

Monthly Performance Update for Senior Leadership Team

Adult Protective Services Program Office

Adult Protection - Program Scorecard

December 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	134	145	98.43%	100.00%	96.90%	91.30%	100.00%	100.00%	99.21%	100.00%
NWR	2	76	77	100.00%	100.00%	97.01%	98.36%	98.28%	100.00%	98.28%	98.11%
NWR	14	52	50	100.00%	100.00%	100.00%	90.91%	97.92%	100.00%	93.75%	98.08%
NWR		262	272	99.14%	100.00%	97.65%	92.91%	99.14%	100.00%	97.85%	99.13%
NER	3 & 8	103	97	100.00%	100.00%	98.63%	93.64%	100.00%	100.00%	100.00%	88.24%
NER	4	167	164	100.00%	100.00%	99.25%	96.43%	100.00%	100.00%	100.00%	99.38%
NER	7	152	166	100.00%	100.00%	100.00%	96.08%	100.00%	100.00%	100.00%	99.26%
NER		422	427	100.00%	100.00%	99.46%	95.59%	100.00%	100.00%	100.00%	96.48%
CNR	5	236	206	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
CNR	9	193	174	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
CNR	10	129	120	100.00%	100.00%	96.75%	98.36%	100.00%	98.97%	100.00%	100.00%
CNR	18	180	151	100.00%	100.00%	100.00%	99.34%	100.00%	100.00%	100.00%	100.00%
CNR		738	651	100.00%	100.00%	99.37%	99.52%	100.00%	100.00%	100.00%	100.00%
SCR	6	301	323	100.00%	100.00%	99.65%	100.00%	100.00%	100.00%	100.00%	100.00%
SCR	12	142	114	99.03%	100.00%	98.17%	96.33%	99.03%	100.00%	100.00%	100.00%
SCR	13	180	167	100.00%	100.00%	97.42%	100.00%	100.00%	100.00%	100.00%	100.00%
SCR	20	178	146	100.00%	100.00%	99.41%	100.00%	100.00%	100.00%	100.00%	100.00%
SCR		801	750	99.85%	100.00%	98.89%	99.45%	99.85%	100.00%	100.00%	100.00%
SER	15	169	164	100.00%	100.00%	98.69%	97.16%	100.00%	100.00%	99.33%	100.00%
SER	17	187	227	100.00%	100.00%	96.58%	95.50%	100.00%	100.00%	100.00%	100.00%
SER	19	100	83	100.00%	100.00%	97.80%	96.19%	100.00%	100.00%	100.00%	100.00%
SER		456	474	100.00%	100.00%	97.49%	96.26%	100.00%	100.00%	99.78%	100.00%
SNR	11	196	210	100.00%	100.00%	97.45%	98.97%	100.00%	100.00%	100.00%	100.00%
SNR	16	9	10	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
SNR		205	220	100.00%	100.00%	97.54%	98.98%	100.00%	100.00%	100.00%	100.00%
State		2,884	2,794	99.88%	100.00%	98.61%	97.65%	99.88%	99.96%	99.76%	99.37%
	% Inc./Dec. vs. Prev. Month	3.22%									

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		
328	325	965	973	789	799	225	218	99.99%	99.16%

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	0.06	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

Monthly Performance Update for Senior Leadership Team

Adult Protective Services Program Office

Adult Protective Services – Monthly Key Indicators
December 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%	99.0%	12/21	0.1%	98.9%	11/21	98.4%	99.6%	98.8%	99.2%	99.1%	99.4%
	# Reabused / # In Cohort after Verified	M		27/2,824	12/21		32/2,901	11/21	7/426	2/482	9/731	5/615	2/231	2/339
	No Verified Maltreatment within 6 Mos. Of Protective Supervision Case	M	98.0%	99.8%	12/21	0.2%	99.5%	11/21	100.0%	100.0%	96.3%	100.0%	100.0%	100.0%
	# Reabused / # In Cohort After PS	M		1/423	12/21		2/439	11/21	0/21	0/74	1/27	0/8	0/71	0/222
API Workload	Initial + Additional Reports Received	M		2,884	12/21	3.2%	2,794	11/21	262	422	738	801	456	205
	Investigations (Initial Reports) Completed	M		2,719	12/21	-2.5%	2,789	11/21	251	387	650	727	486	218
	Average Active Investigations per API	M-PIT	15.0	12.1	12/21	15.2%	10.5	11/21	16.4	12.7	13.6	9.0	12.2	10.6
	Active Investigations	M-PIT		2,525	1/3/2022	🔴 7.8%	2,342	12/3/2021	229	395	822	447	439	193
	Investigations Open Over 60 Days "Backlog"	M-PIT		1	1/3/2022	🟡 -80.0%	5	12/3/2021	1	0	0	0	0	0
	API Vacancies	M-PIT		50	1/3/2022	🟡 22.0%	41	12/3/2021	7	8	0	19	8	8
	Total API FTEs			291	1/3/2022	🟡 0.0%	291	12/3/2021	29	44	69	73	49	27
	% Vacant			17.2%	1/3/2022	🟡 17.2%	14.1%	12/3/2021	24.1%	18.2%	0.0%	26.0%	16.3%	29.6%
	Actual Operational Capacity			209.3	1/3/2022		223.8	12/3/2021	14	31	60.25	49.75	36	18.25
	Percent Total Workforce Capacity			71.9%	1/3/2022		76.9%	12/3/2021	48.28%	70.45%	87.32%	68.15%	73.47%	67.59%

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

and Elderly Persons, per 1,000/Population

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