

# Monthly Performance Update for Senior Leadership Team

## Adult Protective Services Program Office

### Adult Protective Services - Program Scorecard

April 2023

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	127	128	100.00%	100.00%	96.36%	92.86%	100.00%	99.32%	95.00%	97.96%
NWR	2	63	64	100.00%	100.00%	92.55%	94.52%	97.44%	97.01%	94.87%	98.51%
NWR	14	82	65	97.92%	100.00%	96.15%	86.54%	97.92%	98.00%	97.92%	92.00%
NWR		272	257	99.56%	100.00%	94.52%	92.15%	98.67%	98.48%	95.58%	96.97%
NER	3 & 8	132	158	100.00%	100.00%	99.26%	100.00%	100.00%	99.07%	100.00%	100.00%
NER	4	156	206	100.00%	100.00%	100.00%	99.49%	100.00%	100.00%	100.00%	100.00%
NER	7	174	178	100.00%	100.00%	99.36%	98.36%	100.00%	100.00%	100.00%	100.00%
NER		462	542	100.00%	100.00%	99.59%	99.19%	100.00%	99.79%	100.00%	100.00%
CNR	5	224	247	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
CNR	9	198	208	100.00%	100.00%	98.42%	100.00%	100.00%	98.96%	100.00%	100.00%
CNR	10	154	154	100.00%	100.00%	100.00%	98.88%	100.00%	100.00%	100.00%	100.00%
CNR	18	180	159	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
CNR		756	768	100.00%	100.00%	99.55%	99.73%	100.00%	99.71%	100.00%	100.00%
SCR	6	287	354	100.00%	100.00%	100.00%	99.69%	100.00%	100.00%	100.00%	100.00%
SCR	12	117	155	100.00%	100.00%	92.31%	96.52%	100.00%	99.12%	100.00%	100.00%
SCR	13	170	191	99.28%	100.00%	99.33%	97.40%	100.00%	100.00%	100.00%	100.00%
SCR	20	156	161	100.00%	99.41%	99.36%	99.44%	100.00%	100.00%	100.00%	100.00%
SCR		730	861	100.00%	99.87%	98.64%	98.64%	100.00%	99.87%	100.00%	100.00%
SER	15	196	183	100.00%	100.00%	94.19%	96.62%	100.00%	100.00%	100.00%	100.00%
SER	17	182	223	100.00%	100.00%	97.85%	98.17%	100.00%	100.00%	100.00%	100.00%
SER	19	96	113	100.00%	100.00%	95.12%	96.00%	98.77%	100.00%	100.00%	100.00%
SER		474	519	100.00%	100.00%	95.91%	97.12%	99.76%	100.00%	100.00%	100.00%
SNR	11	211	266	100.00%	99.44%	100.00%	97.96%	100.00%	100.00%	100.00%	100.00%
SNR	16	10	4	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
SNR		221	270	100.00%	99.47%	100.00%	98.06%	100.00%	100.00%	100.00%	100.00%
<b>State</b>		<b>2,915</b>	<b>3,217</b>	<b>99.92%</b>	<b>99.93%</b>	<b>98.34%</b>	<b>98.07%</b>	<b>99.84%</b>	<b>99.73%</b>	<b>99.61%</b>	<b>99.73%</b>
	% Inc./Dec. vs. Prev. Month	-9.39%									

### 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		
271	425	874	875	784	756	203	207	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	0.07	0.06	0.08

<sup>1</sup> Data in "Previous" columns represents prior month, 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

April 2023

	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%	98.61%	4/23	-0.07%	98.68%	3/23	99.00%	96.91%	99.47%	99.19%	99.28%	97.48%
	# Reabused / # In Cohort after Verified	M		35/2,510	4/23		33/2,493	3/23	4/401	15/486	3/570	4/496	2/279	7/278
	No Verified Maltreatment within 6 Mos. Of Protective Supervision Case	M	98.0%	98.71%	4/23	-0.98%	99.69%	3/23	100.00%	100.00%	100.00%	100.00%	98.00%	97.99%
	# Reabused / # In Cohort After PS	M		3/310	4/23		1/324	3/23	0/27	0/66	0/8	0/10	1/49	3/149
API Workload	Initial + Additional Reports Received	M		2,915	4/23	104.6%	1,425	3/23	272	462	756	730	474	221
	Investigations (Initial Reports) Completed	M		2,834	4/23	103.3%	1,394	3/23	242	497	701	719	469	206
	Average Active Investigations per API	M-PIT	15.0	13.8	4/23	2.2%	13.5	3/23	8.9	9.0	15.7	16.3	15.4	16.5
	Active Investigations	M-PIT		2,661	5/12/2023	➔ 1.3%	2,628	4/5/2023	164	353	861	506	463	314
	Investigations Open Over 60 Days "Backlog"	M-PIT		0	5/12/2023		6	4/5/2023	0	0	0	0	0	0
	API Vacancies	M-PIT		51	5/12/2023	↔ 4.1%	49	4/5/2023	1	1	2	36	11	0
	Total API FTEs			293	5/12/2023	➔ 0.0%	293	4/5/2023	29	46	69	73	49	27
	% Vacant			17.4%	5/12/2023	↔ 17.5%	16.7%	4/5/2023	3.4%	2.2%	2.9%	49.3%	22.4%	0.0%
	Actual Operational Capacity			192.8	5/12/2023	➔ -1.4%	195.5	4/5/2023	18.5	39.25	55	31	30	19
Percent Total Workforce Capacity	65.78%			5/12/2023	➔ -1.4%	66.72%	4/5/2023	63.79%	85.33%	79.71%	42.47%	61.22%	70.37%	