

Monthly Performance Update for Senior Leadership Team

Adult Protective Services Program Office

Adult Protection - Program Scorecard

August 2021

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	140	182	100.00%	100.00%	95.62%	94.92%	100.00%	100.00%	100.00%	98.80%
NWR	2	79	100	99.04%	100.00%	90.77%	97.14%	98.08%	98.82%	92.31%	95.29%
NWR	14	67	85	100.00%	100.00%	99.08%	98.39%	98.91%	98.15%	94.57%	100.00%
NWR		286	367	99.70%	100.00%	94.95%	96.22%	99.09%	99.35%	96.05%	98.04%
NER	3 & 8	115	132	100.00%	100.00%	98.25%	97.22%	100.00%	97.92%	99.04%	98.96%
NER	4	214	222	100.00%	100.00%	99.50%	97.65%	100.00%	100.00%	100.00%	100.00%
NER	7	195	241	100.00%	100.00%	96.65%	98.73%	100.00%	100.00%	100.00%	100.00%
NER		524	595	100.00%	100.00%	98.10%	98.03%	100.00%	99.61%	99.79%	99.81%
CNR	5	308	256	100.00%	100.00%	99.62%	99.60%	100.00%	100.00%	100.00%	100.00%
CNR	9	255	235	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
CNR	10	145	158	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	98.31%	100.00%
CNR	18	191	208	100.00%	100.00%	99.53%	98.68%	100.00%	99.30%	100.00%	100.00%
CNR		899	857	100.00%	100.00%	99.76%	99.59%	100.00%	99.85%	99.75%	100.00%
SCR	6	336	349	100.00%	100.00%	99.71%	99.71%	100.00%	100.00%	100.00%	100.00%
SCR	12	134	174	100.00%	100.00%	100.00%	98.74%	100.00%	100.00%	100.00%	100.00%
SCR	13	207	200	100.00%	100.00%	98.08%	98.54%	100.00%	100.00%	99.48%	100.00%
SCR	20	193	181	100.00%	100.00%	99.46%	99.49%	100.00%	100.00%	100.00%	100.00%
SCR		870	904	100.00%	100.00%	99.33%	99.28%	100.00%	100.00%	99.88%	100.00%
SER	15	221	204	99.05%	100.00%	94.62%	98.02%	99.05%	99.57%	100.00%	100.00%
SER	17	240	256	100.00%	100.00%	96.91%	97.94%	100.00%	100.00%	100.00%	100.00%
SER	19	129	119	100.00%	100.00%	93.44%	93.02%	100.00%	100.00%	100.00%	100.00%
SER		590	579	99.64%	100.00%	95.36%	96.96%	99.64%	99.83%	100.00%	100.00%
SNR	11	249	270	100.00%	100.00%	98.02%	98.29%	100.00%	100.00%	100.00%	99.56%
SNR	16	16	5	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
SNR		265	275	100.00%	100.00%	98.09%	98.35%	100.00%	100.00%	100.00%	99.57%
State		3,434	3,577	99.91%	100.00%	98.01%	98.32%	99.91%	99.81%	99.48%	99.74%
	% Inc./Dec. vs. Prev. Month	-4.00%									

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 20/21 & 19/20	
Current	Previous	Current	Previous	Current	Previous	Current	Previous	99.99%	99.16%
249	466	918	915	879	923	212	212		

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
0.09	0.09	0.08	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

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
August 2021

				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%	98.4%	8/21	-0.6%	99.0%	7/21	97.9%	97.4%	99.0%	97.8%	99.6%	99.2%
	# Reabused / # In Cohort after Verified	M		50/3,063	8/21		39/3,800	7/21	10/469	14/545	8/798	14/626	1/258	3/367
	No Verified Maltreatment within 6 Mos. Of Protective Supervision Case	M	98.0%	99.3%	8/21	-0.2%	99.6%	7/21	100.0%	98.7%	100.0%	100.0%	100.0%	100.0%
	# Reabused / # In Cohort After PS	M		3/452	8/21		2/452	7/21	0/19	1/75	0/28	0/8	0/82	2/240
API Workload	Initial + Additional Reports Received	M		3,434	8/21	-4.0%	3,577	7/21	286	524	899	870	590	265
	Investigations (Initial Reports) Completed	M		3,539	8/21	4.7%	3,381	7/21	354	539	867	944	572	263
	Average Active Investigations per API	M-PIT	15.0		8/21	-100.0%	14.0	7/21						
	Active Investigations	M-PIT		2,692	9/2/2021	👇 -8.7%	2,948	8/3/2021	191	393	867	399	521	321
	Investigations Open Over 60 Days "Backlog"	M-PIT		0	9/2/2021	👇 -100.0%	3	8/3/2021	0	0	0	0	0	0
	API Vacancies	M-PIT		36	9/2/2021	➡ 2.9%	35	8/3/2021	0	1	3	13	8	11
	Total API FTEs			291	9/2/2021	➡ 0.0%	291	8/3/2021	29	44	69	73	49	27
	% Vacant			12.4%	9/2/2021	👇 12.4%	12.0%	8/3/2021	0.0%	2.3%	4.3%	17.8%	16.3%	40.7%
	Actual Operational Capacity			199.3	9/2/2021		213.3	8/3/2021	19	35.5	53	38	38	15.75
	Percent Total Workforce Capacity			68.5%	9/2/2021		73.3%	8/3/2021	65.52%	80.68%	76.81%	52.05%	77.55%	58.33%

98.09%

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