

# Monthly Performance Update for Senior Leadership Team

## Adult Protective Services Program Office

### Adult Protection - Program Scorecard

June 2022

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	175	133	98.33%	100.00%	88.37%	97.30%	100.00%	100.00%	97.50%	96.50%
NWR	2	112	77	100.00%	100.00%	100.00%	95.45%	93.75%	96.20%	100.00%	84.81%
NWR	14	67	58	100.00%	100.00%	97.50%	98.00%	100.00%	100.00%	100.00%	100.00%
NWR		354	268	99.08%	100.00%	93.22%	96.85%	98.17%	98.88%	98.62%	93.66%
NER	3 & 8	144	129	100.00%	98.81%	100.00%	93.75%	100.00%	100.00%	97.20%	95.24%
NER	4	221	218	100.00%	100.00%	99.51%	98.90%	99.48%	100.00%	100.00%	100.00%
NER	7	205	214	100.00%	100.00%	99.18%	99.48%	99.55%	99.43%	100.00%	100.00%
NER		570	561	100.00%	99.77%	99.46%	98.09%	99.62%	99.77%	99.42%	99.07%
CNR	5	299	257	100.00%	100.00%	99.65%	100.00%	100.00%	100.00%	100.00%	100.00%
CNR	9	266	210	100.00%	100.00%	100.00%	100.00%	99.52%	100.00%	100.00%	100.00%
CNR	10	145	156	100.00%	100.00%	100.00%	97.84%	100.00%	100.00%	100.00%	100.00%
CNR	18	207	206	100.00%	100.00%	99.45%	99.23%	99.43%	99.17%	99.43%	99.17%
CNR		917	829	100.00%	100.00%	99.75%	99.45%	99.74%	99.85%	99.87%	99.85%
SCR	6	389	331	99.69%	100.00%	99.71%	99.65%	100.00%	100.00%	100.00%	100.00%
SCR	12	172	143	100.00%	100.00%	100.00%	99.26%	100.00%	100.00%	100.00%	100.00%
SCR	13	222	182	100.00%	100.00%	100.00%	97.01%	100.00%	99.37%	100.00%	100.00%
SCR	20	204	164	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
SCR		987	820	99.87%	100.00%	99.87%	99.09%	100.00%	100.00%	100.00%	100.00%
SER	15	212	212	100.00%	99.37%	94.09%	97.02%	98.30%	100.00%	98.86%	98.74%
SER	17	278	236	100.00%	100.00%	94.81%	96.79%	100.00%	100.00%	100.00%	100.00%
SER	19	113	107	100.00%	100.00%	94.62%	96.39%	100.00%	98.73%	100.00%	100.00%
SER		603	555	100.00%	99.77%	94.51%	96.80%	99.39%	99.54%	99.59%	99.54%
SNR	11	237	201	100.00%	100.00%	98.88%	98.78%	100.00%	99.58%	100.00%	99.58%
SNR	16	9	9	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
SNR		246	210	100.00%	100.00%	98.96%	98.80%	100.00%	99.59%	100.00%	99.59%
State		3,677	3,243	99.90%	99.93%	98.32%	98.41%	99.62%	99.71%	99.69%	99.10%
	% Inc./Dec. vs. Prev. Month	13.38%									

### 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 20/21 & 19/20	
Current	Previous	Current	Previous	Current	Previous	Current	Previous	99.99%	99.16%
415	404	896	911	788	780	223	227		

### 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
0.09	0.07	0.07	0.07

<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

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### Adult Protective Services Program Office

Adult Protective Services – Monthly Key Indicators  
June 2022

	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%	98.62%	6/22	-0.16%	98.78%	5/22	97.83%	97.92%	98.72%	99.08%	99.07%	99.26%
	# Reabused / # In Cohort after Verified	M		34/2,457	6/22		37/2,474%	5/22	8/369	9/432	8/625	5/545	2/214	2/272
	No Verified Maltreatment within 6 Mos. Of Protective Supervision Case	M	98.0%	99.71%	6/22	-0.01%	99.72%	5/22	100.00%	100.00%	100.00%	100.00%	100.00%	99.71%
	# Reabused / # In Cohort After PS	M		1/347	6/22		4/362	5/22	0/14	0/70	0/27	0/6	0/59	1/171
API Workload	Initial + Additional Reports Received	M		3,677	6/22	13.4%	3,243	5/22	354	570	917	987	603	246
	Investigations (Initial Reports) Completed	M		3,262	6/22	5.3%	3,097	5/22	231	593	871	850	517	200
	Average Active Investigations per API	M-PIT	15.0	15.6	6/22	6.1%	14.7	5/22	15.7	14.2	14.9	14.0	20.0	17.4
	Active Investigations	M-PIT		3,003	7/5/2022	↔ 7.4%	2,795	6/10/2022	267	500	854	525	579	278
	Investigations Open Over 60 Days "Backlog"	M-PIT		8	7/5/2022	↔ 700.0%	1	6/10/2022	0	8	0	0	0	0
	API Vacancies	M-PIT		49	7/5/2022	↘ -10.9%	55	6/10/2022	5	2	10	24	5	3
	Total API FTEs			291	7/5/2022	↔ 0.0%	291	6/10/2022	29	44	69	73	49	27
	% Vacant			16.8%	7/5/2022	↘ 16.8%	18.9%	6/10/2022	17.2%	4.5%	14.5%	32.9%	10.2%	11.1%
	Actual Operational Capacity			192.3	7/5/2022	↘ 1.9%	188.8	6/10/2022	17	35.25	57.5	37.5	29	16
	Percent Total Workforce Capacity			66.07%	7/5/2022	↘ 1.9%	64.9%	6/10/2022	58.62%	80.11%	83.33%	51.37%	59.18%	59.26%

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