

# APS Dashboard

**Department for Aging and Rehabilitative  
Services (DARS) Adult Protective Services (APS)**



# APS Local Agency Dashboard

## APS Quarterly Local Agency Dashboard

Select Local Agency Below

Accomack

Fips: 001

Region: Eastern

Qtr/SFY Q1/SFY22



# Where is the Dashboard?

The dashboard will be housed on the DARS website and will be public facing.



The screenshot displays the DARS Adult Protective Services website. The header features the DARS logo and the text "Adult Protective Services" on the left, and a search bar with "ENHANCED BY Google" and a magnifying glass icon on the right. Below the header is a navigation menu with the following items: "Programs", "Documents & Forms", "Meet the Team", "Resources", and "DARS Homepage". The main content area shows a breadcrumb trail: "Home > Programs: Adult Protective Services". The title "Adult Protective Services" is followed by a paragraph of text: "Adult Protective Services (APS) receives and investigates reports of abuse, neglect, and exploitation of adults 60 years of age or older and incapacitated adults age 18 or older. If protective services are needed and accepted by the individual, local APS workers may arrange for a wide variety of health, housing, social and legal services to stop the mistreatment or prevent further mistreatment. Services offered may include home-based care, transportation, adult day services, adult foster care, nutrition services and legal intervention in order to protect the adult. Services may also be arranged for individuals in emergency situations who lack the capacity to consent to services." To the right of the text is a photograph of three elderly people sitting around a table, engaged in conversation.



# Dashboard Details

- Information for the Dashboard comes from the ASAPS APS Dashboard report in PeerPlace
- The report is run quarterly, approximately 45 days after the end of the quarter
- The quarters displayed are based on the state fiscal year (SFY) beginning July 1 and ending June 30
  - Q1: July 1 – September 30
  - Q2: October 1 – December 31
  - Q3: January 1 – March 31
  - Q4: April 1 – June 30
- APS Division staff will issue a broadcast on FUSION notifying LDSS when the dashboard is posted to the public site.




# The Basics

The dashboard is an Excel Spreadsheet.

Select Local Agency by clicking on the drop down arrow

Select Local Agency Below	
Accomack	▼



The FIPS, Region, and Qtr/SFY will automatically populate

Fips:	001	Region:	Eastern	Qtr/SFY	Q1/SFY22
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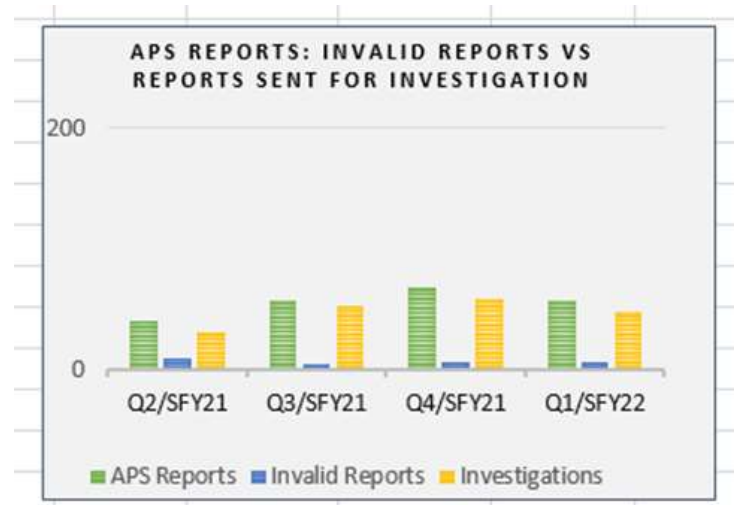
The dashboard includes four graphs, quarterly trends, and monthly results.

Some measures include a target goal ( $\geq 95\%$ )



# Dashboard Components

The APS Reports: Invalid Reports vs Reports Sent for Investigation



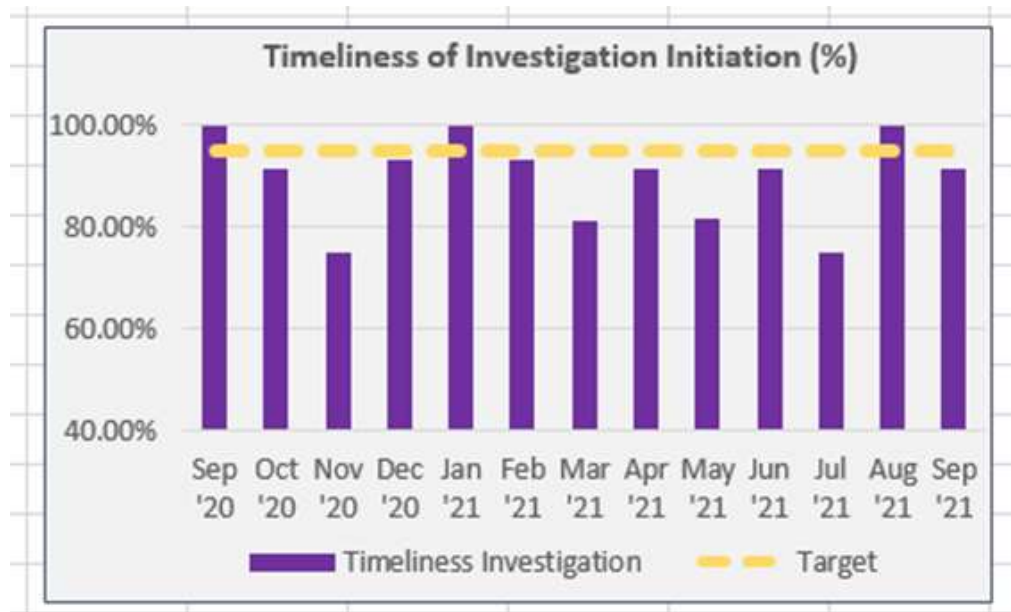
The following characteristics shall exist simultaneously in order for the APS report to be valid:

- Adult is 60 years or older or age 18 to 59 and incapacitated.
- Adult is living and identifiable.
- Circumstances allege abuse, neglect, or exploitation or risk of abuse, neglect or exploitation as defined in § 63.2-100 of the Code of Virginia and regulations 22 VAC-30-100-10.
- The LDSS receiving the report is the LDSS of jurisdiction.



# Dashboard Components

## Timeliness of Investigation Initiation (%)

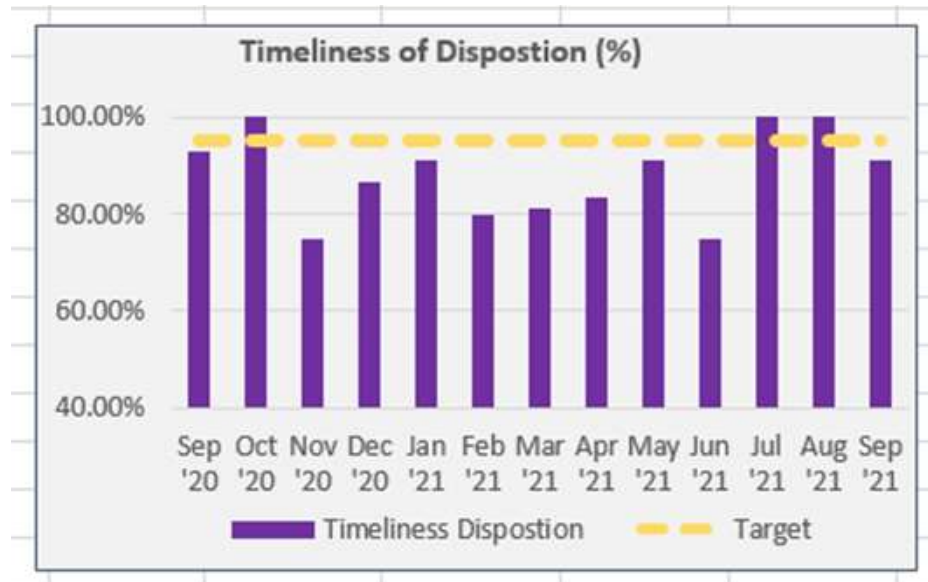


§ 63.2-1605 of the Code of Virginia. Upon receipt of the report pursuant to § 63.2-1606, the local department shall determine the validity of such report and shall initiate an investigation within 24 hours of the time the report is received in the local department.



# Dashboard Components

## Timeliness of Disposition (%)



(22 VAC 30-100-40) The investigation shall be completed no later than 45 days from the date the report was received.

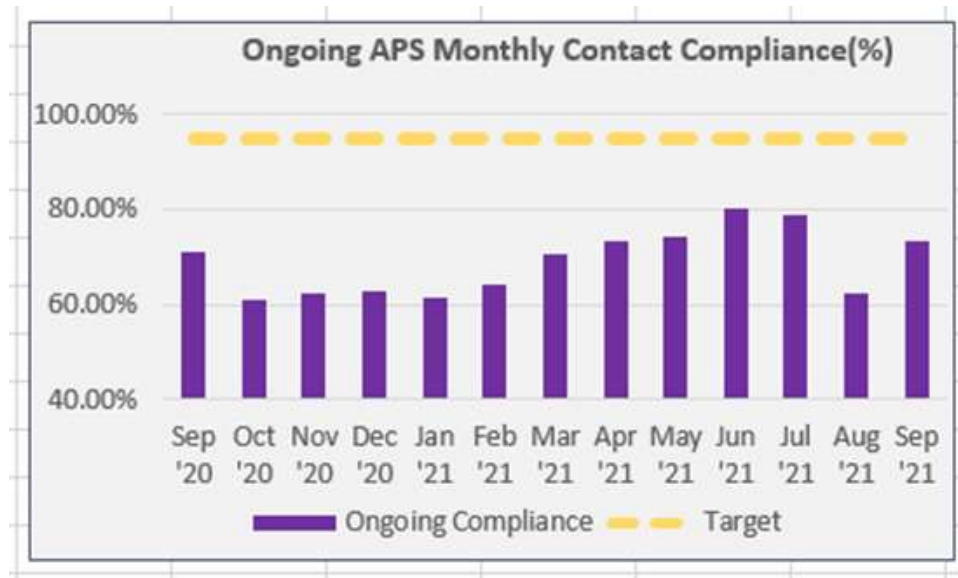
Note: an investigation may take longer than 45 days to complete if the worker documents the reasons in the case record why the investigation is taking longer.





# Dashboard Components

## Ongoing APS Monthly Contact Compliance (%)



Ongoing APS Monthly Contact Compliance (%) is the visual representation of the percentage of ongoing APS cases that have at least monthly contact with the adult after the disposition has been made that the adult needs protective services and has accepted services.



# Quarterly Trends

Quarterly Trends	Target	Q2/SFY21	Q3/SFY21	Q4/SFY21	Q1/SFY22
<b>APS</b>					
APS Reports		41	58	68	58
Invalid Reports		10	5	6	7
Investigations		31	53	59	48

APS Reports	Demographics (APS Report counts - duplicated)						
	<b>Age</b>						
	18-59			7	15	14	6
	60+			31	41	52	47
	Unknown			3	2	2	5
	<b>Gender</b>						
	Female			25	41	46	39
	Male			16	17	22	19
	Transgender			0	0	0	0
	Unspecified			0	0	0	0



# Quarterly Trends

<b>Substantiated Dispositions</b>	24	42	41	35
<b>Type of Substantiated Maltreatment</b>				
<b>Self-Neglect</b>	18	18	23	20
<b>Neglect</b>	4	6	8	6
<b>Physical Abuse</b>	0	3	1	2
<b>Mental Abuse</b>	1	4	1	1
<b>Sexual Abuse</b>	0	0	0	0
<b>Financial Exploitation</b>	1	11	8	6
<b>Other Exploitation</b>	0	0	0	0
more than one type of substantiated maltreatment may be identified above				

<b>Timeliness of Investigation</b>					
<b>Initiation (Count)</b>		28	49	53	43
<b>Initiation (%)</b>	≥ 95%	90.32%	92.45%	89.83%	89.58%
<b>Timeliness of Disposition</b>					
<b>(Count)</b>		28	45	48	46
<b>(%)</b>	≥ 95%	90.32%	84.91%	81.36%	95.83%



# Monthly Results

Monthly Results	Target	Sep '20	Oct '20	Nov '20	Dec '20	Jan '21	Feb '21	Mar '21	Apr '21	May '21	Jun '21	Jul '21	Aug '21	Sep '21
		202009	202010	202011	202012	202101	202102	202103	202104	202105	202106	202107	202108	202109
<b>Investigations</b>		14	12	4	15	22	15	16	24	11	24	12	13	23
<b>APS INVESTIGATION</b>														
Timeliness of Investigation Initiation (Count)	≥ 95%	14	11	3	14	22	14	13	22	9	22	9	13	21
Timeliness of Investigation Initiation (%)		100.00%	91.67%	75.00%	93.33%	100.00%	93.33%	81.25%	91.67%	81.82%	91.67%	75.00%	100.00%	91.30%
Timeliness of Disposition (Count)	≥ 95%	13	12	3	13	20	12	13	20	10	18	12	13	21
Timeliness of Disposition (%)		92.86%	100.00%	75.00%	86.67%	90.91%	80.00%	81.25%	83.33%	90.91%	75.00%	100.00%	100.00%	91.30%

The Investigation line displays the number of Investigations that began during that month.

The Timeliness of Investigation Initiation Count displays the number of investigations with a timely initiation during that month.

The Timeliness of Disposition Count displays the number of timely dispositions made during that month.



# Monthly Results

POST APS INVESTIGATION CONTACTS														
Active APS Ongoing Cases		24	28	32	35	31	28	27	30	27	30	33	37	30
Active APS Ongoing Cases with Monthly Contact (Count)	≥ 95%	17	17	20	22	19	18	19	22	20	24	26	23	22
Active APS Ongoing Cases with Monthly Contact (%)		70.83%	60.71%	62.50%	62.86%	61.29%	64.29%	70.37%	73.33%	74.07%	80.00%	78.79%	62.16%	73.33%

The Active APS OnGoing Cases displays the number of active ongoing cases during that month. The Active APS Ongoing Cases with Monthly Contact Count displays the number of cases with at least one visit occurring during that month.



# Additional Information

- Does the dashboard rank agencies? – NO
- Is there a graph for Statewide and Regional performance?  
Not at this time
- Why were these data elements chosen?  
They represent a mix of quantitative and qualitative information from APS
- Will additional data elements be added?  
The APS Division will consider adding additional data elements
- Will the APS Division publish dashboards for other programs such as Adult Services?  
The APS Division will evaluate launching other dashboards at a later time

