

# Monthly Performance Update for Senior Leadership Team

## Adult Protective Services Program Office

### Adult Protection - Program Scorecard July 2020

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	166	191	100.00%	100.00%	94.06%	93.04%	99.51%	100.00%	99.01%	100.00%
NWR	2	121	111	98.88%	98.55%	93.46%	90.80%	97.75%	97.10%	100.00%	95.65%
NWR	14	60	77	100.00%	100.00%	98.39%	95.83%	100.00%	100.00%	100.00%	100.00%
NWR		347	379	99.72%	99.62%	94.59%	92.83%	99.15%	99.23%	99.43%	98.85%
NER	3 & 8	160	177	100.00%	100.00%	97.55%	96.72%	98.71%	99.15%	100.00%	100.00%
NER	4	221	217	100.00%	100.00%	98.60%	98.86%	100.00%	100.00%	99.50%	100.00%
NER	7	248	265	100.00%	100.00%	99.27%	98.24%	100.00%	100.00%	100.00%	100.00%
NER		629	659	100.00%	100.00%	98.62%	98.07%	99.67%	99.77%	99.84%	100.00%
CNR	5	303	331	100.00%	100.00%	99.34%	100.00%	100.00%	100.00%	100.00%	100.00%
CNR	9	256	219	100.00%	100.00%	99.57%	100.00%	100.00%	100.00%	100.00%	100.00%
CNR	10	157	146	100.00%	100.00%	100.00%	98.55%	100.00%	100.00%	100.00%	100.00%
CNR	18	235	228	100.00%	100.00%	100.00%	99.40%	100.00%	100.00%	100.00%	100.00%
CNR		951	924	100.00%	100.00%	99.67%	99.59%	100.00%	100.00%	100.00%	100.00%
SCR	6	403	349	99.70%	100.00%	98.57%	97.74%	100.00%	100.00%	100.00%	100.00%
SCR	12	168	164	100.00%	100.00%	98.00%	98.29%	100.00%	100.00%	100.00%	100.00%
SCR	13	266	225	100.00%	100.00%	96.49%	98.96%	100.00%	100.00%	100.00%	100.00%
SCR	20	206	216	100.00%	100.00%	96.04%	98.66%	100.00%	100.00%	100.00%	100.00%
SCR		1043	954	99.88%	100.00%	97.48%	98.31%	100.00%	100.00%	100.00%	100.00%
SER	15	225	214	100.00%	100.00%	97.45%	95.63%	100.00%	100.00%	100.00%	99.36%
SER	17	289	260	100.00%	100.00%	95.77%	96.96%	100.00%	100.00%	100.00%	100.00%
SER	19	155	143	100.00%	100.00%	94.61%	97.52%	99.34%	100.00%	100.00%	100.00%
SER		669	617	100.00%	100.00%	96.07%	96.67%	99.84%	100.00%	100.00%	99.79%
SNR	11	294	248	100.00%	100.00%	98.60%	98.63%	99.51%	100.00%	100.00%	100.00%
SNR	16	8	11	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
SNR		302	259	100.00%	100.00%	98.64%	98.70%	99.52%	100.00%	100.00%	100.00%
<b>State</b>		<b>3,941</b>	<b>3,792</b>	<b>99.94%</b>	<b>99.97%</b>	<b>97.73%</b>	<b>97.83%</b>	<b>99.80%</b>	<b>99.90%</b>	<b>100.00%</b>	<b>99.86%</b>
	% Inc./Dec. vs. Prev. Month	3.93%									

### 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		
560	554	962	975	1,256	1,247	260	270	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
0.12	0.08	0.10	0.09

<sup>1</sup> Data in "Previous" columns represents June 2020, 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

## Monthly Performance Update for Senior Leadership Team

### Adult Protective Services Program Office

#### Adult Protective Services -- Monthly Key Indicators

July 2020

				Statewide Current/Recent			Previous		Regions -- Current					
Indicator	Period	Standard	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%	98.5%	7/20	0.0%	98.4%	6/20	97.5%	98.2%	98.8%	98.1%	99.4%	99.3%
	# Reabused / # In Cohort after Verified	M		49/3,152	7/20		49/3,082	6/20	12/472	11/617	11/919	11/569	1/179	3/403
	No Verified Maltreatment within 6 Mos. Of Protective Supervision Case	M	98.0%	99.3%	7/20	-0.2%	99.6%	6/20	100.0%	100.0%	97.5%	100.0%	100.0%	99.1%
	# Reabused / # In Cohort After PS	M		3/432	7/20		2/441	6/20	0/20	0/69	1/40	0/18	0/75	2/210
<b>API Workload</b>	Initial + Additional Reports Received	M		3,941	7/20	3.9%	3,792	6/20	347	629	951	1,043	669	302
	Investigations (Initial Reports) Completed	M		3,794	7/20	15.4%	3,287	6/20	380	668	920	937	646	243
	Average Active Investigations per API	M-PIT	15.0	11.9	7/20	8.2%	11.0	6/20	13.0	10.6	13.1	9.4	14.7	12.3
	Active Investigations	M-PIT		2,730	8/7/2020	➔ 1.9%	2,679	7/7/2020	279	404	784	560	457	246
	Investigations Open Over 60 Days "Backlog"	M-PIT		0	8/7/2020		0	7/7/2020	0	0	0	0	0	0
	API Vacancies	M-PIT		12	8/7/2020	🔻 71.4%	7	7/7/2020	2	0	2	3	5	0
	Total API FTEs			290	8/7/2020	➔ 0.0%	290	7/7/2020	29	43	69	73	49	27
	% Vacant			4.1%	8/7/2020	🔻 4.1%	2.4%	7/7/2020	6.9%	0.0%	2.9%	4.1%	10.2%	0.0%
	Actual Operational Capacity			230.0	8/7/2020		239.3	7/7/2020	21.5	38	60	59.5	31	20
Percent Total Workforce Capacity			79.3%	8/7/2020		82.5%	7/7/2020	74.14%	88.37%	86.96%	81.51%	63.27%	74.07%	