

Monthly Performance Update for Senior Leadership Team

Adult Protective Services Program Office

Adult Protection - Program Scorecard

June 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 | 171 | 175 | 100.00% | 100.00% | 94.86% | 96.38% | 100.00% | 100.00% | 98.51% | 100.00% |
| NWR | 2 | 114 | 79 | 100.00% | 100.00% | 96.34% | 98.08% | 98.63% | 98.94% | 98.63% | 97.87% |
| NWR | 14 | 83 | 73 | 100.00% | 100.00% | 97.62% | 97.59% | 98.65% | 100.00% | 97.30% | 98.68% |
| NWR | | 368 | 327 | 100.00% | 100.00% | 95.79% | 97.23% | 99.43% | 99.67% | 98.28% | 99.00% |
| NER | 3 & 8 | 128 | 155 | 100.00% | 100.00% | 99.34% | 98.20% | 100.00% | 100.00% | 99.28% | 100.00% |
| NER | 4 | 223 | 197 | 100.00% | 100.00% | 99.54% | 99.51% | 100.00% | 99.49% | 99.49% | 100.00% |
| NER | 7 | 232 | 221 | 100.00% | 100.00% | 99.07% | 98.31% | 100.00% | 100.00% | 100.00% | 100.00% |
| NER | | 583 | 573 | 100.00% | 100.00% | 99.31% | 98.73% | 100.00% | 99.81% | 99.63% | 100.00% |
| CNR | 5 | 312 | 258 | 100.00% | 100.00% | 100.00% | 99.70% | 100.00% | 100.00% | 100.00% | 100.00% |
| CNR | 9 | 272 | 239 | 100.00% | 99.59% | 100.00% | 99.62% | 100.00% | 99.59% | 100.00% | 100.00% |
| CNR | 10 | 141 | 154 | 100.00% | 100.00% | 99.36% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |
| CNR | 18 | 202 | 212 | 100.00% | 100.00% | 100.00% | 97.89% | 100.00% | 100.00% | 100.00% | 100.00% |
| CNR | | 927 | 863 | 100.00% | 99.88% | 99.88% | 99.35% | 100.00% | 99.88% | 100.00% | 100.00% |
| SCR | 6 | 394 | 371 | 100.00% | 100.00% | 99.16% | 99.17% | 100.00% | 100.00% | 99.70% | 100.00% |
| SCR | 12 | 164 | 165 | 100.00% | 100.00% | 97.89% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |
| SCR | 13 | 243 | 192 | 100.00% | 100.00% | 99.40% | 98.48% | 100.00% | 100.00% | 100.00% | 100.00% |
| SCR | 20 | 214 | 205 | 100.00% | 100.00% | 99.08% | 99.02% | 100.00% | 100.00% | 100.00% | 100.00% |
| SCR | | 1015 | 933 | 100.00% | 100.00% | 98.98% | 99.12% | 100.00% | 100.00% | 99.88% | 100.00% |
| SER | 15 | 251 | 255 | 100.00% | 100.00% | 96.49% | 94.81% | 100.00% | 100.00% | 100.00% | 100.00% |
| SER | 17 | 261 | 256 | 100.00% | 100.00% | 97.50% | 98.52% | 100.00% | 100.00% | 100.00% | 100.00% |
| SER | 19 | 135 | 128 | 100.00% | 100.00% | 93.23% | 95.83% | 100.00% | 99.10% | 100.00% | 100.00% |
| SER | | 647 | 639 | 100.00% | 100.00% | 96.26% | 96.68% | 100.00% | 99.82% | 100.00% | 100.00% |
| SNR | 11 | 253 | 254 | 100.00% | 100.00% | 99.12% | 99.09% | 100.00% | 100.00% | 100.00% | 100.00% |
| SNR | 16 | 11 | 10 | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |
| SNR | | 264 | 264 | 100.00% | 100.00% | 99.15% | 99.12% | 100.00% | 100.00% | 100.00% | 100.00% |
| State | | 3,804 | 3,599 | 100.00% | 99.97% | 98.43% | 98.53% | 99.94% | 99.88% | 99.73% | 99.91% |
| | % Inc./Dec. vs. Prev. Month | 5.70% | | | | | | | | | |

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 | | |
| 443 | 436 | 928 | 934 | 971 | 968 | 217 | 223 | 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 |
| 0.07 | 0.07 | 0.08 | 0.08 |

¹ Data in "Previous" columns represents prior month, 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

Monthly Performance Update for Senior Leadership Team

Adult Protective Services Program Office

Adult Protective Services -- Monthly Key Indicators
June 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% | 6/21 | 0.2% | 98.8% | 5/21 | 97.9% | 99.2% | 99.1% | 98.9% | 99.3% | 100.0% |
| | # Reabused / # In Cohort after Verified | M | | 39/3864 | 6/21 | | 47/3,814 | 5/21 | 13/624 | 6/717 | 10/1,049 | 8/748 | 2/290 | 0/436 |
| | No Verified Maltreatment within 6 Mos. Of Protective Supervision Case | M | 98.0% | 99.2% | 6/21 | -0.2% | 99.3% | 5/21 | 100.0% | 98.7% | 100.0% | 88.9% | 98.8% | 99.6% |
| | # Reabused / # In Cohort After PS | M | | 4/473 | 6/21 | | 3/449 | 5/21 | 0/20 | 1/77 | 0/28 | 1/9 | 1/81 | 1/258 |
| API Workload | Initial + Additional Reports Received | M | | 3,804 | 6/21 | 5.7% | 3,599 | 5/21 | 368 | 583 | 927 | 1,015 | 647 | 264 |
| | Investigations (Initial Reports) Completed | M | | 3,636 | 6/21 | 1.4% | 3,585 | 5/21 | 378 | 589 | 865 | 927 | 632 | 245 |
| | Average Active Investigations per API | M-PIT | 15.0 | 14.4 | 6/21 | 12.5% | 12.8 | 5/21 | 12.6 | 13.0 | 15.4 | 11.5 | 17.0 | 19.3 |
| | Active Investigations | M-PIT | | 2,906 | 6/7/2021 | 0.0% | 2,907 | 5/10/2021 | 245 | 444 | 801 | 536 | 552 | 328 |
| | Investigations Open Over 60 Days "Backlog" | M-PIT | | 2 | 6/7/2021 | | 0 | 5/10/2021 | 1 | 1 | 0 | 0 | 0 | 0 |
| | API Vacancies | M-PIT | | 32 | 6/7/2021 | 6.7% | 30 | 5/10/2021 | 0 | 1 | 6 | 11 | 7 | 7 |
| | Total API FTEs | | | 291 | 6/7/2021 | 0.0% | 291 | 5/10/2021 | 29 | 44 | 69 | 73 | 49 | 27 |
| | % Vacant | | | 11.0% | 6/7/2021 | 11.0% | 10.3% | 5/10/2021 | 0.0% | 2.3% | 8.7% | 15.1% | 14.3% | 25.9% |
| | Actual Operational Capacity | | | 201.8 | 6/7/2021 | | 216.0 | 5/10/2021 | 19.5 | 34.25 | 52 | 46.5 | 32.5 | 17 |
| Percent Total Workforce Capacity | | | 69.3% | 6/7/2021 | | 74.2% | 5/10/2021 | 67.24% | 77.84% | 75.36% | 63.70% | 66.33% | 62.96% | |