

Performance Update for Senior Leadership Team - September 2018

Adult Protective Services Program Office

Adult Protection - Program Scorecard September 2018

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	178	224	100.00%	100.00%	95.14%	95.35%	100.00%	100.00%	100.00%	100.00%
NWR	2	162	163	99.24%	100.00%	95.86%	93.23%	100.00%	100.00%	99.24%	100.00%
NWR	14	74	107	99.01%	100.00%	91.74%	96.67%	100.00%	100.00%	100.00%	100.00%
NWR		414	494	99.50%	100.00%	94.60%	94.98%	100.00%	100.00%	99.75%	100.00%
NER	3 & 8	162	197	98.61%	99.43%	98.11%	94.74%	98.61%	99.43%	97.22%	97.13%
NER	4	229	266	99.12%	99.58%	96.65%	93.95%	97.80%	99.16%	95.15%	94.94%
NER	7	210	280	100.00%	100.00%	98.94%	97.53%	100.00%	99.21%	98.85%	98.02%
NER		601	743	99.27%	99.70%	97.79%	95.54%	98.72%	99.25%	96.88%	96.68%
CNR	5	340	373	100.00%	100.00%	100.00%	99.45%	100.00%	100.00%	100.00%	100.00%
CNR	9	283	308	100.00%	100.00%	98.89%	96.79%	100.00%	100.00%	100.00%	98.85%
CNR	10	151	191	100.00%	100.00%	100.00%	97.93%	99.24%	100.00%	100.00%	100.00%
CNR	18	203	229	100.00%	99.55%	100.00%	99.14%	100.00%	100.00%	100.00%	99.55%
CNR		977	1101	100.00%	99.90%	99.66%	98.41%	99.88%	100.00%	100.00%	99.60%
SCR	6	413	452	99.70%	100.00%	95.22%	96.44%	99.70%	99.55%	100.00%	100.00%
SCR	12	155	209	100.00%	98.68%	95.04%	91.71%	99.07%	99.34%	100.00%	100.00%
SCR	13	282	307	99.19%	100.00%	93.08%	93.94%	100.00%	100.00%	100.00%	98.33%
SCR	20	195	231	100.00%	100.00%	96.92%	97.06%	100.00%	100.00%	100.00%	100.00%
SCR		1045	1199	99.66%	99.81%	94.96%	95.26%	99.77%	99.73%	100.00%	99.62%
SER	15	219	266	100.00%	99.54%	95.54%	92.07%	99.53%	98.62%	99.05%	98.62%
SER	17	309	305	100.00%	100.00%	96.42%	96.44%	100.00%	100.00%	100.00%	100.00%
SER	19	146	148	100.00%	100.00%	95.24%	97.39%	99.28%	100.00%	99.28%	100.00%
SER		674	719	100.00%	99.84%	95.87%	95.08%	99.68%	99.52%	99.52%	99.52%
SNR	11	288	340	100.00%	100.00%	96.81%	97.15%	98.48%	100.00%	100.00%	99.63%
SNR	16	15	16	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
SNR		303	356	100.00%	100.00%	96.88%	97.29%	98.52%	100.00%	100.00%	99.66%
State		4,014	4,612	99.74%	99.85%	96.73%	96.16%	99.55%	99.73%	99.40%	99.15%
	% Inc./Dec. vs. Prev. Month	-12.97%									

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		
661	659	1,012	1,020	1,586	1,604	296	303	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
0.10	0.14	0.13	0.14

¹ Data in "Previous" columns represents August 2018, 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

Adult Protective Services -- Monthly Key Indicators
September 2018

	Indicator	Period ¹	Standard	Statewide Current/Recent			Previous		Regions -- Current					
				Level	Period	% Change ₂	Level	Period	NW	NE	Central	SC	SE	Southern
API Safety	No Recurrence Verified Maltreatment within 6 Mo. of Verified Investigation	M	95.0%	98.7%	9/18	0.3%	98.4%	8/18	98.3%	98.1%	98.4%	99.1%	99.3%	99.8%
	No Verified Maltreatment within 6 Mos. Of Protective Supervision Case	M	98.0%	99.7%	9/18	1.6%	98.1%	8/19	100.0%	100.0%	100.0%	92.9%	100.0%	99.7%
API Workload	Initial + Additional Reports Received	M		4,014	9/18	-13.0%	4,612	8/20	414	601	977	1,045	674	303
	Investigations (Initial Reports) Completed	M		3,834	9/18	-14.2%	4,466	8/21	423	603	890	977	646	295
	Average Active Investigations per API	M-PIT	15.0	12.2	10/18/2018	-6.9%	13.1	9/18/2018	10.2	13.5	12.6	8.7	16.2	12.8
	Active Investigations	M-PIT		3,050	10/18/2018	👇 -6.5%	3,262	9/18/2018	254	528	809	503	688	268
	Investigations Open Over 60 Days "Backlog"	M-PIT		11	10/18/2018	👇 -21.4%	14	9/18/2018	2	7	0	0	2	0
	API Vacancies	M-PIT		4	10/18/2018	👇 -33.3%	6	9/18/2018	0	0	3	0	0	1
	Total API FTEs			290	10/18/2018	➡ 0.0%	290	9/18/2018	29	43	69	73	49	27
	% Vacant			1.4%	10/18/2018	👇 -32.3%	2.1%	9/18/2018	0.0%	0.0%	4.3%	0.0%	0.0%	3.7%
	Actual Operational Capacity			249.3	10/18/2018		223.3	9/18/2018	25	39.25	64	57.5	42.5	21
	Percent Total Workforce Capacity			85.9%	10/18/2018		84.4%	9/18/2018	86.21%	91.28%	92.75%	78.77%	86.73%	77.78%