

# Monthly Performance Update for Senior Leadership Team

## Adult Protective Services Program Office

### Adult Protection - Program Scorecard May 2022

Region	Circuit	Reports Received <sup>1</sup>		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 <sup>2</sup>	Current	Previous	Current	Previous	Current	Previous	Current	Previous
NWR	1	133	139	100.00%	100.00%	97.30%	100.00%	100.00%	99.12%	96.50%	98.25%
NWR	2	77	67	100.00%	100.00%	95.45%	100.00%	96.20%	98.25%	84.81%	100.00%
NWR	14	58	54	100.00%	100.00%	98.00%	100.00%	100.00%	100.00%	100.00%	86.84%
NWR		268	260	100.00%	100.00%	96.85%	100.00%	98.88%	99.19%	93.66%	95.14%
NER	3 & 8	129	129	98.81%	100.00%	93.75%	96.05%	100.00%	100.00%	95.24%	97.18%
NER	4	218	182	100.00%	100.00%	98.90%	97.20%	100.00%	100.00%	100.00%	100.00%
NER	7	214	194	100.00%	99.36%	99.48%	99.39%	99.43%	100.00%	100.00%	100.00%
NER		561	505	99.77%	99.73%	98.09%	97.91%	99.77%	100.00%	99.07%	99.46%
CNR	5	257	202	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
CNR	9	210	211	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
CNR	10	156	152	100.00%	100.00%	97.84%	99.08%	100.00%	100.00%	100.00%	100.00%
CNR	18	206	189	100.00%	100.00%	99.23%	99.35%	99.17%	100.00%	99.17%	100.00%
CNR		829	754	100.00%	100.00%	99.45%	99.73%	99.85%	100.00%	99.85%	100.00%
SCR	6	331	311	100.00%	99.62%	99.65%	99.28%	100.00%	100.00%	100.00%	100.00%
SCR	12	143	131	100.00%	100.00%	99.26%	100.00%	100.00%	100.00%	100.00%	100.00%
SCR	13	182	149	100.00%	99.34%	97.01%	96.77%	99.37%	100.00%	100.00%	100.00%
SCR	20	164	185	100.00%	100.00%	100.00%	99.47%	100.00%	100.00%	100.00%	100.00%
SCR		820	776	100.00%	99.72%	99.09%	98.93%	100.00%	100.00%	100.00%	100.00%
SER	15	212	151	99.37%	100.00%	97.02%	97.78%	100.00%	99.39%	98.74%	100.00%
SER	17	236	197	100.00%	100.00%	96.79%	95.50%	100.00%	100.00%	100.00%	100.00%
SER	19	107	89	100.00%	100.00%	96.39%	97.75%	98.73%	100.00%	100.00%	100.00%
SER		555	437	99.77%	100.00%	96.80%	96.74%	99.54%	99.78%	99.54%	100.00%
SNR	11	201	220	100.00%	100.00%	98.78%	98.88%	99.58%	100.00%	99.58%	100.00%
SNR	16	9	8	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
SNR		210	228	100.00%	100.00%	98.80%	98.91%	99.59%	100.00%	99.59%	100.00%
State		3,243	2,960	99.93%	99.89%	98.41%	98.72%	99.71%	99.89%	99.10%	99.47%
	% Inc./Dec. vs. Prev. Month	9.56%									

### 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 20/21 & 19/20	
Current	Previous	Current	Previous	Current	Previous	Current	Previous		
404	396	911	926	780	773	227	229	99.99%	99.16%

### Per Capita Abuse Rates for Adults with Disabilities, Age 18-59 and Elderly Persons, 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	0.06	0.07	0.06

<sup>1</sup> Data in "Previous" columns represents prior month, unless otherwise noted.

<sup>2</sup> 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 Program Office

Adult Protective Services -- Monthly Key Indicators  
May 2022

	Indicator	Period	Standard	Statewide Current/Recent			Previous		Regions -- Current					
				Level	Period	% Change	Level	Period	NW	NE	Central	SC	SE	Southern
<b>API Safety</b>	No Recurrence Verified Maltreatment within 6 Mo. of Verified Investigation	M	95.0%	98.78%	5/22	0.00%	98.78%	4/22	98.93%	98.80%	98.43%	97.80%	98.64%	98.92%
	# Reabused / # In Cohort after Verified	M		37/2,474%	5/22		31/2,542	4/22	4/375	5/418	10/637	12/546	3/221	3/277
	No Verified Maltreatment within 6 Mos. Of Protective Supervision Case	M	98.0%	99.72%	5/22	0.00%	99.72%	4/22	100.00%	98.59%	100.00%	100.00%	98.41%	98.90%
	# Reabused / # In Cohort After PS	M		4/362	5/22		1/363	4/22	0/16	1/71	0/26	0/5	1/63	2/181
<b>API Workload</b>	Initial + Additional Reports Received	M		3,243	5/22	9.6%	2,960	4/22	268	561	829	820	555	210
	Investigations (Initial Reports) Completed	M		3,097	5/22	7.7%	2,876	4/22	283	491	748	841	466	268
	Average Active Investigations per API	M-PIT	15.0	14.7	5/22	0.0%	14.7	4/22	12.1	15.5	15.1	11.6	18.7	15.7
	Active Investigations	M-PIT		2,795	6/10/2022	➔ 1.9%	2,743	5/9/2022	200	559	806	453	542	235
	Investigations Open Over 60 Days "Backlog"	M-PIT		1	6/10/2022		0	5/9/2022	0	1	0	0	0	0
	API Vacancies	M-PIT		55	6/10/2022	📉 -11.3%	62	5/9/2022	7	2	10	25	6	5
	Total API FTEs			291	6/10/2022	➔ 0.0%	291	5/9/2022	29	44	69	73	49	27
	% Vacant			18.9%	6/10/2022	📉 18.9%	21.3%	5/9/2022	24.1%	4.5%	14.5%	34.2%	12.2%	18.5%
	Actual Operational Capacity			188.8	6/10/2022	➔ 1.5%	186.0	5/9/2022	16.5	36	53.25	39	29	15
Percent Total Workforce Capacity	64.86%			6/10/2022	➔ 1.5%	63.9%	5/9/2022	56.90%	81.82%	77.17%	53.42%	59.18%	55.56%	