

Performance Update for Senior Leadership Team - September 2019

Adult Protective Services Program Office

Adult Protection - Program Scorecard

September 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	187	176	99.25%	100.00%	97.89%	95.00%	100.00%	100.00%	100.00%	99.40%
NWR	2	120	108	100.00%	98.92%	92.08%	89.31%	98.94%	100.00%	86.05%	100.00%
NWR	14	79	80	100.00%	100.00%	98.53%	93.15%	100.00%	100.00%	100.00%	100.00%
NWR		386	364	99.65%	99.69%	98.02%	92.71%	99.65%	100.00%	95.74%	99.69%
NER	3 & 8	174	187	100.00%	100.00%	99.19%	98.48%	100.00%	98.94%	100.00%	88.30%
NER	4	226	255	99.49%	100.00%	96.38%	98.28%	100.00%	99.55%	100.00%	100.00%
NER	7	229	234	100.00%	100.00%	99.06%	97.23%	99.49%	100.00%	100.00%	99.57%
NER		629	676	99.80%	100.00%	98.02%	97.95%	99.80%	99.53%	100.00%	96.42%
CNR	5	297	318	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
CNR	9	230	276	100.00%	100.00%	97.89%	94.18%	100.00%	100.00%	99.45%	100.00%
CNR	10	172	182	100.00%	100.00%	98.63%	100.00%	100.00%	100.00%	100.00%	100.00%
CNR	18	232	219	100.00%	100.00%	100.00%	100.00%	100.00%	99.47%	98.84%	100.00%
CNR		931	995	100.00%	100.00%	99.22%	98.34%	100.00%	99.89%	99.59%	100.00%
SCR	6	375	475	100.00%	100.00%	97.01%	97.82%	100.00%	99.76%	100.00%	100.00%
SCR	12	174	173	100.00%	100.00%	97.96%	97.41%	100.00%	100.00%	100.00%	100.00%
SCR	13	224	263	100.00%	100.00%	97.38%	97.96%	100.00%	100.00%	100.00%	100.00%
SCR	20	166	201	100.00%	100.00%	98.86%	99.44%	100.00%	100.00%	100.00%	100.00%
SCR		939	1112	100.00%	100.00%	97.58%	98.05%	100.00%	99.90%	100.00%	100.00%
SER	15	206	233	100.00%	100.00%	93.53%	93.10%	98.17%	96.40%	99.54%	100.00%
SER	17	261	286	100.00%	100.00%	97.03%	97.73%	100.00%	100.00%	100.00%	100.00%
SER	19	134	136	100.00%	100.00%	95.58%	97.81%	100.00%	100.00%	100.00%	100.00%
SER		601	655	100.00%	100.00%	95.44%	96.17%	99.28%	98.71%	99.82%	100.00%
SNR	11	272	305	100.00%	99.17%	96.53%	96.28%	100.00%	100.00%	100.00%	100.00%
SNR	16	8	15	91.67%	100.00%	92.31%	100.00%	100.00%	100.00%	100.00%	88.89%
SNR		280	320	99.60%	99.20%	96.32%	96.40%	100.00%	100.00%	100.00%	99.60%
State		3,766	4,122	99.91%	99.92%	97.41%	97.17%	99.81%	99.65%	99.50%	99.32%
	% Inc./Dec. vs. Prev. Month	-8.64%									

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		
429	715	920	924	1,379	1,398	274	273	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
0.11	0.13	0.09	0.13

¹ Data in "Previous" columns represents August 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 - September 2019

Adult Protective Services Program Office

Adult Protective Services -- Monthly Key Indicators
September 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%	98.6%	9/19	0.3%	98.4%	8/19	98.0%	98.4%	98.8%	98.5%	98.2%	99.7%
	# Reabused / # In Cohort after Verified	M		49/3470	9/19		65/4,061	8/19	8/405	10/640	13/1043	10/669	6/332	1/381
	No Verified Maltreatment within 6 Mos. Of Protective Supervision Case	M	98.0%	99.6%	9/19	1.5%	98.2%	8/19	100.0%	98.9%	100.0%	100.0%	99.0%	100.0%
	# Reabused / # In Cohort After PS	M		2/555	9/19		10/555	8/19	0/29	1/88	0/46	0/19	1/101	0/272
API Workload	Initial + Additional Reports Received	M		3,766	9/19	-8.6%	4,122	8/19	386	629	931	939	601	280
	Investigations (Initial Reports) Completed	M		3,511	9/19	-14.0%	4,081	8/19	295	566	832	962	576	280
	Average Active Investigations per API	M-PIT	15.0		10/7/2019	-100.0%	13.6	9/10/19	15.7	16.7	14.9	6.3	11.9	17.7
	Active Investigations	M-PIT		3,273	10/7/2019	➡ 2.1%	3,207	9/10/19	326	542	1011	449	573	372
	Investigations Open Over 60 Days "Backlog"	M-PIT		6	10/7/2019	➡ 200.0%	2	9/10/19	3	2	0	0	1	0
	API Vacancies	M-PIT		13	10/7/2019	➡ 0.0%	13	9/10/19	1	2	1	2	1	6
	Total API FTEs			290	10/7/2019	➡ 0.0%	290	9/10/19	29	43	69	73	49	27
	% Vacant			4.5%	10/7/2019	➡ 4.5%	4.5%	9/10/19	3.4%	4.7%	1.4%	2.7%	2.0%	22.2%
	Actual Operational Capacity			240.0	10/7/2019		235.5	9/10/19	20.75	32.5	68	60.25	38	20.5
	Percent Total Workforce Capacity			82.8%	10/7/2019		81.2%	9/10/19	71.55%	75.58%	98.55%	82.53%	77.55%	75.93%