

Performance Update for Senior Leadership Team - October 2019

Adult Protective Services Program Office

Adult Protection - Program Scorecard

October 2019

| 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 | 164 | 187 | 100.00% | 99.25% | 95.45% | 97.89% | 100.00% | 100.00% | 99.42% | 100.00% |
| NWR | 2 | 105 | 120 | 99.08% | 100.00% | 93.13% | 92.08% | 95.41% | 98.94% | 83.49% | 86.05% |
| NWR | 14 | 73 | 79 | 100.00% | 100.00% | 95.70% | 98.53% | 100.00% | 100.00% | 100.00% | 100.00% |
| NWR | | 342 | 386 | 99.72% | 99.65% | 94.79% | 98.02% | 98.61% | 99.65% | 94.72% | 95.74% |
| NER | 3 & 8 | 169 | 174 | 100.00% | 100.00% | 99.12% | 99.19% | 100.00% | 100.00% | 100.00% | 100.00% |
| NER | 4 | 211 | 226 | 100.00% | 99.49% | 99.27% | 96.38% | 100.00% | 100.00% | 99.24% | 100.00% |
| NER | 7 | 255 | 229 | 100.00% | 100.00% | 100.00% | 99.06% | 99.48% | 99.49% | 99.48% | 100.00% |
| NER | | 635 | 629 | 100.00% | 99.80% | 99.49% | 98.02% | 99.82% | 99.80% | 99.47% | 100.00% |
| CNR | 5 | 294 | 297 | 100.00% | 100.00% | 99.67% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |
| CNR | 9 | 254 | 230 | 100.00% | 100.00% | 99.07% | 97.89% | 100.00% | 100.00% | 100.00% | 99.45% |
| CNR | 10 | 167 | 172 | 100.00% | 100.00% | 99.42% | 98.63% | 100.00% | 100.00% | 100.00% | 100.00% |
| CNR | 18 | 227 | 232 | 100.00% | 100.00% | 99.59% | 100.00% | 100.00% | 100.00% | 100.00% | 98.84% |
| CNR | | 942 | 931 | 100.00% | 100.00% | 99.46% | 99.22% | 100.00% | 100.00% | 100.00% | 99.59% |
| SCR | 6 | 417 | 375 | 99.73% | 100.00% | 96.68% | 97.01% | 100.00% | 100.00% | 100.00% | 100.00% |
| SCR | 12 | 170 | 174 | 99.22% | 100.00% | 95.77% | 97.96% | 100.00% | 100.00% | 100.00% | 100.00% |
| SCR | 13 | 254 | 224 | 100.00% | 100.00% | 98.33% | 97.38% | 100.00% | 100.00% | 100.00% | 100.00% |
| SCR | 20 | 204 | 166 | 100.00% | 100.00% | 97.04% | 98.86% | 100.00% | 100.00% | 100.00% | 100.00% |
| SCR | | 1045 | 939 | 99.78% | 100.00% | 97.03% | 97.58% | 100.00% | 100.00% | 100.00% | 100.00% |
| SER | 15 | 226 | 206 | 100.00% | 100.00% | 92.54% | 93.53% | 99.53% | 98.17% | 98.58% | 99.54% |
| SER | 17 | 261 | 261 | 100.00% | 100.00% | 95.88% | 97.03% | 100.00% | 100.00% | 100.00% | 100.00% |
| SER | 19 | 136 | 134 | 100.00% | 100.00% | 95.21% | 95.58% | 100.00% | 100.00% | 100.00% | 100.00% |
| SER | | 623 | 601 | 100.00% | 100.00% | 94.61% | 95.44% | 99.84% | 99.28% | 99.52% | 99.82% |
| SNR | 11 | 285 | 272 | 100.00% | 100.00% | 98.53% | 96.53% | 99.62% | 100.00% | 100.00% | 100.00% |
| SNR | 16 | 10 | 8 | 100.00% | 91.67% | 100.00% | 92.31% | 100.00% | 100.00% | 100.00% | 100.00% |
| SNR | | 295 | 280 | 100.00% | 99.60% | 98.55% | 96.32% | 99.62% | 100.00% | 100.00% | 100.00% |
| State | | 3,882 | 3,766 | 99.92% | 99.91% | 97.42% | 97.41% | 99.78% | 99.81% | 99.31% | 99.50% |
| | % Inc./Dec. vs. Prev. Month | 3.08% | | | | | | | | | |

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 18/19 & 17/18 | |
|--------------------------|----------|---------------------------|----------|--------------------------|----------|---------------------------|----------|---|--------|
| Current | Previous | Current | Previous | Current | Previous | Current | Previous | | |
| 473 | 429 | 926 | 920 | 1,366 | 1,379 | 263 | 274 | 99.24% | 98.84% |

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 |
| 0.10 | 0.11 | 0.11 | 0.09 |

¹ Data in "Previous" columns represents September 2019, 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

Performance Update for Senior Leadership Team - October 2019

Adult Protective Services Program Office

Adult Protective Services -- Monthly Key Indicators
October 2019

| Protective Services -- Monthly Key Indicators | | | | | | | | | | | | | | |
|---|--|--------|----------|--------------------------|-----------|----------|----------|-----------|--------------------|--------|----------|--------|--------|----------|
| 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 | M | 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 | M | 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 |
| API Workload | 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 | -12.2% | 13.9 | 10/7/2019 | 10.7 | 13.7 | 13.8 | 7.5 | 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 |
| | 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 | M-PIT | | 10 | 10/7/2019 | 📉 -23.1% | 13 | 10/7/2019 | 0 | 1 | 0 | 4 | 2 | 3 |
| | Total API FTEs | | | 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% |