

Monthly Performance Update for Senior Leadership Team

Adult Protective Services Program Office

Adult Protection - Program Scorecard

April 2021

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	159	172	99.43%	100.00%	93.72%	94.35%	100.00%	100.00%	99.43%	99.14%
NWR	2	113	108	100.00%	100.00%	87.91%	97.75%	97.40%	96.20%	93.51%	100.00%
NWR	14	69	81	100.00%	96.15%	94.87%	96.36%	100.00%	100.00%	95.65%	100.00%
NWR		341	361	99.69%	99.14%	92.50%	95.90%	99.38%	98.79%	97.20%	99.60%
NER	3 & 8	124	143	100.00%	100.00%	98.54%	98.58%	98.33%	99.22%	100.00%	100.00%
NER	4	252	250	100.00%	100.00%	99.58%	98.08%	100.00%	100.00%	100.00%	100.00%
NER	7	224	272	100.00%	100.00%	100.00%	99.65%	100.00%	100.00%	100.00%	100.00%
NER		600	665	100.00%	100.00%	99.47%	98.89%	99.63%	99.83%	100.00%	100.00%
CNR	5	305	328	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
CNR	9	254	257	100.00%	100.00%	99.58%	99.11%	99.56%	100.00%	100.00%	100.00%
CNR	10	157	176	100.00%	100.00%	98.85%	99.35%	100.00%	100.00%	100.00%	100.00%
CNR	18	229	214	100.00%	100.00%	99.52%	98.92%	100.00%	100.00%	100.00%	99.44%
CNR		945	975	100.00%	100.00%	99.57%	99.43%	99.89%	100.00%	100.00%	99.88%
SCR	6	398	428	100.00%	100.00%	100.00%	99.74%	100.00%	100.00%	100.00%	100.00%
SCR	12	170	196	100.00%	100.00%	100.00%	99.33%	100.00%	100.00%	100.00%	100.00%
SCR	13	206	238	100.00%	100.00%	100.00%	99.45%	100.00%	100.00%	100.00%	100.00%
SCR	20	181	224	100.00%	100.00%	99.45%	100.00%	100.00%	100.00%	100.00%	100.00%
SCR		955	1086	100.00%	100.00%	99.89%	99.68%	100.00%	100.00%	100.00%	100.00%
SER	15	220	243	100.00%	99.51%	97.18%	94.74%	99.50%	99.51%	99.50%	100.00%
SER	17	296	285	100.00%	100.00%	96.91%	98.21%	100.00%	100.00%	100.00%	100.00%
SER	19	131	144	100.00%	100.00%	95.80%	97.41%	100.00%	100.00%	100.00%	100.00%
SER		647	672	100.00%	99.82%	96.79%	96.85%	99.82%	99.82%	99.82%	100.00%
SNR	11	274	270	100.00%	99.51%	100.00%	98.65%	100.00%	100.00%	100.00%	100.00%
SNR	16	8	7	100.00%	100.00%	80.00%	100.00%	100.00%	100.00%	100.00%	100.00%
SNR		282	277	100.00%	99.53%	99.50%	98.71%	100.00%	100.00%	100.00%	100.00%
State		3,770	4,036	99.97%	99.88%	98.47%	98.64%	99.82%	99.85%	99.70%	99.94%
	% Inc./Dec. vs. Prev. Month	-6.59%									

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 19/20 & 18/19	
Current	Previous	Current	Previous	Current	Previous	Current	Previous		
439	438	937	947	992	1,023	229	235	99.16%	99.24%

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	0.07	0.08	0.08

¹ Data in "Previous" columns represents March 2021, 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 2021

	Indicator	Period	Standard	Statewide Current/Recent			Previous		Regions -- Current					
				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%	98.7%	4/21	-0.1%	98.8%	3/21	98.1%	99.2%	98.5%	98.7%	98.0%	99.6%
	# Reabused / # In Cohort after Verified	M		50/3,844	4/21		44/3,806	3/21	12/623	6/710	16/1,064	9/710	5/254	2/483
	No Verified Maltreatment within 6 Mos. Of Protective Supervision Case	M	98.0%	99.3%	4/21	0.0%	99.3%	3/21	100.0%	100.0%	91.3%	100.0%	100.0%	99.6%
	# Reabused / # In Cohort After PS	M		3/453	4/21		3/448	3/21	0/14	0/77	2/23	0/10	0/70	1/259
API Workload	Initial + Additional Reports Received	M		3,770	4/21	-6.6%	4,036	3/21	341	600	945	955	647	282
	Investigations (Initial Reports) Completed	M		3,692	4/21	0.7%	3,665	3/21	345	577	957	1,005	595	213
	Average Active Investigations per API	M-PIT	15.0	13.1	4/21	-5.1%	13.8	3/21	16.2	11.6	12.3	10.4	17.5	14.7
	Active Investigations	M-PIT		3,006	5/10/2021	➔ 2.8%	2,924	4/6/2021	316	465	848	507	576	294
	Investigations Open Over 60 Days "Backlog"	M-PIT		0	5/10/2021		0	4/6/2021	0	0	0	0	0	0
	API Vacancies	M-PIT		28	5/10/2021	📉 -28.2%	39	4/6/2021	4	2	0	11	5	6
	Total API FTEs			291	5/10/2021	➔ 0.0%	291	4/6/2021	29	44	69	73	49	27
	% Vacant			9.6%	5/10/2021	📈 9.7%	13.4%	4/6/2021	13.8%	4.5%	0.0%	15.1%	10.2%	22.2%
	Actual Operational Capacity			230.3	5/10/2021		213.8	4/6/2021	19.5	40	69	48.75	33	20
Percent Total Workforce Capacity			79.1%	5/10/2021		73.5%	4/6/2021	67.24%	90.91%	100.00%	66.78%	67.35%	74.07%	