### Performance Update for Senior Leadership Team - October 2019

**Adult Protective Services Program Office** 

# Adult Protection - Program Scorecard October 2019

1 2 14 3 & 8 4 7	Current 164 105 73 342 169 211 255 635 294 254	Previous <sup>2</sup> 187 120 79 386 174 226 229 629 297 230	Current 100.00% 99.08% 100.00% 99.72% 100.00% 100.00% 100.00% 100.00%	Previous 99.25% 100.00% 100.00% 99.65% 100.00% 99.49% 100.00% 100.00%	Current 95.45% 93.13% 95.70% 94.79% 99.12% 100.00% 99.49% 99.67%	Previous 97.89% 92.08% 98.53% 98.02% 99.19% 96.38% 99.06% 99.02% 100.00%	Current 100.00% 95.41% 100.00% 98.61% 100.00% 100.00% 99.48% 99.82%	Previous 100.00% 98.94% 100.00% 99.65% 100.00% 100.00% 99.49% 99.80%	Current 99.42% 83.49% 100.00% 94.72% 100.00% 99.24% 99.48%	Previous 100.00% 86.05% 100.00% 95.74% 100.00% 100.00%
2 14 3 & 8 4 7 5	105 73 342 169 211 255 635 294 254	120 79 386 174 226 229 629 297	99.08% 100.00% 99.72% 100.00% 100.00% 100.00% 100.00%	100.00% 100.00% 99.65% 100.00% 99.49% 100.00% 99.80%	93.13% 95.70% 94.79% 99.12% 99.27% 100.00% 99.49%	92.08% 98.53% 98.02% 99.19% 96.38% 99.06% 98.02%	95.41% 100.00% 98.61% 100.00% 100.00% 99.48%	98.94% 100.00% 99.65% 100.00% 100.00% 99.49%	83.49% 100.00% 94.72% 100.00% 99.24%	86.05% 100.00% <b>95.74%</b> 100.00%
14 3 & 8 4 7 5 9	73 342 169 211 255 635 294 254	79 386 174 226 229 629 297	100.00% 99.72% 100.00% 100.00% 100.00% 100.00%	100.00% 99.65% 100.00% 99.49% 100.00% 99.80%	95.70% 94.79% 99.12% 99.27% 100.00% 99.49%	98.53% 98.02% 99.19% 96.38% 99.06% 98.02%	100.00% 98.61% 100.00% 100.00% 99.48%	100.00% 99.65% 100.00% 100.00% 99.49%	100.00% 94.72% 100.00% 99.24%	100.00% <b>95.74%</b> 100.00%
3 & 8 4 7 5 9	342 169 211 255 635 294 254	386 174 226 229 629 297	99.72% 100.00% 100.00% 100.00% 100.00%	99.65% 100.00% 99.49% 100.00% 99.80%	94.79% 99.12% 99.27% 100.00% 99.49%	98.02% 99.19% 96.38% 99.06% 98.02%	98.61% 100.00% 100.00% 99.48%	99.65% 100.00% 100.00% 99.49%	94.72% 100.00% 99.24%	<b>95.74%</b> 100.00%
4 7 5 9	169 211 255 635 294 254	174 226 229 629 297	100.00% 100.00% 100.00% 100.00% 100.00%	100.00% 99.49% 100.00% 99.80%	99.12% 99.27% 100.00% 99.49%	99.19% 96.38% 99.06% 98.02%	100.00% 100.00% 99.48%	100.00% 100.00% 99.49%	100.00% 99.24%	100.00%
4 7 5 9	211 255 635 294 254	226 229 629 297	100.00% 100.00% 100.00% 100.00%	99.49% 100.00% 99.80%	99.27% 100.00% 99.49%	96.38% 99.06% 98.02%	100.00% 99.48%	100.00% 99.49%	99.24%	
7 5 9	255 635 294 254	229 629 297	100.00% 100.00% 100.00%	100.00% 99.80%	100.00% 99.49%	99.06% 98.02%	99.48%	99.49%		100.00%
5 9	635 294 254	629 297	100.00% 100.00%	99.80%	99.49%	98.02%			90.48%	
9	294 254	297	100.00%				99.82%	00 000/	33.7070	100.00%
9	254			100.00%	99.67%	100 000/		99.80%	99.47%	100.00%
	_	230	400.000		0.01.01.70	100.00%	100.00%	100.00%	100.00%	100.00%
			100.00%	100.00%	99.07%	97.89%	100.00%	100.00%	100.00%	99.45%
10	167	172	100.00%	100.00%	99.42%	98.63%	100.00%	100.00%	100.00%	100.00%
18	227	232	100.00%	100.00%	99.59%	100.00%	100.00%	100.00%	100.00%	98.84%
	942	931	100.00%	100.00%	99.46%	99.22%	100.00%	100.00%	100.00%	99.59%
6	417	375	99.73%	100.00%	96.68%	97.01%	100.00%	100.00%	100.00%	100.00%
12	170	174	99.22%	100.00%	95.77%	97.96%	100.00%	100.00%	100.00%	100.00%
13	254	224	100.00%	100.00%	98.33%	97.38%	100.00%	100.00%	100.00%	100.00%
20	204	166	100.00%	100.00%	97.04%	98.86%	100.00%	100.00%	100.00%	100.00%
	1045	939	99.78%	100.00%	97.03%	97.58%	100.00%	100.00%	100.00%	100.00%
15	226	206	100.00%	100.00%	92.54%	93.53%	99.53%	98.17%	98.58%	99.54%
17	261	261	100.00%	100.00%	95.88%	97.03%	100.00%	100.00%	100.00%	100.00%
19	136	134	100.00%	100.00%	95.21%	95.58%	100.00%	100.00%	100.00%	100.00%
	623	601	100.00%	100.00%	94.61%	95.44%	99.84%	99.28%	99.52%	99.82%
11	285	272	100.00%	100.00%	98.53%	96.53%	99.62%	100.00%	100.00%	100.00%
16	10	8	100.00%	91.67%	100.00%	92.31%	100.00%	100.00%	100.00%	100.00%
	295	280	100.00%	99.60%	98.55%	96.32%	99.62%	100.00%	100.00%	100.00%
	3,882	3,766	99.92%	99.91%	97.42%	97.41%	99.78%	99.81%	99.31%	99.50%
	20 15 17 19	20 204 1045 15 226 17 261 19 136 623 11 285 16 10 295	20         204         166           1045         939           15         226         206           17         261         261           19         136         134           623         601           11         285         272           16         10         8           295         280	20         204         166         100.00%           1045         939         99.78%           15         226         206         100.00%           17         261         261         100.00%           19         136         134         100.00%           623         601         100.00%           11         285         272         100.00%           16         10         8         100.00%           295         280         100.00%	20         204         166         100.00%         100.00%           1045         939         99.78%         100.00%           15         226         206         100.00%         100.00%           17         261         261         100.00%         100.00%           19         136         134         100.00%         100.00%           623         601         100.00%         100.00%           11         285         272         100.00%         100.00%           16         10         8         100.00%         91.67%           295         280         100.00%         99.60%	20         204         166         100.00%         100.00%         97.04%           1045         939         99.78%         100.00%         97.03%           15         226         206         100.00%         100.00%         92.54%           17         261         261         100.00%         100.00%         95.88%           19         136         134         100.00%         100.00%         95.21%           623         601         100.00%         100.00%         94.61%           11         285         272         100.00%         100.00%         98.53%           16         10         8         100.00%         91.67%         100.00%           295         280         100.00%         99.60%         98.55%	20         204         166         100.00%         100.00%         97.04%         98.86%           1045         939         99.78%         100.00%         97.03%         97.58%           15         226         206         100.00%         100.00%         92.54%         93.53%           17         261         261         100.00%         100.00%         95.88%         97.03%           19         136         134         100.00%         100.00%         95.21%         95.58%           623         601         100.00%         100.00%         94.61%         95.44%           11         285         272         100.00%         100.00%         98.53%         96.53%           16         10         8         100.00%         91.67%         100.00%         92.31%           295         280         100.00%         99.60%         98.55%         96.32%	20         204         166         100.00%         100.00%         97.04%         98.86%         100.00%           1045         939         99.78%         100.00%         97.03%         97.58%         100.00%           15         226         206         100.00%         100.00%         92.54%         93.53%         99.53%           17         261         261         100.00%         100.00%         95.88%         97.03%         100.00%           19         136         134         100.00%         100.00%         95.21%         95.58%         100.00%           623         601         100.00%         100.00%         94.61%         95.44%         99.84%           11         285         272         100.00%         100.00%         98.53%         96.53%         99.62%           16         10         8         100.00%         91.67%         100.00%         92.31%         100.00%           295         280         100.00%         99.60%         98.55%         96.32%         99.62%	20         204         166         100.00%         100.00%         97.04%         98.86%         100.00%         100.00%           1045         939         99.78%         100.00%         97.03%         97.58%         100.00%         100.00%           15         226         206         100.00%         100.00%         92.54%         93.53%         99.53%         98.17%           17         261         261         100.00%         100.00%         95.88%         97.03%         100.00%         100.00%           19         136         134         100.00%         100.00%         95.21%         95.58%         100.00%         100.00%           623         601         100.00%         100.00%         94.61%         95.44%         99.84%         99.28%           11         285         272         100.00%         100.00%         98.53%         96.53%         99.62%         100.00%           16         10         8         100.00%         91.67%         100.00%         92.31%         100.00%         100.00%           295         280         100.00%         98.55%         96.32%         99.62%         100.00%	20         204         166         100.00%         100.00%         97.04%         98.86%         100.00%         100.00%         100.00%           1045         939         99.78%         100.00%         97.03%         97.58%         100.00%         100.00%         100.00%           15         226         206         100.00%         100.00%         92.54%         93.53%         99.53%         98.17%         98.58%           17         261         261         100.00%         100.00%         95.88%         97.03%         100.00% <td< td=""></td<>

% Inc./Dec. vs. Prev. Month

#### **Statewide Services and Wait Lists**

	Waitlist llation		ents Being rved		Waitlist lation	CCDA Clie Ser	ents Being ved	Disabilities Services W Placed in	ults with s Receiving /ho are Not a Nursing 8/19 & 17/18
Current	Previous	Current	Previous	Current	Previous	Current	Previous	99.24%	98.84%
473	429	926	920	1,366	1,379	263	274	99.24 /0	90.04%

# Per Capita Abuse Rates for Adults with Disabilities, Age 18-59 and Elderly Person, per 1,000/Population

Person Disabili	nte Among ns with ities per 000	Elderly Pe	ate Among ersons, per 000		
Current	Previous	Current	Previous		
0.10	0.11	0.11	0.09		

<sup>&</sup>lt;sup>1</sup> Data in "Previous" columns represents September 2019, unless otherwise noted.

indicates missing target by one-half percent or less indicates missing target by more than one-half percent

<sup>&</sup>lt;sup>2</sup> Reports received is a workload measure counting Initial and Additional reports, excluding Supplemental reports

### **Performance Update for Senior Leadership Team - October 2019**

Adult Protective Services Program Office

Adult Protective Services -- Monthly Key Indicators October 2019

2019			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	М	95.0%	98.4%	9/19	-0.2%	98.6%	9/19	96.9%	98.6%	98.5%	98.2%	98.7%	99.3%
	# Reabused / # In Cohort after Verified	M		64/3,976	9/19		49/3,470	9/19	15/482	10/727	17/1,161	14/790	5/376	3/440
	No Verified Maltreatment within 6 Mos. Of Protective Supervision Case	М	98.0%	99.6%	9/19	0.0%	99.6%	9/19	100.0%	100.0%	100.0%	100.0%	100.0%	99.2%
	# Reabused / # In Cohort After PS	M		2/536	9/19		2/555	9/19	0/28	0/81	0/48	0/23	0/106	2/250
	Initial + Additional Reports Received	M		3,882	9/19	3.1%	3,766	9/19	342	635	942	1,045	623	295
	Investigations (Initial Reports) Completed	M		3,927	9/19	11.8%	3,511	9/19	370	628	968	1,005	665	291
	Average Active Investigations per API	M-PIT	15.0	12.2	10/7/2019		13.9	10/7/2019		13.7	13.8		14.2	15.5
	Active Investigations	M-PIT		3,073	10/7/2019	-6.1%	3,273	10/7/2019	262	500	939	466	540	366
API Workload	Investigations Open Over 60 Days "Backlog"	M-PIT		5	10/7/2019	-16.7%	6	10/7/2019	3	1	0	0	1	0
	API Vacancies			10	10/7/2019	-23.1%	13	10/7/2019	0	1	0	4	2	3
	Total API FTEs	M-PIT		290	10/7/2019	0.0%	290	10/7/2019	29	43	69	73	49	27
	% Vacant			3.4%	10/7/2019	3.4%	4.5%	10/7/2019	0.0%	2.3%	0.0%	5.5%	4.1%	11.1%
	Actual Operational Capacity			256.0	10/7/2019		240.0	10/7/2019	26	38	69	62	38	23
	Percent Total Workforce Capacity			88.3%	10/7/2019		82.8%	10/7/2019	89.66%	88.37%	100.00%	84.93%	77.55%	85.19%