## Adult Protection - Program Scorecard

### March 2020

<table>
<thead>
<tr>
<th>Region</th>
<th>Circuit</th>
<th>Reports Received</th>
<th>Investigations Commenced Within 24 Hours (Target = 99%)</th>
<th>Victims Seen Within 24 Hours (Target = 93%)</th>
<th>Initial ASAs Submitted Within 6 Days (Target = 98%)</th>
<th>Investigations Closed Within 60 Days (Target = 99%)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Current</td>
<td>Previous 2</td>
<td>Current</td>
<td>Previous</td>
<td>Current</td>
</tr>
<tr>
<td>NWR</td>
<td>1</td>
<td>146</td>
<td>147</td>
<td>100.00%</td>
<td>100.00%</td>
<td>96.83%</td>
</tr>
<tr>
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<td>2</td>
<td>106</td>
<td>97</td>
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<td>100.00%</td>
<td>96.85%</td>
</tr>
<tr>
<td>NWR</td>
<td>14</td>
<td>96</td>
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<td>98.11%</td>
</tr>
<tr>
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<td>2</td>
<td>338</td>
<td>319</td>
<td>99.28%</td>
<td>100.00%</td>
<td>94.82%</td>
</tr>
<tr>
<td>NER</td>
<td>3 &amp; 8</td>
<td>152</td>
<td>148</td>
<td>100.00%</td>
<td>100.00%</td>
<td>95.89%</td>
</tr>
<tr>
<td></td>
<td>4</td>
<td>195</td>
<td>182</td>
<td>100.00%</td>
<td>100.00%</td>
<td>95.88%</td>
</tr>
<tr>
<td>NER</td>
<td>7</td>
<td>222</td>
<td>222</td>
<td>100.00%</td>
<td>100.00%</td>
<td>94.65%</td>
</tr>
<tr>
<td>NER</td>
<td>8</td>
<td>570</td>
<td>552</td>
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<td>100.00%</td>
<td>95.35%</td>
</tr>
<tr>
<td>CNR</td>
<td>5</td>
<td>293</td>
<td>292</td>
<td>99.82%</td>
<td>100.00%</td>
<td>96.86%</td>
</tr>
<tr>
<td>CNR</td>
<td>9</td>
<td>240</td>
<td>227</td>
<td>100.00%</td>
<td>100.00%</td>
<td>96.86%</td>
</tr>
<tr>
<td>CNR</td>
<td>10</td>
<td>144</td>
<td>136</td>
<td>100.00%</td>
<td>100.00%</td>
<td>100.00%</td>
</tr>
<tr>
<td>CNR</td>
<td>18</td>
<td>198</td>
<td>222</td>
<td>100.00%</td>
<td>100.00%</td>
<td>99.55%</td>
</tr>
<tr>
<td>NCR</td>
<td>875</td>
<td>877</td>
<td>99.88%</td>
<td>100.00%</td>
<td>100.00%</td>
<td>98.90%</td>
</tr>
<tr>
<td>SCR</td>
<td>6</td>
<td>345</td>
<td>346</td>
<td>99.39%</td>
<td>100.00%</td>
<td>97.32%</td>
</tr>
<tr>
<td>SCR</td>
<td>12</td>
<td>156</td>
<td>161</td>
<td>99.24%</td>
<td>100.00%</td>
<td>94.85%</td>
</tr>
<tr>
<td>SCR</td>
<td>13</td>
<td>209</td>
<td>220</td>
<td>100.00%</td>
<td>100.00%</td>
<td>97.42%</td>
</tr>
<tr>
<td>SCR</td>
<td>20</td>
<td>180</td>
<td>163</td>
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<td>100.00%</td>
<td>98.42%</td>
</tr>
<tr>
<td>SCR</td>
<td>890</td>
<td>890</td>
<td>99.62%</td>
<td>100.00%</td>
<td>100.00%</td>
<td>97.18%</td>
</tr>
<tr>
<td>SCR</td>
<td>15</td>
<td>188</td>
<td>230</td>
<td>99.49%</td>
<td>100.00%</td>
<td>95.12%</td>
</tr>
<tr>
<td>SCR</td>
<td>17</td>
<td>219</td>
<td>251</td>
<td>100.00%</td>
<td>100.00%</td>
<td>97.34%</td>
</tr>
<tr>
<td>SCR</td>
<td>19</td>
<td>126</td>
<td>118</td>
<td>100.00%</td>
<td>100.00%</td>
<td>97.48%</td>
</tr>
<tr>
<td>SCR</td>
<td>535</td>
<td>569</td>
<td>99.82%</td>
<td>100.00%</td>
<td>100.00%</td>
<td>96.59%</td>
</tr>
<tr>
<td>SNR</td>
<td>11</td>
<td>227</td>
<td>271</td>
<td>100.00%</td>
<td>100.00%</td>
<td>99.02%</td>
</tr>
<tr>
<td>SNR</td>
<td>16</td>
<td>9</td>
<td>6</td>
<td>100.00%</td>
<td>100.00%</td>
<td>100.00%</td>
</tr>
<tr>
<td>State</td>
<td>3,474</td>
<td>3,514</td>
<td>99.79%</td>
<td>100.00%</td>
<td>100.00%</td>
<td>97.20%</td>
</tr>
</tbody>
</table>

- % Inc./Dec. vs. Prev. Month: -1.14%

## Statewide Services and Wait Lists

<table>
<thead>
<tr>
<th>HCDA Waitlist Population</th>
<th>HCDA Clients Being Served</th>
<th>CCDA Waitlist Population</th>
<th>CCDA Clients Being Served</th>
<th>% of Adults with Disabilities Receiving Services Who Are Not Placed in a Nursing Home, FY 18/19 &amp; 17/18</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current</td>
<td>Previous</td>
<td>Current</td>
<td>Previous</td>
<td>Current</td>
</tr>
<tr>
<td>529</td>
<td>516</td>
<td>999</td>
<td>1,006</td>
<td>1,262</td>
</tr>
</tbody>
</table>

## Per Capita Abuse Rates for Adults with Disabilities, Age 18-59 and Elderly Person, per 1,000/Population

<table>
<thead>
<tr>
<th>Abuse Rate Among Persons with Disabilities per 1,000</th>
<th>Abuse Rate Among Elderly Persons, per 1,000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current</td>
<td>Previous</td>
</tr>
<tr>
<td>0.08</td>
<td>0.08</td>
</tr>
</tbody>
</table>

1 Data in "Previous" column represents February 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
## Performance Update for Senior Leadership Team - March 2020

### Adult Protective Services Program Office

#### Adult Protective Services -- Monthly Key Indicators

**March 2020**

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Period</th>
<th>Standard</th>
<th>Level</th>
<th>Period</th>
<th>% Change</th>
<th>Level</th>
<th>Period</th>
<th>NW</th>
<th>NE</th>
<th>Central</th>
<th>SC</th>
<th>SE</th>
<th>Southern</th>
</tr>
</thead>
<tbody>
<tr>
<td>No Recurrence Verified Maltreatment within 6 Mo. of Verified Investigation</td>
<td>M</td>
<td>95.0%</td>
<td>98.7%</td>
<td>3/20</td>
<td>0.3%</td>
<td>98.4%</td>
<td>2/20</td>
<td>97.7%</td>
<td>98.5%</td>
<td>98.6%</td>
<td>98.7%</td>
<td>98.6%</td>
<td>100.0%</td>
</tr>
<tr>
<td># Reabused / # In Cohort after Verified Maltreatment within 6 Mos. of Protective Supervision Case</td>
<td>M</td>
<td>98.0%</td>
<td>99.2%</td>
<td>3/20</td>
<td>-0.2%</td>
<td>99.4%</td>
<td>2/20</td>
<td>95.7%</td>
<td>100.0%</td>
<td>97.6%</td>
<td>100.0%</td>
<td>99.1%</td>
<td>99.6%</td>
</tr>
<tr>
<td>Initial + Additional Reports Received</td>
<td>M</td>
<td>3,472</td>
<td>3,514</td>
<td>2/20</td>
<td>-1.2%</td>
<td>3,514</td>
<td>2/20</td>
<td>338</td>
<td>570</td>
<td>875</td>
<td>890</td>
<td>533</td>
<td>266</td>
</tr>
<tr>
<td>Investigations (Initial Reports) Completed</td>
<td>M</td>
<td>3,533</td>
<td>3,423</td>
<td>2/20</td>
<td>3.2%</td>
<td>3,423</td>
<td>2/20</td>
<td>299</td>
<td>541</td>
<td>928</td>
<td>868</td>
<td>573</td>
<td>324</td>
</tr>
<tr>
<td>Average Active Investigations per API</td>
<td>M-PIT</td>
<td>15.0</td>
<td>12.4</td>
<td>2/20</td>
<td>-26.6%</td>
<td>13.2</td>
<td>2/20</td>
<td>8.2</td>
<td>10.3</td>
<td>5.7</td>
<td>11.1</td>
<td>9.3</td>
<td></td>
</tr>
<tr>
<td>Active Investigations</td>
<td>M-PIT</td>
<td>2,928</td>
<td>2,928</td>
<td>3/12/20</td>
<td>0.0%</td>
<td>2,928</td>
<td>3/12/20</td>
<td>237</td>
<td>454</td>
<td>944</td>
<td>466</td>
<td>535</td>
<td>292</td>
</tr>
<tr>
<td>Investigations Open Over 60 Days &quot;Backlog&quot;</td>
<td>M-PIT</td>
<td>2,928</td>
<td>2,928</td>
<td>3/12/20</td>
<td>0.0%</td>
<td>2,928</td>
<td>3/12/20</td>
<td>237</td>
<td>454</td>
<td>944</td>
<td>466</td>
<td>535</td>
<td>292</td>
</tr>
<tr>
<td>API Vacancies</td>
<td>M-PIT</td>
<td>14</td>
<td>17</td>
<td>3/12/20</td>
<td>0.0%</td>
<td>18</td>
<td>3/12/20</td>
<td>29</td>
<td>43</td>
<td>69</td>
<td>73</td>
<td>49</td>
<td>27</td>
</tr>
<tr>
<td>Total API FTEs</td>
<td>M-PIT</td>
<td>290</td>
<td>290</td>
<td>3/12/20</td>
<td>0.0%</td>
<td>290</td>
<td>3/12/20</td>
<td>29</td>
<td>43</td>
<td>69</td>
<td>73</td>
<td>49</td>
<td>27</td>
</tr>
<tr>
<td>% Vacant</td>
<td>M-PIT</td>
<td>4.8%</td>
<td>4.8%</td>
<td>3/12/20</td>
<td>0.0%</td>
<td>4.8%</td>
<td>3/12/20</td>
<td>6.9%</td>
<td>7.0%</td>
<td>1.4%</td>
<td>6.8%</td>
<td>6.1%</td>
<td>0.0%</td>
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<tr>
<td>Actual Operational Capacity</td>
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<td>240.8</td>
<td>237.8</td>
<td>3/12/20</td>
<td>0.0%</td>
<td>240.8</td>
<td>3/12/20</td>
<td>18</td>
<td>37</td>
<td>66.5</td>
<td>58.5</td>
<td>38.5</td>
<td>22</td>
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<tr>
<td>Percent Total Workforce Capacity</td>
<td></td>
<td>85.0%</td>
<td>82.0%</td>
<td>3/12/20</td>
<td>0.0%</td>
<td>85.0%</td>
<td>3/12/20</td>
<td>62.07%</td>
<td>86.63%</td>
<td>96.38%</td>
<td>80.14%</td>
<td>78.57%</td>
<td>81.48%</td>
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</table>