

# Performance Update for Senior Leadership Team - January 2020

## Adult Protective Services Program Office

### Adult Protection - Program Scorecard

January 2020

Region	Circuit	Reports Received <sup>1</sup>		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 <sup>2</sup>	Current	Previous	Current	Previous	Current	Previous	Current	Previous
NWR	1	176	131	100.00%	100.00%	96.89%	92.37%	99.34%	100.00%	99.34%	100.00%
NWR	2	112	77	98.89%	99.80%	93.07%	90.72%	100.00%	97.59%	83.33%	79.52%
NWR	14	93	51	100.00%	100.00%	96.08%	94.12%	100.00%	100.00%	100.00%	100.00%
NWR		381	259	99.66%	99.59%	95.53%	92.11%	99.66%	99.18%	94.50%	93.06%
NER	3 & 8	152	166	100.00%	100.00%	97.52%	97.83%	98.63%	98.47%	100.00%	100.00%
NER	4	234	199	99.52%	100.00%	98.68%	99.53%	99.52%	100.00%	100.00%	100.00%
NER	7	246	238	100.00%	100.00%	97.41%	99.55%	100.00%	99.51%	100.00%	100.00%
NER		632	603	99.82%	100.00%	97.94%	99.12%	99.45%	99.44%	100.00%	100.00%
CNR	5	334	303	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
CNR	9	244	218	100.00%	100.00%	98.78%	98.63%	99.57%	100.00%	100.00%	100.00%
CNR	10	160	158	100.00%	100.00%	98.93%	100.00%	100.00%	100.00%	100.00%	99.22%
CNR	18	229	198	100.00%	100.00%	99.53%	99.51%	100.00%	100.00%	100.00%	100.00%
CNR		967	877	100.00%	100.00%	99.38%	99.52%	99.89%	100.00%	100.00%	99.87%
SCR	6	374	352	98.52%	100.00%	96.17%	96.17%	100.00%	100.00%	100.00%	100.00%
SCR	12	157	115	100.00%	100.00%	93.88%	97.30%	100.00%	100.00%	100.00%	100.00%
SCR	13	264	201	100.00%	100.00%	98.05%	97.92%	100.00%	100.00%	99.17%	100.00%
SCR	20	179	199	100.00%	100.00%	98.10%	97.02%	100.00%	100.00%	100.00%	100.00%
SCR		974	867	99.46%	100.00%	96.35%	96.94%	100.00%	100.00%	99.78%	100.00%
SER	15	219	167	99.52%	100.00%	96.12%	88.65%	99.52%	99.40%	100.00%	99.40%
SER	17	271	249	100.00%	100.00%	96.42%	95.90%	100.00%	99.60%	100.00%	100.00%
SER	19	141	119	100.00%	100.00%	90.74%	95.73%	100.00%	100.00%	100.00%	100.00%
SER		631	535	99.83%	100.00%	95.32%	93.51%	99.83%	99.62%	100.00%	99.81%
SNR	11	316	255	100.00%	100.00%	98.70%	97.52%	99.33%	100.00%	100.00%	99.55%
SNR	16	9	11	100.00%	100.00%	76.92%	80.00%	100.00%	100.00%	100.00%	100.00%
SNR		325	266	100.00%	100.00%	97.81%	97.17%	99.36%	100.00%	100.00%	99.56%
State		3,910	3,407	99.77%	99.97%	97.35%	97.01%	99.77%	99.77%	99.49%	99.34%
	% Inc./Dec. vs. Prev. Month	14.76%									

### 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		
510	500	1,001	997	1,334	1,345	267	272	99.24%	98.84%

### 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	0.09	0.09	0.09

<sup>1</sup> Data in "Previous" columns represents December 2019, unless otherwise noted.

<sup>2</sup> 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  
January 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%	98.8%	1/20	0.4%	98.4%	12/19	99.2%	98.7%	98.2%	98.6%	99.7%	99.2%
	# Reabused / # In Cohort after Verified	M		43/3,434	1/20		58/3,561	12/19	4/499	8/627	17/938	10/695	1/299	3/376
	No Verified Maltreatment within 6 Mos. Of Protective Supervision Case	M	98.0%	99.8%	1/20	0.0%	99.8%	12/19	100.0%	98.8%	100.0%	100.0%	100.0%	100.0%
	# Reabused / # In Cohort After PS	M		1/489	1/20		1/506	12/19	0/48	1/81	0/22	0/22	0/106	0/211
API Workload	Initial + Additional Reports Received	M		3,910	1/20	14.8%	3,407	12/19	381	632	967	974	631	325
	Investigations (Initial Reports) Completed	M		3,899	1/20	18.0%	3,305	12/19	315	605	1,011	1,014	605	349
	Average Active Investigations per API	M-PIT	15.0	12.4	1/20	-0.8%	12.5	12/19	11.8	11.4	13.1	8.2	18.3	15.0
	Active Investigations	M-PIT		2,907	2/4/2020	📉 -6.6%	3,113	1/3/2019	281	496	862	414	546	308
	Investigations Open Over 60 Days "Backlog"	M-PIT		1	2/4/2020	📉 -88.9%	9	1/3/2019	1	0	0	0	0	0
	API Vacancies	M-PIT		17	2/4/2020	📉 -22.7%	22	1/3/2019	0	5	4	5	2	1
	Total API FTEs			290	2/4/2020	➡️ 0.0%	290	1/3/2019	29	43	69	73	49	27
	% Vacant			5.9%	2/4/2020	📈 5.9%	7.6%	1/3/2019	0.0%	11.6%	5.8%	6.8%	4.1%	3.7%
	Actual Operational Capacity			237.0	2/4/2020		251.3	1/3/2019	24	41.25	66	53.75	31	21
	Percent Total Workforce Capacity			81.7%	2/4/2020		86.6%	1/3/2019	82.76%	95.93%	95.65%	73.63%	63.27%	77.78%