

Monthly Performance Update for Senior Leadership Team

Adult Protective Services Program Office

Adult Protection - Program Scorecard

March 2022

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	141	124	100.00%	100.00%	97.76%	93.22%	100.00%	100.00%	96.18%	95.61%
NWR	2	88	50	97.92%	100.00%	96.67%	100.00%	100.00%	98.18%	100.00%	100.00%
NWR	14	69	48	100.00%	100.00%	100.00%	97.87%	100.00%	100.00%	100.00%	97.73%
NWR		298	222	99.54%	100.00%	97.90%	96.12%	100.00%	99.53%	97.72%	97.18%
NER	3 & 8	131	122	100.00%	100.00%	98.00%	100.00%	100.00%	98.77%	98.86%	98.77%
NER	4	167	174	100.00%	100.00%	97.27%	98.21%	100.00%	100.00%	100.00%	100.00%
NER	7	189	162	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
NER		487	458	100.00%	100.00%	98.56%	99.30%	99.77%	99.74%	99.77%	99.74%
CNR	5	250	235	100.00%	100.00%	100.00%	99.56%	100.00%	100.00%	100.00%	100.00%
CNR	9	249	190	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
CNR	10	154	113	100.00%	100.00%	100.00%	99.20%	100.00%	100.00%	100.00%	100.00%
CNR	18	166	150	100.00%	100.00%	97.52%	99.38%	100.00%	100.00%	100.00%	100.00%
CNR		819	688	100.00%	100.00%	99.46%	99.55%	100.00%	100.00%	100.00%	100.00%
SCR	6	341	323	100.00%	100.00%	99.71%	99.62%	100.00%	100.00%	100.00%	100.00%
SCR	12	125	122	100.00%	97.89%	100.00%	98.11%	100.00%	100.00%	100.00%	100.00%
SCR	13	202	175	100.00%	100.00%	94.41%	100.00%	100.00%	100.00%	100.00%	100.00%
SCR	20	196	169	100.00%	100.00%	99.44%	100.00%	100.00%	100.00%	100.00%	100.00%
SCR		864	789	100.00%	99.69%	98.69%	99.57%	100.00%	100.00%	100.00%	100.00%
SER	15	205	176	100.00%	100.00%	94.39%	95.98%	100.00%	100.00%	100.00%	98.82%
SER	17	225	196	100.00%	100.00%	98.22%	96.52%	100.00%	100.00%	99.52%	100.00%
SER	19	124	79	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
SER		554	451	100.00%	100.00%	97.00%	96.93%	100.00%	100.00%	99.79%	99.56%
SNR	11	284	201	100.00%	100.00%	96.28%	97.60%	100.00%	99.40%	100.00%	100.00%
SNR	16	7	8	100.00%	100.00%	100.00%	75.00%	100.00%	100.00%	100.00%	100.00%
SNR		291	209	100.00%	100.00%	96.44%	97.08%	100.00%	99.42%	100.00%	100.00%
State		3,313	2,817	99.96%	99.92%	98.34%	98.59%	99.96%	99.88%	99.74%	99.64%
	% Inc./Dec. vs. Prev. Month	17.61%									

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		
381	357	936	948	756	750	225	233	99.99%	99.16%

Per Capita Abuse Rates for Adults with Disabilities, Age 18-59 and Elderly Persons, 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	0.07	0.07	0.06

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

Monthly Performance Update for Senior Leadership Team

Adult Protective Services Program Office

Adult Protective Services -- Monthly Key Indicators
March 2022

				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%	98.4%	3/22	-0.2%	98.7%	2/22	97.3%	98.5%	98.5%	98.4%	100.0%	98.7%
	# Reabused / # In Cohort after Verified	M		39/2,508	3/22		35/2,601	2/22	10/367	6/398	10/672	9/549	0/216	4/306
	No Verified Maltreatment within 6 Mos. Of Protective Supervision Case	M	98.0%	99.5%	3/22	-0.3%	99.8%	2/22	100.0%	100.0%	100.0%	100.0%	98.5%	99.5%
	# Reabused / # In Cohort After PS	M		2/371	3/22		1/397	2/22	0/24	0/70	0/19	0/6	1/67	1/185
API Workload	Initial + Additional Reports Received	M		3,313	3/22	17.6%	2,817	2/22	298	487	819	864	554	291
	Investigations (Initial Reports) Completed	M		3,003	3/22	8.5%	2,767	2/22	242	490	787	769	497	218
	Average Active Investigations per API	M-PIT	15.0	14.0	3/22	10.2%	12.7	2/22	15.7	13.0	13.3	10.9	16.0	27.1
	Active Investigations	M-PIT		2,692	4/5/2022	9.9%	2,450	3/2/2022	251	427	781	481	481	271
	Investigations Open Over 60 Days "Backlog"	M-PIT		1	4/5/2022		0	3/2/2022	1	0	0	0	0	0
	API Vacancies	M-PIT		66	4/5/2022	6.5%	62	3/2/2022	10	4	5	25	11	11
	Total API FTEs			291	4/5/2022	0.0%	291	3/2/2022	29	44	69	73	49	27
	% Vacant			22.7%	4/5/2022	22.7%	21.3%	3/2/2022	34.5%	9.1%	7.2%	34.2%	22.4%	40.7%
	Actual Operational Capacity			191.8	4/5/2022	-0.9%	193.5	3/2/2022	16	32.75	58.75	44.25	30	10
	Percent Total Workforce Capacity			65.9%	4/5/2022	-0.9%	66.5%	3/2/2022	55.17%	74.43%	85.14%	60.62%	61.22%	37.04%

Monthly Performance Update for Senior Leadership Team
Adult Protective Services Program Office