

# Performance Update for Senior Leadership Team - June 2019

## Adult Protective Services Program Office

### Adult Protection - Program Scorecard

June 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	191	205	99.43%	99.43%	91.76%	95.14%	100.00%	100.00%	99.43%	100.00%
NWR	2	167	143	98.45%	98.43%	94.12%	94.20%	99.22%	98.43%	99.22%	100.00%
NWR	14	77	78	100.00%	100.00%	98.31%	93.90%	100.00%	100.00%	100.00%	100.00%
NWR		435	426	99.17%	99.20%	93.65%	94.57%	99.72%	99.47%	99.45%	100.00%
NER	3 & 8	179	189	100.00%	100.00%	97.48%	98.04%	100.00%	100.00%	94.50%	99.23%
NER	4	238	226	100.00%	100.00%	97.44%	98.04%	100.00%	100.00%	100.00%	100.00%
NER	7	238	260	100.00%	99.50%	98.69%	99.06%	9.53%	99.50%	95.28%	98.99%
NER		655	675	100.00%	99.81%	97.91%	98.42%	99.83%	99.81%	97.30%	99.43%
CNR	5	336	325	99.67%	100.00%	99.38%	100.00%	100.00%	100.00%	100.00%	100.00%
CNR	9	283	259	100.00%	100.00%	95.83%	96.71%	99.13%	99.57%	96.51%	98.71%
CNR	10	162	174	100.00%	100.00%	99.48%	98.17%	99.43%	100.00%	100.00%	100.00%
CNR	18	262	221	100.00%	100.00%	99.11%	98.58%	100.00%	100.00%	99.05%	99.49%
CNR		1043	979	99.89%	100.00%	98.47%	98.49%	99.67%	99.88%	98.91%	99.53%
SCR	6	421	442	100.00%	100.00%	96.53%	97.41%	100.00%	99.73%	100.00%	100.00%
SCR	12	158	162	100.00%	100.00%	96.97%	94.77%	100.00%	100.00%	100.00%	100.00%
SCR	13	245	256	100.00%	100.00%	95.61%	94.43%	100.00%	100.00%	100.00%	100.00%
SCR	20	202	243	100.00%	100.00%	96.89%	97.64%	100.00%	100.00%	100.00%	100.00%
SCR		1026	1103	100.00%	100.00%	96.46%	96.21%	100.00%	99.90%	100.00%	100.00%
SER	15	243	278	100.00%	100.00%	94.96%	94.44%	99.59%	98.33%	99.59%	95.83%
SER	17	245	322	100.00%	100.00%	97.36%	96.73%	100.00%	100.00%	100.00%	100.00%
SER	19	130	137	100.00%	100.00%	96.43%	98.41%	100.00%	100.00%	100.00%	100.00%
SER		618	737	100.00%	100.00%	96.29%	96.24%	99.85%	99.41%	99.85%	99.85%
SNR	11	323	301	100.00%	100.00%	99.28%	98.83%	99.25%	100.00%	99.62%	100.00%
SNR	16	10	11	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
SNR		333	312	100.00%	100.00%	99.30%	98.90%	99.85%	100.00%	99.63%	100.00%
State		4,110	4,232	99.89%	99.89%	97.09%	97.08%	99.78%	99.75%	99.18%	99.54%
	% Inc./Dec. vs. Prev. Month	-2.88%									

### 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		
716	711	951	958	1,424	1,457	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
0.11	0.13	0.12	0.15

<sup>1</sup> Data in "Previous" columns represents May 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 - June 2019

### Adult Protective Services Program Office

Adult Protective Services -- Monthly Key Indicators  
June 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%	98.6%	6/19	0.5%	98.1%	5/19	98.5%	98.4%	98.4%	98.7%	98.6%	99.6%
	No Verified Maltreatment within 6 Mos. Of Protective Supervision Case	M	98.0%	99.6%	6/19	0.2%	99.4%	5/19	100.0%	100.0%	97.5%	92.3%	100.0%	100.0%
API Workload	Initial + Additional Reports Received	M		4,110	6/19	-2.9%	4,232	5/19	435	655	1,043	1,026	618	333
	Investigations (Initial Reports) Completed	M		3,972	6/19	-0.6%	3,996	5/19	376	640	1,026	940	685	305
	Average Active Investigations per API	M-PIT	15.0	13.2	7/2/2019	4.8%	12.6	6/11/2019	12.1	16.1	15.7	7.5	14.5	16.6
	Active Investigations	M-PIT		3,143	7/2/2019	⬇️ -3.4%	3,255	6/11/2019	302	544	913	459	560	365
	Investigations Open Over 60 Days "Backlog"	M-PIT		9	7/2/2019	⬆️ 50.0%	6	6/11/2019	0	8	0	0	1	0
	API Vacancies	M-PIT		10	7/2/2019	⬆️ 11.1%	9	6/11/2019	1	2	1	0	3	3
	Total API FTEs			290	7/2/2019	➡️ 0.0%	290	6/11/2019	29	43	69	73	49	27
	% Vacant			3.4%	7/2/2019	⬆️ 3.4%	3.1%	6/11/2019	3.4%	4.7%	1.4%	0.0%	6.1%	11.1%
	Actual Operational Capacity			238.3	7/2/2019		247.5	6/11/2019	25	33.75	58	61	38.5	22
Percent Total Workforce Capacity			82.2%	7/2/2019		85.3%	6/11/2019	86.21%	78.49%	84.06%	83.56%	78.57%	81.48%	