

Performance Update for Senior Leadership Team - January 2019

Adult Protective Services Program Office

Adult Protection - Program Scorecard

January 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	208	181	100.00%	99.25%	98.24%	94.52%	100.00%	100.00%	100.00%	99.25%
NWR	2	143	116	100.00%	99.07%	97.71%	95.31%	100.00%	99.07%	99.13%	100.00%
NWR	14	62	59	100.00%	100.00%	96.61%	96.00%	100.00%	100.00%	100.00%	100.00%
NWR		413	356	100.00%	99.31%	97.84%	95.06%	100.00%	99.65%	99.73%	99.65%
NER	3 & 8	147	156	98.50%	99.15%	92.26%	99.19%	100.00%	100.00%	99.25%	100.00%
NER	4	242	212	100.00%	100.00%	92.98%	99.46%	98.62%	100.00%	98.62%	100.00%
NER	7	227	202	99.56%	100.00%	95.90%	97.83%	98.67%	99.53%	98.67%	100.00%
NER		616	570	99.48%	99.80%	93.94%	98.70%	99.31%	99.80%	98.78%	100.00%
CNR	5	292	269	100.00%	100.00%	100.00%	99.66%	100.00%	99.63%	99.58%	100.00%
CNR	9	315	257	99.62%	100.00%	96.55%	98.25%	99.62%	100.00%	99.62%	100.00%
CNR	10	161	129	100.00%	100.00%	98.72%	98.15%	100.00%	100.00%	100.00%	100.00%
CNR	18	244	222	100.00%	100.00%	98.37%	99.00%	100.00%	100.00%	100.00%	100.00%
CNR		1012	877	99.89%	100.00%	98.30%	98.87%	99.89%	99.88%	99.77%	100.00%
SCR	6	414	403	100.00%	99.71%	97.85%	98.09%	100.00%	100.00%	100.00%	100.00%
SCR	12	157	143	99.30%	99.13%	93.55%	90.91%	99.30%	100.00%	95.77%	97.39%
SCR	13	240	234	100.00%	99.47%	95.44%	95.02%	100.00%	100.00%	100.00%	100.00%
SCR	20	216	202	99.16%	100.00%	97.60%	98.09%	100.00%	100.00%	100.00%	100.00%
SCR		1027	982	99.71%	99.62%	96.60%	96.33%	99.90%	100.00%	99.41%	99.62%
SER	15	259	220	100.00%	100.00%	99.14%	95.09%	95.00%	98.56%	85.91%	94.74%
SER	17	351	281	100.00%	100.00%	96.96%	98.69%	100.00%	100.00%	100.00%	100.00%
SER	19	139	123	100.00%	100.00%	96.92%	96.49%	96.52%	99.00%	99.13%	99.00%
SER		749	624	100.00%	100.00%	97.72%	97.05%	97.56%	99.50%	94.81%	98.00%
SNR	11	322	271	100.00%	100.00%	97.77%	98.23%	100.00%	100.00%	100.00%	100.00%
SNR	16	9	7	100.00%	100.00%	100.00%	83.33%	100.00%	100.00%	100.00%	100.00%
SNR		331	278	100.00%	100.00%	97.79%	97.92%	100.00%	100.00%	100.00%	100.00%
State		4,148	3,687	99.81%	99.82%	96.98%	97.47%	99.44%	99.82%	98.71%	99.51%
	% Inc./Dec. vs. Prev. Month	12.50%									

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		
674	669	991	998	1,565	1,564	290	285	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
0.12	0.11	0.14	0.12

¹ Data in "Previous" columns represents December 2018, 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

Adult Protective Services -- Monthly Key Indicators
January 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%	98.1%	1/19	-0.1%	98.2%	12/18	97.5%	97.5%	98.1%	98.5%	97.9%	99.4%
	No Verified Maltreatment within 6 Mos. Of Protective Supervision Case	M	98.0%	100.0%	1/19	0.5%	99.5%	12/18	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
API Workload	Initial + Additional Reports Received	M		4,148	1/19	96.9%	2,107	12/18	413	616	1,012	1,027	749	331
	Investigations (Initial Reports) Completed	M		4,032	1/19	96.1%	2,056	12/18	395	613	968	1,121	648	287
	Average Active Investigations per API	M-PIT	15.0	12.0	2/5/2019	-5.5%	12.7	1/7/2019	8.7	11.8	13.1	7.7	17.6	14.5
	Active Investigations	M-PIT		2,991	2/5/2019	107.1%	1,444	1/7/2019	218	479	850	437	703	304
	Investigations Open Over 60 Days "Backlog"	M-PIT		13	2/5/2019	18.2%	11	1/7/2019	0	1	1	0	11	0
	API Vacancies			0	2/5/2019	-100.0%	10	1/7/2019						
	Total API FTEs	M-PIT		290	2/5/2019	0.0%	290	1/7/2019	29	43	69	73	49	27
	% Vacant				2/5/2019	-100.0%	3.4%	1/7/2019	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	Actual Operational Capacity			248.5	2/5/2019		249.3	1/7/2019	25	40.5	65	57	40	21
Percent Total Workforce Capacity			85.7%	2/5/2019		85.9%	1/7/2019	86.21%	94.19%	94.20%	78.08%	81.63%	77.78%	