

# Monthly Performance Update for Senior Leadership Team

## Adult Protective Services Program Office

### Adult Protection - Program Scorecard

January 2021

| Region | Circuit                     | Reports Received <sup>1</sup> |                       | Investigations Commenced Within 24 Hours<br>(Target = 99%) |          | Victims Seen Within 24 Hours<br>(Target = 93%) |          | Initial ASAs Submitted Within 6 Days<br>(Target = 98%) |          | Investigations Closed Within 60 Days<br>(Target = 99%) |          |
|--------|-----------------------------|-------------------------------|-----------------------|--|----------|--|----------|--|----------|--|----------|
|        |                             | Current                       | Previous <sup>2</sup> | Current  | Previous | Current  | Previous | Current  | Previous | Current  | Previous |
| NWR    | 1                           | 159                           | 169                   | 100.00%  | 98.80%   | 92.12%   | 93.09%   | 99.35%   | 100.00%  | 98.70%   | 100.00%  |
| NWR    | 2                           | 79                            | 81                    | 100.00%  | 98.55%   | 96.30%   | 75.79%   | 92.31%   | 100.00%  | 100.00%  | 95.65%   |
| NWR    | 14                          | 73                            | 74                    | 100.00%  | 100.00%  | 96.88%   | 96.15%   | 100.00%  | 100.00%  | 100.00%  | 100.00%  |
| NWR    |                             | 311                           | 324                   | 100.00%  | 99.02%   | 94.19%   | 89.20%   | 97.86%   | 100.00%  | 99.29%   | 99.02%   |
| NER    | 3 & 8                       | 155                           | 142                   | 100.00%  | 100.00%  | 98.32%   | 98.06%   | 100.00%  | 100.00%  | 100.00%  | 100.00%  |
| NER    | 4                           | 192                           | 211                   | 100.00%  | 100.00%  | 100.00%  | 99.49%   | 99.34%   | 100.00%  | 100.00%  | 100.00%  |
| NER    | 7                           | 201                           | 242                   | 100.00%  | 99.59%   | 98.48%   | 99.22%   | 100.00%  | 100.00%  | 100.00%  | 100.00%  |
| NER    |                             | 548                           | 595                   | 100.00%  | 99.81%   | 98.96%   | 99.10%   | 99.78%   | 100.00%  | 100.00%  | 100.00%  |
| CNR    | 5                           | 281                           | 275                   | 100.00%  | 99.60%   | 100.00%  | 99.24%   | 100.00%  | 100.00%  | 100.00%  | 100.00%  |
| CNR    | 9                           | 227                           | 208                   | 100.00%  | 100.00%  | 98.55%   | 96.89%   | 100.00%  | 100.00%  | 100.00%  | 99.51%   |
| CNR    | 10                          | 164                           | 140                   | 100.00%  | 100.00%  | 99.33%   | 98.60%   | 100.00%  | 100.00%  | 100.00%  | 100.00%  |
| CNR    | 18                          | 193                           | 176                   | 100.00%  | 100.00%  | 100.00%  | 97.98%   | 100.00%  | 100.00%  | 100.00%  | 100.00%  |
| CNR    |                             | 865                           | 799                   | 100.00%  | 99.87%   | 99.50%   | 98.19%   | 100.00%  | 100.00%  | 100.00%  | 99.87%   |
| SCR    | 6                           | 427                           | 404                   | 99.72%   | 100.00%  | 99.74%   | 98.96%   | 100.00%  | 100.00%  | 100.00%  | 100.00%  |
| SCR    | 12                          | 150                           | 166                   | 100.00%  | 100.00%  | 100.00%  | 99.19%   | 100.00%  | 100.00%  | 100.00%  | 100.00%  |
| SCR    | 13                          | 226                           | 223                   | 100.00%  | 99.44%   | 98.94%   | 99.48%   | 100.00%  | 100.00%  | 100.00%  | 100.00%  |
| SCR    | 20                          | 172                           | 193                   | 100.00%  | 100.00%  | 99.46%   | 100.00%  | 100.00%  | 100.00%  | 100.00%  | 100.00%  |
| SCR    |                             | 975                           | 986                   | 99.88%   | 99.88%   | 99.55%   | 99.32%   | 100.00%  | 100.00%  | 100.00%  | 100.00%  |
| SER    | 15                          | 201                           | 209                   | 99.48%   | 100.00%  | 95.90%   | 94.82%   | 100.00%  | 100.00%  | 100.00%  | 100.00%  |
| SER    | 17                          | 247                           | 278                   | 100.00%  | 100.00%  | 98.39%   | 97.18%   | 100.00%  | 100.00%  | 100.00%  | 100.00%  |
| SER    | 19                          | 108                           | 117                   | 100.00%  | 100.00%  | 99.13%   | 94.44%   | 100.00%  | 100.00%  | 100.00%  | 100.00%  |
| SER    |                             | 556                           | 604                   | 99.81%   | 100.00%  | 97.67%   | 95.90%   | 100.00%  | 100.00%  | 100.00%  | 100.00%  |
| SNR    | 11                          | 253                           | 244                   | 99.47%   | 100.00%  | 97.92%   | 99.21%   | 100.00%  | 99.59%   | 100.00%  | 100.00%  |
| SNR    | 16                          | 5                             | 8                     | 100.00%  | 100.00%  | 100.00%  | 100.00%  | 100.00%  | 100.00%  | 100.00%  | 100.00%  |
| SNR    |                             | 258                           | 252                   | 99.49%   | 100.00%  | 97.99%   | 99.25%   | 100.00%  | 99.60%   | 100.00%  | 100.00%  |
| State  |                             | 3,513                         | 3,560                 | 99.87%   | 99.81%   | 98.49%   | 97.38%   | 99.73%   | 99.91%   | 99.93%   | 99.88%   |
|        | % Inc./Dec. vs. Prev. Month | -1.32%                        |                       |  |          |  |          |  |          |  |          |

### 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 |   |        |
| 442                      | 426      | 964                       | 971      | 1,078                    | 1,111    | 246                       | 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 |
| 0.10   | 0.09     | 0.08  | 0.08     |

<sup>1</sup> Data in "Previous" columns represents December 2020, 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

# Monthly Performance Update for Senior Leadership Team

## Adult Protective Services Program Office

Adult Protective Services -- Monthly Key Indicators  
January 2021

|              | 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%                    | 1/21     | -0.3%    | 98.5%    | 12/20     | 97.8%              | 98.4%  | 98.4%   | 97.3%  | 98.6%  | 99.1%    |
|              | # Reabused / # In Cohort after Verified                                    | M      |          | 59/3,287                 | 1/21     |          | 50/3,319 | 12/20     | 11/506             | 9/570  | 16/978  | 16/602 | 3/210  | 4/421    |
|              | No Verified Maltreatment within 6 Mos. Of Protective Supervision Case      | M      | 98.0%    | 99.8%                    | 1/21     | 0.7%     | 99.1%    | 12/20     | 100.0%             | 100.0% | 100.0%  | 100.0% | 100.0% | 99.6%    |
|              | # Reabused / # In Cohort After PS  | M      |          | 1/426                    | 1/21     |          | 4/423    | 12/20     | 0/24               | 0/69   | 0/15    | 0/15   | 0/61   | 1/242    |
| API Workload | Initial + Additional Reports Received                                      | M      |          | 3,513                    | 1/21     | -1.3%    | 3,560    | 12/20     | 311                | 548    | 865     | 975    | 556    | 258      |
|              | Investigations (Initial Reports) Completed                                 | M      |          | 3,321                    | 1/21     | -7.2%    | 3,579    | 12/20     | 306                | 497    | 808     | 948    | 548    | 214      |
|              | Average Active Investigations per API                                      | M-PIT  | 15.0     | 11.4                     | 1/21     | 4.6%     | 10.9     | 12/20     | 10.0               | 10.5   | 13.7    | 9.8    | 13.8   | 8.1      |
|              | Active Investigations  | M-PIT  |          | 2,668                    | 2/8/2021 | ➡ -2.4%  | 2,733    | 1/12/2021 | 254                | 432    | 820     | 492    | 476    | 194      |
|              | Investigations Open Over 60 Days "Backlog"                                 | M-PIT  |          | 0                        | 2/8/2021 |          | 0        | 1/12/2021 | 0                  | 0      | 0       | 0      | 0      | 0        |
|              | API Vacancies  | M-PIT  |          | 35                       | 2/8/2021 | ➡ 25.0%  | 28       | 1/12/2021 | 2                  | 0      | 5       | 17     | 8      | 3        |
|              | Total API FTEs   |        |          | 291                      | 2/8/2021 | ➡ 0.0%   | 291      | 1/12/2021 | 29                 | 44     | 69      | 73     | 49     | 27       |
|              | % Vacant   |        |          | 12.0%                    | 2/8/2021 | ➡ 12.1%  | 9.6%     | 1/12/2021 | 6.9%               | 0.0%   | 7.2%    | 23.3%  | 16.3%  | 11.1%    |
|              | Actual Operational Capacity  |        |          | 235.0                    | 2/8/2021 |          | 250.8    | 1/12/2021 | 25.5               | 41     | 60      | 50     | 34.5   | 24       |
|              | Percent Total Workforce Capacity   |        |          | 80.8%                    | 2/8/2021 |          | 86.2%    | 1/12/2021 | 87.93%             | 93.18% | 86.96%  | 68.49% | 70.41% | 88.89%   |