

Performance Update for Senior Leadership Team - May 2020

Adult Protective Services Program Office

Adult Protection - Program Scorecard May 2020

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	176	133	100.00%	98.59%	93.38%	93.41%	100.00%	100.00%	99.23%	100.00%
NWR	2	99	93	100.00%	100.00%	95.18%	95.95%	100.00%	100.00%	95.95%	96.47%
NWR	14	65	72	100.00%	98.72%	100.00%	98.11%	100.00%	100.00%	100.00%	100.00%
NWR		340	298	100.00%	99.02%	94.85%	94.82%	100.00%	100.00%	98.42%	99.02%
NER	3 & 8	160	128	100.00%	100.00%	99.10%	95.89%	100.00%	100.00%	100.00%	100.00%
NER	4	160	180	100.00%	100.00%	99.38%	95.88%	100.00%	100.00%	100.00%	100.00%
NER	7	206	163	100.00%	100.00%	100.00%	94.65%	100.00%	100.00%	99.49%	100.00%
NER		526	471	100.00%	100.00%	99.58%	95.35%	100.00%	100.00%	99.77%	100.00%
CNR	5	258	230	100.00%	100.00%	98.68%	99.34%	100.00%	99.39%	100.00%	100.00%
CNR	9	180	191	100.00%	100.00%	100.00%	96.86%	100.00%	100.00%	100.00%	100.00%
CNR	10	153	161	100.00%	100.00%	100.00%	100.00%	100.00%	99.29%	100.00%	100.00%
CNR	18	187	191	100.00%	100.00%	98.80%	99.55%	100.00%	100.00%	100.00%	100.00%
CNR		778	773	100.00%	100.00%	99.41%	98.90%	100.00%	99.65%	100.00%	100.00%
SCR	6	370	343	99.67%	99.68%	97.81%	97.32%	100.00%	100.00%	100.00%	100.00%
SCR	12	146	112	100.00%	99.26%	96.59%	94.85%	100.00%	100.00%	100.00%	100.00%
SCR	13	227	194	100.00%	100.00%	98.32%	97.42%	100.00%	100.00%	100.00%	100.00%
SCR	20	187	157	100.00%	100.00%	96.10%	98.42%	100.00%	100.00%	100.00%	100.00%
SCR		930	806	99.86%	99.75%	97.43%	97.18%	100.00%	100.00%	100.00%	100.00%
SER	15	191	187	99.49%	100.00%	96.60%	95.12%	100.00%	99.47%	100.00%	100.00%
SER	17	235	209	100.00%	100.00%	99.58%	97.34%	100.00%	100.00%	100.00%	100.00%
SER	19	124	105	100.00%	99.11%	96.91%	97.48%	100.00%	100.00%	100.00%	100.00%
SER		550	501	99.80%	99.81%	97.97%	96.59%	100.00%	99.81%	100.00%	100.00%
SNR	11	255	211	99.47%	100.00%	98.00%	99.02%	100.00%	100.00%	100.00%	100.00%
SNR	16	10	13	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
SNR		265	224	99.49%	100.00%	98.06%	99.05%	100.00%	100.00%	100.00%	100.00%
State		3,389	3,073	99.89%	99.82%	98.14%	97.20%	100.00%	99.98%	100.00%	99.91%
	% Inc./Dec. vs. Prev. Month	10.28%									

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		
545	540	982	990	1,235	1,269	269	271	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	0.09	0.09	0.10

¹ Data in "Previous" columns represents April 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

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Adult Protective Services -- Monthly Key Indicators
May 2020

	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%	98.3%	5/20	-0.3%	98.6%	4/20	97.9%	97.6%	98.5%	98.1%	99.5%	98.8%
	# Reabused / # In Cohort after Verified	M		53/3022	5/20		44/3067	4/20	10/466	14/575	13/861	10/523	1/195	5/402
	No Verified Maltreatment within 6 Mos. Of Protective Supervision Case	M	98.0%	98.9%	5/20	-0.7%	99.6%	4/20	100.0%	100.0%	100.0%	100.0%	100.0%	97.6%
	# Reabused / # In Cohort After PS	M		5/441	5/20		2/481	4/20	0/21	0/72	0/39	0/14	0/84	5/211
API Workload	Initial + Additional Reports Received	M		3,389	5/20	10.3%	3,073	4/20	340	526	778	930	550	265
	Investigations (Initial Reports) Completed	M		2,992	5/20	-16.6%	3,589	4/20	280	474	701	781	528	228
	Average Active Investigations per API	M-PIT	15.0	9.9	5/20	13.8%	8.7	4/20	11.6	9.6	10.2	7.5	12.0	10.8
	Active Investigations	M-PIT		2,354	6/4/2020	👉 14.9%	2,049	5/7/2020	279	376	652	406	415	226
	Investigations Open Over 60 Days "Backlog"	M-PIT		0	6/4/2020	#DIV/0!	0	5/7/2020	0	0	0	0	0	0
	API Vacancies	M-PIT		12	6/4/2020	👉 -29.4%	17	5/7/2020	1	1	3	4	2	1
	Total API FTEs			290	6/4/2020	👉 0.0%	290	5/7/2020	29	43	69	73	49	27
	% Vacant			4.1%	6/4/2020	👉 4.1%	5.9%	5/7/2020	3.4%	2.3%	4.3%	5.5%	4.1%	3.7%
	Actual Operational Capacity			236.8	6/4/2020		235.3	5/7/2020	24	39	64	54.25	34.5	21
Percent Total Workforce Capacity			81.6%	6/4/2020		81.1%	5/7/2020	82.76%	90.70%	92.75%	74.32%	70.41%	77.78%	