

Performance Update for Senior Leadership Team - April 2020

Adult Protective Services Program Office

Adult Protection - Program Scorecard

April 2020

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	133	146	98.59%	98.83%	96.69%	93.41%	100.00%	100.00%	100.00%	98.83%
NWR	2	93	106	100.00%	100.00%	94.62%	95.95%	100.00%	100.00%	96.47%	94.74%
NWR	14	72	86	98.72%	100.00%	97.73%	98.11%	100.00%	100.00%	100.00%	100.00%
NWR		298	338	99.02%	99.28%	96.39%	94.82%	100.00%	100.00%	99.02%	98.21%
NER	3 & 8	128	152	100.00%	100.00%	95.04%	95.89%	100.00%	98.52%	100.00%	100.00%
NER	4	180	195	100.00%	100.00%	99.55%	95.88%	100.00%	99.40%	100.00%	100.00%
NER	7	163	223	100.00%	100.00%	98.56%	94.65%	100.00%	99.54%	100.00%	99.08%
NER		471	570	100.00%	100.00%	97.79%	95.35%	100.00%	99.23%	100.00%	99.61%
CNR	5	230	293	100.00%	99.62%	100.00%	99.34%	99.39%	100.00%	100.00%	99.62%
CNR	9	191	240	100.00%	100.00%	100.00%	96.86%	100.00%	100.00%	100.00%	100.00%
CNR	10	161	144	100.00%	100.00%	100.00%	100.00%	99.29%	100.00%	100.00%	100.00%
CNR	18	191	198	100.00%	100.00%	99.50%	99.55%	100.00%	100.00%	100.00%	99.51%
CNR		773	875	100.00%	99.88%	99.89%	98.90%	99.65%	100.00%	100.00%	99.76%
SCR	6	343	345	99.68%	99.39%	97.27%	97.32%	100.00%	100.00%	100.00%	100.00%
SCR	12	112	156	99.26%	99.24%	96.79%	94.85%	100.00%	100.00%	100.00%	100.00%
SCR	13	194	209	100.00%	100.00%	97.14%	97.42%	100.00%	100.00%	100.00%	100.00%
SCR	20	157	180	100.00%	100.00%	98.11%	98.42%	100.00%	100.00%	100.00%	100.00%
SCR		806	890	99.75%	99.62%	97.31%	97.18%	100.00%	100.00%	100.00%	100.00%
SER	15	187	188	100.00%	99.49%	99.06%	95.12%	99.47%	99.49%	100.00%	99.49%
SER	17	209	219	100.00%	100.00%	96.80%	97.34%	100.00%	100.00%	100.00%	100.00%
SER	19	105	128	99.11%	100.00%	95.83%	97.48%	100.00%	100.00%	100.00%	100.00%
SER		501	535	99.81%	99.82%	97.42%	96.59%	99.81%	99.82%	100.00%	99.82%
SNR	11	211	257	100.00%	100.00%	96.55%	99.02%	100.00%	100.00%	100.00%	100.00%
SNR	16	13	9	100.00%	100.00%	75.00%	100.00%	100.00%	100.00%	100.00%	100.00%
SNR		224	266	100.00%	100.00%	95.91%	99.05%	100.00%	100.00%	100.00%	100.00%
State		3,073	3,474	99.82%	99.79%	97.94%	97.20%	99.98%	99.85%	99.91%	99.69%
	% Inc./Dec. vs. Prev. Month	-11.54%									

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		
540	529	990	999	1,269	1,262	271	263	99.24%	98.84%

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
0.09	0.08	0.10	0.10

¹ Data in "Previous" columns represents March 2020, 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
April 2020

				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%	98.6%	4/20	-0.2%	98.7%	3/20	97.7%	98.2%	98.4%	99.5%	99.1%	99.0%
	# Reabused / # In Cohort after Verified	M		3023/3067	4/20		39/3050	3/20	470/481	541/551	836/850	575/578	209/211	392/396
	No Verified Maltreatment within 6 Mos. Of Protective Supervision Case	M	98.0%	99.6%	4/20	0.4%	99.2%	3/20	100.0%	100.0%	100.0%	100.0%	99.1%	99.5%
	# Reabused / # In Cohort After PS	M		479/481	4/20		4/498	3/20	23/23	70/70	42/42	18/18	108/109	218/219
API Workload	Initial + Additional Reports Received	M		3,073	4/20	-11.5%	3,472	3/20	298	471	773	806	501	224
	Investigations (Initial Reports) Completed	M		3,589	4/20	1.6%	3,533	3/20	332	589	963	873	556	276
	Average Active Investigations per API	M-PIT	15.0	8.7	4/20	-4.4%	9.1	3/20	10.5	7.6	9.3	6.1	11.3	9.5
	Active Investigations	M-PIT		2,049	5/7/2020	📉 -30.0%	2,928	4/15/2020	216	291	593	331	407	211
	Investigations Open Over 60 Days "Backlog"	M-PIT		0	5/7/2020	#DIV/0!	0	4/15/2020	0	0	0	0	0	0
	API Vacancies	M-PIT		17	5/7/2020	📈 21.4%	14	4/15/2020	1	2	3	5	5	1
	Total API FTEs			290	5/7/2020	📈 0.0%	290	4/15/2020	29	43	69	73	49	27
	% Vacant			5.9%	5/7/2020	📈 5.9%	4.8%	4/15/2020	3.4%	4.7%	4.3%	6.8%	10.2%	3.7%
	Actual Operational Capacity			235.3	5/7/2020		240.8	4/15/2020	20.5	38.5	64	54	36	22.25
	Percent Total Workforce Capacity			81.1%	5/7/2020		83.0%	4/15/2020	70.69%	89.53%	92.75%	73.97%	73.47%	82.41%