

# Performance Update for Senior Leadership Team - October 2018

## Adult Protective Services Program Office

### Adult Protection - Program Scorecard

October 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	157	178	99.42%	100.00%	93.65%	100.00%	100.00%	100.00%	95.38%	100.00%
NWR	2	155	162	99.19%	99.24%	92.31%	99.24%	98.37%	100.00%	97.56%	99.24%
NWR	14	62	74	97.92%	99.01%	90.38%	99.01%	97.92%	100.00%	97.92%	100.00%
NWR		374	414	99.13%	99.50%	92.71%	99.50%	99.13%	100.00%	96.51%	99.75%
NER	3 & 8	148	162	100.00%	98.61%	98.90%	98.61%	99.38%	98.61%	99.38%	97.22%
NER	4	219	229	100.00%	99.12%	97.00%	99.12%	99.10%	97.80%	99.10%	95.15%
NER	7	263	210	100.00%	100.00%	94.07%	100.00%	100.00%	100.00%	97.05%	98.85%
NER		630	601	100.00%	99.27%	96.35%	99.27%	99.52%	98.72%	98.23%	96.88%
CNR	5	282	340	100.00%	100.00%	99.15%	100.00%	100.00%	100.00%	100.00%	100.00%
CNR	9	304	283	100.00%	100.00%	98.94%	100.00%	100.00%	100.00%	100.00%	100.00%
CNR	10	172	151	100.00%	100.00%	100.00%	100.00%	100.00%	99.24%	100.00%	100.00%
CNR	18	250	203	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
CNR		1008	977	100.00%	100.00%	99.39%	100.00%	100.00%	99.88%	100.00%	100.00%
SCR	6	425	413	100.00%	99.70%	95.90%	99.70%	99.53%	99.70%	99.77%	100.00%
SCR	12	158	155	98.63%	100.00%	90.51%	100.00%	100.00%	99.07%	100.00%	100.00%
SCR	13	269	282	100.00%	99.19%	94.53%	99.19%	100.00%	100.00%	99.64%	100.00%
SCR	20	201	195	100.00%	100.00%	96.57%	100.00%	100.00%	100.00%	100.00%	100.00%
SCR		1053	1045	99.81%	99.66%	94.89%	99.66%	99.81%	99.77%	99.81%	100.00%
SER	15	263	219	100.00%	100.00%	93.19%	100.00%	99.08%	99.53%	97.24%	99.05%
SER	17	332	309	100.00%	100.00%	96.13%	100.00%	100.00%	100.00%	100.00%	100.00%
SER	19	124	146	100.00%	100.00%	97.30%	100.00%	99.28%	99.28%	100.00%	99.28%
SER		719	674	100.00%	100.00%	95.41%	100.00%	99.54%	99.68%	99.08%	99.52%
SNR	11	290	288	100.00%	100.00%	99.02%	100.00%	99.63%	98.48%	100.00%	100.00%
SNR	16	10	15	100.00%	100.00%	94.12%	100.00%	100.00%	100.00%	88.24%	100.00%
SNR		300	303	100.00%	100.00%	98.76%	100.00%	99.65%	98.52%	99.31%	100.00%
State		4,084	4,014	99.87%	99.74%	96.36%	99.74%	99.69%	99.55%	99.14%	99.40%
	% Inc./Dec. vs. Prev. Month	1.74%									

### 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		
660	661	1,012	1,021	1,586	1,610	288	296	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
0.12	0.10	0.13	0.13

<sup>1</sup> Data in "Previous" columns represents September 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  
October 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%	98.5%	10/18	-0.2%	98.7%	9/18	99.2%	97.9%	98.2%	99.3%	98.4%	98.7%
	No Verified Maltreatment within 6 Mos. Of Protective Supervision Case	M	98.0%	99.4%	10/18	-0.3%	99.7%	9/18	100.0%	100.0%	100.0%	100.0%	98.2%	99.4%
API Workload	Initial + Additional Reports Received	M		4,084	10/18	1.7%	4,014	9/18	374	630	1,008	1,053	719	300
	Investigations (Initial Reports) Completed	M		4,235	10/18	10.5%	3,834	9/18	362	708	998	1,166	685	316
	Average Active Investigations per API	M-PIT	15.0	12.3	11/5/2018	0.8%	12.2	10/18/2018	11.3	11.9	13.5	7.8	16.3	14.8
	Active Investigations	M-PIT		2,982	11/5/2018	➡ -2.2%	3,050	10/18/2018	280	437	852	435	667	311
	Investigations Open Over 60 Days "Backlog"	M-PIT		7	11/5/2018	🚩 -36.4%	11	10/18/2018	2	1	1	0	3	0
	API Vacancies	M-PIT		10	11/5/2018	🚩 150.0%	4	10/18/2018	0	3	1	5	0	1
	Total API FTEs			290	11/5/2018	➡ 0.0%	290	10/18/2018	29	43	69	73	49	27
	% Vacant			1.4%	11/5/2018	➡ 0.0%	1.4%	10/18/2018	0.0%	7.0%	1.4%	6.8%	0.0%	3.7%
	Actual Operational Capacity			242.5	11/5/2018		249.3	10/18/2018	24.75	36.75	63	56	41	21
	Percent Total Workforce Capacity			83.6%	11/5/2018		85.9%	10/18/2018	85.34%	85.47%	91.30%	76.71%	83.67%	77.78%