

Performance Update for Senior Leadership Team - October 2019

Adult Protective Services Program Office

Adult Protection - Program Scorecard

November 2019

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	142	164	98.65%	100.00%	92.68%	95.45%	100.00%	100.00%	99.32%	99.42%
NWR	2	90	105	100.00%	99.08%	97.22%	93.13%	100.00%	95.41%	76.92%	83.49%
NWR	14	45	73	100.00%	100.00%	100.00%	95.70%	100.00%	100.00%	100.00%	100.00%
NWR		277	342	99.25%	99.72%	95.32%	94.79%	100.00%	98.61%	93.98%	94.72%
NER	3 & 8	171	169	100.00%	100.00%	97.53%	99.12%	100.00%	100.00%	100.00%	100.00%
NER	4	198	211	100.00%	100.00%	97.45%	99.27%	100.00%	100.00%	100.00%	99.24%
NER	7	203	255	100.00%	100.00%	99.61%	100.00%	100.00%	99.48%	100.00%	99.48%
NER		572	635	100.00%	100.00%	98.50%	99.49%	100.00%	99.82%	100.00%	99.47%
CNR	5	272	294	100.00%	100.00%	100.00%	99.67%	100.00%	100.00%	100.00%	100.00%
CNR	9	228	254	100.00%	100.00%	99.55%	99.07%	100.00%	100.00%	100.00%	100.00%
CNR	10	166	167	100.00%	100.00%	100.00%	99.42%	100.00%	100.00%	100.00%	100.00%
CNR	18	229	227	100.00%	100.00%	97.34%	99.59%	100.00%	100.00%	100.00%	100.00%
CNR		895	942	100.00%	100.00%	99.25%	99.46%	100.00%	100.00%	100.00%	100.00%
SCR	6	316	417	100.00%	99.73%	94.31%	96.68%	99.34%	100.00%	100.00%	100.00%
SCR	12	143	170	100.00%	99.22%	97.14%	95.77%	100.00%	100.00%	100.00%	100.00%
SCR	13	203	254	100.00%	100.00%	97.11%	98.33%	100.00%	100.00%	100.00%	100.00%
SCR	20	188	204	100.00%	100.00%	97.27%	97.04%	100.00%	100.00%	100.00%	100.00%
SCR		850	1045	100.00%	99.78%	96.02%	97.03%	99.74%	100.00%	100.00%	100.00%
SER	15	212	226	100.00%	100.00%	96.35%	92.54%	99.46%	99.53%	99.46%	98.58%
SER	17	254	261	100.00%	100.00%	95.02%	95.88%	100.00%	100.00%	100.00%	100.00%
SER	19	119	136	99.00%	100.00%	93.07%	95.21%	100.00%	100.00%	100.00%	100.00%
SER		585	623	99.80%	100.00%	95.14%	94.61%	99.80%	99.84%	99.80%	99.52%
SNR	11	265	285	100.00%	100.00%	98.37%	98.53%	99.55%	99.62%	99.55%	100.00%
SNR	16	8	10	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
SNR		273	295	100.00%	100.00%	98.44%	98.55%	99.57%	99.62%	99.57%	100.00%
State		3,452	3,882	99.90%	99.92%	97.22%	97.42%	99.87%	99.78%	99.40%	99.31%
	% Inc./Dec. vs. Prev. Month	-11.08%									

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		
482	473	974	926	1,345	1,366	269	263	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
0.09	0.10	0.09	0.11

¹ Data in "Previous" columns represents October 2019, 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

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Adult Protective Services -- Monthly Key Indicators
November 2019

		Statewide Current/Recent					Previous		Regions -- Current					
Indicator	Period	Standard	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%	11/19	0.3%	98.4%	10/19	98.1%	98.4%	98.6%	98.9%	100.0%	99.1%
	# Reabused / # In Cohort after Verified	M		39/3,072	11/19		64/3,976	10/19	8/413	9/561	12/867	7/615	0/284	3/332
	No Verified Maltreatment within 6 Mos. Of Protective Supervision Case	M	98.0%	99.6%	11/19	0.0%	99.6%	10/19	97.8%	98.8%	100.0%	100.0%	100.0%	100.0%
	# Reabused / # In Cohort After PS	M		2/535	11/19		2/536	10/19	0/28	1/80	1/46	0/23	0/111	0/247
API Workload	Initial + Additional Reports Received	M		3,452	11/19	-11.1%	3,882	10/19	277	572	895	850	585	273
	Investigations (Initial Reports) Completed	M		3,273	11/19	-16.7%	3,927	10/19	281	544	836	837	516	259
	Average Active Investigations per API	M-PIT	15.0	12.0	11/19	-1.6%	12.2	10/19	9.6	15.1	14.4	6.5	15.3	15.8
	Active Investigations	M-PIT		3,151	12/10/2019	⇒ 2.5%	3,073	11/7/2019	260	557	952	445	574	363
	Investigations Open Over 60 Days "Backlog"	M-PIT		8	12/10/2019	↗ 60.0%	5	11/7/2019	6	1	1	0	0	0
	API Vacancies	M-PIT		18	12/10/2019	↗ 80.0%	10	11/7/2019	1	0	3	8	5	1
	Total API FTEs			290	12/10/2019	⇒ 0.0%	290	11/7/2019	29	43	69	73	49	27
	% Vacant			6.2%	12/10/2019	↗ 6.2%	3.4%	11/7/2019	3.4%	0.0%	4.3%	11.0%	10.2%	3.7%
	Actual Operational Capacity			258.8	12/10/2019		256.0	11/7/2019	27	37	66	68.25	37.5	23
	Percent Total Workforce Capacity			89.2%	12/10/2019		88.3%	11/7/2019	93.10%	86.05%	95.65%	93.49%	76.53%	85.19%