

# Monthly Performance Update for Senior Leadership Team

## Adult Protective Services Program Office

### Adult Protective Services - Program Scorecard

July 2023

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	146	166	100.00%	100.00%	93.94%	97.54%	99.21%	100.00%	96.85%	100.00%
NWR	2	99	102	98.31%	98.73%	91.04%	96.63%	100.00%	100.00%	100.00%	100.00%
NWR	14	45	70	100.00%	100.00%	94.92%	96.67%	98.15%	100.00%	100.00%	92.86%
NWR		290	338	99.58%	99.60%	93.41%	97.05%	99.17%	100.00%	98.33%	98.41%
NER	3 & 8	133	134	100.00%	100.00%	100.00%	97.64%	100.00%	99.20%	99.25%	100.00%
NER	4	220	200	100.00%	100.00%	98.58%	99.38%	99.48%	100.00%	100.00%	98.69%
NER	7	185	181	100.00%	100.00%	98.73%	98.92%	99.34%	100.00%	100.00%	100.00%
NER		538	515	100.00%	100.00%	99.02%	98.73%	99.58%	99.78%	99.79%	99.56%
CNR	5	300	266	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
CNR	9	240	236	100.00%	100.00%	99.49%	99.56%	100.00%	100.00%	100.00%	100.00%
CNR	10	132	158	100.00%	100.00%	100.00%	97.96%	100.00%	100.00%	100.00%	100.00%
CNR	18	210	203	100.00%	100.00%	98.72%	100.00%	100.00%	99.25%	100.00%	100.00%
CNR		882	863	100.00%	100.00%	99.58%	99.47%	100.00%	99.86%	100.00%	100.00%
SCR	6	372	360	100.00%	99.66%	99.69%	99.04%	100.00%	100.00%	100.00%	100.00%
SCR	12	154	151	100.00%	100.00%	98.23%	93.28%	100.00%	100.00%	100.00%	100.00%
SCR	13	223	185	99.42%	100.00%	97.75%	96.64%	100.00%	100.00%	100.00%	100.00%
SCR	20	175	196	100.00%	99.38%	100.00%	96.05%	100.00%	100.00%	99.44%	100.00%
SCR		924	892	99.87%	99.73%	99.14%	96.90%	100.00%	100.00%	99.87%	100.00%
SER	15	207	205	100.00%	99.45%	94.57%	95.43%	100.00%	99.45%	100.00%	100.00%
SER	17	243	266	100.00%	100.00%	95.02%	97.92%	100.00%	100.00%	100.00%	100.00%
SER	19	101	119	100.00%	100.00%	98.81%	96.33%	100.00%	100.00%	100.00%	100.00%
SER		551	590	100.00%	99.80%	95.46%	96.70%	100.00%	99.80%	100.00%	100.00%
SNR	11	248	238	100.00%	100.00%	98.51%	100.00%	100.00%	100.00%	100.00%	100.00%
SNR	16	10	15	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
SNR		258	253	100.00%	100.00%	98.54%	100.00%	100.00%	100.00%	100.00%	100.00%
State		3,443	3,451	99.93%	99.86%	98.06%	98.02%	99.86%	99.89%	99.79%	99.79%
	% Inc./Dec. vs. Prev. Month	-0.23%									

### 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		
317	309	913	910	807	797	199	200	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
0.06	0.07	0.07	0.07

<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

# Monthly Performance Update for Senior Leadership Team

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### Adult Protective Services -- Monthly Key Indicators

July 2023

				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%	98.12%	7/23	-0.90%	99.01%	6/23	96.97%	97.99%	97.93%	98.07%	100.00%	98.61%
	# Reabused / # In Cohort after Verified	M		45/2,397	7/23		24/2,426	6/23	11/363	9/448	11/532	10/517	11/250	4/287
	No Verified Maltreatment within 6 Mos. Of Protective Supervision Case	M	98.0%	99.69%	7/23	0.66%	99.04%	6/23	100.00%	100.00%	98.00%	100.00%	100.00%	100.00%
	# Reabused / # In Cohort After PS	M	0.0%	1/320	7/23		3/312	6/23	0/12	0/58	1/50	0/13	0/42	0/145
API Workload	Initial + Additional Reports Received	M		3,443	7/23	-0.2%	3,451	6/23	290	538	882	924	551	258
	Investigations (Initial Reports) Completed	M		3,142	7/23	-0.7%	3,163	6/23	259	513	758	864	537	211
	Average Active Investigations per API	M-PIT	15.0	16.2	7/23	-0.6%	16.3	6/23	14.8	11.3	19.2	20.3	14.9	16.4
	Active Investigations	M-PIT		3,087	8/4/2023	➡ -2.2%	3,156	7/10/2023	252	443	963	569	499	361
	Investigations Open Over 60 Days "Backlog"	M-PIT		0	8/4/2023		0	7/10/2023	0	0	0	0	0	0
	API Vacancies	M-PIT		52	8/4/2023	↗ 8.3%	48	7/10/2023	5	0	10	28	8	1
	Total API FTEs			293	8/4/2023	➡ 0.0%	293	7/10/2023	29	46	69	73	49	27
	% Vacant			17.7%	8/4/2023	↗ 17.9%	16.4%	7/10/2023	17.2%	0.0%	14.5%	38.4%	16.3%	3.7%
	Actual Operational Capacity			190.0	8/4/2023	➡ -1.9%	193.8	7/10/2023	17	39.25	50.25	28	33.5	22
	Percent Total Workforce Capacity			64.85%	8/4/2023	➡ -1.9%	66.13%	7/10/2023	58.62%	85.33%	72.83%	38.36%	68.37%	81.48%