

# Monthly Performance Update for Senior Leadership Team

## Adult Protective Services Program Office

### Adult Protection - Program Scorecard

October 2021

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	137	141	100.00%	100.00%	91.67%	95.45%	100.00%	100.00%	98.85%	100.00%
NWR	2	61	92	100.00%	98.63%	93.42%	91.03%	100.00%	100.00%	100.00%	100.00%
NWR	14	62	73	100.00%	100.00%	97.78%	97.94%	100.00%	100.00%	95.24%	96.97%
NWR		260	306	100.00%	99.65%	93.55%	94.97%	100.00%	100.00%	98.49%	99.30%
NER	3 & 8	98	99	100.00%	100.00%	99.06%	97.94%	100.00%	100.00%	97.87%	100.00%
NER	4	182	179	100.00%	100.00%	99.40%	94.85%	100.00%	99.43%	100.00%	100.00%
NER	7	183	191	100.00%	100.00%	100.00%	98.17%	100.00%	100.00%	100.00%	99.35%
NER		463	469	100.00%	100.00%	99.56%	96.70%	100.00%	99.76%	99.53%	99.76%
CNR	5	220	252	100.00%	100.00%	99.58%	100.00%	100.00%	100.00%	100.00%	100.00%
CNR	9	199	219	99.52%	100.00%	99.54%	100.00%	100.00%	100.00%	100.00%	100.00%
CNR	10	114	131	100.00%	100.00%	99.35%	100.00%	99.35%	100.00%	100.00%	100.00%
CNR	18	180	190	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
CNR		713	792	99.86%	100.00%	99.61%	100.00%	99.86%	100.00%	100.00%	100.00%
SCR	6	314	326	100.00%	100.00%	99.27%	98.04%	100.00%	100.00%	100.00%	100.00%
SCR	12	111	140	98.72%	100.00%	94.19%	99.21%	100.00%	100.00%	100.00%	100.00%
SCR	13	157	168	100.00%	100.00%	97.26%	99.48%	100.00%	100.00%	100.00%	99.46%
SCR	20	191	156	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
SCR		773	790	99.84%	100.00%	98.36%	98.93%	100.00%	100.00%	100.00%	99.86%
SER	15	192	197	100.00%	100.00%	95.11%	97.44%	100.00%	100.00%	99.44%	99.46%
SER	17	199	248	100.00%	100.00%	96.35%	97.84%	100.00%	100.00%	100.00%	100.00%
SER	19	98	113	100.00%	100.00%	96.88%	99.12%	100.00%	100.00%	100.00%	100.00%
SER		489	558	100.00%	100.00%	95.99%	97.96%	100.00%	100.00%	99.79%	99.80%
SNR	11	238	240	100.00%	100.00%	98.64%	98.69%	100.00%	100.00%	100.00%	100.00%
SNR	16	2	11	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
SNR		240	251	100.00%	100.00%	98.72%	98.73%	100.00%	100.00%	100.00%	100.00%
State		2,938	3,166	99.93%	99.97%	98.13%	98.29%	99.96%	99.97%	99.78%	99.83%
	% Inc./Dec. vs. Prev. Month	-7.20%									

### 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		
311	274	975	957	823	825	211	206	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	0.06

<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

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Adult Protective Services – Monthly Key Indicators  
October 2021

	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%	10/21	0.2%	98.6%	9/21	98.8%	98.4%	98.6%	98.6%	99.6%	99.1%
	# Reabused / # In Cohort after Verified	M		38/2,999	10/21		45/3,111	9/21	6/485	8/500	11/789	9/628	1/251	3/346
	No Verified Maltreatment within 6 Mos. Of Protective Supervision Case	M	98.0%	99.3%	10/21	0.0%	99.3%	9/21	100.0%	100.0%	100.0%	100.0%	100.0%	98.7%
	# Reabused / # In Cohort After PS	M		3/443	10/21		3/456	9/21	0/19	0/80	0/26	0/9	0/73	3/236
API Workload	Initial + Additional Reports Received	M		2,938	10/21	-7.2%	3,166	9/21	260	463	713	773	489	240
	Investigations (Initial Reports) Completed	M		2,954	10/21	-8.8%	3,240	9/21	219	462	793	734	506	240
	Average Active Investigations per API	M-PIT	15.0	11.4	10/21	-8.8%	12.5	9/21	9.7	12.2	12.5	7.9	13.6	15.3
	Active Investigations	M-PIT		2,475	11/3/2021	➔ -2.6%	2,540	10/8/2021	210	366	719	426	507	247
	Investigations Open Over 60 Days "Backlog"	M-PIT		10	11/3/2021	🚩 900.0%	1	10/8/2021	0	9	0	0	1	0
	API Vacancies	M-PIT		43	11/3/2021	➔ -2.3%	44	10/8/2021	4	9	0	12	10	8
	Total API FTEs			291	11/3/2021	➔ 0.0%	291	10/8/2021	29	44	69	73	49	27
	% Vacant			14.8%	11/3/2021	🚩 14.8%	15.1%	10/8/2021	13.8%	20.5%	0.0%	16.4%	20.4%	29.6%
	Actual Operational Capacity			213.5	11/3/2021		203.0	10/8/2021	21.5	31	59	49.75	37	15.25
	Percent Total Workforce Capacity			73.4%	11/3/2021		69.8%	10/8/2021	74.14%	70.45%	85.51%	68.15%	75.51%	56.48%

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**Adult Protective Services Program Office**

and Elderly Persons, per 1,000/Population

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