

# Monthly Performance Update for Senior Leadership Team

## Adult Protective Services Program Office

### Adult Protection - Program Scorecard

November 2022

Region	Circuit	Reports Received <sup>1</sup>		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 <sup>2</sup>	Current	Previous	Current	Previous	Current	Previous	Current	Previous
NWR	1	131	148	100.00%	99.17%	97.73%	93.55%	100.00%	100.00%	96.06%	98.33%
NWR	2	87	69	100.00%	98.53%	90.00%	92.50%	100.00%	97.06%	77.27%	85.29%
NWR	14	65	58	100.00%	100.00%	95.45%	96.00%	100.00%	97.87%	97.30%	97.87%
NWR		283	275	100.00%	99.15%	94.92%	93.70%	100.00%	98.72%	90.87%	94.47%
NER	3 & 8	138	132	100.00%	100.00%	100.00%	98.52%	100.00%	98.45%	98.68%	97.67%
NER	4	185	204	100.00%	100.00%	98.00%	96.31%	100.00%	98.97%	100.00%	100.00%
NER	7	168	226	100.00%	100.00%	98.91%	97.04%	100.00%	100.00%	100.00%	99.48%
NER		491	562	100.00%	100.00%	98.71%	97.11%	100.00%	99.22%	99.77%	99.22%
CNR	5	259	258	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.42%	100.00%
CNR	9	180	220	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
CNR	10	150	145	100.00%	100.00%	98.29%	97.76%	100.00%	100.00%	100.00%	100.00%
CNR	18	159	188	100.00%	100.00%	98.66%	98.97%	100.00%	99.42%	100.00%	99.42%
CNR		748	811	100.00%	100.00%	99.35%	99.36%	100.00%	99.86%	99.83%	99.86%
SCR	6	264	339	100.00%	100.00%	100.00%	99.31%	100.00%	100.00%	100.00%	100.00%
SCR	12	143	148	100.00%	100.00%	95.58%	96.97%	100.00%	100.00%	100.00%	100.00%
SCR	13	185	174	100.00%	99.45%	99.33%	98.43%	100.00%	100.00%	100.00%	100.00%
SCR	20	196	203	100.00%	100.00%	99.47%	100.00%	100.00%	100.00%	100.00%	100.00%
SCR		788	864	100.00%	99.86%	99.01%	98.84%	100.00%	100.00%	100.00%	100.00%
SER	15	182	218	99.43%	100.00%	96.30%	95.49%	99.43%	99.57%	99.43%	99.57%
SER	17	199	221	99.43%	100.00%	96.17%	95.34%	100.00%	100.00%	100.00%	100.00%
SER	19	83	120	100.00%	100.00%	95.12%	93.04%	100.00%	100.00%	100.00%	100.00%
SER		464	559	99.54%	100.00%	96.04%	94.96%	99.77%	99.82%	99.77%	99.82%
SNR	11	222	209	100.00%	100.00%	100.00%	99.27%	100.00%	100.00%	100.00%	100.00%
SNR	16	8	4	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
SNR		230	213	100.00%	100.00%	100.00%	99.29%	100.00%	100.00%	100.00%	100.00%
<b>State</b>		<b>3,004</b>	<b>3,284</b>	<b>99.92%</b>	<b>99.90%</b>	<b>98.22%</b>	<b>97.57%</b>	<b>99.96%</b>	<b>99.70%</b>	<b>99.06%</b>	<b>99.37%</b>
	% Inc./Dec. vs. Prev. Month	-8.53%									

### 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 21/22 & 20/21	
Current	Previous	Current	Previous	Current	Previous	Current	Previous		
354	357	901	913	753	757	201	194	99.08%	99.99%

### 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	0.10	0.06	0.07

<sup>1</sup> Data in "Previous" columns represents prior month, unless otherwise noted.

<sup>2</sup> 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 2022

				Statewide Current/Recent			Previous		Regions -- Current					
Indicator	Period	Standard	Level	Period	% Change	Level	Period	NW	NE	Central	SC	SE	Southern	
<b>API Safety</b>	No Recurrence Verified Maltreatment within 6 Mo. of Verified Investigation	M	95.0%	99.17%	11/22	1.21%	97.98%	10/22	98.57%	99.83%	99.11%	98.75%	99.18%	99.64%
	# Reabused / # In Cohort after Verified	M		23/2,776	11/22		54/2,676	10/22	6/421	1/598	6/672	7/560	2/245	1/280
	No Verified Maltreatment within 6 Mos. Of Protective Supervision Case	M	98.0%	100.00%	11/22	0.89%	99.12%	10/22	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	# Reabused / # In Cohort After PS	M		0/335	11/22		3/341	10/22	0/10	0/81	0/28	0/6	0/57	0/153
<b>API Workload</b>	Initial + Additional Reports Received	M		3,004	11/22	-8.5%	3,284	10/22	283	491	748	788	464	230
	Investigations (Initial Reports) Completed	M		2,822	11/22	-16.3%	3,370	10/22	251	475	654	776	459	207
	Average Active Investigations per API	M-PIT	15.0	12.5	11/22	1.6%	12.3	10/22	10.2	10.9	17.7	7.9	13.3	12.3
	Active Investigations	M-PIT		2,540	12/6/2022	➔ 2.1%	2,488	11/7/2022	203	407	875	314	459	282
	Investigations Open Over 60 Days "Backlog"	M-PIT		0	12/6/2022		9	11/7/2022	0	0	0	0	0	0
	API Vacancies	M-PIT		44	12/6/2022	↗ 4.8%	42	11/7/2022	3	1	7	26	7	0
	Total API FTEs			291	12/6/2022	➔ 0.0%	291	11/7/2022	29	44	69	73	49	27
	% Vacant			15.1%	12/6/2022	↗ 15.1%	14.4%	11/7/2022	10.3%	2.3%	10.1%	35.6%	14.3%	0.0%
	Actual Operational Capacity			204.0	12/6/2022	➔ 0.5%	203.0	11/7/2022	20	37.5	49.5	39.5	34.5	23
Percent Total Workforce Capacity	70.10%			12/6/2022	➔ 0.5%	69.8%	11/7/2022	68.97%	85.23%	71.74%	54.11%	70.41%	85.19%	