

Monthly Performance Update for Senior Leadership Team

Adult Protective Services Program Office

Adult Protection - Program Scorecard August 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	186	166	100.00%	100.00%	95.28%	94.06%	100.00%	99.51%	100.00%	99.01%
NWR	2	109	121	100.00%	98.88%	87.95%	93.46%	95.89%	97.75%	95.89%	100.00%
NWR	14	71	60	100.00%	100.00%	100.00%	98.39%	100.00%	100.00%	100.00%	100.00%
NWR		366	347	100.00%	99.72%	93.94%	94.59%	98.76%	99.15%	98.76%	99.43%
NER	3 & 8	150	160	100.00%	100.00%	100.00%	97.55%	97.83%	98.71%	100.00%	100.00%
NER	4	217	221	100.00%	100.00%	98.95%	98.60%	100.00%	100.00%	100.00%	99.50%
NER	7	234	248	100.00%	100.00%	99.51%	99.27%	98.97%	100.00%	98.97%	100.00%
NER		601	629	100.00%	100.00%	99.40%	98.62%	99.13%	99.67%	99.56%	99.84%
CNR	5	312	303	100.00%	100.00%	99.62%	99.34%	100.00%	100.00%	100.00%	100.00%
CNR	9	233	256	100.00%	100.00%	98.20%	99.57%	100.00%	100.00%	100.00%	100.00%
CNR	10	175	157	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
CNR	18	225	235	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
CNR		945	951	100.00%	100.00%	99.39%	99.67%	100.00%	100.00%	100.00%	100.00%
SCR	6	413	403	99.72%	99.70%	97.41%	98.57%	99.17%	100.00%	100.00%	100.00%
SCR	12	187	168	100.00%	100.00%	97.08%	98.00%	100.00%	100.00%	100.00%	100.00%
SCR	13	224	266	100.00%	100.00%	98.63%	96.49%	100.00%	100.00%	100.00%	100.00%
SCR	20	214	206	100.00%	100.00%	98.96%	96.04%	100.00%	100.00%	100.00%	100.00%
SCR		1038	1043	99.89%	99.88%	97.97%	97.48%	99.66%	100.00%	100.00%	100.00%
SER	15	227	225	99.48%	100.00%	95.10%	97.45%	99.48%	100.00%	100.00%	100.00%
SER	17	297	289	100.00%	100.00%	96.21%	95.77%	100.00%	100.00%	100.00%	100.00%
SER	19	110	155	99.04%	100.00%	94.50%	94.61%	100.00%	99.34%	100.00%	100.00%
SER		634	669	99.64%	100.00%	95.49%	96.07%	99.82%	99.84%	100.00%	100.00%
SNR	11	289	294	100.00%	100.00%	97.28%	98.60%	99.58%	99.51%	100.00%	100.00%
SNR	16	10	8	100.00%	100.00%	100.00%	100.00%	87.50%	100.00%	100.00%	100.00%
SNR		299	302	100.00%	100.00%	97.36%	98.64%	99.19%	99.52%	100.00%	100.00%
State		3,883	3,941	99.91%	99.94%	97.74%	97.73%	99.59%	99.80%	99.84%	100.00%
	% Inc./Dec. vs. Prev. Month	-1.47%									

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		
559	560	949	962	1,246	1,256	255	260	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
0.08	0.12	0.08	0.10

¹ Data in "Previous" columns represents July 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
August 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%	98.7%	8/20	0.2%	98.5%	7/20	98.8%	98.3%	98.8%	98.1%	98.5%	98.9%
	# Reabused / # In Cohort after Verified	M		45/3,344	8/20		49/3,152	7/20	3/501	11/663	12/983	12/616	3/202	4/379
	No Verified Maltreatment within 6 Mos. Of Protective Supervision Case	M	98.0%	99.5%	8/20	0.2%	99.3%	7/20	100.0%	100.0%	97.5%	100.0%	100.0%	99.6%
	# Reabused / # In Cohort After PS	M		2/426	8/20		3/432	7/20	0/18	0/68	1/40	0/18	0/60	1/222
API Workload	Initial + Additional Reports Received	M		3,883	8/20	-1.5%	3,941	7/20	366	601	945	1,038	634	299
	Investigations (Initial Reports) Completed	M		3,540	8/20	-6.7%	3,794	7/20	281	503	879	999	587	291
	Average Active Investigations per API	M-PIT	15.0	12.0	8/20	0.8%	11.9	7/20	16.5	12.1	11.2	10.1	13.7	12.6
	Active Investigations	M-PIT		2,742	9/9/2020	0.4%	2,730	8/7/2020	314	443	761	510	452	262
	Investigations Open Over 60 Days "Backlog"	M-PIT		4	9/9/2020		0	8/7/2020	3	0	0	1	0	0
	API Vacancies	M-PIT		15	9/9/2020	25.0%	12	8/7/2020	1	1	0	5	8	0
	Total API FTEs			290	9/9/2020	0.0%	290	8/7/2020	29	43	69	73	49	27
	% Vacant			5.2%	9/9/2020	5.2%	4.1%	8/7/2020	3.4%	2.3%	0.0%	6.8%	16.3%	0.0%
	Actual Operational Capacity			227.8	9/9/2020		230.0	8/7/2020	19	36.5	68	50.5	33	20.75
Percent Total Workforce Capacity			78.5%	9/9/2020		79.3%	8/7/2020	65.52%	84.88%	98.55%	69.18%	67.35%	76.85%	