

# Monthly Performance Update for Senior Leadership Team

## Adult Protective Services Program Office

### Adult Protection - Program Scorecard

March 2021

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	172	124	100.00%	99.25%	94.35%	93.84%	100.00%	100.00%	99.14%	99.25%
NWR	2	108	77	100.00%	100.00%	97.75%	100.00%	96.20%	97.83%	100.00%	100.00%
NWR	14	81	75	96.15%	100.00%	96.36%	98.44%	100.00%	100.00%	100.00%	100.00%
NWR		361	276	99.14%	99.58%	95.90%	96.20%	98.79%	99.58%	99.60%	99.58%
NER	3 & 8	143	163	100.00%	99.15%	98.58%	96.24%	99.22%	99.15%	100.00%	100.00%
NER	4	250	215	100.00%	100.00%	98.08%	98.60%	100.00%	99.48%	100.00%	100.00%
NER	7	272	215	100.00%	100.00%	99.65%	99.53%	100.00%	100.00%	100.00%	100.00%
NER		665	593	100.00%	99.80%	98.89%	98.39%	99.83%	99.61%	100.00%	100.00%
CNR	5	328	311	100.00%	100.00%	100.00%	99.65%	100.00%	100.00%	100.00%	100.00%
CNR	9	257	235	100.00%	100.00%	99.11%	98.52%	100.00%	100.00%	100.00%	100.00%
CNR	10	176	139	100.00%	100.00%	99.35%	100.00%	100.00%	97.87%	100.00%	100.00%
CNR	18	214	178	100.00%	100.00%	98.92%	100.00%	100.00%	100.00%	99.44%	100.00%
CNR		975	863	100.00%	100.00%	99.43%	99.46%	100.00%	99.71%	99.88%	100.00%
SCR	6	428	387	100.00%	99.73%	99.74%	99.49%	100.00%	100.00%	100.00%	100.00%
SCR	12	196	142	100.00%	100.00%	99.33%	100.00%	100.00%	100.00%	100.00%	100.00%
SCR	13	238	197	100.00%	100.00%	99.45%	98.94%	100.00%	100.00%	100.00%	100.00%
SCR	20	224	184	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
SCR		1086	910	100.00%	99.88%	99.68%	99.54%	100.00%	100.00%	100.00%	100.00%
SER	15	243	219	99.51%	100.00%	94.74%	96.59%	99.51%	100.00%	100.00%	100.00%
SER	17	285	254	100.00%	100.00%	98.21%	94.40%	100.00%	100.00%	100.00%	100.00%
SER	19	144	135	100.00%	100.00%	97.41%	95.65%	100.00%	100.00%	100.00%	100.00%
SER		672	608	99.82%	100.00%	96.85%	95.41%	99.82%	100.00%	100.00%	100.00%
SNR	11	270	204	99.51%	100.00%	98.65%	98.48%	100.00%	100.00%	100.00%	100.00%
SNR	16	7	10	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
SNR		277	214	99.53%	100.00%	98.71%	98.51%	100.00%	100.00%	100.00%	100.00%
<b>State</b>		<b>4,036</b>	<b>3,464</b>	<b>99.88%</b>	<b>99.90%</b>	<b>98.64%</b>	<b>98.24%</b>	<b>99.85%</b>	<b>99.83%</b>	<b>99.94%</b>	<b>99.97%</b>
	% Inc./Dec. vs. Prev. Month	16.51%									

### 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		
438	441	947	956	1,023	1,048	235	245	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	0.08	0.08	0.07

<sup>1</sup> Data in "Previous" columns represents February 2021, 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

March 2021

				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%	98.8%	3/21	0.1%	98.8%	2/21	99.1%	98.1%	99.1%	98.8%	100.0%	98.5%
	# Reabused / # In Cohort after Verified	M		44/3,806	3/21		39/3,127	2/21	10/1,083	13/674	6/655	8/670	0/256	7/468
	No Verified Maltreatment within 6 Mos. Of Protective Supervision Case	M	98.0%	99.3%	3/21	-0.2%	99.6%	2/21	100.0%	100.0%	100.0%	100.0%	100.0%	98.8%
	# Reabused / # In Cohort After PS	M		3/448	3/21		2/441	2/21	0/23	0/77	0/14	0/10	0/70	3/254
<b>API Workload</b>	Initial + Additional Reports Received	M		4,036	3/21	16.5%	3,464	2/21	361	665	975	1,086	672	277
	Investigations (Initial Reports) Completed	M		3,665	3/21	11.9%	3,274	2/21	277	655	922	976	598	237
	Average Active Investigations per API	M-PIT	15.0	13.8	3/21	15.0%	12.0	2/21	13.9	10.7	16.8	12.5	16.1	11.5
	Active Investigations	M-PIT		2,924	4/6/2021	↗ 5.7%	2,766	3/5/2021	296	427	887	500	559	255
	Investigations Open Over 60 Days "Backlog"	M-PIT		0	4/6/2021		0	3/5/2021	0	0	0	0	0	0
	API Vacancies	M-PIT		39	4/6/2021	↗ 21.9%	32	3/5/2021	6	2	11	12	2	6
	Total API FTEs			291	4/6/2021	→ 0.0%	291	3/5/2021	29	44	69	73	49	27
	% Vacant			13.4%	4/6/2021	↗ 13.4%	11.0%	3/5/2021	20.7%	4.5%	15.9%	16.4%	4.1%	22.2%
	Actual Operational Capacity			213.8	4/6/2021		230.8	3/5/2021	23	41	53	42.25	33.5	21
Percent Total Workforce Capacity			73.5%	4/6/2021		79.3%	3/5/2021	79.31%	93.18%	76.81%	57.88%	68.37%	77.78%	