

# Monthly Performance Update for Senior Leadership Team

## Adult Protective Services Program Office

### Adult Protection - Program Scorecard

September 2021

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	141	140	100.00%	100.00%	95.45%	95.62%	100.00%	100.00%	100.00%	100.00%
NWR	2	92	79	98.63%	99.04%	91.03%	90.77%	100.00%	98.08%	100.00%	92.31%
NWR	14	73	67	100.00%	100.00%	97.94%	99.08%	100.00%	98.91%	96.97%	94.57%
NWR		306	286	99.65%	99.70%	94.97%	94.95%	100.00%	99.09%	99.30%	96.05%
NER	3 & 8	99	115	100.00%	100.00%	97.94%	98.25%	100.00%	100.00%	100.00%	99.04%
NER	4	179	214	100.00%	100.00%	94.85%	99.50%	100.00%	100.00%	100.00%	100.00%
NER	7	191	195	100.00%	100.00%	98.17%	96.65%	100.00%	100.00%	99.35%	100.00%
NER		469	524	100.00%	100.00%	96.70%	98.10%	99.76%	100.00%	99.76%	99.79%
CNR	5	252	308	100.00%	100.00%	100.00%	99.62%	100.00%	100.00%	100.00%	100.00%
CNR	9	219	255	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
CNR	10	131	145	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	98.31%
CNR	18	190	191	100.00%	100.00%	100.00%	99.53%	100.00%	100.00%	100.00%	100.00%
CNR		792	899	100.00%	100.00%	100.00%	99.76%	100.00%	100.00%	100.00%	99.75%
SCR	6	326	336	100.00%	100.00%	98.04%	99.71%	100.00%	100.00%	100.00%	100.00%
SCR	12	140	134	100.00%	100.00%	99.21%	100.00%	100.00%	100.00%	100.00%	100.00%
SCR	13	168	207	100.00%	100.00%	99.48%	98.08%	100.00%	100.00%	99.46%	99.48%
SCR	20	156	193	100.00%	100.00%	100.00%	99.46%	100.00%	100.00%	100.00%	100.00%
SCR		790	870	100.00%	100.00%	98.93%	99.33%	100.00%	100.00%	99.86%	99.88%
SER	15	197	221	100.00%	99.05%	97.44%	94.62%	100.00%	99.05%	99.46%	100.00%
SER	17	248	240	100.00%	100.00%	97.84%	96.91%	100.00%	100.00%	100.00%	100.00%
SER	19	113	129	100.00%	100.00%	99.12%	93.44%	100.00%	100.00%	100.00%	100.00%
SER		558	590	100.00%	99.64%	97.96%	95.36%	100.00%	99.64%	99.80%	100.00%
SNR	11	240	249	100.00%	100.00%	98.69%	98.02%	100.00%	100.00%	100.00%	100.00%
SNR	16	11	16	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
SNR		251	265	100.00%	100.00%	98.73%	98.09%	100.00%	100.00%	100.00%	100.00%
State		3,166	3,434	99.97%	99.91%	98.29%	98.01%	99.97%	99.91%	99.83%	99.48%
	% Inc./Dec. vs. Prev. Month	-7.80%									

### 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 20/21 & 19/20	
Current	Previous	Current	Previous	Current	Previous	Current	Previous		
274	249	957	918	825	879	206	212	99.99%	99.16%

### Per Capita Abuse Rates for Adults with Disabilities, Age 18-59 and Elderly Persons, 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
0.07	0.09	0.06	0.08

<sup>1</sup> Data in "Previous" columns represents prior month, 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  
September 2021

				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%	9/21	0.2%	98.4%	8/21	97.8%	99.3%	97.7%	98.8%	99.2%	99.4%
	# Reabused / # In Cohort after Verified	M		45/3,111	9/21		50/3,063	8/21	11/501	4/538	18/791	8/678	2/248	2/355
	No Verified Maltreatment within 6 Mos. Of Protective Supervision Case	M	98.0%	99.3%	9/21	0.0%	99.3%	8/21	100.0%	100.0%	92.3%	100.0%	100.0%	99.6%
	# Reabused / # In Cohort After PS	M		3/456	9/21		3/452	8/21	0/18	0/80	2/26	0/8	0/74	1/250
API Workload	Initial + Additional Reports Received	M		3,166	9/21	-7.8%	3,434	8/21	306	469	792	790	558	251
	Investigations (Initial Reports) Completed	M		3,240	9/21	-8.4%	3,539	8/21	307	462	779	810	535	347
	Average Active Investigations per API	M-PIT	15.0	12.5	9/21	-1.6%	12.7	8/21	8.0	11.6	17.2	7.6	15.5	15.9
	Active Investigations	M-PIT		2,540	10/8/2021	📉 -5.6%	2,692	9/2/2021	183	391	844	372	528	222
	Investigations Open Over 60 Days "Backlog"	M-PIT		1	10/8/2021		0	9/2/2021	0	1	0	0	0	0
	API Vacancies	M-PIT		44	10/8/2021	📈 22.2%	36	9/2/2021	1	7	5	15	9	7
	Total API FTEs			291	10/8/2021	📈 0.0%	291	9/2/2021	29	44	69	73	49	27
	% Vacant			15.1%	10/8/2021	📈 15.2%	12.4%	9/2/2021	3.4%	15.9%	7.2%	20.5%	18.4%	25.9%
	Actual Operational Capacity			203.0	10/8/2021		199.3	9/2/2021	23	33.75	49	49.25	34	14
	Percent Total Workforce Capacity			69.8%	10/8/2021		68.5%	9/2/2021	79.31%	76.70%	71.01%	67.47%	69.39%	51.85%

98.09%

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**Adult Protective Services Program Office**

and Elderly Persons, per 1,000/Population

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