

Monthly Performance Update for Senior Leadership Team

Adult Protective Services Program Office

Adult Protective Services - Program Scorecard May 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	119	127	100.00%	100.00%	92.31%	96.36%	99.19%	100.00%	98.39%	95.00%
NWR	2	78	63	100.00%	100.00%	90.00%	92.55%	96.36%	97.44%	90.91%	94.87%
NWR	14	73	82	100.00%	97.92%	96.05%	96.15%	98.61%	97.92%	94.44%	97.92%
NWR		270	272	100.00%	99.56%	92.86%	94.52%	98.41%	98.67%	95.62%	95.58%
NER	3 & 8	156	132	100.00%	100.00%	91.06%	99.26%	98.28%	100.00%	100.00%	100.00%
NER	4	217	156	100.00%	100.00%	95.95%	100.00%	100.00%	100.00%	98.56%	100.00%
NER	7	200	174	100.00%	100.00%	97.35%	99.36%	100.00%	100.00%	100.00%	100.00%
NER		573	462	100.00%	100.00%	95.22%	99.59%	99.54%	100.00%	99.54%	100.00%
CNR	5	253	224	100.00%	100.00%	99.54%	100.00%	100.00%	100.00%	100.00%	100.00%
CNR	9	232	198	100.00%	100.00%	100.00%	98.42%	100.00%	100.00%	100.00%	100.00%
CNR	10	144	154	100.00%	100.00%	96.15%	100.00%	100.00%	100.00%	100.00%	100.00%
CNR	18	183	180	100.00%	100.00%	98.61%	100.00%	100.00%	100.00%	100.00%	100.00%
CNR		812	756	100.00%	100.00%	98.74%	99.55%	100.00%	100.00%	100.00%	100.00%
SCR	6	375	287	100.00%	100.00%	99.66%	100.00%	100.00%	100.00%	100.00%	100.00%
SCR	12	131	117	99.24%	100.00%	94.33%	92.31%	100.00%	100.00%	99.24%	100.00%
SCR	13	215	170	100.00%	99.28%	98.74%	99.33%	99.31%	100.00%	100.00%	100.00%
SCR	20	176	156	100.00%	100.00%	100.00%	99.36%	100.00%	100.00%	99.26%	100.00%
SCR		897	730	99.85%	100.00%	98.51%	98.64%	99.85%	100.00%	99.71%	100.00%
SER	15	196	196	100.00%	100.00%	98.86%	94.19%	100.00%	100.00%	100.00%	100.00%
SER	17	223	182	100.00%	100.00%	95.41%	97.85%	100.00%	100.00%	100.00%	100.00%
SER	19	107	96	100.00%	100.00%	93.69%	95.12%	100.00%	98.77%	100.00%	100.00%
SER		526	474	100.00%	100.00%	96.27%	95.91%	100.00%	99.76%	100.00%	100.00%
SNR	11	242	211	100.00%	100.00%	98.28%	100.00%	100.00%	100.00%	100.00%	100.00%
SNR	16	10	10	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
SNR		252	221	100.00%	100.00%	98.29%	100.00%	100.00%	100.00%	100.00%	100.00%
State		3,330	2,915	99.96%	99.92%	97.13%	98.34%	99.74%	99.84%	99.45%	99.61%
	% Inc./Dec. vs. Prev. Month	14.24%									

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		
287	271	891	874	788	784	198	203	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
0.06	0.07	0.06	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

Monthly Performance Update for Senior Leadership Team

Adult Protective Services Program Office

Adult Protective Services -- Monthly Key Indicators

May 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%	98.81%	5/23	0.20%	98.61%	4/23	98.69%	98.52%	97.91%	99.42%	99.26%	99.63%
	# Reabused / # In Cohort after Verified	M		29/2,437	5/23		35/2,510	4/23	5/381	7/472	11/527	3/514	2/270	1/273
	No Verified Maltreatment within 6 Mos. Of Protective Supervision Case	M	98.0%	99.68%	5/23	0.98%	98.71%	4/23	100.00%	100.00%	96.88%	100.00%	100.00%	100.00%
	# Reabused / # In Cohort After PS	M		1/311	5/23		3/310	4/23	0/10	0/65	1/32	0/12	0/50	0/142
API Workload	Initial + Additional Reports Received	M		3,330	5/23	14.2%	2,915	4/23	270	573	897	812	526	252
	Investigations (Initial Reports) Completed	M		2,987	5/23	5.4%	2,834	4/23	279	444	750	781	476	257
	Average Active Investigations per API	M-PIT	15.0	14.5	5/23	5.1%	13.8	4/23	8.8	10.4	16.2	17.2	15.2	18.6
	Active Investigations	M-PIT		2,865	6/9/2023	↔ 7.7%	2,661	5/12/2023	185	402	902	567	493	316
	Investigations Open Over 60 Days "Backlog"	M-PIT		1	6/9/2023		0	5/12/2023	1	0	0	0	0	0
	API Vacancies	M-PIT		57	6/9/2023	↔ 11.8%	51	5/12/2023	3	1	7	37	8	1
	Total API FTEs			293	6/9/2023	↔ 0.0%	293	5/12/2023	29	46	69	73	49	27
	% Vacant			19.5%	6/9/2023	↔ 19.6%	17.4%	5/12/2023	10.3%	2.2%	10.1%	50.7%	16.3%	3.7%
	Actual Operational Capacity			197.8	6/9/2023	↔ 2.6%	192.8	5/12/2023	21	38.5	55.75	33	32.5	17
Percent Total Workforce Capacity	67.49%			6/9/2023	↔ 2.6%	65.78%	5/12/2023	72.41%	83.70%	80.80%	45.21%	66.33%	62.96%	