

Monthly Performance Update for Senior Leadership Team

Adult Protective Services Program Office

Adult Protection - Program Scorecard

March 2023

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	128	123	100.00%	98.58%	92.86%	93.46%	99.32%	99.29%	97.96%	95.04%
NWR	2	64	77	100.00%	100.00%	94.52%	90.91%	97.01%	100.00%	98.51%	96.00%
NWR	14	65	50	100.00%	100.00%	86.54%	94.64%	98.00%	100.00%	92.00%	96.23%
NWR		257	250	100.00%	99.26%	92.15%	92.93%	98.48%	99.63%	96.97%	95.54%
NER	3 & 8	158	96	100.00%	99.02%	100.00%	98.25%	99.07%	99.02%	100.00%	100.00%
NER	4	206	154	100.00%	100.00%	99.49%	97.22%	100.00%	99.38%	100.00%	99.38%
NER	7	178	172	100.00%	100.00%	98.36%	98.21%	100.00%	100.00%	100.00%	100.00%
NER		542	422	100.00%	99.76%	99.19%	97.84%	99.79%	99.53%	100.00%	99.76%
CNR	5	247	226	100.00%	100.00%	100.00%	99.58%	100.00%	100.00%	100.00%	100.00%
CNR	9	208	213	100.00%	100.00%	100.00%	98.96%	98.96%	100.00%	100.00%	100.00%
CNR	10	154	113	100.00%	100.00%	98.88%	97.39%	100.00%	99.09%	100.00%	100.00%
CNR	18	159	162	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
CNR		768	714	100.00%	100.00%	99.73%	99.16%	99.71%	99.85%	100.00%	100.00%
SCR	6	354	304	100.00%	100.00%	99.69%	100.00%	100.00%	100.00%	100.00%	100.00%
SCR	12	155	130	100.00%	100.00%	96.52%	96.15%	99.12%	100.00%	100.00%	100.00%
SCR	13	191	162	100.00%	100.00%	97.40%	97.46%	100.00%	99.15%	100.00%	100.00%
SCR	20	161	174	99.41%	100.00%	99.44%	99.38%	100.00%	100.00%	100.00%	100.00%
SCR		861	770	99.87%	100.00%	98.64%	98.88%	99.87%	99.83%	100.00%	100.00%
SER	15	183	202	100.00%	98.81%	96.62%	95.43%	100.00%	100.00%	100.00%	100.00%
SER	17	223	202	100.00%	100.00%	98.17%	97.64%	100.00%	100.00%	100.00%	100.00%
SER	19	113	80	100.00%	100.00%	96.00%	96.43%	100.00%	100.00%	100.00%	100.00%
SER		519	484	100.00%	99.56%	97.12%	96.60%	100.00%	100.00%	100.00%	100.00%
SNR	11	266	188	99.44%	100.00%	97.96%	99.00%	100.00%	100.00%	100.00%	100.00%
SNR	16	4	11	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
SNR		270	199	99.47%	100.00%	98.06%	99.02%	100.00%	100.00%	100.00%	100.00%
State		3,217	2,839	99.93%	99.81%	98.07%	97.77%	99.73%	99.81%	99.73%	99.50%
	% Inc./Dec. vs. Prev. Month	13.31%									

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 21/22 & 20/21	
Current	Previous	Current	Previous	Current	Previous	Current	Previous		
425	400	875	881	756	739	207	206	99.08%	99.99%

Per Capita Abuse Rates for Adults with Disabilities, Age 18-59 and Elderly Persons, 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	0.06	0.08	0.06

¹ Data in "Previous" columns represents prior month, 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

March 2023

				Statewide Current/Recent			Previous		Regions -- Current					
Indicator	Period	Standard	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%	98.68%	3/23	-0.20%	98.88%	2/23	97.82%	98.40%	99.12%	99.15%	98.10%	99.29%
	# Reabused / # In Cohort after Verified	M		33/2,493	3/23		30/2,683	2/23	9/412	8/501	5/566	4/468	5/263	2/283
	No Verified Maltreatment within 6 Mos. Of Protective Supervision Case	M	98.0%	99.69%	3/23	-0.01%	99.70%	2/23	100.00%	100.00%	100.00%	100.00%	100.00%	99.38%
	# Reabused / # In Cohort After PS	M		1/324	3/23		1/328	2/23	0/26	0/70	0/9	0/9	0/50	7/160
API Workload	Initial + Additional Reports Received	M		3,217	3/23	13.3%	2,839	2/23	257	542	768	861	519	270
	Investigations (Initial Reports) Completed	M		3,216	3/23	10.7%	2,904	2/23	282	504	782	866	542	240
	Average Active Investigations per API	M-PIT	15.0	13.5	3/23	1.5%	13.3	2/23	10.5	9.6	14.0	13.7	16.2	18.0
	Active Investigations	M-PIT		2,628	4/5/2023	➔ -1.5%	2,667	3/2/2023	179	375	810	463	486	315
	Investigations Open Over 60 Days "Backlog"	M-PIT		6	4/5/2023		0	3/2/2023	6	0	0	0	0	0
	API Vacancies	M-PIT		49	4/5/2023	🔴 14.0%	43	3/2/2023	4	1	1	31	11	1
	Total API FTEs			291	4/5/2023	➔ 0.0%	291	3/2/2023	29	44	69	73	49	27
	% Vacant			16.8%	4/5/2023	🔴 16.8%	14.8%	3/2/2023	13.8%	2.3%	1.4%	42.5%	22.4%	3.7%
	Actual Operational Capacity			195.5	4/5/2023	➔ -2.7%	201.0	3/2/2023	17	39	57.75	33.75	30	18
Percent Total Workforce Capacity	67.18%			4/5/2023	➔ -2.7%	69.1%	3/2/2023	58.62%	88.64%	83.70%	46.23%	61.22%	66.67%	