

Performance Update for Senior Leadership Team - May 2019

Adult Protective Services Program Office

Adult Protection - Program Scorecard May 2019

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	205	203	99.43%	100.00%	95.14%	95.40%	100.00%	99.39%	100.00%	99.39%
NWR	2	143	130	98.43%	99.17%	94.20%	94.93%	98.43%	99.17%	100.00%	98.33%
NWR	14	78	61	100.00%	100.00%	93.90%	94.67%	100.00%	98.53%	100.00%	100.00%
NWR		426	394	99.20%	99.72%	94.57%	95.09%	99.47%	99.15%	100.00%	99.15%
NER	3 & 8	189	165	100.00%	100.00%	98.04%	96.00%	100.00%	100.00%	99.23%	100.00%
NER	4	226	230	100.00%	100.00%	98.04%	99.52%	100.00%	100.00%	100.00%	100.00%
NER	7	260	219	99.50%	100.00%	99.06%	96.00%	99.50%	100.00%	98.99%	100.00%
NER		675	614	99.81%	100.00%	98.42%	97.31%	99.81%	100.00%	99.43%	100.00%
CNR	5	325	332	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
CNR	9	259	285	100.00%	100.00%	96.71%	96.30%	99.57%	100.00%	99.57%	99.59%
CNR	10	174	185	100.00%	100.00%	98.17%	98.91%	100.00%	100.00%	100.00%	100.00%
CNR	18	221	246	100.00%	100.00%	98.58%	98.98%	100.00%	100.00%	99.49%	99.46%
CNR		979	1048	100.00%	100.00%	98.49%	98.50%	99.88%	100.00%	99.54%	99.77%
SCR	6	442	399	100.00%	100.00%	97.41%	96.18%	99.73%	100.00%	100.00%	100.00%
SCR	12	162	149	100.00%	100.00%	94.77%	97.30%	100.00%	100.00%	100.00%	100.00%
SCR	13	256	272	100.00%	100.00%	94.43%	95.62%	100.00%	100.00%	100.00%	100.00%
SCR	20	243	195	100.00%	100.00%	97.64%	98.01%	100.00%	100.00%	100.00%	100.00%
SCR		1103	1015	100.00%	100.00%	96.21%	96.53%	99.90%	100.00%	100.00%	100.00%
SER	15	278	216	100.00%	100.00%	94.44%	95.43%	98.33%	99.04%	95.83%	98.08%
SER	17	322	323	100.00%	100.00%	96.73%	97.22%	100.00%	100.00%	100.00%	100.00%
SER	19	137	133	100.00%	100.00%	98.41%	92.62%	100.00%	100.00%	100.00%	100.00%
SER		737	672	100.00%	100.00%	96.24%	95.58%	99.41%	99.68%	98.53%	99.35%
SNR	11	301	325	100.00%	100.00%	98.83%	97.67%	100.00%	99.63%	100.00%	99.63%
SNR	16	11	11	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
SNR		312	336	100.00%	100.00%	98.90%	97.76%	100.00%	99.65%	100.00%	99.65%
State		4,232	4,079	99.89%	99.72%	97.08%	96.91%	99.75%	99.83%	99.54%	99.72%
	% Inc./Dec. vs. Prev. Month	3.75%									

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 17/18 & 16/17	
Current	Previous	Current	Previous	Current	Previous	Current	Previous		
711	693	958	968	1,457	1,460	277	284	98.84%	99.08%

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
0.13	0.13	0.15	0.14

¹ Data in "Previous" columns represents April 2019, 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
 May 2019

	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%	98.1%	5/19	-0.2%	98.3%	4/19	96.9%	98.1%	97.8%	97.9%	99.3%	99.4%
	No Verified Maltreatment within 6 Mos. Of Protective Supervision Case	M	98.0%	99.4%	5/19	-0.4%	99.8%	4/19	100.0%	100.0%	100.0%	100.0%	99.0%	99.3%
API Workload	Initial + Additional Reports Received	M		4,232	5/19	3.8%	4,079	4/19	426	675	979	1,103	737	312
	Investigations (Initial Reports) Completed	M		3,996	5/19	2.3%	3,905	4/19	396	570	956	1,081	714	279
	Average Active Investigations per API	M-PIT	15.0	12.6	6/11/2019	0.0%	12.6	5/6/2019	9.9	14.6	15.2	6.8	15.8	15.9
	Active Investigations	M-PIT		3,255	6/11/2019	↗ 3.6%	3,142	5/6/2019	271	605	969	411	621	378
	Investigations Open Over 60 Days "Backlog"	M-PIT		6	6/11/2019	↗ 50.0%	4	5/6/2019	0	4	2	0	0	0
	API Vacancies	M-PIT		9	6/11/2019	↘ -40.0%	15	5/6/2019	0	1	1	0	5	2
	Total API FTEs			290	6/11/2019	→ 0.0%	290	5/6/2019	29	43	69	73	49	27
	% Vacant			3.1%	6/11/2019	↗ 3.1%	5.2%	5/6/2019	0.0%	2.3%	1.4%	0.0%	10.2%	7.4%
	Actual Operational Capacity			247.5	6/11/2019		247.0	5/6/2019	27	35.5	61	62	40	22
Percent Total Workforce Capacity			85.3%	6/11/2019		85.2%	5/6/2019	93.10%	82.56%	88.41%	84.93%	81.63%	81.48%	

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