

# Performance Update for Senior Leadership Team - October 2019

## Adult Protective Services Program Office

### Adult Protection - Program Scorecard

October 2019

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	164	187	100.00%	99.25%	95.45%	97.89%	100.00%	100.00%	99.42%	100.00%
NWR	2	105	120	99.08%	100.00%	93.13%	92.08%	95.41%	98.94%	83.49%	86.05%
NWR	14	73	79	100.00%	100.00%	95.70%	98.53%	100.00%	100.00%	100.00%	100.00%
NWR		342	386	99.72%	99.65%	94.79%	98.02%	98.61%	99.65%	94.72%	95.74%
NER	3 & 8	169	174	100.00%	100.00%	99.12%	99.19%	100.00%	100.00%	100.00%	100.00%
NER	4	211	226	100.00%	99.49%	99.27%	96.38%	100.00%	100.00%	99.24%	100.00%
NER	7	255	229	100.00%	100.00%	100.00%	99.06%	99.48%	99.49%	99.48%	100.00%
NER		635	629	100.00%	99.80%	99.49%	98.02%	99.82%	99.80%	99.47%	100.00%
CNR	5	294	297	100.00%	100.00%	99.67%	100.00%	100.00%	100.00%	100.00%	100.00%
CNR	9	254	230	100.00%	100.00%	99.07%	97.89%	100.00%	100.00%	100.00%	99.45%
CNR	10	167	172	100.00%	100.00%	99.42%	98.63%	100.00%	100.00%	100.00%	100.00%
CNR	18	227	232	100.00%	100.00%	99.59%	100.00%	100.00%	100.00%	100.00%	98.84%
CNR		942	931	100.00%	100.00%	99.46%	99.22%	100.00%	100.00%	100.00%	99.59%
SCR	6	417	375	99.73%	100.00%	96.68%	97.01%	100.00%	100.00%	100.00%	100.00%
SCR	12	170	174	99.22%	100.00%	95.77%	97.96%	100.00%	100.00%	100.00%	100.00%
SCR	13	254	224	100.00%	100.00%	98.33%	97.38%	100.00%	100.00%	100.00%	100.00%
SCR	20	204	166	100.00%	100.00%	97.04%	98.86%	100.00%	100.00%	100.00%	100.00%
SCR		1045	939	99.78%	100.00%	97.03%	97.58%	100.00%	100.00%	100.00%	100.00%
SER	15	226	206	100.00%	100.00%	92.54%	93.53%	99.53%	98.17%	98.58%	99.54%
SER	17	261	261	100.00%	100.00%	95.88%	97.03%	100.00%	100.00%	100.00%	100.00%
SER	19	136	134	100.00%	100.00%	95.21%	95.58%	100.00%	100.00%	100.00%	100.00%
SER		623	601	100.00%	100.00%	94.61%	95.44%	99.84%	99.28%	99.52%	99.82%
SNR	11	285	272	100.00%	100.00%	98.53%	96.53%	99.62%	100.00%	100.00%	100.00%
SNR	16	10	8	100.00%	91.67%	100.00%	92.31%	100.00%	100.00%	100.00%	100.00%
SNR		295	280	100.00%	99.60%	98.55%	96.32%	99.62%	100.00%	100.00%	100.00%
State		3,882	3,766	99.92%	99.91%	97.42%	97.41%	99.78%	99.81%	99.31%	99.50%
	% Inc./Dec. vs. Prev. Month	3.08%									

### 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		
473	429	926	920	1,366	1,379	263	274	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
0.10	0.11	0.11	0.09

<sup>1</sup> Data in "Previous" columns represents September 2019, 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  
October 2019

	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%	9/19	-0.2%	98.6%	9/19	96.9%	98.6%	98.5%	98.2%	98.7%	99.3%
	# Reabused / # In Cohort after Verified	M		64/3,976	9/19		49/3,470	9/19	15/482	10/727	17/1,161	14/790	5/376	3/440
	No Verified Maltreatment within 6 Mos. Of Protective Supervision Case	M	98.0%	99.6%	9/19	0.0%	99.6%	9/19	100.0%	100.0%	100.0%	100.0%	100.0%	99.2%
	# Reabused / # In Cohort After PS	M		2/536	9/19		2/555	9/19	0/28	0/81	0/48	0/23	0/106	2/250
API Workload	Initial + Additional Reports Received	M		3,882	9/19	3.1%	3,766	9/19	342	635	942	1,045	623	295
	Investigations (Initial Reports) Completed	M		3,927	9/19	11.8%	3,511	9/19	370	628	968	1,005	665	291
	Average Active Investigations per API	M-PIT	15.0	12.2	10/7/2019	-12.2%	13.9	10/7/2019	10.7	13.7	13.8	7.5	14.2	15.5
	Active Investigations	M-PIT		3,073	10/7/2019	🔻 -6.1%	3,273	10/7/2019	262	500	939	466	540	366
	Investigations Open Over 60 Days "Backlog"	M-PIT		5	10/7/2019	🔻 -16.7%	6	10/7/2019	3	1	0	0	1	0
	API Vacancies	M-PIT		10	10/7/2019	🔻 -23.1%	13	10/7/2019	0	1	0	4	2	3
	Total API FTEs			290	10/7/2019	🔻 0.0%	290	10/7/2019	29	43	69	73	49	27
	% Vacant			3.4%	10/7/2019	🔻 3.4%	4.5%	10/7/2019	0.0%	2.3%	0.0%	5.5%	4.1%	11.1%
	Actual Operational Capacity			256.0	10/7/2019		240.0	10/7/2019	26	38	69	62	38	23
Percent Total Workforce Capacity			88.3%	10/7/2019		82.8%	10/7/2019	89.66%	88.37%	100.00%	84.93%	77.55%	85.19%	