

# Performance Update for Senior Leadership Team - November 2018

## Adult Protective Services Program Office

### Adult Protection - Program Scorecard

November 2018

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	169	157	99.35%	99.42%	96.02%	93.65%	100.00%	100.00%	96.08%	95.38%
NWR	2	132	155	100.00%	99.19%	95.73%	92.31%	99.25%	98.37%	99.25%	97.56%
NWR	14	74	62	100.00%	97.92%	89.58%	90.38%	98.92%	97.92%	88.17%	97.92%
NWR		375	374	99.74%	99.13%	94.50%	92.71%	99.47%	99.13%	95.26%	96.51%
NER	3 & 8	146	148	100.00%	100.00%	98.53%	98.90%	100.00%	99.38%	99.12%	99.38%
NER	4	204	219	100.00%	100.00%	99.22%	97.00%	99.21%	99.10%	100.00%	99.10%
NER	7	248	263	99.47%	100.00%	98.95%	94.07%	98.95%	100.00%	100.00%	97.05%
NER		598	630	99.77%	100.00%	98.69%	96.35%	99.30%	99.52%	99.77%	98.23%
CNR	5	304	282	100.00%	100.00%	100.00%	99.15%	100.00%	100.00%	100.00%	100.00%
CNR	9	274	304	100.00%	100.00%	97.35%	98.94%	100.00%	100.00%	99.53%	100.00%
CNR	10	175	172	100.00%	100.00%	96.50%	100.00%	99.21%	100.00%	100.00%	100.00%
CNR	18	206	250	100.00%	100.00%	99.09%	100.00%	100.00%	100.00%	100.00%	100.00%
CNR		959	1008	100.00%	100.00%	98.50%	99.39%	99.76%	100.00%	99.87%	100.00%
SCR	6	414	425	99.39%	100.00%	96.02%	95.90%	100.00%	99.53%	100.00%	99.77%
SCR	12	128	158	99.12%	98.63%	96.58%	90.51%	99.12%	100.00%	100.00%	100.00%
SCR	13	252	269	100.00%	100.00%	95.35%	94.53%	99.51%	100.00%	100.00%	99.64%
SCR	20	189	201	100.00%	100.00%	97.44%	96.57%	100.00%	100.00%	100.00%	100.00%
SCR		983	1053	99.64%	99.81%	96.25%	94.89%	99.76%	99.81%	100.00%	99.81%
SER	15	259	263	99.54%	100.00%	94.25%	93.19%	99.08%	99.08%	95.41%	97.24%
SER	17	300	332	100.00%	100.00%	97.96%	96.13%	100.00%	100.00%	99.63%	100.00%
SER	19	112	124	100.00%	100.00%	97.44%	97.30%	99.06%	99.28%	100.00%	100.00%
SER		671	719	99.83%	100.00%	96.55%	95.41%	99.50%	99.54%	98.16%	99.08%
SNR	11	264	290	100.00%	100.00%	98.39%	99.02%	100.00%	99.63%	99.56%	100.00%
SNR	16	1	10	100.00%	100.00%	90.91%	94.12%	100.00%	100.00%	100.00%	88.24%
SNR		265	300	100.00%	100.00%	98.08%	98.76%	100.00%	99.65%	99.58%	99.31%
State		3,851	4,084	99.82%	99.87%	97.09%	96.36%	99.66%	99.69%	99.02%	99.14%
	% Inc./Dec. vs. Prev. Month	-5.71%									

### 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 17/18 & 16/17	
Current	Previous	Current	Previous	Current	Previous	Current	Previous		
669	660	1,001	1,012	1,592	1,586	289	288	98.84%	99.08%

### 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
0.11	0.12	0.11	0.13

<sup>1</sup> Data in "Previous" columns represents October 2018, 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

Adult Protective Services -- Monthly Key Indicators  
November 2018

	Indicator	Period <sup>1</sup>	Standard	Statewide Current/Recent			Previous		Regions -- Current					
				Level	Period	% Change <sub>2</sub>	Level	Period	NW	NE	Central	SC	SE	Southern
API Safety	No Recurrence Verified Maltreatment within 6 Mo. of Verified Investigation	M	95.0%	98.9%	11/18	0.4%	98.5%	10/18	98.1%	98.8%	98.7%	99.2%	99.6%	99.1%
	No Verified Maltreatment within 6 Mos. Of Protective Supervision Case	M	98.0%	99.6%	11/18	0.3%	99.4%	10/18	100.0%	100.0%	100.0%	100.0%	100.0%	98.6%
API Workload	Initial + Additional Reports Received	M		3,851	11/18	-5.7%	4,084	10/18	375	598	959	983	671	265
	Investigations (Initial Reports) Completed	M		3,596	11/18	-15.1%	4,235	10/18	393	490	873	947	634	259
	Average Active Investigations per API	M-PIT	15.0	12.6	12/10/2018	2.4%	12.3	11/5/2018	9.7	13.7	13.6	9.0	15.7	14.2
	Active Investigations	M-PIT		3,069	12/10/2018	➡ 2.9%	2,982	11/5/2018	237	515	869	513	651	284
	Investigations Open Over 60 Days "Backlog"	M-PIT		11	12/10/2018	🚩 57.1%	7	11/5/2018	0	2	0	0	9	0
	API Vacancies	M-PIT		11	12/10/2018	🚩 10.0%	10	11/5/2018	1	2	1	4	2	1
	Total API FTEs			290	12/10/2018	➡ 0.0%	290	11/5/2018	29	43	69	73	49	27
	% Vacant			1.4%	12/10/2018	➡ 0.0%	1.4%	11/5/2018	3.4%	4.7%	1.4%	5.5%	4.1%	3.7%
	Actual Operational Capacity			244.5	12/10/2018		242.5	11/5/2018	24.5	37.5	64	57	41.5	20
	Percent Total Workforce Capacity			84.3%	12/10/2018		83.6%	11/5/2018	84.48%	87.21%	92.75%	78.08%	84.69%	74.07%