

# Monthly Performance Update for Senior Leadership Team

## Adult Protective Services Program Office

### Adult Protection - Program Scorecard

October 2020

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	155	174	100.00%	100.00%	88.08%	93.79%	100.00%	100.00%	99.45%	100.00%
NWR	2	103	104	100.00%	97.50%	90.38%	87.91%	97.83%	98.75%	92.39%	87.50%
NWR	14	64	71	100.00%	100.00%	91.57%	95.24%	100.00%	100.00%	100.00%	98.36%
NWR		322	349	100.00%	99.28%	89.47%	92.38%	99.43%	99.64%	97.72%	96.04%
NER	3 & 8	148	139	100.00%	100.00%	98.56%	97.85%	100.00%	98.89%	100.00%	100.00%
NER	4	234	209	100.00%	100.00%	97.14%	99.02%	100.00%	100.00%	100.00%	100.00%
NER	7	224	233	100.00%	100.00%	99.02%	100.00%	100.00%	100.00%	100.00%	100.00%
NER		606	581	100.00%	100.00%	98.19%	99.15%	100.00%	99.77%	100.00%	100.00%
CNR	5	308	299	100.00%	100.00%	99.66%	100.00%	100.00%	100.00%	100.00%	100.00%
CNR	9	275	245	100.00%	100.00%	99.09%	98.28%	99.29%	100.00%	100.00%	100.00%
CNR	10	162	149	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
CNR	18	202	202	100.00%	100.00%	98.86%	98.99%	100.00%	100.00%	100.00%	100.00%
CNR		947	895	100.00%	100.00%	99.40%	99.32%	99.75%	100.00%	100.00%	100.00%
SCR	6	401	382	100.00%	100.00%	98.06%	98.92%	100.00%	100.00%	100.00%	100.00%
SCR	12	146	162	100.00%	100.00%	97.73%	97.71%	100.00%	100.00%	100.00%	100.00%
SCR	13	257	225	100.00%	100.00%	96.00%	96.48%	100.00%	100.00%	100.00%	99.47%
SCR	20	175	192	100.00%	100.00%	98.95%	98.93%	100.00%	100.00%	100.00%	100.00%
SCR		979	961	100.00%	100.00%	97.64%	98.18%	100.00%	100.00%	100.00%	99.89%
SER	15	236	212	99.47%	100.00%	94.33%	96.10%	100.00%	100.00%	100.00%	100.00%
SER	17	269	258	100.00%	100.00%	97.54%	96.59%	100.00%	100.00%	100.00%	100.00%
SER	19	112	132	100.00%	100.00%	96.67%	94.35%	100.00%	100.00%	100.00%	100.00%
SER		617	602	99.81%	100.00%	96.24%	95.95%	100.00%	100.00%	100.00%	100.00%
SNR	11	250	256	100.00%	100.00%	98.90%	99.60%	100.00%	100.00%	100.00%	100.00%
SNR	16	13	6	100.00%	100.00%	88.89%	100.00%	100.00%	100.00%	100.00%	100.00%
SNR		263	262	100.00%	100.00%	98.58%	99.60%	100.00%	100.00%	100.00%	100.00%
State		3,734	3,650	99.97%	99.94%	97.13%	97.72%	99.88%	99.94%	99.76%	99.61%
	% Inc./Dec. vs. Prev. Month	2.30%									

### 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		
410	544	947	943	1,216	1,222	251	254	99.16%	99.24%

### 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
0.09	0.07	0.09	0.07

<sup>1</sup> Data in "Previous" columns represents September 2020, 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

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Adult Protective Services -- Monthly Key Indicators  
October 2020

				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%	98.3%	10/20	-0.4%	98.8%	9/20	98.0%	98.3%	98.3%	98.1%	99.1%	99.0%
	# Reabused / # In Cohort after Verified	M		56/3371	10/20		42/3412	9/20	10/493	11/632	17/1017	12/631	2/215	4/383
	No Verified Maltreatment within 6 Mos. Of Protective Supervision Case	M	98.0%	99.0%	10/20	-0.3%	99.3%	9/20	100.0%	100.0%	100.0%	100.0%	100.0%	98.1%
	# Reabused / # In Cohort After PS	M		4/393	10/20		3/405	9/20	0/13	0/71	0/31	0/15	0/51	4/208
API Workload	Initial + Additional Reports Received	M		3,734	10/20	2.3%	3,650	9/20	322	606	947	979	617	263
	Investigations (Initial Reports) Completed	M		3,746	10/20	9.2%	3,431	9/20	372	597	897	1,031	557	292
	Average Active Investigations per API	M-PIT	15.0	11.2	10/20	-4.3%	11.7	9/20	11.5	13.5	13.4	6.9	13.9	7.9
	Active Investigations	M-PIT		2,702	11/9/20 →	-2.7%	2,776	10/6/20	236	521	828	408	508	201
	Investigations Open Over 60 Days "Backlog"	M-PIT		2	11/9/20 →	100.0%	1	10/6/20	2	0	0	0	0	0
	API Vacancies	M-PIT		16	11/9/20 →	0.0%	16	10/6/20	2	0	2	8	4	0
	Total API FTEs			290	11/9/20 →	0.0%	290	10/6/20	29	43	69	73	49	27
	% Vacant			5.5%	11/9/20 →	5.5%	5.5%	10/6/20	6.9%	0.0%	2.9%	11.0%	8.2%	0.0%
	Actual Operational Capacity			242.3	11/9/20		238.3	10/6/20	20.5	38.5	62	59.25	36.5	25.5
	Percent Total Workforce Capacity			83.5%	11/9/20		82.2%	10/6/20	70.69%	89.53%	89.86%	81.16%	74.49%	94.44%