

# Monthly Performance Update for Senior Leadership Team

## Adult Protective Services Program Office

### Adult Protection - Program Scorecard September 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	139	145	100.00%	99.41%	93.53%	89.44%	100.00%	99.41%	97.69%	91.18%
NWR	2	82	101	100.00%	100.00%	97.01%	91.86%	100.00%	90.00%	89.23%	94.29%
NWR	14	67	82	100.00%	100.00%	96.70%	94.85%	100.00%	100.00%	97.62%	88.10%
NWR		288	328	100.00%	99.69%	95.29%	91.46%	100.00%	97.53%	95.70%	91.05%
NER	3 & 8	126	134	100.00%	100.00%	99.35%	97.01%	100.00%	98.45%	94.37%	91.47%
NER	4	199	225	100.00%	100.00%	98.53%	97.95%	100.00%	100.00%	100.00%	100.00%
NER	7	213	268	99.52%	100.00%	98.67%	99.57%	100.00%	100.00%	100.00%	100.00%
NER		538	627	99.81%	100.00%	98.80%	98.40%	100.00%	99.63%	98.50%	97.97%
CNR	5	240	299	100.00%	100.00%	99.56%	99.68%	100.00%	100.00%	100.00%	100.00%
CNR	9	216	270	100.00%	100.00%	100.00%	100.00%	100.00%	99.60%	100.00%	100.00%
CNR	10	131	163	100.00%	100.00%	98.47%	98.53%	99.12%	100.00%	100.00%	100.00%
CNR	18	201	225	100.00%	100.00%	98.92%	99.16%	100.00%	100.00%	97.77%	98.67%
CNR		788	957	100.00%	100.00%	99.34%	99.48%	99.86%	99.89%	99.43%	99.55%
SCR	6	277	378	100.00%	100.00%	99.65%	98.63%	100.00%	100.00%	100.00%	100.00%
SCR	12	94	147	100.00%	100.00%	99.03%	98.52%	100.00%	100.00%	100.00%	100.00%
SCR	13	175	218	100.00%	99.53%	97.03%	98.65%	100.00%	100.00%	99.48%	100.00%
SCR	20	171	201	100.00%	100.00%	100.00%	99.55%	99.32%	100.00%	100.00%	100.00%
SCR		717	944	100.00%	99.89%	98.92%	98.84%	99.93%	100.00%	99.86%	100.00%
SER	15	199	242	99.44%	100.00%	95.77%	96.70%	100.00%	99.04%	100.00%	100.00%
SER	17	212	214	100.00%	100.00%	97.03%	96.80%	100.00%	100.00%	100.00%	100.00%
SER	19	101	145	100.00%	100.00%	94.57%	97.44%	100.00%	100.00%	99.17%	97.28%
SER		512	601	99.79%	100.00%	95.96%	96.93%	100.00%	99.66%	99.79%	99.32%
SNR	11	223	289	100.00%	100.00%	99.19%	97.41%	100.00%	100.00%	100.00%	100.00%
SNR	16	10	8	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
SNR		233	297	100.00%	100.00%	99.21%	97.49%	100.00%	100.00%	100.00%	100.00%
State		3,076	3,754	99.93%	99.94%	98.19%	97.80%	99.93%	99.62%	99.12%	98.63%
	% Inc./Dec. vs. Prev. Month	-18.06%									

### 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		
333	315	916	917	801	805	203	210	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	0.09	0.07	0.09

<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  
September 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%	98.40%	9/22	-0.16%	98.56%	8/22	97.40%	97.45%	99.12%	98.26%	100.00%	98.84%
	# Reabused / # In Cohort after Verified	M		43/2,693	9/22		37/2,562	8/22	10/384	14/550	6/679	10/575	0/247	3/258
	No Verified Maltreatment within 6 Mos. Of Protective Supervision Case	M	98.0%	99.39%	9/22	-0.30%	99.69%	8/22	100.00%	98.61%	100.00%	100.00%	100.00%	99.36%
	# Reabused / # In Cohort After PS	M		2/329	9/22		1/319	8/22	0/11	1/72	0/26	0/5	0/59	1/155
<b>API Workload</b>	Initial + Additional Reports Received	M		3,076	9/22	-18.1%	3,754	8/22	288	538	788	717	512	233
	Investigations (Initial Reports) Completed	M		3,282	9/22	-14.7%	3,849	8/22	311	584	797	802	514	274
	Average Active Investigations per API	M-PIT	15.0	14.1	9/22	-6.6%	15.1	8/22	15.0	10.9	16.1	11.2	17.3	14.7
	Active Investigations	M-PIT		2,770	10/4/2022	👇 -7.5%	2,996	9/6/2022	195	411	858	439	536	331
	Investigations Open Over 60 Days "Backlog"	M-PIT		11	10/4/2022	👆 83.3%	6	9/6/2022	11	0	0	0	0	0
	API Vacancies	M-PIT		44	10/4/2022	👇 -8.3%	48	9/6/2022	5	3	4	28	4	0
	Total API FTEs			291	10/4/2022	👉 0.0%	291	9/6/2022	29	44	69	73	49	27
	% Vacant			15.1%	10/4/2022	👆 15.1%	16.5%	9/6/2022	17.2%	6.8%	5.8%	38.4%	8.2%	0.0%
	Actual Operational Capacity			197.3	10/4/2022	👉 -0.8%	198.8	9/6/2022	13	37.75	53.25	39.25	31	23
Percent Total Workforce Capacity			67.78%	10/4/2022	👉 -0.8%	68.3%	9/6/2022	44.83%	85.80%	77.17%	53.77%	63.27%	85.19%	

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