

Monthly Performance Update for Senior Leadership Team

Adult Protective Services Program Office

Adult Protection - Program Scorecard November 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	164	155	100.00%	100.00%	95.54%	88.08%	100.00%	100.00%	100.00%	99.45%
NWR	2	81	103	98.81%	100.00%	84.96%	90.38%	96.43%	97.83%	90.48%	92.39%
NWR	14	54	64	100.00%	100.00%	97.92%	91.57%	100.00%	100.00%	95.24%	100.00%
NWR		299	322	99.55%	100.00%	91.58%	89.47%	98.66%	99.43%	95.54%	97.72%
NER	3 & 8	124	148	100.00%	100.00%	100.00%	98.56%	100.00%	100.00%	100.00%	100.00%
NER	4	181	234	100.00%	100.00%	96.52%	97.14%	100.00%	100.00%	100.00%	100.00%
NER	7	195	224	100.00%	100.00%	99.07%	99.02%	100.00%	100.00%	99.49%	100.00%
NER		500	606	100.00%	100.00%	98.26%	98.19%	100.00%	100.00%	99.59%	100.00%
CNR	5	279	308	100.00%	100.00%	100.00%	99.66%	99.53%	100.00%	100.00%	100.00%
CNR	9	225	275	100.00%	100.00%	97.96%	99.09%	100.00%	99.29%	100.00%	100.00%
CNR	10	154	162	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
CNR	18	208	202	100.00%	100.00%	100.00%	98.86%	100.00%	100.00%	100.00%	100.00%
CNR		866	947	100.00%	100.00%	99.46%	99.40%	99.85%	99.75%	100.00%	100.00%
SCR	6	352	401	100.00%	100.00%	99.67%	98.06%	100.00%	100.00%	100.00%	100.00%
SCR	12	138	146	100.00%	100.00%	100.00%	97.73%	100.00%	100.00%	100.00%	100.00%
SCR	13	179	257	100.00%	100.00%	100.00%	96.00%	100.00%	100.00%	100.00%	100.00%
SCR	20	171	175	100.00%	100.00%	100.00%	98.95%	100.00%	100.00%	100.00%	100.00%
SCR		840	979	100.00%	100.00%	99.86%	97.64%	100.00%	100.00%	100.00%	100.00%
SER	15	223	236	100.00%	99.47%	97.35%	94.33%	100.00%	100.00%	100.00%	100.00%
SER	17	251	269	100.00%	100.00%	94.69%	97.54%	100.00%	100.00%	100.00%	100.00%
SER	19	114	112	100.00%	100.00%	97.75%	96.67%	100.00%	100.00%	100.00%	100.00%
SER		588	617	100.00%	99.81%	96.25%	96.24%	100.00%	100.00%	100.00%	100.00%
SNR	11	224	250	100.00%	100.00%	99.50%	98.90%	100.00%	100.00%	100.00%	100.00%
SNR	16	11	13	100.00%	100.00%	71.43%	88.89%	100.00%	100.00%	100.00%	100.00%
SNR		235	263	100.00%	100.00%	98.56%	98.58%	100.00%	100.00%	100.00%	100.00%
State		3,328	3,734	99.96%	99.97%	97.96%	97.13%	99.86%	99.88%	99.60%	99.76%
	% Inc./Dec. vs. Prev. Month	-10.87%									

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		
416	410	954	947	1,186	1,216	249	251	99.16%	99.24%

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
0.06	0.09	0.07	0.09

¹ Data in "Previous" columns represents October 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

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Adult Protective Services -- Monthly Key Indicators

November 2020

				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%	99.2%	11/20	0.9%	98.3%	10/20	100.0%	98.5%	100.0%	100.0%	98.2%	99.5%
	# Reabused / # In Cohort after Verified	M		3/393	11/20		56/3371	10/20	0/14	1/67	0/28	0/16	1/55	1/213
	No Verified Maltreatment within 6 Mos. Of Protective Supervision Case	M	98.0%	99.1%	11/20	0.1%	99.0%	10/20	99.0%	98.5%	99.2%	99.4%	99.1%	99.3%
	# Reabused / # In Cohort After PS	M		31/3,405	11/20		4/393	10/20	8/1,020	9/591	5/504	4/674	2/212	3/404
API Workload	Initial + Additional Reports Received	M		3,328	11/20	-10.9%	3,734	10/20	299	500	866	840	588	235
	Investigations (Initial Reports) Completed	M		3,081	11/20	-17.8%	3,746	10/20	243	553	759	758	554	214
	Average Active Investigations per API	M-PIT	15.0	11.2	11/20	0.0%	11.2	10/20	12.9	10.1	14.4	7.8	13.4	7.8
	Active Investigations	M-PIT		2,704	12/2/20	➔ 0.1%	2,702	11/9/20	304	411	862	436	488	203
	Investigations Open Over 60 Days "Backlog"	M-PIT		2	12/2/20	➔ 0.0%	2	11/9/20	2	0	0	0	0	0
	API Vacancies	M-PIT		19	12/2/20	➔ 18.8%	16	11/9/20	1	0	3	9	5	1
	Total API FTEs			290	12/2/20	➔ 0.0%	290	11/9/20	29	43	69	73	49	27
	% Vacant			6.6%	12/2/20	➔ 6.6%	5.5%	11/9/20	3.4%	0.0%	4.3%	12.3%	10.2%	3.7%
	Actual Operational Capacity			242.5	12/2/20		242.3	11/9/20	23.5	40.75	60	55.75	36.5	26
Percent Total Workforce Capacity			83.6%	12/2/20		83.5%	11/9/20	81.03%	94.77%	86.96%	76.37%	74.49%	96.30%	