Monthly Performance Update for Senior Leadership Team

Adult Protective Services Program Office

Adult Protection - Program Scorecard

June 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	171	*175*	100.00%	*100.00%*	94.86%	*96.38%*	100.00%	*100.00%*	98.51%	*100.00%*
NWR	2	114	*79*	100.00%	*100.00%*	96.34%	*98.08%*	98.63%	*98.94%*	98.63%	*97.87%*
NWR	14	83	*73*	100.00%	*100.00%*	97.62%	*97.59%*	98.65%	*100.00%*	97.30%	*98.68%*
NWR		368	*327*	100.00%	*100.00%*	95.79%	*97.23%*	99.43%	*99.67%*	98.28%	*99.00%*
NER	3 & 8	128	*155*	100.00%	*100.00%*	99.34%	*98.20%*	100.00%	*100.00%*	99.28%	*100.00%*
NER	4	223	*197*	100.00%	*100.00%*	99.54%	*99.51%*	100.00%	*99.49%*	99.49%	*100.00%*
NER	7	232	*221*	100.00%	*100.00%*	99.07%	*98.31%*	100.00%	*100.00%*	100.00%	*100.00%*
NER		583	*573*	100.00%	*100.00%*	99.31%	*98.73%*	100.00%	*99.81%*	99.63%	*100.00%*
CNR	5	312	*258*	100.00%	*100.00%*	100.00%	*99.70%*	100.00%	*100.00%*	100.00%	*100.00%*
CNR	9	272	*239*	100.00%	*99.59%*	100.00%	*99.62%*	100.00%	*99.59%*	100.00%	*100.00%*
CNR	10	141	*154*	100.00%	*100.00%*	99.36%	*100.00%*	100.00%	*100.00%*	100.00%	*100.00%*
CNR	18	202	*212*	100.00%	*100.00%*	100.00%	*97.89%*	100.00%	*100.00%*	100.00%	*100.00%*
CNR		927	*863*	100.00%	*99.88%*	99.88%	*99.35%*	100.00%	*99.88%*	100.00%	*100.00%*
SCR	6	394	*371*	100.00%	*100.00%*	99.16%	*99.17%*	100.00%	*100.00%*	99.70%	*100.00%*
SCR	12	164	*165*	100.00%	*100.00%*	97.89%	*100.00%*	100.00%	*100.00%*	100.00%	*100.00%*
SCR	13	243	*192*	100.00%	*100.00%*	99.40%	*98.48%*	100.00%	*100.00%*	100.00%	*100.00%*
SCR	20	214	*205*	100.00%	*100.00%*	99.08%	*99.02%*	100.00%	*100.00%*	100.00%	*100.00%*
SCR		1015	*933*	100.00%	*100.00%*	98.98%	*99.12%*	100.00%	*100.00%*	99.88%	*100.00%*
SER	15	251	*255*	100.00%	*100.00%*	96.49%	*94.81%*	100.00%	*100.00%*	100.00%	*100.00%*
SER	17	261	*256*	100.00%	*100.00%*	97.50%	*98.52%*	100.00%	*100.00%*	100.00%	*100.00%*
SER	19	135	*128*	100.00%	*100.00%*	93.23%	*95.83%*	100.00%	*99.10%*	100.00%	*100.00%*
SER		647	*639*	100.00%	*100.00%*	96.26%	*96.68%*	100.00%	*99.82%*	100.00%	*100.00%*
SNR	11	253	*254*	100.00%	*100.00%*	99.12%	*99.09%*	100.00%	*100.00%*	100.00%	*100.00%*
SNR	16	11	*10*	100.00%	*100.00%*	100.00%	*100.00%*	100.00%	*100.00%*	100.00%	*100.00%*
SNR		264	*264*	100.00%	*100.00%*	99.15%	*99.12%*	100.00%	*100.00%*	100.00%	*100.00%*
State		3,804	*3,599*	100.00%	*99.97%*	98.43%	*98.53%*	99.94%	*99.88%*	99.73%	*99.91%*
	% Inc./Dec. vs. Prev. Month	5.70%									

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 19/20 & *18/19*	
Current	*Previous*	Current	*Previous*	Current	*Previous*	Current	*Previous*		
443	*436*	928	*934*	971	*968*	217	*223*	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*
0.07	*0.07*	0.08	*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
June 2021

	Indicator	Period	Standard	Statewide Current/Recent Level	Statewide Current/Recent Period	% Change	Previous Level	Previous Period	Regions -- Current NW	NE	Central	SC	SE	Southern
API Safety	No Recurrence Verified Maltreatment within 6 Mo. of Verified Investigation	M	95.0%	99.0%	6/21	0.2%	98.8%	5/21	97.9%	99.2%	99.1%	98.9%	99.3%	100.0%
	# Reabused / # In Cohort after Verified	M		39/3864	6/21		47/3,814	5/21	13/624	6/717	10/1,049	8/748	2/290	0/436
	No Verified Maltreatment within 6 Mos. Of Protective Supervision Case	M	98.0%	99.2%	6/21	-0.2%	99.3%	5/21	100.0%	98.7%	100.0%	88.9%	98.8%	99.6%
	# Reabused / # In Cohort After PS	M		4/473	6/21		3/449	5/21	0/20	1/77	0/28	1/9	1/81	1/258
API Workload	Initial + Additional Reports Received	M		3,804	6/21	5.7%	3,599	5/21	368	583	927	1,015	647	264
	Investigations (Initial Reports) Completed	M		3,636	6/21	1.4%	3,585	5/21	378	589	865	927	632	245
	Average Active Investigations per API	M-PIT	15.0	14.4	6/21	12.5%	12.8	5/21	12.6	13.0	15.4	11.5	17.0	19.3
	Active Investigations	M-PIT		2,906	6/7/2021	0.0%	2,907	5/10/2021	245	444	801	536	552	328
	Investigations Open Over 60 Days "Backlog"	M-PIT		2	6/7/2021		0	5/10/2021	1	1	0	0	0	0
	API Vacancies	M-PIT		32	6/7/2021	6.7%	30	5/10/2021	0	1	6	11	7	7
	Total API FTEs			291	6/7/2021	0.0%	291	5/10/2021	29	44	69	73	49	27
	% Vacant			11.0%	6/7/2021	11.0%	10.3%	5/10/2021	0.0%	2.3%	8.7%	15.1%	14.3%	25.9%
	Actual Operational Capacity			**201.8**	6/7/2021		**216.0**	5/10/2021	19.5	34.25	52	46.5	32.5	17
	Percent Total Workforce Capacity			**69.3%**	6/7/2021		**74.2%**	5/10/2021	67.24%	77.84%	75.36%	63.70%	66.33%	62.96%