

Monthly Performance Update for Senior Leadership Team

Adult Protective Services Program Office

Adult Protection - Program Scorecard

November 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	145	137	100.00%	100.00%	91.30%	91.67%	100.00%	100.00%	100.00%	98.85%
NWR	2	77	61	100.00%	100.00%	98.36%	93.42%	100.00%	100.00%	98.11%	100.00%
NWR	14	50	62	100.00%	100.00%	90.91%	97.78%	100.00%	100.00%	98.08%	95.24%
NWR		272	260	100.00%	100.00%	92.91%	93.55%	100.00%	100.00%	99.13%	98.49%
NER	3 & 8	97	98	100.00%	100.00%	93.64%	99.06%	100.00%	100.00%	88.24%	97.87%
NER	4	164	182	100.00%	100.00%	96.43%	99.40%	100.00%	100.00%	99.38%	100.00%
NER	7	166	183	100.00%	100.00%	96.08%	100.00%	100.00%	100.00%	99.26%	100.00%
NER		427	463	100.00%	100.00%	95.59%	99.56%	100.00%	100.00%	96.48%	99.53%
CNR	5	206	220	100.00%	100.00%	100.00%	99.58%	100.00%	100.00%	100.00%	100.00%
CNR	9	174	199	100.00%	99.52%	100.00%	99.54%	100.00%	100.00%	100.00%	100.00%
CNR	10	120	114	100.00%	100.00%	98.36%	99.35%	98.97%	99.35%	100.00%	100.00%
CNR	18	151	180	100.00%	100.00%	99.34%	100.00%	100.00%	100.00%	100.00%	100.00%
CNR		651	713	100.00%	99.86%	99.52%	99.61%	100.00%	99.86%	100.00%	100.00%
SCR	6	323	314	100.00%	100.00%	100.00%	99.27%	100.00%	100.00%	100.00%	100.00%
SCR	12	114	111	100.00%	98.72%	96.33%	94.19%	100.00%	100.00%	100.00%	100.00%
SCR	13	167	157	100.00%	100.00%	100.00%	97.26%	100.00%	100.00%	100.00%	100.00%
SCR	20	146	191	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
SCR		750	773	100.00%	99.84%	99.45%	98.36%	100.00%	100.00%	100.00%	100.00%
SER	15	164	192	100.00%	100.00%	97.16%	95.11%	100.00%	100.00%	100.00%	99.44%
SER	17	227	199	100.00%	100.00%	95.50%	96.35%	100.00%	100.00%	100.00%	100.00%
SER	19	83	98	100.00%	100.00%	96.19%	96.88%	100.00%	100.00%	100.00%	100.00%
SER		474	489	100.00%	100.00%	96.26%	95.99%	100.00%	100.00%	100.00%	99.79%
SNR	11	210	238	100.00%	100.00%	98.97%	98.64%	100.00%	100.00%	100.00%	100.00%
SNR	16	10	2	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
SNR		220	240	100.00%	100.00%	98.98%	98.72%	100.00%	100.00%	100.00%	100.00%
State		2,794	2,938	100.00%	99.93%	97.65%	98.13%	99.96%	99.96%	99.37%	99.78%
	% Inc./Dec. vs. Prev. Month	-4.90%									

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 20/21 & 19/20	
Current	Previous	Current	Previous	Current	Previous	Current	Previous		
325	311	973	975	799	823	218	211	99.99%	99.16%

Per Capita Abuse Rates for Adults with Disabilities, Age 18-59 and Elderly Persons, 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	0.07	0.07

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
November 2021

				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%	98.9%	11/21	0.2%	98.7%	10/21	98.2%	98.2%	99.5%	99.0%	99.6%	98.9%
	# Reabused / # In Cohort after Verified	M		32/2,901	11/21		38/2,999	10/21	8/447	9/497	4/765	6/609	1/236	4/347
	No Verified Maltreatment within 6 Mos. Of Protective Supervision Case	M	98.0%	99.5%	11/21	0.2%	99.3%	10/21	100.0%	100.0%	100.0%	100.0%	100.0%	99.2%
	# Reabused / # In Cohort After PS	M		2/439	11/21		3/443	10/21	0/19	0/77	0/26	0/8	0/73	2/236
API Workload	Initial + Additional Reports Received	M		2,794	11/21	-4.9%	2,938	10/21	272	427	651	750	474	220
	Investigations (Initial Reports) Completed	M		2,789	11/21	-5.6%	2,954	10/21	256	425	657	752	487	212
	Average Active Investigations per API	M-PIT	15.0	10.5	11/21	-7.9%	11.4	10/21	10.1	10.4	11.9	6.8	12.7	14.2
	Active Investigations	M-PIT		2,342	12/3/2021	🔻 -5.4%	2,475	11/3/2021	212	352	733	385	458	202
	Investigations Open Over 60 Days "Backlog"	M-PIT		5	12/3/2021	🔻 -50.0%	10	11/3/2021	0	5	0	0	0	0
	API Vacancies	M-PIT		41	12/3/2021	🔻 -4.7%	43	11/3/2021	5	6	0	13	9	8
	Total API FTEs			291	12/3/2021	🔻 0.0%	291	11/3/2021	29	44	69	73	49	27
	% Vacant			14.1%	12/3/2021	🔻 14.1%	14.8%	11/3/2021	17.2%	13.6%	0.0%	17.8%	18.4%	29.6%
	Actual Operational Capacity			223.8	12/3/2021		213.5	11/3/2021	21	33.75	61.75	57	36	14.25
	Percent Total Workforce Capacity			76.9%	12/3/2021		73.4%	11/3/2021	72.41%	76.70%	89.49%	78.08%	73.47%	52.78%

Monthly Performance Update for Senior Leadership Team
Adult Protective Services Program Office

and Elderly Persons, per 1,000/Population

Monthly Performance Update for Senior Leadership Team

Adult Protective Services Program Office