

Monthly Performance Update for Senior Leadership Team

Adult Protective Services Program Office

Adult Protection - Program Scorecard

December 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	169	164	98.80%	100.00%	93.09%	95.54%	100.00%	100.00%	100.00%	100.00%
NWR	2	81	81	98.55%	98.81%	75.79%	84.96%	100.00%	96.43%	95.65%	90.48%
NWR	14	74	54	100.00%	100.00%	96.15%	97.92%	100.00%	100.00%	100.00%	95.24%
NWR		324	299	99.02%	99.55%	89.20%	91.58%	100.00%	98.66%	99.02%	95.54%
NER	3 & 8	142	124	100.00%	100.00%	98.06%	100.00%	100.00%	100.00%	100.00%	100.00%
NER	4	211	181	100.00%	100.00%	99.49%	96.52%	100.00%	100.00%	100.00%	100.00%
NER	7	242	195	99.59%	100.00%	99.22%	99.07%	100.00%	100.00%	100.00%	99.49%
NER		595	500	99.81%	100.00%	99.10%	98.26%	100.00%	100.00%	100.00%	99.59%
CNR	5	275	279	99.60%	100.00%	99.24%	100.00%	100.00%	99.53%	100.00%	100.00%
CNR	9	208	225	100.00%	100.00%	96.89%	97.96%	100.00%	100.00%	99.51%	100.00%
CNR	10	140	154	100.00%	100.00%	98.60%	100.00%	100.00%	100.00%	100.00%	100.00%
CNR	18	176	208	100.00%	100.00%	97.98%	100.00%	100.00%	100.00%	100.00%	100.00%
CNR		799	866	99.87%	100.00%	98.19%	99.46%	100.00%	99.85%	99.87%	100.00%
SCR	6	404	352	100.00%	100.00%	98.96%	99.67%	100.00%	100.00%	100.00%	100.00%
SCR	12	166	138	100.00%	100.00%	99.19%	100.00%	100.00%	100.00%	100.00%	100.00%
SCR	13	223	179	99.44%	100.00%	99.48%	100.00%	100.00%	100.00%	100.00%	100.00%
SCR	20	193	171	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
SCR		986	840	99.88%	100.00%	99.32%	99.86%	100.00%	100.00%	100.00%	100.00%
SER	15	209	223	100.00%	100.00%	94.82%	97.35%	100.00%	100.00%	100.00%	100.00%
SER	17	278	251	100.00%	100.00%	97.18%	94.69%	100.00%	100.00%	100.00%	100.00%
SER	19	117	114	100.00%	100.00%	94.44%	97.75%	100.00%	100.00%	100.00%	100.00%
SER		604	588	100.00%	100.00%	95.90%	96.25%	100.00%	100.00%	100.00%	100.00%
SNR	11	244	224	100.00%	100.00%	99.21%	99.50%	99.59%	100.00%	100.00%	100.00%
SNR	16	8	11	100.00%	100.00%	100.00%	71.43%	100.00%	100.00%	100.00%	100.00%
SNR		252	235	100.00%	100.00%	99.25%	98.56%	99.60%	100.00%	100.00%	100.00%
State		3,560	3,328	99.81%	99.96%	97.38%	97.96%	99.91%	99.86%	99.88%	99.60%
	% Inc./Dec. vs. Prev. Month	6.97%									

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		
426	416	971	954	1,111	1,186	249	249	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	0.06	0.08	0.07

¹ Data in "Previous" columns represents November 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 Program Office

Adult Protective Services -- Monthly Key Indicators
December 2020

Protective Services -- Monthly Key Indicators																
				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%	98.5%	12/20	-0.8%	99.2%	11/20	98.6%	98.2%	98.2%	98.1%	100.0%	99.3%		
	# Reabused / # In Cohort after Verified	M		50/3,319	12/20		3/393	11/20	7/497	10/568	18/983	12/642	0/220	3/409		
	No Verified Maltreatment within 6 Mos. Of Protective Supervision Case	M	98.0%	99.1%	12/20	0.0%	99.1%	11/20	100.0%	97.1%	100.0%	100.0%	100.0%	99.2%		
	# Reabused / # In Cohort After PS	M		4/423	12/20		31/3,405	11/20	0/24	2/69	0/15	0/15	0/61	2/239		
API Workload	Initial + Additional Reports Received	M		3,560	12/20	7.0%	3,328	11/20	324	595	799	986	604	252		
	Investigations (Initial Reports) Completed	M		3,579	12/20	16.2%	3,081	11/20	334	582	872	923	590	278		
	Average Active Investigations per API	M-PIT	15.0	10.9	12/20	-2.7%	11.2	11/20	11.4	10.7	12.3	8.8	12.0	7.2		
	Active Investigations	M-PIT		2,733	1/12/2021	#DIV/0!	0	12/2/20	273	461	797	528	494	180		
	Investigations Open Over 60 Days "Backlog"	M-PIT		0	1/12/2021		0	12/2/20	0	0	0	0	0	0		
	API Vacancies	M-PIT		28	1/12/2021	#DIV/0!	0	12/2/20	0	1	4	13	8	2		
	Total API FTEs			291	1/12/2021	0.3%	290	12/2/20	29	44	69	73	49	27		
	% Vacant			9.6%	1/12/2021	9.7%	0.0%	12/2/20	0.0%	2.3%	5.8%	17.8%	16.3%	7.4%		
	Actual Operational Capacity				250.8	1/12/2021		242.5	12/2/20	24	43	61	61.25	37.5	24	
	Percent Total Workforce Capacity			86.2%	1/12/2021		83.6%	12/2/20	82.76%	97.73%	88.41%	83.90%	76.53%	88.89%		