

Monthly Performance Update for Senior Leadership Team

Adult Protective Services Program Office

Adult Protection - Program Scorecard May 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 | 175 | 159 | 100.00% | 99.43% | 96.38% | 93.72% | 100.00% | 100.00% | 100.00% | 99.43% |
| NWR | 2 | 79 | 113 | 100.00% | 100.00% | 98.08% | 87.91% | 98.94% | 97.40% | 97.87% | 93.51% |
| NWR | 14 | 73 | 69 | 100.00% | 100.00% | 97.59% | 94.87% | 100.00% | 100.00% | 98.68% | 95.65% |
| NWR | | 327 | 341 | 100.00% | 99.69% | 97.23% | 92.50% | 99.67% | 99.38% | | 97.20% |
| NER | 3 & 8 | 155 | 124 | 100.00% | 100.00% | 98.20% | 98.54% | 100.00% | 98.33% | 100.00% | 100.00% |
| NER | 4 | 197 | 252 | 100.00% | 100.00% | 99.51% | 99.58% | 99.49% | 100.00% | 100.00% | 100.00% |
| NER | 7 | 221 | 224 | 100.00% | 100.00% | 98.31% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |
| NER | | 573 | 600 | 100.00% | 100.00% | 98.73% | 99.47% | 99.81% | 99.63% | 100.00% | 100.00% |
| CNR | 5 | 258 | 305 | 100.00% | 100.00% | 99.70% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |
| CNR | 9 | 239 | 254 | 99.59% | 100.00% | 99.62% | 99.58% | 99.59% | 99.56% | 100.00% | 100.00% |
| CNR | 10 | 154 | 157 | 100.00% | 100.00% | 100.00% | 98.85% | 100.00% | 100.00% | 100.00% | 100.00% |
| CNR | 18 | 212 | 229 | 100.00% | 100.00% | 97.89% | 99.52% | 100.00% | 100.00% | 100.00% | 100.00% |
| CNR | | 863 | 945 | 99.88% | 100.00% | 99.35% | 99.57% | 99.88% | 99.89% | 100.00% | 100.00% |
| SCR | 6 | 371 | 398 | 100.00% | 100.00% | 99.17% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |
| SCR | 12 | 165 | 170 | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |
| SCR | 13 | 192 | 206 | 100.00% | 100.00% | 98.48% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |
| SCR | 20 | 205 | 181 | 100.00% | 100.00% | 99.02% | 99.45% | 100.00% | 100.00% | 100.00% | 100.00% |
| SCR | | 933 | 955 | 100.00% | 100.00% | 99.12% | 99.89% | 100.00% | 100.00% | 100.00% | 100.00% |
| SER | 15 | 255 | 220 | 100.00% | 100.00% | 94.81% | 97.18% | 100.00% | 99.50% | 100.00% | 99.50% |
| SER | 17 | 256 | 296 | 100.00% | 100.00% | 98.52% | 96.91% | 100.00% | 100.00% | 100.00% | 100.00% |
| SER | 19 | 128 | 131 | 100.00% | 100.00% | 95.83% | 95.80% | 99.10% | 100.00% | 100.00% | 100.00% |
| SER | | 639 | 647 | 100.00% | 100.00% | 96.68% | 96.79% | 99.82% | 99.82% | 100.00% | 99.82% |
| SNR | 11 | 254 | 274 | 100.00% | 100.00% | 99.09% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |
| SNR | 16 | 10 | 8 | 100.00% | 100.00% | 100.00% | 80.00% | 100.00% | 100.00% | 100.00% | 100.00% |
| SNR | | 264 | 282 | 100.00% | 100.00% | 99.12% | 99.50% | 100.00% | 100.00% | 100.00% | 100.00% |
| State | | 3,599 | 3,770 | 99.97% | 99.97% | 98.53% | 98.47% | 99.88% | 99.82% | 99.91% | 99.70% |
| | % Inc./Dec. vs. Prev. Month | -4.54% | | | | | | | | | |

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 | | |
| 436 | 439 | 928 | 937 | 968 | 992 | 217 | 229 | 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 |
| 0.07 | 0.09 | 0.08 | 0.08 |

¹ Data in "Previous" columns represents April 2021, 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

May 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% | 98.8% | 5/21 | 0.1% | 98.7% | 4/21 | 97.4% | 98.9% | 98.9% | 99.3% | 98.9% | 99.3% |
| | # Reabused / # In Cohort after Verified | M | | 47/3,814 | 5/21 | | 50/3,844 | 4/21 | 16/605 | 8/714 | 12/1,046 | 5/728 | 3/274 | 3/447 |
| | No Verified Maltreatment within 6 Mos. Of Protective Supervision Case | M | 98.0% | 99.3% | 5/21 | 0.0% | 99.3% | 4/21 | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 98.8% |
| | # Reabused / # In Cohort After PS | M | | 3/449 | 5/21 | | 3/453 | 4/21 | 0/17 | 0/77 | 0/27 | 0/9 | 0/71 | 3/248 |
| API Workload | Initial + Additional Reports Received | M | | 3,599 | 5/21 | -4.5% | 3,770 | 4/21 | 327 | 573 | 863 | 933 | 639 | 264 |
| | Investigations (Initial Reports) Completed | M | | 3,585 | 5/21 | -2.9% | 3,692 | 4/21 | 334 | 561 | 938 | 915 | 595 | 242 |
| | Average Active Investigations per API | M-PIT | 15.0 | 12.8 | 5/21 | -2.3% | 13.1 | 4/21 | 13.7 | 10.2 | 13.2 | 9.9 | 16.3 | 16.8 |
| | Active Investigations | M-PIT | | 2,907 | 5/10/2021 | 📉 -3.3% | 3,006 | 5/10/2021 | 283 | 421 | 729 | 572 | 572 | 330 |
| | Investigations Open Over 60 Days "Backlog" | M-PIT | | 0 | 5/10/2021 | | 0 | 5/10/2021 | 0 | 0 | 0 | 0 | 0 | 0 |
| | API Vacancies | M-PIT | | 30 | 5/10/2021 | 📈 7.1% | 28 | 5/10/2021 | 1 | 1 | 5 | 10 | 8 | 5 |
| | Total API FTEs | | | 291 | 5/10/2021 | 📈 0.0% | 291 | 5/10/2021 | 29 | 44 | 69 | 73 | 49 | 27 |
| | % Vacant | | | 10.3% | 5/10/2021 | 📈 10.3% | 9.6% | 5/10/2021 | 3.4% | 2.3% | 7.2% | 13.7% | 16.3% | 18.5% |
| | Actual Operational Capacity | | | 216.0 | 5/10/2021 | | 230.3 | 5/10/2021 | 20.5 | 41.25 | 54 | 45.75 | 35.5 | 19 |
| Percent Total Workforce Capacity | | | 74.2% | 5/10/2021 | | 79.1% | 5/10/2021 | 70.69% | 93.75% | 78.26% | 62.67% | 72.45% | 70.37% | |