

# Monthly Performance Update for Senior Leadership Team

## Adult Protective Services Program Office

### Adult Protection - Program Scorecard

September 2020

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	174	186	100.00%	100.00%	93.79%	95.28%	100.00%	100.00%	100.00%	100.00%
NWR	2	104	109	97.50%	100.00%	87.91%	87.95%	98.75%	95.89%	87.50%	95.89%
NWR	14	71	71	100.00%	100.00%	95.24%	100.00%	100.00%	100.00%	98.36%	100.00%
NWR		349	366	99.28%	100.00%	92.38%	93.94%	99.64%	98.76%	96.04%	98.76%
NER	3 & 8	139	150	100.00%	100.00%	97.85%	100.00%	98.89%	97.83%	100.00%	100.00%
NER	4	209	217	100.00%	100.00%	99.02%	98.95%	100.00%	100.00%	100.00%	100.00%
NER	7	233	234	100.00%	100.00%	100.00%	99.51%	100.00%	98.97%	100.00%	98.97%
NER		581	601	100.00%	100.00%	99.15%	99.40%	99.77%	99.13%	100.00%	99.56%
CNR	5	299	312	100.00%	100.00%	100.00%	99.62%	100.00%	100.00%	100.00%	100.00%
CNR	9	245	233	100.00%	100.00%	98.28%	98.20%	100.00%	100.00%	100.00%	100.00%
CNR	10	149	175	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
CNR	18	202	225	100.00%	100.00%	98.99%	100.00%	100.00%	100.00%	100.00%	100.00%
CNR		895	945	100.00%	100.00%	99.32%	99.39%	100.00%	100.00%	100.00%	100.00%
SCR	6	382	413	100.00%	99.72%	98.92%	97.41%	100.00%	99.17%	100.00%	100.00%
SCR	12	162	187	100.00%	100.00%	97.71%	97.08%	100.00%	100.00%	100.00%	100.00%
SCR	13	225	224	100.00%	100.00%	96.48%	98.63%	100.00%	100.00%	99.47%	100.00%
SCR	20	192	214	100.00%	100.00%	98.93%	98.96%	100.00%	100.00%	100.00%	100.00%
SCR		961	1038	100.00%	99.89%	98.18%	97.97%	100.00%	99.66%	99.89%	100.00%
SER	15	212	227	100.00%	99.48%	96.10%	95.10%	100.00%	99.48%	100.00%	100.00%
SER	17	258	297	100.00%	100.00%	96.59%	96.21%	100.00%	100.00%	100.00%	100.00%
SER	19	132	110	100.00%	99.04%	94.35%	94.50%	100.00%	100.00%	100.00%	100.00%
SER		602	634	100.00%	99.64%	95.95%	95.49%	100.00%	99.82%	100.00%	100.00%
SNR	11	256	289	100.00%	100.00%	99.60%	97.28%	100.00%	99.58%	100.00%	100.00%
SNR	16	6	10	100.00%	100.00%	100.00%	100.00%	100.00%	87.50%	100.00%	100.00%
SNR		262	299	100.00%	100.00%	99.60%	97.36%	100.00%	99.19%	100.00%	100.00%
<b>State</b>		<b>3,650</b>	<b>3,883</b>	<b>99.94%</b>	<b>99.91%</b>	<b>97.72%</b>	<b>97.74%</b>	<b>99.94%</b>	<b>99.59%</b>	<b>99.61%</b>	<b>99.84%</b>
	% Inc./Dec. vs. Prev. Month	-6.00%									

### 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		
544	559	943	949	1,222	1,246	254	255	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
0.07	0.08	0.07	0.08

<sup>1</sup> Data in "Previous" columns represents August 2020, 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

September 2020

				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%	98.8%	9/20	0.1%	98.7%	8/20	97.9%	99.4%	98.6%	98.9%	99.5%	98.7%
	# Reabused / # In Cohort after Verified	M		42/3412	9/20		45/3,344	8/20	10/479	4/654	15/1,039	7/639	1/213	5/388
	No Verified Maltreatment within 6 Mos. Of Protective Supervision Case	M	98.0%	99.3%	9/20	-0.3%	99.5%	8/20	100.0%	100.0%	97.0%	100.0%	100.0%	99.1%
	# Reabused / # In Cohort After PS	M		3/405	9/20		2/426	8/20	0/14	0/71	1/33	0/16	0/55	2/216
<b>API Workload</b>	Initial + Additional Reports Received	M		3,650	9/20	-6.0%	3,883	8/20	349	581	895	961	602	262
	Investigations (Initial Reports) Completed	M		3,431	9/20	-3.1%	3,540	8/20	304	479	795	964	611	278
	Average Active Investigations per API	M-PIT	15.0	11.7	9/20	-2.5%	12.0	8/20	13.7	14.5	11.8	8.3	13.4	10.5
	Active Investigations	M-PIT		2,776	10/6/20	➔ 1.2%	2,742	9/9/2020	309	520	802	475	455	215
	Investigations Open Over 60 Days "Backlog"	M-PIT		1	10/6/20	📉 -75.0%	4	9/9/2020	1	0	0	0	0	0
	API Vacancies	M-PIT		16	10/6/20	📈 6.7%	15	9/9/2020	1	0	1	8	5	1
	Total API FTEs			290	10/6/20	➔ 0.0%	290	9/9/2020	29	43	69	73	49	27
	% Vacant			5.5%	10/6/20	📈 5.5%	5.2%	9/9/2020	3.4%	0.0%	1.4%	11.0%	10.2%	3.7%
	Actual Operational Capacity			238.3	10/6/20		227.8	9/9/2020	22.5	35.75	68	57.5	34	20.5
Percent Total Workforce Capacity			82.2%	10/6/20		78.5%	9/9/2020	77.59%	83.14%	98.55%	78.77%	69.39%	75.93%	