

# Performance Update for Senior Leadership Team - April 2019

## Adult Protective Services Program Office

### Adult Protection - Program Scorecard

April 2019

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	203	182	100.00%	100.00%	95.40%	96.52%	99.39%	100.00%	99.39%	99.45%
NWR	2	130	145	99.17%	100.00%	94.93%	97.54%	99.17%	98.15%	98.33%	100.00%
NWR	14	61	86	100.00%	100.00%	94.67%	95.16%	98.53%	100.00%	100.00%	98.28%
NWR		394	413	99.72%	100.00%	95.09%	96.62%	99.15%	99.43%	99.15%	99.43%
NER	3 & 8	165	138	100.00%	100.00%	96.00%	96.95%	100.00%	100.00%	100.00%	100.00%
NER	4	230	231	100.00%	100.00%	99.52%	98.65%	100.00%	100.00%	100.00%	99.06%
NER	7	219	219	100.00%	100.00%	96.00%	99.06%	100.00%	100.00%	100.00%	99.50%
NER		614	588	100.00%	100.00%	97.31%	98.41%	100.00%	100.00%	100.00%	99.44%
CNR	5	332	317	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
CNR	9	285	288	100.00%	100.00%	96.30%	97.52%	100.00%	100.00%	99.59%	99.21%
CNR	10	185	184	100.00%	100.00%	98.91%	100.00%	100.00%	99.21%	100.00%	100.00%
CNR	18	246	228	100.00%	100.00%	98.98%	99.01%	100.00%	100.00%	99.46%	100.00%
CNR		1048	1017	100.00%	100.00%	98.50%	98.99%	100.00%	99.88%	99.77%	99.75%
SCR	6	399	416	100.00%	100.00%	96.18%	96.33%	100.00%	100.00%	100.00%	100.00%
SCR	12	149	156	100.00%	100.00%	97.30%	94.08%	100.00%	100.00%	100.00%	99.31%
SCR	13	272	229	100.00%	100.00%	95.62%	95.09%	100.00%	100.00%	100.00%	100.00%
SCR	20	195	205	100.00%	99.51%	98.01%	98.18%	100.00%	100.00%	100.00%	100.00%
SCR		1015	1006	100.00%	99.89%	96.53%	96.11%	100.00%	100.00%	100.00%	99.89%
SER	15	216	246	100.00%	99.56%	95.43%	96.64%	99.04%	99.56%	98.08%	96.89%
SER	17	323	308	100.00%	100.00%	97.22%	94.32%	100.00%	100.00%	100.00%	99.66%
SER	19	133	167	100.00%	100.00%	92.62%	95.04%	100.00%	100.00%	100.00%	100.00%
SER		672	721	100.00%	99.84%	95.58%	95.27%	99.68%	99.84%	99.35%	98.75%
SNR	11	325	321	100.00%	98.85%	97.67%	95.62%	99.63%	99.62%	99.63%	100.00%
SNR	16	11	14	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
SNR		336	335	100.00%	98.87%	97.76%	95.71%	99.65%	99.62%	99.65%	100.00%
State		4,079	4,080	99.72%	99.86%	96.91%	97.01%	99.83%	99.86%	99.72%	99.54%
	% Inc./Dec. vs. Prev. Month	-0.02%									

### 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 17/18 & 16/17	
Current	Previous	Current	Previous	Current	Previous	Current	Previous		
693	693	968	969	1,460	1,487	284	280	98.84%	99.08%

### Per Capita Abuse Rates for Adults with Disabilities, Age 18-59 and Elderly Person, 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
0.13	0.11	0.14	0.13

<sup>1</sup> Data in "Previous" columns represents March 2019, 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

Adult Protective Services -- Monthly Key Indicators  
April 2019

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%	98.3%	4/19	-0.2%	98.5%	3/19	97.1%	98.0%	98.0%	99.2%	99.5%	98.5%
	No Verified Maltreatment within 6 Mos. Of Protective Supervision Case	M	98.0%	99.8%	4/19	-0.2%	100.0%	3/19	100.0%	100.0%	100.0%	100.0%	100.0%	99.6%
API Workload	Initial + Additional Reports Received	M		4,079	4/19	0.0%	4,080	3/19	394	614	1,048	1,015	672	336
	Investigations (Initial Reports) Completed	M		3,905	4/19	2.7%	3,801	3/19	373	569	978	1,001	659	325
	Average Active Investigations per API	M-PIT	15.0	12.6	4/5/2019	1.6%	12.4	4/5/2019	10.6	13.3	14.6	7.0	15.7	17.8
	Active Investigations	M-PIT		3,142	4/5/2019	0.4%	3,131	4/5/2019	290	489	932	419	669	343
	Investigations Open Over 60 Days "Backlog"	M-PIT		4	4/8/2019	-33.3%	6	4/8/2019	0	2	1	0	1	0
	API Vacancies			15	4/5/2019	7.1%	14	4/5/2019	1	2	3	5	2	2
	Total API FTEs	M-PIT		290	4/5/2019	0.0%	290	4/5/2019	29	43	69	73	49	27
	% Vacant			5.2%	4/5/2019	5.2%	4.8%	4/5/2019	3.4%	4.7%	4.3%	6.8%	4.1%	7.4%
	Actual Operational Capacity			247.0	4/5/2019		252.3	4/5/2019	26	36.75	65.75	57.5	42	19
Percent Total Workforce Capacity			85.2%	4/5/2019		87.0%	4/5/2019	89.66%	85.47%	95.29%	78.77%	85.71%	70.37%	

Count	ACCSS	Region
336		SNR
394		NWR
614		NER
672		SER
1015		SCR
1048		CNR

<sup>1</sup> Data in "Previous" columns represents February 2019, unless otherwise noted.