

Monthly Performance Update for Senior Leadership Team

Adult Protective Services Program Office

Adult Protection - Program Scorecard

February 2023

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	123	174	98.58%	100.00%	93.46%	93.89%	99.29%	99.20%	95.04%	92.00%
NWR	2	77	99	100.00%	100.00%	90.91%	97.78%	100.00%	91.03%	96.00%	97.44%
NWR	14	50	53	100.00%	100.00%	94.64%	100.00%	100.00%	100.00%	96.23%	90.91%
NWR		250	326	99.26%	100.00%	92.93%	96.47%	99.63%	96.90%	95.54%	93.41%
NER	3 & 8	96	135	99.02%	99.17%	98.25%	96.92%	99.02%	100.00%	100.00%	100.00%
NER	4	154	205	100.00%	100.00%	97.22%	97.48%	99.38%	99.34%	99.38%	99.34%
NER	7	172	209	100.00%	100.00%	98.21%	99.55%	100.00%	100.00%	100.00%	100.00%
NER		422	549	99.76%	98.78%	97.84%	98.24%	99.53%	99.78%	99.76%	99.78%
CNR	5	226	241	100.00%	99.51%	99.58%	99.52%	100.00%	100.00%	100.00%	100.00%
CNR	9	213	212	100.00%	100.00%	98.96%	100.00%	100.00%	100.00%	100.00%	100.00%
CNR	10	113	167	100.00%	100.00%	97.39%	97.96%	99.09%	100.00%	100.00%	99.24%
CNR	18	162	159	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
CNR		714	779	100.00%	99.85%	99.16%	99.42%	99.85%	100.00%	100.00%	99.85%
SCR	6	304	335	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
SCR	12	130	163	100.00%	99.18%	96.15%	98.45%	100.00%	100.00%	100.00%	100.00%
SCR	13	162	177	100.00%	100.00%	97.46%	99.19%	99.15%	99.12%	100.00%	100.00%
SCR	20	174	197	100.00%	100.00%	99.38%	100.00%	100.00%	100.00%	100.00%	100.00%
SCR		770	872	100.00%	99.86%	98.88%	99.61%	99.83%	99.86%	100.00%	100.00%
SER	15	202	205	98.81%	100.00%	95.43%	95.68%	100.00%	100.00%	100.00%	100.00%
SER	17	202	231	100.00%	100.00%	97.64%	95.36%	100.00%	100.00%	100.00%	100.00%
SER	19	80	102	100.00%	100.00%	96.43%	97.94%	100.00%	96.74%	100.00%	100.00%
SER		484	538	99.56%	100.00%	96.60%	95.97%	100.00%	99.36%	100.00%	100.00%
SNR	11	188	235	100.00%	99.45%	99.00%	98.43%	100.00%	100.00%	100.00%	100.00%
SNR	16	11	9	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
SNR		199	244	100.00%	99.48%	99.02%	98.49%	100.00%	100.00%	100.00%	100.00%
State		2,839	3,308	99.81%	99.85%	97.77%	98.34%	99.81%	99.52%		99.30%
	% Inc./Dec. vs. Prev. Month	-14.18%									

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		
400	376	881	884	739	743	206	202	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
0.06	0.07	0.06	0.06

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

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Adult Protective Services -- Monthly Key Indicators

February 2023

				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%	98.88%	2/23	0.02%	98.86%	1/23	98.87%	98.72%	98.71%	98.82%	99.63%	98.97%
	# Reabused / # In Cohort after Verified	M		30/2,683	2/23		31/2,719	1/23	5/443	7/546	8/622	6/507	1/273	3/292
	No Verified Maltreatment within 6 Mos. Of Protective Supervision Case	M	98.0%	99.70%	2/23	0.01%	99.69%	1/23	100.00%	100.00%	100.00%	100.00%	98.04%	100.00%
	# Reabused / # In Cohort After PS	M		1/328	2/23		1/325	1/23	0/10	0/74	0/27	0/9	1/51	0/157
API Workload	Initial + Additional Reports Received	M		2,839	2/23	-14.2%	3,308	1/23	250	422	714	770	484	199
	Investigations (Initial Reports) Completed	M		2,904	2/23	-4.2%	3,031	1/23	289	459	765	677	482	232
	Average Active Investigations per API	M-PIT	15.0	13.3	2/23	-2.9%	13.7	1/23	12.4	9.0	14.8	13.2	16.4	13.2
	Active Investigations	M-PIT		2,667	3/2/2023	👇 -6.5%	2,852	2/6/2023	198	350	846	475	507	291
	Investigations Open Over 60 Days "Backlog"	M-PIT		0	3/2/2023		0	2/6/2023	0	0	0	0	0	0
	API Vacancies	M-PIT		43	3/2/2023	👇 -6.5%	46	2/6/2023	3	2	2	29	7	0
	Total API FTEs			291	3/2/2023	👉 0.0%	291	2/6/2023	29	44	69	73	49	27
	% Vacant			14.8%	3/2/2023	👉 14.8%	15.8%	2/6/2023	10.3%	4.5%	2.9%	39.7%	14.3%	0.0%
	Actual Operational Capacity			201.0	3/2/2023	👉 -2.0%	205.0	2/6/2023	16	38.75	57.25	36	31	22
Percent Total Workforce Capacity	69.07%			3/2/2023	👉 -2.0%	70.4%	1/5/2023	55.17%	88.07%	82.97%	49.32%	63.27%	81.48%	