

Monthly Performance Update for Senior Leadership Team

Adult Protective Services Program Office

Adult Protection - Program Scorecard

July 2021

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	182	171	100.00%	100.00%	94.92%	94.86%	100.00%	100.00%	98.80%	98.51%
NWR	2	100	114	100.00%	100.00%	97.14%	96.34%	98.82%	98.63%	95.29%	98.63%
NWR	14	85	83	100.00%	100.00%	98.39%	97.62%	98.15%	98.65%	100.00%	97.30%
NWR		367	368	100.00%	100.00%	96.22%	95.79%	99.35%	99.43%	98.04%	98.28%
NER	3 & 8	132	128	100.00%	100.00%	97.22%	99.34%	97.92%	100.00%	98.96%	99.28%
NER	4	222	223	100.00%	100.00%	97.65%	99.54%	100.00%	100.00%	100.00%	99.49%
NER	7	241	232	100.00%	100.00%	98.73%	99.07%	100.00%	100.00%	100.00%	100.00%
NER		595	583	100.00%	100.00%	98.03%	99.31%	99.61%	100.00%	99.81%	99.63%
CNR	5	256	312	100.00%	100.00%	99.60%	100.00%	100.00%	100.00%	100.00%	100.00%
CNR	9	235	272	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
CNR	10	158	141	100.00%	100.00%	100.00%	99.36%	100.00%	100.00%	100.00%	100.00%
CNR	18	208	202	100.00%	100.00%	98.68%	100.00%	99.30%	100.00%	100.00%	100.00%
CNR		857	927	100.00%	100.00%	99.59%	99.88%	99.85%	100.00%	100.00%	100.00%
SCR	6	349	394	100.00%	100.00%	99.71%	99.16%	100.00%	100.00%	100.00%	99.70%
SCR	12	174	164	100.00%	100.00%	98.74%	97.89%	100.00%	100.00%	100.00%	100.00%
SCR	13	200	243	100.00%	100.00%	98.54%	99.40%	100.00%	100.00%	100.00%	100.00%
SCR	20	181	214	100.00%	100.00%	99.49%	99.08%	100.00%	100.00%	100.00%	100.00%
SCR		904	1015	100.00%	100.00%	99.28%	98.98%	100.00%	100.00%	100.00%	99.88%
SER	15	204	251	100.00%	100.00%	98.02%	96.49%	99.57%	100.00%	100.00%	100.00%
SER	17	256	261	100.00%	100.00%	97.94%	97.50%	100.00%	100.00%	100.00%	100.00%
SER	19	119	135	100.00%	100.00%	93.02%	93.23%	100.00%	100.00%	100.00%	100.00%
SER		579	647	100.00%	100.00%	96.96%	96.26%	99.83%	100.00%	100.00%	100.00%
SNR	11	270	253	100.00%	100.00%	98.29%	99.12%	100.00%	100.00%	99.56%	100.00%
SNR	16	5	11	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
SNR		275	264	100.00%	100.00%	98.35%	99.15%	100.00%	100.00%	99.57%	100.00%
State		3,577	3,804	100.00%	100.00%	98.32%	98.43%	99.81%	99.94%	99.74%	99.73%
	% Inc./Dec. vs. Prev. Month	-5.97%									

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 20/21 & 19/20	
Current	Previous	Current	Previous	Current	Previous	Current	Previous		
466	443	915	928	923	971	212	217	99.99%	99.16%

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	0.07	0.07	0.08

¹ Data in "Previous" columns represents prior month, 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 -- Monthly Key Indicators
July 2021

				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%	99.0%	7/21	0.0%	99.0%	6/21	99.2%	98.6%	98.3%	98.8%	99.7%	99.5%
	# Reabused / # In Cohort after Verified	M		39/3,800	7/21		39/3864	6/21	8/1,037	9/655	10/599	9/775	1/303	2/431
	No Verified Maltreatment within 6 Mos. Of Protective Supervision Case	M	98.0%	99.6%	7/21	0.4%	99.2%	6/21	100.0%	100.0%	100.0%	100.0%	100.0%	99.2%
	# Reabused / # In Cohort After PS	M		2/452	7/21		4/473	6/21	0/19	0/75	0/28	0/8	0/82	2/240
API Workload	Initial + Additional Reports Received	M		3,577	7/21	-6.0%	3,804	6/21	367	595	857	904	579	275
	Investigations (Initial Reports) Completed	M		3,381	7/21	-7.0%	3,636	6/21	328	555	740	893	610	255
	Average Active Investigations per API	M-PIT	15.0	14.0	7/21	-2.8%	14.4	6/21	10.5	12.5	16.8	11.2	15.8	17.0
	Active Investigations	M-PIT		2,948	8/3/2021	➡ 1.4%	2,906	7/7/2021	271	428	870	516	526	337
	Investigations Open Over 60 Days "Backlog"	M-PIT		3	8/3/2021	🔴 50.0%	2	7/7/2021	0	3	0	0	0	0
	API Vacancies	M-PIT		35	8/3/2021	🔴 9.4%	32	7/7/2021	0	2	6	13	7	7
	Total API FTEs			291	8/3/2021	➡ 0.0%	291	7/7/2021	29	44	69	73	49	27
	% Vacant			12.0%	8/3/2021	🔴 12.1%	11.0%	7/7/2021	0.0%	4.5%	8.7%	17.8%	14.3%	25.9%
	Actual Operational Capacity			213.3	8/3/2021		201.8	7/7/2021	26	35.5	51.5	47	33.5	19.75
	Percent Total Workforce Capacity			73.3%	8/3/2021		69.3%	7/7/2021	89.66%	80.68%	74.64%	64.38%	68.37%	73.15%

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