

# Monthly Performance Update for Senior Leadership Team

## Adult Protective Services Program Office

### Adult Protective Services - Program Scorecard

October 2023

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	120	119	100.00%	100.00%	92.80%	95.17%	99.04%	100.00%	98.08%	96.92%
NWR	2	67	57	100.00%	100.00%	94.03%	91.00%	98.44%	100.00%	93.75%	95.12%
NWR	14	58	53	100.00%	100.00%	90.54%	96.97%	98.48%	96.72%	98.48%	100.00%
NWR		245	229	100.00%	100.00%	92.48%	94.21%	98.72%	99.27%	97.01%	97.07%
NER	3 & 8	110	115	100.00%	100.00%	100.00%	100.00%	98.91%	100.00%	100.00%	100.00%
NER	4	195	175	100.00%	100.00%	98.70%	98.84%	98.62%	100.00%	100.00%	98.15%
NER	7	185	174	100.00%	100.00%	99.46%	99.39%	100.00%	100.00%	100.00%	100.00%
NER		490	464	100.00%	100.00%	99.23%	99.36%	99.18%	100.00%	100.00%	99.31%
CNR	5	251	213	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
CNR	9	186	179	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
CNR	10	147	122	99.24%	100.00%	97.10%	95.35%	100.00%	100.00%	100.00%	100.00%
CNR	18	154	134	100.00%	100.00%	97.87%	99.45%	100.00%	100.00%	100.00%	99.41%
CNR		738	648	99.85%	100.00%	98.81%	98.93%	100.00%	100.00%	100.00%	99.84%
SCR	6	292	287	100.00%	100.00%	100.00%	99.61%	100.00%	100.00%	100.00%	100.00%
SCR	12	117	115	100.00%	100.00%	97.71%	97.52%	100.00%	100.00%	100.00%	99.11%
SCR	13	157	141	100.00%	100.00%	99.48%	97.33%	99.46%	97.93%	89.67%	97.24%
SCR	20	140	163	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
SCR		706	706	100.00%	100.00%	99.45%	98.79%	99.85%	99.52%	97.24%	99.21%
SER	15	165	159	99.45%	100.00%	96.20%	100.00%	100.00%	100.00%	100.00%	100.00%
SER	17	225	196	100.00%	100.00%	99.56%	97.80%	100.00%	100.00%	100.00%	100.00%
SER	19	116	75	100.00%	100.00%	93.75%	94.79%	100.00%	100.00%	100.00%	100.00%
SER		506	430	99.79%	100.00%	97.35%	97.89%	100.00%	100.00%	100.00%	100.00%
SNR	11	187	196	100.00%	100.00%	95.59%	100.00%	100.00%	100.00%	100.00%	100.00%
SNR	16	10	4	100.00%	100.00%	60.00%	100.00%	100.00%	100.00%	100.00%	100.00%
SNR		197	200	100.00%	100.00%	94.83%	100.00%	100.00%	100.00%	100.00%	100.00%
<b>State</b>		<b>2,882</b>	<b>2,677</b>	<b>99.93%</b>	<b>100.00%</b>	<b>97.90%</b>	<b>98.37%</b>	<b>99.71%</b>	<b>99.81%</b>	<b>99.05%</b>	<b>99.35%</b>
	% Inc./Dec. vs. Prev. Month	7.66%									

### 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		
222	352	900	905	752	785	201	202	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
0.08	0.07	0.07	0.07

<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

## Monthly Performance Update for Senior Leadership Team

### Adult Protective Services Program Office

Adult Protective Services -- Monthly Key Indicators

October 2023

				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%	98.95%	10/23	0.00%	98.95%	9/23	97.50%	98.11%	98.77%	98.92%	99.17%	100.00%
	# Reabused / # In Cohort after Verified	M		26/2,477	10/23		26/2,477	9/23	10/400	8/424	7/571	5/464	2/240	0/340
	No Verified Maltreatment within 6 Mos. Of Protective Supervision Case	M	98.0%	98.18%	10/23	0.00%	98.18%	9/23	100.00%	100.00%	97.83%	100.00%	100.00%	100.00%
	# Reabused / # In Cohort After PS	M	0.0%	6/329	10/23		6/329	9/23	0/16	0/57	1/46	0/11	0/39	0/131
<b>API Workload</b>	Initial + Additional Reports Received	M		2,882	10/23	7.7%	2,677	9/23	245	490	738	706	506	197
	Investigations (Initial Reports) Completed	M		3,076	10/23	5.8%	2,908	9/23	253	531	737	810	513	232
	Average Active Investigations per API	M-PIT	15.0	11.2	10/23	-13.8%	13.0	9/23	8.9	8.0	13.7	13.4	11.8	10.0
	Active Investigations	M-PIT		2,286	11/13/2023	📉 -9.6%	2,529	10/2/2023	160	340	712	412	396	266
	Investigations Open Over 60 Days "Backlog"	M-PIT		0	11/13/2023		0	10/2/2023	0	0	0	0	0	0
	API Vacancies	M-PIT		46	11/13/2023	➡ 2.2%	45	10/2/2023	4	0	5	31	6	0
	Total API FTEs			293	11/13/2023	➡ 0.0%	293	10/2/2023	29	46	69	73	49	27
	% Vacant			15.7%	11/13/2023	📉 15.8%	15.4%	10/2/2023	13.8%	0.0%	7.2%	42.5%	12.2%	0.0%
	Actual Operational Capacity			203.5	11/13/2023	📉 4.4%	195.0	10/2/2023	18	42.75	52	30.75	33.5	26.5
Percent Total Workforce Capacity	69.45%			11/13/2023	📉 4.4%	66.55%	10/2/2023	62.07%	92.93%	75.36%	42.12%	68.37%	98.15%	