

Monthly Performance Update for Senior Leadership Team

Adult Protective Services Program Office

Adult Protective Services - Program Scorecard September 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	119	151	100.00%	100.00%	95.17%	92.21%	100.00%	98.65%	96.92%	99.32%
NWR	2	57	103	100.00%	97.40%	91.00%	96.47%	100.00%	97.40%	95.12%	98.70%
NWR	14	53	81	100.00%	100.00%	96.97%	97.22%	96.72%	100.00%	100.00%	94.92%
NWR		229	335	100.00%	99.32%	94.21%	94.53%	99.27%	98.59%	97.07%	98.24%
NER	3 & 8	115	130	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
NER	4	175	190	100.00%	99.52%	98.84%	98.62%	100.00%	99.52%	98.15%	100.00%
NER	7	174	184	100.00%	100.00%	99.39%	98.25%	100.00%	100.00%	100.00%	100.00%
NER		464	504	100.00%	99.79%	99.36%	98.82%	100.00%	99.79%	99.31%	100.00%
CNR	5	213	256	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
CNR	9	179	217	100.00%	100.00%	100.00%	99.06%	100.00%	100.00%	100.00%	100.00%
CNR	10	122	159	100.00%	98.48%	95.35%	95.52%	100.00%	100.00%	100.00%	100.00%
CNR	18	134	194	100.00%	100.00%	99.45%	98.45%	100.00%	100.00%	99.41%	100.00%
CNR		648	826	100.00%	99.75%	98.93%	98.68%	100.00%	100.00%	99.84%	100.00%
SCR	6	287	303	100.00%	100.00%	99.61%	98.22%	100.00%	100.00%	100.00%	100.00%
SCR	12	115	158	100.00%	100.00%	97.52%	94.02%	100.00%	100.00%	99.11%	100.00%
SCR	13	141	202	100.00%	100.00%	97.33%	97.93%	97.93%	100.00%	97.24%	98.54%
SCR	20	163	135	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
SCR		706	798	100.00%	100.00%	98.79%	97.89%	99.52%	100.00%	99.21%	99.71%
SER	15	159	197	100.00%	100.00%	100.00%	96.24%	100.00%	99.50%	100.00%	99.01%
SER	17	196	247	100.00%	100.00%	97.80%	98.20%	100.00%	100.00%	100.00%	100.00%
SER	19	75	106	100.00%	100.00%	94.79%	95.80%	100.00%	100.00%	100.00%	100.00%
SER		430	550	100.00%	100.00%	97.89%	96.93%	100.00%	99.81%	100.00%	99.62%
SNR	11	196	276	100.00%	100.00%	100.00%	99.59%	100.00%	100.00%	100.00%	99.57%
SNR	16	4	8	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
SNR		200	284	100.00%	100.00%	100.00%	99.61%	100.00%	100.00%	100.00%	99.59%
State		2,677	3,297	100.00%	99.83%	98.37%	97.89%	99.81%	99.80%	99.35%	99.67%
	% Inc./Dec. vs. Prev. Month	-18.80%									

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 22/23 & 21/22	
Current	Previous	Current	Previous	Current	Previous	Current	Previous		
352	329	905	909	785	780	202	199	99.71%	99.08%

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	0.06	0.07	0.07

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

September 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%	98.95%	9/23	0.35%	98.60%	8/23	97.70%	99.56%	98.73%	99.60%	98.83%	99.05%
	# Reabused / # In Cohort after Verified	M		26/2,477	9/23		34/2,424	8/23	9/391	2/456	7/553	2/503	3/257	3/317
	No Verified Maltreatment within 6 Mos. Of Protective Supervision Case	M	98.0%	98.18%	9/23	-0.54%	98.71%	8/23	100.00%	96.61%	97.92%	100.00%	97.73%	98.66%
	# Reabused / # In Cohort After PS	M	0.0%	6/329	9/23		4/310	8/23	0/17	2/59	1/48	0/12	1/44	2/149
API Workload	Initial + Additional Reports Received	M		2,677	9/23	-18.8%	3,297	8/23	229	464	648	706	430	200
	Investigations (Initial Reports) Completed	M		2,908	9/23	-13.1%	3,348	8/23	283	472	709	724	467	253
	Average Active Investigations per API	M-PIT	15.0	13.0	9/23	-16.1%	15.5	8/23	11.7	9.4	15.5	15.7	13.5	10.5
	Active Investigations	M-PIT		2,529	10/2/2023	👉 -15.1%	2,980	9/4/2023	196	391	781	496	412	253
	Investigations Open Over 60 Days "Backlog"	M-PIT		0	10/2/2023		2	9/4/2023	0	0	0	0	0	0
	API Vacancies	M-PIT		45	10/2/2023	👉 -2.2%	46	9/4/2023	4	0	4	30	7	0
	Total API FTEs			293	10/2/2023	👉 0.0%	293	9/4/2023	29	46	69	73	49	27
	% Vacant			15.4%	10/2/2023	👉 15.5%	15.7%	9/4/2023	13.8%	0.0%	5.8%	41.1%	14.3%	0.0%
	Actual Operational Capacity			195.0	10/2/2023	👉 1.7%	191.8	9/4/2023	16.75	41.75	50.5	31.5	30.5	24
Percent Total Workforce Capacity	66.55%			10/2/2023	👉 1.7%	65.44%	9/4/2023	57.76%	90.76%	73.19%	43.15%	62.24%	88.89%	