Monthly Performance Update for Senior Leadership Team
Adult Protective Services Program Office

Adult Protective Services - Program Scorecard
June 2023

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	166	119	100.00%	100.00%	97.54%	92.31%	100.00%	99.19%	100.00%	98.39%
NWR	2	102	78	98.73%	100.00%	96.63%	90.00%	100.00%	96.36%	100.00%	90.91%
NWR	14	70	73	100.00%	100.00%	96.67%	96.05%	100.00%	98.61%	92.86%	94.44%
NWR		338	270	99.60%	100.00%	97.05%	92.86%	100.00%	98.41%	98.41%	95.62%
NER	3 & 8	134	156	100.00%	100.00%	97.64%	91.06%	99.20%	98.28%	100.00%	100.00%
NER	4	200	217	100.00%	100.00%	99.38%	95.95%	100.00%	100.00%	98.69%	98.56%
NER	7	181	200	100.00%	100.00%	98.92%	97.35%	100.00%	100.00%	100.00%	100.00%
NER		515	573	100.00%	100.00%	98.73%	95.22%	99.78%	99.54%	99.56%	99.54%
CNR	5	266	253	100.00%	100.00%	100.00%	99.54%	100.00%	100.00%	100.00%	100.00%
CNR	9	236	232	100.00%	100.00%	99.56%	100.00%	100.00%	100.00%	100.00%	100.00%
CNR	10	158	144	100.00%	100.00%	97.96%	96.15%	100.00%	100.00%	100.00%	100.00%
CNR	18	203	183	100.00%	100.00%	100.00%	98.61%	99.25%	100.00%	100.00%	100.00%
CNR		863	812	100.00%	100.00%	99.47%	98.74%	99.86%	100.00%	100.00%	100.00%
SCR	6	360	375	99.66%	100.00%	99.04%	99.66%	100.00%	100.00%	100.00%	100.00%
SCR	12	151	131	100.00%	99.24%	93.28%	94.33%	100.00%	100.00%	100.00%	99.24%
SCR	13	185	215	100.00%	100.00%	96.64%	98.74%	100.00%	99.31%	100.00%	100.00%
SCR	20	196	176	99.38%	100.00%	96.05%	100.00%	100.00%	100.00%	100.00%	99.26%
SCR		892	897	99.73%	99.85%	96.90%	98.51%	100.00%	99.85%	100.00%	99.71%
SER	15	205	196	99.45%	100.00%	95.43%	98.86%	99.45%	100.00%	100.00%	100.00%
SER	17	266	223	100.00%	100.00%	97.92%	95.41%	100.00%	100.00%	100.00%	100.00%
SER	19	119	107	100.00%	100.00%	96.33%	93.69%	100.00%	100.00%	100.00%	100.00%
SER		590	526	99.80%	100.00%	96.70%	96.27%	99.80%	100.00%	100.00%	100.00%
SNR	11	238	242	100.00%	100.00%	100.00%	98.28%	100.00%	100.00%	100.00%	100.00%
SNR	16	15	10	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
SNR		253	252	100.00%	100.00%	100.00%	98.29%	100.00%	100.00%	100.00%	100.00%
State		3,451	3,330	99.86%	99.96%	98.02%	97.13%	99.89%	99.74%	99.79%	99.45%

% Inc./Dec. vs. Prev. Month
3.63%

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 22/23 & 21/22	
Current	Previous	Current	Previous	Current	Previous	Current	Previous		
309	287	910	891	797	788	200	198	99.71%	99.08%

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	0.06	0.07	0.06

[1] Data in "*Previous*" columns represents prior month, 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

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Adult Protective Services -- Monthly Key Indicators
June 2023

	Indicator	Period	Standard	Statewide Current/Recent			Previous		Regions -- Current					
				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%	99.01%	6/23	0.20%	98.81%	5/23	99.46%	98.92%	98.51%	99.22%	99.61%	98.63%
	# Reabused / # In Cohort after Verified	M		24/2,426	6/23		29/2,437	5/23	2/370	5/463	8/236	4/510	1/256	4/291
	No Verified Maltreatment within 6 Mos. Of Protective Supervision Case	M	98.0%	99.04%	6/23	-0.64%	99.68%	5/23	91.67%	100.00%	100.00%	100.00%	100.00%	98.58%
	# Reabused / # In Cohort After PS	M		3/312	6/23		1/311	5/23	1/12	0/64	0/36	0/15	0/44	2/141
API Workload	Initial + Additional Reports Received	M		3,451	6/23	3.6%	3,330	5/23	338	515	863	892	590	253
	Investigations (Initial Reports) Completed	M		3,163	6/23	5.9%	2,987	5/23	272	488	790	828	546	239
	Average Active Investigations per API	M-PIT	15.0	16.3	6/23	12.4%	14.5	5/23	13.7	12.4	18.5	19.7	16.5	14.9
	Active Investigations	M-PIT		3,156	7/10/2023 ↗	10.2%	2,865	6/9/2023	256	449	955	595	544	357
	Investigations Open Over 60 Days "Backlog"	M-PIT		0	7/10/2023		1	6/9/2023	0	0	0	0	0	0
	API Vacancies			48	7/10/2023 ↘	-15.8%	57	6/9/2023	6	0	8	27	5	2
	Total API FTEs	M-PIT		293	7/10/2023 →	0.0%	293	6/9/2023	29	46	69	73	49	27
	% Vacant			16.4%	7/10/2023 ↗	16.5%	19.5%	6/9/2023	20.7%	0.0%	11.6%	37.0%	10.2%	7.4%
	Actual Operational Capacity			**193.8**	7/10/2023 →	-2.0%	**197.8**	6/9/2023	18.75	36.25	51.5	30.25	33	24
	Percent Total Workforce Capacity			**66.13%**	7/10/2023 →	-2.0%	**67.49%**	6/9/2023	64.66%	78.80%	74.64%	41.44%	67.35%	88.89%