

# Performance Update for Senior Leadership Team - January 2020

## Adult Protective Services Program Office

### Adult Protection - Program Scorecard

February 2020

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	147	176	100.00%	100.00%	91.95%	96.89%	100.00%	99.34%	100.00%	99.34%
NWR	2	97	112	100.00%	98.89%	94.39%	93.07%	96.74%	100.00%	93.48%	83.33%
NWR	14	75	93	100.00%	100.00%	93.06%	96.08%	100.00%	100.00%	100.00%	100.00%
NWR		319	381	100.00%	99.66%	92.99%	95.53%	99.01%	99.66%	98.02%	94.50%
NER	3 & 8	148	152	100.00%	100.00%	99.32%	97.52%	100.00%	98.63%	100.00%	100.00%
NER	4	182	234	100.00%	99.52%	98.45%	98.68%	100.00%	99.52%	100.00%	100.00%
NER	7	222	246	100.00%	100.00%	99.61%	97.41%	100.00%	100.00%	100.00%	100.00%
NER		552	632	100.00%	99.82%	99.17%	97.94%	100.00%	99.45%	100.00%	100.00%
CNR	5	292	334	100.00%	100.00%	100.00%	100.00%	99.55%	100.00%	100.00%	100.00%
CNR	9	227	244	100.00%	100.00%	97.64%	98.78%	100.00%	99.57%	100.00%	100.00%
CNR	10	136	160	100.00%	100.00%	98.31%	98.93%	100.00%	100.00%	100.00%	100.00%
CNR	18	222	229	100.00%	100.00%	97.46%	99.53%	100.00%	100.00%	100.00%	100.00%
CNR		877	967	100.00%	100.00%	98.43%	99.38%	99.86%	99.89%	100.00%	100.00%
SCR	6	346	374	100.00%	98.52%	96.84%	96.17%	100.00%	100.00%	100.00%	100.00%
SCR	12	161	157	100.00%	100.00%	96.40%	93.88%	100.00%	100.00%	100.00%	100.00%
SCR	13	220	264	100.00%	100.00%	98.53%	98.05%	100.00%	100.00%	100.00%	99.17%
SCR	20	163	179	100.00%	100.00%	97.75%	98.10%	100.00%	100.00%	100.00%	100.00%
SCR		890	974	100.00%	99.46%	97.37%	96.35%	100.00%	100.00%	100.00%	99.78%
SER	15	230	219	100.00%	99.52%	95.07%	96.12%	99.53%	99.52%	100.00%	100.00%
SER	17	251	271	100.00%	100.00%	97.28%	96.42%	100.00%	100.00%	100.00%	100.00%
SER	19	118	141	100.00%	100.00%	92.42%	90.74%	100.00%	100.00%	100.00%	100.00%
SER		599	631	100.00%	99.83%	95.42%	95.32%	99.83%	99.83%	100.00%	100.00%
SNR	11	271	316	100.00%	100.00%	98.79%	98.70%	100.00%	99.33%	100.00%	100.00%
SNR	16	6	9	100.00%	100.00%	80.00%	76.92%	100.00%	100.00%	100.00%	100.00%
SNR		277	325	100.00%	100.00%	98.41%	97.81%	100.00%	99.36%	100.00%	100.00%
<b>State</b>		<b>3,514</b>	<b>3,910</b>	<b>100.00%</b>	<b>99.77%</b>	<b>97.23%</b>	<b>97.35%</b>	<b>99.84%</b>	<b>99.77%</b>	<b>99.81%</b>	<b>99.49%</b>
	% Inc./Dec. vs. Prev. Month	-10.13%									

### 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 18/19 & 17/18	
Current	Previous	Current	Previous	Current	Previous	Current	Previous		
516	510	1,006	1,001	1,274	1,334	258	267	99.24%	98.84%

### 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
0.08	0.08	0.09	0.09

<sup>1</sup> Data in "Previous" columns represents January 2020, 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

## Performance Update for Senior Leadership Team - January 2020

### Adult Protective Services Program Office

Adult Protective Services -- Monthly Key Indicators  
February 2020

		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%	2/20	-0.4%	98.8%	1/20	97.1%	98.1%	98.9%	98.7%	98.5%	99.0%
	# Reabused / # In Cohort after Verified	M		52/3,256	2/20		43/3,434	1/20	14/479	11/582	10/877	9/672	4/260	4/386
	No Verified Maltreatment within 6 Mos. Of Protective Supervision Case	M	98.0%	99.4%	2/20	-0.4%	99.8%	1/20	100.0%	100.0%	97.8%	100.0%	100.0%	99.1%
	# Reabused / # In Cohort After PS	M		3/491	2/20		1/489	1/20	0/22	0/79	1/45	0/20	0/106	2/219
API Workload	Initial + Additional Reports Received	M		3,514	2/20	-10.1%	3,910	1/20	319	552	877	890	599	277
	Investigations (Initial Reports) Completed	M		3,423	2/20	-12.2%	3,899	1/20	312	611	774	862	605	259
	Average Active Investigations per API	M-PIT	15.0	12.4	2/20	0.0%	12.4	1/20	12.3	11.4	13.1	7.7	18.9	15.9
	Active Investigations	M-PIT		2,928	3/12/2020	⇒ 0.7%	2,907	2/4/2020	237	454	944	466	535	292
	Investigations Open Over 60 Days "Backlog"	M-PIT		1	3/12/2020	⇒ 0.0%	1	2/4/2020	0	0	1	0	0	0
	API Vacancies	M-PIT		17	3/12/2020	⇒ 0.0%	17	2/4/2020	0	5	4	5	2	1
	Total API FTEs			290	3/12/2020	⇒ 0.0%	290	2/4/2020	29	43	69	73	49	27
	% Vacant			5.9%	3/12/2020	⇒ 5.9%	5.9%	2/4/2020	0.0%	11.6%	5.8%	6.8%	4.1%	3.7%
	Actual Operational Capacity			237.8	3/12/2020		237.0	2/4/2020	23	41.25	66	57.75	30	19.75
Percent Total Workforce Capacity			82.0%	3/12/2020		81.7%	2/4/2020	79.31%	95.93%	95.65%	79.11%	61.22%	73.15%	