

Monthly Performance Update for Senior Leadership Team

Adult Protective Services Program Office

Adult Protection - Program Scorecard

June 2020

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	191	176	100.00%	100.00%	93.04%	93.38%	100.00%	100.00%	100.00%	99.23%
NWR	2	111	99	98.55%	100.00%	90.80%	95.18%	97.10%	100.00%	95.65%	95.95%
NWR	14	77	65	100.00%	100.00%	95.83%	100.00%	100.00%	100.00%	100.00%	100.00%
NWR		379	340	99.62%	100.00%	92.83%	94.85%	99.23%	100.00%	98.85%	98.42%
NER	3 & 8	177	160	100.00%	100.00%	96.72%	99.10%	99.15%	100.00%	100.00%	100.00%
NER	4	217	160	100.00%	100.00%	98.86%	99.38%	100.00%	100.00%	100.00%	100.00%
NER	7	265	206	100.00%	100.00%	98.24%	100.00%	100.00%	100.00%	100.00%	99.49%
NER		659	526	100.00%	100.00%	98.07%	99.58%	99.77%	100.00%	100.00%	99.77%
CNR	5	331	258	100.00%	100.00%	100.00%	98.68%	100.00%	100.00%	100.00%	100.00%
CNR	9	219	180	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
CNR	10	146	153	100.00%	100.00%	98.55%	100.00%	100.00%	100.00%	100.00%	100.00%
CNR	18	228	187	100.00%	100.00%	99.40%	98.80%	100.00%	100.00%	100.00%	100.00%
CNR		924	778	100.00%	100.00%	99.59%	99.41%	100.00%	100.00%	100.00%	100.00%
SCR	6	349	370	100.00%	99.67%	97.74%	97.81%	100.00%	100.00%	100.00%	100.00%
SCR	12	164	146	100.00%	100.00%	98.29%	96.59%	100.00%	100.00%	100.00%	100.00%
SCR	13	225	227	100.00%	100.00%	98.96%	98.32%	100.00%	100.00%	100.00%	100.00%
SCR	20	216	187	100.00%	100.00%	98.66%	96.10%	100.00%	100.00%	100.00%	100.00%
SCR		954	930	100.00%	99.86%	98.31%	97.43%	100.00%	100.00%	100.00%	100.00%
SER	15	214	191	100.00%	99.49%	95.63%	96.60%	100.00%	100.00%	99.36%	100.00%
SER	17	260	235	100.00%	100.00%	96.96%	99.58%	100.00%	100.00%	100.00%	100.00%
SER	19	143	124	100.00%	100.00%	97.52%	96.91%	100.00%	100.00%	100.00%	100.00%
SER		617	550	100.00%	99.80%	96.67%	97.97%	100.00%	100.00%	99.79%	100.00%
SNR	11	248	255	100.00%	99.47%	98.63%	98.00%	100.00%	100.00%	100.00%	100.00%
SNR	16	11	10	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
SNR		259	265	100.00%	99.49%	98.70%	98.06%	100.00%	100.00%	100.00%	100.00%
State		3,792	3,389	99.97%	99.89%	97.83%	98.14%	99.90%	100.00%	99.86%	100.00%
	% Inc./Dec. vs. Prev. Month	11.89%									

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		
554	545	975	982	1,247	1,235	270	269	99.24%	98.84%

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
0.08	0.08	0.09	0.09

¹ Data in "Previous" columns represents May 2020, 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

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Adult Protective Services -- Monthly Key Indicators
June 2020

	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%	98.4%	6/20	0.2%	98.3%	5/20	98.2%	97.8%	97.9%	99.1%	98.4%	99.8%
	# Reabused / # In Cohort after Verified	M		49/3,082	6/20		53/3022	5/20	8/455	13/595	19/899	5/533	3/193	1/407
	No Verified Maltreatment within 6 Mos. Of Protective Supervision Case	M	98.0%	99.6%	6/20	0.7%	98.9%	5/20	100.0%	100.0%	97.4%	100.0%	100.0%	99.5%
	# Reabused / # In Cohort After PS	M		2/441	6/20		5/441	5/20	0/21	0/72	1/39	0/14	0/84	1/211
API Workload	Initial + Additional Reports Received	M		3,792	6/20	11.9%	3,389	5/20	379	659	924	954	617	259
	Investigations (Initial Reports) Completed	M		3,287	6/20	9.9%	2,992	5/20	293	480	792	919	537	266
	Average Active Investigations per API	M-PIT	15.0	11.0	6/20	11.1%	9.9	5/20	13.1	11.4	11.6	8.0	12.8	11.0
	Active Investigations	M-PIT		2,679	7/7/2020	👉 13.8%	2,354	6/4/2020	331	452	778	466	452	200
	Investigations Open Over 60 Days "Backlog"	M-PIT		0	7/7/2020	#DIV/0!	0	6/4/2020	0	0	0	0	0	0
	API Vacancies	M-PIT		7	7/7/2020	👉 -41.7%	12	6/4/2020	0	0	3	3	1	0
	Total API FTEs			290	7/7/2020	👉 0.0%	290	6/4/2020	29	43	69	73	49	27
	% Vacant			2.4%	7/7/2020	👉 2.4%	4.1%	6/4/2020	0.0%	0.0%	4.3%	4.1%	2.0%	0.0%
	Actual Operational Capacity			239.3	7/7/2020		236.8	6/4/2020	23.5	39.5	66	54.75	35.5	20
Percent Total Workforce Capacity			82.5%	7/7/2020		81.6%	6/4/2020	81.03%	91.86%	95.65%	75.00%	72.45%	74.07%	