%	3,143	7/2/2019	249	625	955	513	611	331
	Investigations Open Over 60 Days "Backlog"	M-PIT		16	8/5/2019	↗ 77.8%	9	7/2/2019	0	14	2	0	0	0
	API Vacancies	M-PIT		8	8/5/2019	↘ -20.0%	10	7/2/2019	2	2	0	1	0	3
	Total API FTEs			290	8/5/2019	→ 0.0%	290	7/2/2019	29	43	69	73	49	27
	% Vacant			2.8%	8/5/2019	→ 2.8%	3.4%	7/2/2019	6.9%	4.7%	0.0%	1.4%	0.0%	11.1%
	Actual Operational Capacity			236.3	8/5/2019		238.3	7/2/2019	25	31	62	63.25	36	19
	Percent Total Workforce Capacity			81.5%	8/5/2019		82.2%	7/2/2019	86.21%	72.09%	89.86%	86.64%	73.47%	70.37%