

# Monthly Performance Update for Senior Leadership Team

## Adult Protective Services Program Office

### Adult Protective Services - Program Scorecard August 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	151	146	100.00%	100.00%	92.21%	93.94%	98.65%	99.21%	99.32%	96.85%
NWR	2	103	99	97.40%	98.31%	96.47%	91.04%	97.40%	100.00%	98.70%	100.00%
NWR	14	81	45	100.00%	100.00%	97.22%	94.92%	100.00%	98.15%	94.92%	100.00%
NWR		335	290	99.32%	99.58%	94.53%	93.41%	98.59%	99.17%	98.24%	98.33%
NER	3 & 8	130	133	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.25%
NER	4	190	220	99.52%	100.00%	98.62%	98.58%	99.52%	99.48%	100.00%	100.00%
NER	7	184	185	100.00%	100.00%	98.25%	98.73%	100.00%	99.34%	100.00%	100.00%
NER		504	538	99.79%	100.00%	98.82%	99.02%	99.79%	99.58%	100.00%	99.79%
CNR	5	256	300	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
CNR	9	217	240	100.00%	100.00%	99.06%	99.49%	100.00%	100.00%	100.00%	100.00%
CNR	10	159	132	98.48%	100.00%	95.52%	100.00%	100.00%	100.00%	100.00%	100.00%
CNR	18	194	210	100.00%	100.00%	98.45%	98.72%	100.00%	100.00%	100.00%	100.00%
CNR		826	882	99.75%	100.00%	98.68%	99.58%	100.00%	100.00%	100.00%	100.00%
SCR	6	303	372	100.00%	100.00%	98.22%	99.69%	100.00%	100.00%	100.00%	100.00%
SCR	12	158	154	100.00%	100.00%	94.02%	98.23%	100.00%	100.00%	100.00%	100.00%
SCR	13	202	223	100.00%	99.42%	97.93%	97.75%	100.00%	100.00%	98.54%	100.00%
SCR	20	135	175	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.44%
SCR		798	924	100.00%	99.87%	97.89%	99.14%	100.00%	100.00%	99.71%	99.87%
SER	15	197	207	100.00%	100.00%	96.24%	94.57%	99.50%	100.00%	99.01%	100.00%
SER	17	247	243	100.00%	100.00%	98.20%	95.02%	100.00%	100.00%	100.00%	100.00%
SER	19	106	101	100.00%	100.00%	95.80%	98.81%	100.00%	100.00%	100.00%	100.00%
SER		550	551	100.00%	100.00%	96.93%	95.46%	99.81%	100.00%	99.62%	100.00%
SNR	11	276	248	100.00%	100.00%	99.59%	98.51%	100.00%	100.00%	99.57%	100.00%
SNR	16	8	10	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
SNR		284	258	100.00%	100.00%	99.61%	98.54%	100.00%	100.00%	99.59%	100.00%
<b>State</b>		<b>3,297</b>	<b>3,443</b>	<b>99.83%</b>	<b>99.93%</b>	<b>97.89%</b>	<b>98.06%</b>	<b>99.80%</b>	<b>99.86%</b>	<b>99.67%</b>	<b>99.79%</b>
	% Inc./Dec. vs. Prev. Month	-4.24%									

### 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		
329	317	909	913	780	807	199	199	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	0.06	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

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### Adult Protective Services Program Office

#### Adult Protective Services -- Monthly Key Indicators

August 2023

	Indicator	Period	Standard	Statewide Current/Recent			Previous		Regions -- Current					
				Level	Period	% Change	Level	Period	NW	NE	Central	SC	SE	Southern
<b>API Safety</b>	No Recurrence Verified Maltreatment within 6 Mo. of Verified Investigation	M	95.0%	98.60%	7/23	0.49%	98.12%	7/23	98.15%	98.87%	97.96%	99.22%	100.00%	97.67%
	# Reabused / # In Cohort after Verified	M		34/2,424	7/23		45/2,397	7/23	7/379	5/443	11/540	4/515	0/246	7/300
	No Verified Maltreatment within 6 Mos. Of Protective Supervision Case	M	98.0%	98.71%	7/23	-0.98%	99.69%	7/23	100.00%	100.00%	97.83%	100.00%	97.44%	98.61%
	# Reabused / # In Cohort After PS	M	0.0%	4/310	7/23		1/320	7/23	0/14	0/55	1/46	0/12	1/39	2/144
<b>API Workload</b>	Initial + Additional Reports Received	M		3,297	7/23	-4.2%	3,443	7/23	335	504	826	798	550	284
	Investigations (Initial Reports) Completed	M		3,348	7/23	6.6%	3,142	7/23	321	514	911	788	546	268
	Average Active Investigations per API	M-PIT	15.0	15.5	7/23	-4.3%	16.2	7/23	14.9	10.2	16.7	22.6	16.4	13.9
	Active Investigations	M-PIT		2,980	8/4/2023	👇 -3.5%	3,087	8/4/2023	249	414	867	588	500	362
	Investigations Open Over 60 Days "Backlog"	M-PIT		2	8/4/2023		0	8/4/2023	2	0	0	0	0	0
	API Vacancies	M-PIT		46	8/4/2023	👇 -11.5%	52	8/4/2023	4	0	5	28	8	1
	Total API FTEs			293	8/4/2023	➡️ 0.0%	293	8/4/2023	29	46	69	73	49	27
	% Vacant			15.7%	8/4/2023	👇 15.8%	17.7%	8/4/2023	13.8%	0.0%	7.2%	38.4%	16.3%	3.7%
	Actual Operational Capacity			191.8	8/4/2023	➡️ 0.9%	190.0	8/4/2023	16.75	40.5	52	26	30.5	26
Percent Total Workforce Capacity	65.44%			8/4/2023	➡️ 0.9%	64.85%	8/4/2023	57.76%	88.04%	75.36%	35.62%	62.24%	96.30%	