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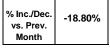### Adult Protective Services Program Office

## Adult Protective Services - Program Scorecard
**September 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 | 119 | 151 | 100.00% | 100.00% | 95.17% | 92.21% | 100.00% | 98.65% | 96.92% | 99.32% |
| NWR | 2 | 57 | 103 | 100.00% | 97.40% | 91.00% | 96.47% | 100.00% | 97.40% | 95.12% | 98.70% |
| NWR | 14 | 53 | 81 | 100.00% | 100.00% | 96.97% | 97.22% | 96.72% | 100.00% | 100.00% | 94.92% |
| NWR | | 229 | 335 | 100.00% | 99.32% | 94.21% | 94.53% | 99.27% | 98.59% | 97.07% | 98.24% |
| NER | 3 & 8 | 115 | 130 | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |
| NER | 4 | 175 | 190 | 100.00% | 99.52% | 98.84% | 98.62% | 100.00% | 99.52% | 98.15% | 100.00% |
| NER | 7 | 174 | 184 | 100.00% | 100.00% | 99.39% | 98.25% | 100.00% | 100.00% | 100.00% | 100.00% |
| NER | | 464 | 504 | 100.00% | 99.79% | 99.36% | 98.82% | 100.00% | 99.79% | 99.31% | 100.00% |
| CNR | 5 | 213 | 256 | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |
| CNR | 9 | 179 | 217 | 100.00% | 100.00% | 99.45% | 99.06% | 100.00% | 100.00% | 100.00% | 100.00% |
| CNR | 10 | 122 | 159 | 100.00% | 98.48% | 95.35% | 95.52% | 100.00% | 100.00% | 100.00% | 100.00% |
| CNR | 18 | 134 | 194 | 100.00% | 100.00% | 99.45% | 98.45% | 100.00% | 100.00% | 99.41% | 100.00% |
| CNR | | 648 | 826 | 100.00% | 99.75% | 98.93% | 98.68% | 100.00% | 100.00% | 99.84% | 100.00% |
| SCR | 6 | 287 | 303 | 100.00% | 100.00% | 99.61% | 98.22% | 100.00% | 100.00% | 100.00% | 100.00% |
| SCR | 12 | 115 | 158 | 100.00% | 100.00% | 97.52% | 94.02% | 100.00% | 100.00% | 99.11% | 100.00% |
| SCR | 13 | 141 | 202 | 100.00% | 100.00% | 97.33% | 97.93% | 97.93% | 100.00% | 97.24% | 98.54% |
| SCR | 20 | 163 | 135 | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |
| SCR | | 706 | 798 | 100.00% | 100.00% | 98.79% | 97.89% | 99.52% | 100.00% | 99.21% | 99.71% |
| SER | 15 | 159 | 197 | 100.00% | 100.00% | 100.00% | 96.24% | 100.00% | 99.50% | 100.00% | 99.01% |
| SER | 17 | 196 | 247 | 100.00% | 100.00% | 97.80% | 98.20% | 100.00% | 100.00% | 100.00% | 100.00% |
| SER | 19 | 75 | 106 | 100.00% | 100.00% | 94.79% | 95.80% | 100.00% | 100.00% | 100.00% | 100.00% |
| SER | | 430 | 550 | 100.00% | 100.00% | 97.89% | 96.93% | 100.00% | 99.81% | 100.00% | 99.62% |
| SNR | 11 | 196 | 276 | 100.00% | 100.00% | 100.00% | 99.59% | 100.00% | 100.00% | 100.00% | 99.57% |
| SNR | 16 | 4 | 8 | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |
| SNR | | 200 | 284 | 100.00% | 100.00% | 100.00% | 99.61% | 100.00% | 100.00% | 100.00% | 99.59% |
| State | | 2,677 | 3,297 | 100.00% | 99.83% | 98.37% | 97.89% | 99.81% | 99.80% | 99.35% | 99.67% |

| % Inc./Dec. vs. Prev. Month | |
|---|---|
| | -18.80% |

## 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 22/23 & 21/22 | |
|---|---|---|---|---|---|---|---|---|---|
| Current | Previous | Current | Previous | Current | Previous | Current | Previous | | |
| 352 | 329 | 905 | 909 | 785 | 780 | 202 | 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 |
| 0.07 | 0.06 | 0.07 | 0.07 |

[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

<span style="background-color:yellow">   </span> indicates missing target by one-half percent or less
<span style="background-color:red">   </span> indicates missing target by more than one-half percent

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

**Adult Protective Services -- Monthly Key Indicators**
**September 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% | 98.95% | 9/23 | 0.35% | 98.60% | 8/23 | 97.70% | 99.56% | 98.73% | 99.60% | 98.83% | 99.05% |
| | # Reabused / # In Cohort after Verified | M | | 26/2,477 | 9/23 | | 34/2,424 | 8/23 | 9/391 | 2/456 | 7/553 | 2/503 | 3/257 | 3/317 |
| | No Verified Maltreatment within 6 Mos. Of Protective Supervision Case | M | 98.0% | 98.18% | 9/23 | -0.54% | 98.71% | 8/23 | 100.00% | 96.61% | 97.92% | 100.00% | 97.73% | 98.66% |
| | # Reabused / # In Cohort After PS | M | 0.0% | 6/329 | 9/23 | | 4/310 | 8/23 | 0/17 | 2/59 | 1/48 | 0/12 | 1/44 | 2/149 |
| **API Workload** | Initial + Additional Reports Received | M | | 2,677 | 9/23 | -18.8% | 3,297 | 8/23 | 229 | 464 | 648 | 706 | 430 | 200 |
| | Investigations (Initial Reports) Completed | M | | 2,908 | 9/23 | -13.1% | 3,348 | 8/23 | 283 | 472 | 709 | 724 | 467 | 253 |
| | Average Active Investigations per API | M-PIT | 15.0 | 13.0 | 9/23 | -16.1% | 15.5 | 8/23 | 11.7 | 9.4 | 15.5 | 15.7 | 13.5 | 10.5 |
| | Active Investigations | M-PIT | | 2,529 | 10/2/2023 ↘ | -15.1% | 2,980 | 9/4/2023 | 196 | 391 | 781 | 496 | 412 | 253 |
| | Investigations Open Over 60 Days "Backlog" | M-PIT | | 0 | 10/2/2023 | | 2 | 9/4/2023 | 0 | 0 | 0 | 0 | 0 | 0 |
| | API Vacancies | | | 45 | 10/2/2023 → | -2.2% | 46 | 9/4/2023 | 4 | 0 | 4 | 30 | 7 | 0 |
| | Total API FTEs | M-PIT | | 293 | 10/2/2023 → | 0.0% | 293 | 9/4/2023 | 29 | 46 | 69 | 73 | 49 | 27 |
| | % Vacant | | | 15.4% | 10/2/2023 ↗ | 15.5% | 15.7% | 9/4/2023 | 13.8% | 0.0% | 5.8% | 41.1% | 14.3% | 0.0% |
| | Actual Operational Capacity | | | **195.0** | 10/2/2023 → | 1.7% | **191.8** | 9/4/2023 | 16.75 | 41.75 | 50.5 | 31.5 | 30.5 | 24 |
| | Percent Total Workforce Capacity | | | **66.55%** | 10/2/2023 → | 1.7% | **65.44%** | 9/4/2023 | 57.76% | 90.76% | 73.19% | 43.15% | 62.24% | 88.89% |