Performance Update for Senior Leadership Team - February 2019
Adult Protective Services Program Office

Adult Protection - Program Scorecard
February 2019

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	183	208	100.00%	100.00%	96.67%	98.24%	100.00%	100.00%	99.42%	100.00%
NWR	2	141	143	99.15%	100.00%	95.49%	97.71%	99.15%	100.00%	100.00%	99.13%
NWR	14	64	62	100.00%	100.00%	94.34%	96.61%	100.00%	100.00%	98.80%	100.00%
NWR		388	413	99.71%	100.00%	95.90%	97.84%	99.71%	100.00%	99.71%	99.73%
NER	3 & 8	140	147	100.00%	98.50%	98.63%	92.26%	100.00%	100.00%	99.24%	99.25%
NER	4	212	242	100.00%	100.00%	98.68%	92.98%	100.00%	98.62%	99.05%	98.62%
NER	7	221	227	100.00%	99.56%	99.44%	95.90%	100.00%	98.67%	98.80%	98.67%
NER		573	616	100.00%	99.48%	98.91%	93.94%	100.00%	99.31%	99.01%	98.78%
CNR	5	306	292	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.58%	99.58%
CNR	9	265	315	100.00%	99.62%	96.86%	96.55%	100.00%	99.62%	98.74%	99.62%
CNR	10	176	161	100.00%	100.00%	97.50%	98.72%	100.00%	100.00%	100.00%	100.00%
CNR	18	212	244	100.00%	100.00%	98.57%	98.37%	100.00%	100.00%	100.00%	100.00%
CNR		959	1012	100.00%	99.89%	98.91%	98.30%	100.00%	99.89%	99.49%	99.77%
SCR	6	359	414	100.00%	100.00%	97.71%	97.85%	100.00%	100.00%	100.00%	100.00%
SCR	12	150	157	99.15%	99.30%	96.06%	93.55%	100.00%	99.30%	100.00%	95.77%
SCR	13	227	240	100.00%	100.00%	96.91%	95.44%	100.00%	100.00%	100.00%	100.00%
SCR	20	201	216	100.00%	99.16%	98.41%	97.60%	100.00%	100.00%	100.00%	100.00%
SCR		937	1027	99.87%	99.71%	97.44%	96.60%	100.00%	99.90%	100.00%	99.41%
SER	15	217	259	98.70%	100.00%	95.16%	99.14%	97.39%	95.00%	97.39%	85.91%
SER	17	283	351	100.00%	100.00%	97.34%	96.96%	100.00%	100.00%	100.00%	100.00%
SER	19	136	139	100.00%	100.00%	93.10%	96.92%	97.12%	96.52%	100.00%	99.13%
SER		636	749	99.51%	100.00%	95.79%	97.72%	98.53%	97.56%	99.02%	94.81%
SNR	11	285	322	99.57%	100.00%	97.65%	97.77%	99.57%	100.00%	100.00%	100.00%
SNR	16	9	9	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	88.89%	100.00%
SNR		294	331	99.58%	100.00%	97.74%	97.79%	99.58%	100.00%	99.58%	100.00%
State		**3,787**	4,148	**99.82%**	99.81%	**97.43%**	96.98%	**99.66%**	99.44%	**99.48%**	98.71%

% Inc./Dec. vs. Prev. Month	-8.70%

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 17/18 & 16/17	
Current	Previous	Current	Previous	Current	Previous	Current	Previous		
680	674	969	991	1,480	1,565	280	290	98.84%	99.08%

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	0.12	0.12	0.14

[1] Data in "*Previous*" columns represents January 2019, unless otherwise noted.

[2] Reports received is a workload measure counting Initial and Additional reports, excluding Supplemental reports

    (yellow) indicates missing target by one-half percent or less
    (red) indicates missing target by more than one-half percent

Adult Protective Services -- Monthly Key Indicators
February 2019

	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%	98.2%	2/19	0.1%	98.1%	1/19	96.7%	97.7%	98.2%	98.4%	98.6%	99.8%
	No Verified Maltreatment within 6 Mos. Of Protective Supervision Case	M	98.0%	100.0%	2/19	0.0%	100.0%	1/19	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
API Workload	Initial + Additional Reports Received	M		3,787	2/19	-8.7%	4,148	1/19	388	573	959	937	636	294
	Investigations (Initial Reports) Completed	M		3,600	2/19	-10.7%	4,032	1/19	361	563	882	871	651	272
	Average Active Investigations per API	M-PIT	15.0	12.0	2/5/2019	0.0%	12.0	2/5/2019	8.9	12.0	13.4	7.7	16.6	14.2
	Active Investigations	M-PIT		2,983	2/5/2019	-0.3%	2,991	2/5/2019	218	467	884	450	665	299
	Investigations Open Over 60 Days "Backlog"	M-PIT		11	2/12/2019	-15.4%	13	2/5/2019	0	0	2	0	9	0
	API Vacancies			14	2/5/2019	7.7%	13	2/5/2019	1	2	2	5	2	2
	Total API FTEs	M-PIT		290	2/5/2019	0.0%	290	2/5/2019	29	43	69	73	49	27
	% Vacant				2/5/2019	4.8%		2/5/2019	3.4%	4.7%	2.9%	6.8%	4.1%	7.4%
	Actual Operational Capacity			248.8	2/5/2019		248.5	2/5/2019	24.5	39	66	58.25	40	21
	Percent Total Workforce Capacity			85.8%	2/5/2019		85.7%	2/5/2019	84.48%	90.70%	95.65%	79.79%	81.63%	77.78%