

Performance Update for Senior Leadership Team - March 2020

Adult Protective Services Program Office

Adult Protection - Program Scorecard March 2020

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	146	147	98.83%	100.00%	93.41%	91.95%	100.00%	100.00%	98.83%	100.00%
NWR	2	106	97	100.00%	100.00%	95.95%	94.39%	100.00%	96.74%	94.74%	93.48%
NWR	14	86	75	100.00%	100.00%	98.11%	93.06%	100.00%	100.00%	100.00%	100.00%
NWR		338	319	99.28%	100.00%	94.82%	92.99%	100.00%	99.01%	98.21%	98.02%
NER	3 & 8	152	148	100.00%	100.00%	95.89%	99.32%	98.52%	100.00%	100.00%	100.00%
NER	4	195	182	100.00%	100.00%	95.88%	98.45%	99.40%	100.00%	100.00%	100.00%
NER	7	223	222	100.00%	100.00%	94.65%	99.61%	99.54%	100.00%	99.08%	100.00%
NER		570	552	100.00%	100.00%	95.35%	99.17%	99.23%	100.00%	99.61%	100.00%
CNR	5	293	292	99.62%	100.00%	99.34%	100.00%	100.00%	99.55%	99.62%	100.00%
CNR	9	240	227	100.00%	100.00%	96.86%	97.64%	100.00%	100.00%	100.00%	100.00%
CNR	10	144	136	100.00%	100.00%	100.00%	98.31%	100.00%	100.00%	100.00%	100.00%
CNR	18	198	222	100.00%	100.00%	99.55%	97.46%	100.00%	100.00%	99.51%	100.00%
CNR		875	877	99.88%	100.00%	98.90%	98.43%	100.00%	99.86%	99.76%	100.00%
SCR	6	345	346	99.39%	100.00%	97.32%	96.84%	100.00%	100.00%	100.00%	100.00%
SCR	12	156	161	99.24%	100.00%	94.85%	96.40%	100.00%	100.00%	100.00%	100.00%
SCR	13	209	220	100.00%	100.00%	97.42%	98.53%	100.00%	100.00%	100.00%	100.00%
SCR	20	180	163	100.00%	100.00%	98.42%	97.75%	100.00%	100.00%	100.00%	100.00%
SCR		890	890	99.62%	100.00%	97.18%	97.37%	100.00%	100.00%	100.00%	100.00%
SER	15	188	230	99.49%	100.00%	95.12%	95.07%	99.49%	99.53%	99.49%	100.00%
SER	17	219	251	100.00%	100.00%	97.34%	97.28%	100.00%	100.00%	100.00%	100.00%
SER	19	128	118	100.00%	100.00%	97.48%	92.42%	100.00%	100.00%	100.00%	100.00%
SER		535	599	99.82%	100.00%	96.59%	95.42%	99.82%	99.83%	99.82%	100.00%
SNR	11	257	271	100.00%	100.00%	99.02%	98.79%	100.00%	100.00%	100.00%	100.00%
SNR	16	9	6	100.00%	100.00%	100.00%	80.00%	100.00%	100.00%	100.00%	100.00%
SNR		266	277	100.00%	100.00%	99.05%	98.41%	100.00%	100.00%	100.00%	100.00%
State		3,474	3,514	99.79%	100.00%	97.20%	97.23%	99.85%	99.84%	99.69%	99.81%
	% Inc./Dec. vs. Prev. Month	-1.14%									

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		
529	516	999	1,006	1,262	1,274	263	258	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
0.08	0.08	0.10	0.09

¹ Data in "Previous" columns represents February 2020, 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

Performance Update for Senior Leadership Team - March 2020

Adult Protective Services Program Office

Adult Protective Services -- Monthly Key Indicators
March 2020

	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%	98.7%	3/20	0.3%	98.4%	2/20	97.7%	98.5%	98.6%	98.7%	98.6%	100.0%
	# Reabused / # In Cohort after Verified	M		39/3050	3/20		52/3,256	2/20	11/475	8/549	11/810	8/600	1/226	0/390
	No Verified Maltreatment within 6 Mos. Of Protective Supervision Case	M	98.0%	99.2%	3/20	-0.2%	99.4%	2/20	95.7%	100.0%	97.6%	100.0%	99.1%	99.6%
	# Reabused / # In Cohort After PS	M		4/498	3/20		3/491	2/20	1/23	0/72	1/41	0/20	1/112	1/230
API Workload	Initial + Additional Reports Received	M		3,472	3/20	-1.2%	3,514	2/20	338	570	875	890	533	266
	Investigations (Initial Reports) Completed	M		3,533	3/20	3.2%	3,423	2/20	299	541	928	868	573	324
	Average Active Investigations per API	M-PIT	15.0	9.1	3/20	-26.6%	12.4	2/20	13.2	8.2	10.3	5.7	11.1	9.3
	Active Investigations	M-PIT		2,928	4/15/2020	⇒ 0.0%	2,928	3/12/2020	237	454	944	466	535	292
	Investigations Open Over 60 Days "Backlog"	M-PIT		0	4/15/2020	👎 -100.0%	1	3/12/2020	0	0	0	0	0	0
	API Vacancies	M-PIT		14	4/15/2020	👎 -17.6%	17	3/12/2020	2	3	1	5	3	0
	Total API FTEs			290	4/15/2020	⇒ 0.0%	290	3/12/2020	29	43	69	73	49	27
	% Vacant			4.8%	4/15/2020	👎 4.8%	5.9%	3/12/2020	6.9%	7.0%	1.4%	6.8%	6.1%	0.0%
	Actual Operational Capacity			240.8	4/15/2020		237.8	3/12/2020	18	37.25	66.5	58.5	38.5	22
Percent Total Workforce Capacity			83.0%	4/15/2020		82.0%	3/12/2020	62.07%	86.63%	96.38%	80.14%	78.57%	81.48%	