

# Monthly Performance Update for Senior Leadership Team

## Adult Protective Services Program Office

### Adult Protection - Program Scorecard

July 2021

| 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                           | 182                           | 171                   | 100.00%   | 100.00%  | 94.92%                                      | 94.86%   | 100.00%   | 100.00%  | 98.80%  | 98.51%   |
| NWR    | 2                           | 100                           | 114                   | 100.00%   | 100.00%  | 97.14%                                      | 96.34%   | 98.82%  | 98.63%   | 95.29%  | 98.63%   |
| NWR    | 14                          | 85                            | 83                    | 100.00%   | 100.00%  | 98.39%                                      | 97.62%   | 98.15%  | 98.65%   | 100.00%   | 97.30%   |
| NWR    |                             | 367                           | 368                   | 100.00%   | 100.00%  | 96.22%                                      | 95.79%   | 99.35%  | 99.43%   | 98.04%  | 98.28%   |
| NER    | 3 & 8                       | 132                           | 128                   | 100.00%   | 100.00%  | 97.22%                                      | 99.34%   | 97.92%  | 100.00%  | 98.96%  | 99.28%   |
| NER    | 4                           | 222                           | 223                   | 100.00%   | 100.00%  | 97.65%                                      | 99.54%   | 100.00%   | 100.00%  | 100.00%   | 99.49%   |
| NER    | 7                           | 241                           | 232                   | 100.00%   | 100.00%  | 98.73%                                      | 99.07%   | 100.00%   | 100.00%  | 100.00%   | 100.00%  |
| NER    |                             | 595                           | 583                   | 100.00%   | 100.00%  | 98.03%                                      | 99.31%   | 99.61%  | 100.00%  | 99.81%  | 99.63%   |
| CNR    | 5                           | 256                           | 312                   | 100.00%   | 100.00%  | 99.60%                                      | 100.00%  | 100.00%   | 100.00%  | 100.00%   | 100.00%  |
| CNR    | 9                           | 235                           | 272                   | 100.00%   | 100.00%  | 100.00%                                     | 100.00%  | 100.00%   | 100.00%  | 100.00%   | 100.00%  |
| CNR    | 10                          | 158                           | 141                   | 100.00%   | 100.00%  | 100.00%                                     | 99.36%   | 100.00%   | 100.00%  | 100.00%   | 100.00%  |
| CNR    | 18                          | 208                           | 202                   | 100.00%   | 100.00%  | 98.68%                                      | 100.00%  | 99.30%  | 100.00%  | 100.00%   | 100.00%  |
| CNR    |                             | 857                           | 927                   | 100.00%   | 100.00%  | 99.59%                                      | 99.88%   | 99.85%  | 100.00%  | 100.00%   | 100.00%  |
| SCR    | 6                           | 349                           | 394                   | 100.00%   | 100.00%  | 99.71%                                      | 99.16%   | 100.00%   | 100.00%  | 100.00%   | 99.70%   |
| SCR    | 12                          | 174                           | 164                   | 100.00%   | 100.00%  | 98.74%                                      | 97.89%   | 100.00%   | 100.00%  | 100.00%   | 100.00%  |
| SCR    | 13                          | 200                           | 243                   | 100.00%   | 100.00%  | 98.54%                                      | 99.40%   | 100.00%   | 100.00%  | 100.00%   | 100.00%  |
| SCR    | 20                          | 181                           | 214                   | 100.00%   | 100.00%  | 99.49%                                      | 99.08%   | 100.00%   | 100.00%  | 100.00%   | 100.00%  |
| SCR    |                             | 904                           | 1015                  | 100.00%   | 100.00%  | 99.28%                                      | 98.98%   | 100.00%   | 100.00%  | 100.00%   | 99.88%   |
| SER    | 15                          | 204                           | 251                   | 100.00%   | 100.00%  | 98.02%                                      | 96.49%   | 99.57%  | 100.00%  | 100.00%   | 100.00%  |
| SER    | 17                          | 256                           | 261                   | 100.00%   | 100.00%  | 97.94%                                      | 97.50%   | 100.00%   | 100.00%  | 100.00%   | 100.00%  |
| SER    | 19                          | 119                           | 135                   | 100.00%   | 100.00%  | 93.02%                                      | 93.23%   | 100.00%   | 100.00%  | 100.00%   | 100.00%  |
| SER    |                             | 579                           | 647                   | 100.00%   | 100.00%  | 96.96%                                      | 96.26%   | 99.83%  | 100.00%  | 100.00%   | 100.00%  |
| SNR    | 11                          | 270                           | 253                   | 100.00%   | 100.00%  | 98.29%                                      | 99.12%   | 100.00%   | 100.00%  | 99.56%  | 100.00%  |
| SNR    | 16                          | 5                             | 11                    | 100.00%   | 100.00%  | 100.00%                                     | 100.00%  | 100.00%   | 100.00%  | 100.00%   | 100.00%  |
| SNR    |                             | 275                           | 264                   | 100.00%   | 100.00%  | 98.35%                                      | 99.15%   | 100.00%   | 100.00%  | 99.57%  | 100.00%  |
| State  |                             | 3,577                         | 3,804                 | 100.00%   | 100.00%  | 98.32%                                      | 98.43%   | 99.81%  | 99.94%   | 99.74%  | 99.73%   |
|        | % Inc./Dec. vs. Prev. Month | -5.97%                        |                       |   |          |   |          |   |          |   |          |

### 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 |   |        |
| 466                      | 443      | 915                       | 928      | 923                      | 971      | 212                       | 217      | 99.99%  | 99.16% |

### 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   | 0.07     | 0.07  | 0.08     |

<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

## Monthly Performance Update for Senior Leadership Team

### Adult Protective Services Program Office

Adult Protective Services – Monthly Key Indicators  
July 2021

|              | 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%    | 99.0%                    | 7/21     | 0.0%     | 99.0%    | 6/21     | 99.2%              | 98.6%  | 98.3%   | 98.8%  | 99.7%  | 99.5%    |
|              | # Reabused / # In Cohort after Verified                                    | M      |          | 39/3,800                 | 7/21     |          | 39/3864  | 6/21     | 8/1,037            | 9/655  | 10/599  | 9/775  | 1/303  | 2/431    |
|              | No Verified Maltreatment within 6 Mos. Of Protective Supervision Case      | M      | 98.0%    | 99.6%                    | 7/21     | 0.4%     | 99.2%    | 6/21     | 100.0%             | 100.0% | 100.0%  | 100.0% | 100.0% | 99.2%    |
|              | # Reabused / # In Cohort After PS  | M      |          | 2/452                    | 7/21     |          | 4/473    | 6/21     | 0/19               | 0/75   | 0/28    | 0/8    | 0/82   | 2/240    |
| API Workload | Initial + Additional Reports Received                                      | M      |          | 3,577                    | 7/21     | -6.0%    | 3,804    | 6/21     | 367                | 595    | 857     | 904    | 579    | 275      |
|              | Investigations (Initial Reports) Completed                                 | M      |          | 3,381                    | 7/21     | -7.0%    | 3,636    | 6/21     | 328                | 555    | 740     | 893    | 610    | 255      |
|              | Average Active Investigations per API                                      | M-PIT  | 15.0     | 14.0                     | 7/21     | -2.8%    | 14.4     | 6/21     | 10.5               | 12.5   | 16.8    | 11.2   | 15.8   | 17.0     |
|              | Active Investigations  | M-PIT  |          | 2,948                    | 8/3/2021 | ➔ 1.4%   | 2,906    | 7/7/2021 | 271                | 428    | 870     | 516    | 526    | 337      |
|              | Investigations Open Over 60 Days "Backlog"                                 | M-PIT  |          | 3                        | 8/3/2021 | 🔴 50.0%  | 2        | 7/7/2021 | 0                  | 3      | 0       | 0      | 0      | 0        |
|              | API Vacancies  | M-PIT  |          | 35                       | 8/3/2021 | 🔴 9.4%   | 32       | 7/7/2021 | 0                  | 2      | 6       | 13     | 7      | 7        |
|              | Total API FTEs   |        |          | 291                      | 8/3/2021 | ➔ 0.0%   | 291      | 7/7/2021 | 29                 | 44     | 69      | 73     | 49     | 27       |
|              | % Vacant   |        |          | 12.0%                    | 8/3/2021 | 🔴 12.1%  | 11.0%    | 7/7/2021 | 0.0%               | 4.5%   | 8.7%    | 17.8%  | 14.3%  | 25.9%    |
|              | Actual Operational Capacity  |        |          | 213.3                    | 8/3/2021 |          | 201.8    | 7/7/2021 | 26                 | 35.5   | 51.5    | 47     | 33.5   | 19.75    |
|              | Percent Total Workforce Capacity   |        |          | 73.3%                    | 8/3/2021 |          | 69.3%    | 7/7/2021 | 89.66%             | 80.68% | 74.64%  | 64.38% | 68.37% | 73.15%   |

**Monthly Performance Update for Senior Leadership Team**  
Adult Protective Services Program Office