

Monthly Performance Update for Senior Leadership Team

Adult Protective Services Program Office

Adult Protection - Program Scorecard

January 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 | 159 | 169 | 100.00% | 98.80% | 92.12% | 93.09% | 99.35% | 100.00% | 98.70% | 100.00% |
| NWR | 2 | 79 | 81 | 100.00% | 98.55% | 96.30% | 75.79% | 92.31% | 100.00% | 100.00% | 95.65% |
| NWR | 14 | 73 | 74 | 100.00% | 100.00% | 96.88% | 96.15% | 100.00% | 100.00% | 100.00% | 100.00% |
| NWR | | 311 | 324 | 100.00% | 99.02% | 94.19% | 89.20% | 97.86% | 100.00% | 99.29% | 99.02% |
| NER | 3 & 8 | 155 | 142 | 100.00% | 100.00% | 98.32% | 98.06% | 100.00% | 100.00% | 100.00% | 100.00% |
| NER | 4 | 192 | 211 | 100.00% | 100.00% | 100.00% | 99.49% | 99.34% | 100.00% | 100.00% | 100.00% |
| NER | 7 | 201 | 242 | 100.00% | 99.59% | 98.48% | 99.22% | 100.00% | 100.00% | 100.00% | 100.00% |
| NER | | 548 | 595 | 100.00% | 99.81% | 98.96% | 99.10% | 99.78% | 100.00% | 100.00% | 100.00% |
| CNR | 5 | 281 | 275 | 100.00% | 99.60% | 100.00% | 99.24% | 100.00% | 100.00% | 100.00% | 100.00% |
| CNR | 9 | 227 | 208 | 100.00% | 100.00% | 98.55% | 96.89% | 100.00% | 100.00% | 100.00% | 99.51% |
| CNR | 10 | 164 | 140 | 100.00% | 100.00% | 99.33% | 98.60% | 100.00% | 100.00% | 100.00% | 100.00% |
| CNR | 18 | 193 | 176 | 100.00% | 100.00% | 100.00% | 97.98% | 100.00% | 100.00% | 100.00% | 100.00% |
| CNR | | 865 | 799 | 100.00% | 99.87% | 99.50% | 98.19% | 100.00% | 100.00% | 100.00% | 99.87% |
| SCR | 6 | 427 | 404 | 99.72% | 100.00% | 99.74% | 98.96% | 100.00% | 100.00% | 100.00% | 100.00% |
| SCR | 12 | 150 | 166 | 100.00% | 100.00% | 100.00% | 99.19% | 100.00% | 100.00% | 100.00% | 100.00% |
| SCR | 13 | 226 | 223 | 100.00% | 99.44% | 98.94% | 99.48% | 100.00% | 100.00% | 100.00% | 100.00% |
| SCR | 20 | 172 | 193 | 100.00% | 100.00% | 99.46% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |
| SCR | | 975 | 986 | 99.88% | 99.88% | 99.55% | 99.32% | 100.00% | 100.00% | 100.00% | 100.00% |
| SER | 15 | 201 | 209 | 99.48% | 100.00% | 95.90% | 94.82% | 100.00% | 100.00% | 100.00% | 100.00% |
| SER | 17 | 247 | 278 | 100.00% | 100.00% | 98.39% | 97.18% | 100.00% | 100.00% | 100.00% | 100.00% |
| SER | 19 | 108 | 117 | 100.00% | 100.00% | 99.13% | 94.44% | 100.00% | 100.00% | 100.00% | 100.00% |
| SER | | 556 | 604 | 99.81% | 100.00% | 97.67% | 95.90% | 100.00% | 100.00% | 100.00% | 100.00% |
| SNR | 11 | 253 | 244 | 99.47% | 100.00% | 97.92% | 99.21% | 100.00% | 99.59% | 100.00% | 100.00% |
| SNR | 16 | 5 | 8 | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |
| SNR | | 258 | 252 | 99.49% | 100.00% | 97.99% | 99.25% | 100.00% | 99.60% | 100.00% | 100.00% |
| State | | 3,513 | 3,560 | 99.87% | 99.81% | 98.49% | 97.38% | 99.73% | 99.91% | 99.93% | 99.88% |
| | % Inc./Dec. vs. Prev. Month | -1.32% | | | | | | | | | |

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 19/20 & 18/19 | |
|--------------------------|----------|---------------------------|----------|--------------------------|----------|---------------------------|----------|---|--------|
| Current | Previous | Current | Previous | Current | Previous | Current | Previous | | |
| 442 | 426 | 964 | 971 | 1,078 | 1,111 | 246 | 249 | 99.16% | 99.24% |

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 |
| 0.10 | 0.09 | 0.08 | 0.08 |

¹ Data in "Previous" columns represents December 2020, 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

January 2021

| | 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% | 98.2% | 1/21 | -0.3% | 98.5% | 12/20 | 97.8% | 98.4% | 98.4% | 97.3% | 98.6% | 99.1% |
| | # Reabused / # In Cohort after Verified | M | | 59/3,287 | 1/21 | | 50/3,319 | 12/20 | 11/506 | 9/570 | 16/978 | 16/602 | 3/210 | 4/421 |
| | No Verified Maltreatment within 6 Mos. Of Protective Supervision Case | M | 98.0% | 99.8% | 1/21 | 0.7% | 99.1% | 12/20 | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 99.6% |
| | # Reabused / # In Cohort After PS | M | | 1/426 | 1/21 | | 4/423 | 12/20 | 0/24 | 0/69 | 0/15 | 0/15 | 0/61 | 1/242 |
| API Workload | Initial + Additional Reports Received | M | | 3,513 | 1/21 | -1.3% | 3,560 | 12/20 | 311 | 548 | 865 | 975 | 556 | 258 |
| | Investigations (Initial Reports) Completed | M | | 3,321 | 1/21 | -7.2% | 3,579 | 12/20 | 306 | 497 | 808 | 948 | 548 | 214 |
| | Average Active Investigations per API | M-PIT | 15.0 | 11.4 | 1/21 | 4.6% | 10.9 | 12/20 | 10.0 | 10.5 | 13.7 | 9.8 | 13.8 | 8.1 |
| | Active Investigations | M-PIT | | 2,668 | 2/8/2021 | ➔ -2.4% | 2,733 | 1/12/2021 | 254 | 432 | 820 | 492 | 476 | 194 |
| | Investigations Open Over 60 Days "Backlog" | M-PIT | | 0 | 2/8/2021 | | 0 | 1/12/2021 | 0 | 0 | 0 | 0 | 0 | 0 |
| | API Vacancies | M-PIT | | 35 | 2/8/2021 | 🔴 25.0% | 28 | 1/12/2021 | 2 | 0 | 5 | 17 | 8 | 3 |
| | Total API FTEs | | | 291 | 2/8/2021 | ➔ 0.0% | 291 | 1/12/2021 | 29 | 44 | 69 | 73 | 49 | 27 |
| | % Vacant | | | 12.0% | 2/8/2021 | 🔴 12.1% | 9.6% | 1/12/2021 | 6.9% | 0.0% | 7.2% | 23.3% | 16.3% | 11.1% |
| | Actual Operational Capacity | | | 235.0 | 2/8/2021 | | 250.8 | 1/12/2021 | 25.5 | 41 | 60 | 50 | 34.5 | 24 |
| Percent Total Workforce Capacity | | | 80.8% | 2/8/2021 | | 86.2% | 1/12/2021 | 87.93% | 93.18% | 86.96% | 68.49% | 70.41% | 88.89% | |