

# Monthly Performance Update for Senior Leadership Team

## Adult Protective Services Program Office

### Adult Protection - Program Scorecard

January 2023

| Region | Circuit                     | Reports Received <sup>1</sup> |                       | Investigations Commenced Within 24 Hours<br>(Target = 99%) |          | Victims Seen Within 24 Hours<br>(Target = 93%) |          | Initial ASAs Submitted Within 6 Days<br>(Target = 98%) |          | Investigations Closed Within 60 Days<br>(Target = 99%) |          |
|--------|-----------------------------|-------------------------------|-----------------------|------------------------------------------------------------|----------|------------------------------------------------|----------|--------------------------------------------------------|----------|--------------------------------------------------------|----------|
|        |                             | Current                       | Previous <sup>2</sup> | Current                                                    | Previous | Current                                        | Previous | Current                                                | Previous | Current                                                | Previous |
| NWR    | 1                           | 174                           | 153                   | 100.00%                                                    | 100.00%  | 93.89%                                         | 91.06%   | 99.20%                                                 | 100.00%  | 92.00%                                                 | 99.15%   |
| NWR    | 2                           | 99                            | 88                    | 100.00%                                                    | 100.00%  | 97.78%                                         | 100.00%  | 91.03%                                                 | 92.50%   | 97.44%                                                 | 93.75%   |
| NWR    | 14                          | 53                            | 57                    | 100.00%                                                    | 100.00%  | 100.00%                                        | 91.04%   | 100.00%                                                | 100.00%  | 90.91%                                                 | 98.41%   |
| NWR    |                             | 326                           | 298                   | 100.00%                                                    | 100.00%  | 96.47%                                         | 93.84%   | 96.90%                                                 | 97.70%   | 93.41%                                                 | 97.32%   |
| NER    | 3 & 8                       | 135                           | 125                   | 99.17%                                                     | 100.00%  | 96.92%                                         | 97.60%   | 100.00%                                                | 100.00%  | 100.00%                                                | 100.00%  |
| NER    | 4                           | 205                           | 170                   | 100.00%                                                    | 100.00%  | 97.48%                                         | 98.91%   | 99.34%                                                 | 98.84%   | 99.34%                                                 | 100.00%  |
| NER    | 7                           | 209                           | 189                   | 100.00%                                                    | 100.00%  | 99.55%                                         | 98.40%   | 100.00%                                                | 100.00%  | 100.00%                                                | 100.00%  |
| NER    |                             | 549                           | 484                   | 98.78%                                                     | 100.00%  | 98.24%                                         | 98.39%   | 99.78%                                                 | 99.57%   | 99.78%                                                 | 100.00%  |
| CNR    | 5                           | 241                           | 251                   | 99.51%                                                     | 100.00%  | 99.52%                                         | 100.00%  | 100.00%                                                | 100.00%  | 100.00%                                                | 100.00%  |
| CNR    | 9                           | 212                           | 226                   | 100.00%                                                    | 100.00%  | 100.00%                                        | 100.00%  | 100.00%                                                | 100.00%  | 100.00%                                                | 100.00%  |
| CNR    | 10                          | 167                           | 135                   | 100.00%                                                    | 100.00%  | 97.96%                                         | 96.90%   | 100.00%                                                | 99.20%   | 99.24%                                                 | 100.00%  |
| CNR    | 18                          | 159                           | 178                   | 100.00%                                                    | 99.40%   | 100.00%                                        | 98.90%   | 100.00%                                                | 100.00%  | 100.00%                                                | 99.40%   |
| CNR    |                             | 779                           | 790                   | 99.85%                                                     | 99.85%   | 99.42%                                         | 99.12%   | 100.00%                                                | 99.85%   | 99.85%                                                 | 99.85%   |
| SCR    | 6                           | 335                           | 324                   | 100.00%                                                    | 100.00%  | 100.00%                                        | 99.65%   | 100.00%                                                | 100.00%  | 100.00%                                                | 100.00%  |
| SCR    | 12                          | 163                           | 128                   | 99.18%                                                     | 100.00%  | 98.45%                                         | 98.23%   | 100.00%                                                | 100.00%  | 100.00%                                                | 100.00%  |
| SCR    | 13                          | 177                           | 166                   | 100.00%                                                    | 99.17%   | 99.19%                                         | 96.83%   | 99.12%                                                 | 100.00%  | 100.00%                                                | 100.00%  |
| SCR    | 20                          | 197                           | 196                   | 100.00%                                                    | 100.00%  | 100.00%                                        | 100.00%  | 100.00%                                                | 100.00%  | 100.00%                                                | 99.40%   |
| SCR    |                             | 872                           | 814                   | 99.86%                                                     | 99.85%   | 99.61%                                         | 99.00%   | 99.86%                                                 | 100.00%  | 100.00%                                                | 99.85%   |
| SER    | 15                          | 205                           | 200                   | 100.00%                                                    | 100.00%  | 95.68%                                         | 96.37%   | 100.00%                                                | 100.00%  | 100.00%                                                | 100.00%  |
| SER    | 17                          | 231                           | 221                   | 100.00%                                                    | 100.00%  | 95.36%                                         | 95.08%   | 100.00%                                                | 100.00%  | 100.00%                                                | 100.00%  |
| SER    | 19                          | 102                           | 105                   | 100.00%                                                    | 100.00%  | 97.94%                                         | 93.68%   | 96.74%                                                 | 100.00%  | 100.00%                                                | 100.00%  |
| SER    |                             | 538                           | 526                   | 100.00%                                                    | 100.00%  | 95.97%                                         | 95.33%   | 99.36%                                                 | 100.00%  | 100.00%                                                | 100.00%  |
| SNR    | 11                          | 235                           | 269                   | 99.45%                                                     | 100.00%  | 98.43%                                         | 99.10%   | 100.00%                                                | 100.00%  | 100.00%                                                | 100.00%  |
| SNR    | 16                          | 9                             | 11                    | 100.00%                                                    | 100.00%  | 100.00%                                        | 100.00%  | 100.00%                                                | 100.00%  | 100.00%                                                | 100.00%  |
| SNR    |                             | 244                           | 280                   | 99.48%                                                     | 100.00%  | 98.49%                                         | 99.12%   | 100.00%                                                | 100.00%  | 100.00%                                                | 100.00%  |
| State  |                             | 3,308                         | 3,192                 | 99.85%                                                     | 99.93%   | 98.34%                                         | 97.83%   | 99.52%                                                 | 99.67%   | 99.30%                                                 | 99.67%   |
|        | % Inc./Dec. vs. Prev. Month | 3.63%                         |                       |                                                            |          |                                                |          |                                                        |          |                                                        |          |

### 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 |                                                                                                         |        |
| 376                      | 362      | 884                       | 893      | 743                      | 750      | 202                       | 205      | 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                                        | 0.06     |

<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

January 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%    | 98.86%                   | 1/23     | 0.02%    | 98.84%   | 12/22    | 98.48%             | 99.27%  | 99.21%  | 98.67%  | 98.15%  | 98.94%   |
|              | # Reabused / # In Cohort after Verified                                    | M      |          | 31/2,719                 | 1/23     |          | 32/2,752 | 12/22    | 5/629              | 4/548   | 7/462   | 7/528   | 5/270   | 3/282    |
|              | No Verified Maltreatment within 6 Mos. Of Protective Supervision Case      | M      | 98.0%    | 99.69%                   | 1/23     | 2.46%    | 97.30%   | 12/22    | 100.00%            | 100.00% | 100.00% | 100.00% | 100.00% | 99.34%   |
|              | # Reabused / # In Cohort After PS                                          | M      |          | 1/325                    | 1/23     |          | 2/370    | 12/22    | 0/10               | 0/74    | 0/27    | 0/9     | 0/54    | 1/151    |
| API Workload | Initial + Additional Reports Received                                      | M      |          | 3,308                    | 1/23     | 3.6%     | 3,192    | 12/22    | 326                | 549     | 779     | 872     | 538     | 244      |
|              | Investigations (Initial Reports) Completed                                 | M      |          | 3,031                    | 1/23     | 3.3%     | 2,935    | 12/22    | 282                | 505     | 733     | 806     | 494     | 211      |
|              | Average Active Investigations per API                                      | M-PIT  | 15.0     | 13.7                     | 1/23     | 0.0%     | 13.7     | 12/22    | 12.1               | 10.4    | 15.0    | 12.7    | 16.1    | 15.6     |
|              | Active Investigations                                                      | M-PIT  |          | 2,852                    | 2/6/2023 | 2.7%     | 2,776    | 1/5/2023 | 229                | 398     | 925     | 438     | 536     | 326      |
|              | Investigations Open Over 60 Days "Backlog"                                 | M-PIT  |          | 0                        | 2/6/2023 |          | 0        | 1/5/2023 | 0                  | 0       | 0       | 0       | 0       | 0        |
|              | API Vacancies                                                              | M-PIT  |          | 46                       | 2/6/2023 | 0.0%     | 46       | 1/5/2023 | 3                  | 3       | 4       | 30      | 6       | 0        |
|              | Total API FTEs                                                             |        |          | 291                      | 2/6/2023 | 0.0%     | 291      | 1/5/2023 | 29                 | 44      | 69      | 73      | 49      | 27       |
|              | % Vacant                                                                   |        |          | 15.8%                    | 2/6/2023 | 15.8%    | 15.8%    | 1/5/2023 | 10.3%              | 6.8%    | 5.8%    | 41.1%   | 12.2%   | 0.0%     |
|              | Actual Operational Capacity                                                |        |          | 205.0                    | 2/6/2023 | 1.2%     | 202.5    | 1/5/2023 | 18                 | 38.5    | 60.25   | 34.25   | 33      | 21       |
|              | Percent Total Workforce Capacity                                           |        |          | 70.45%                   | 1/5/2023 | 1.2%     | 69.6%    | 1/5/2023 | 62.07%             | 87.50%  | 87.32%  | 46.92%  | 67.35%  | 77.78%   |