



Adult Protective Services Annual Report Data and Quality Assurance

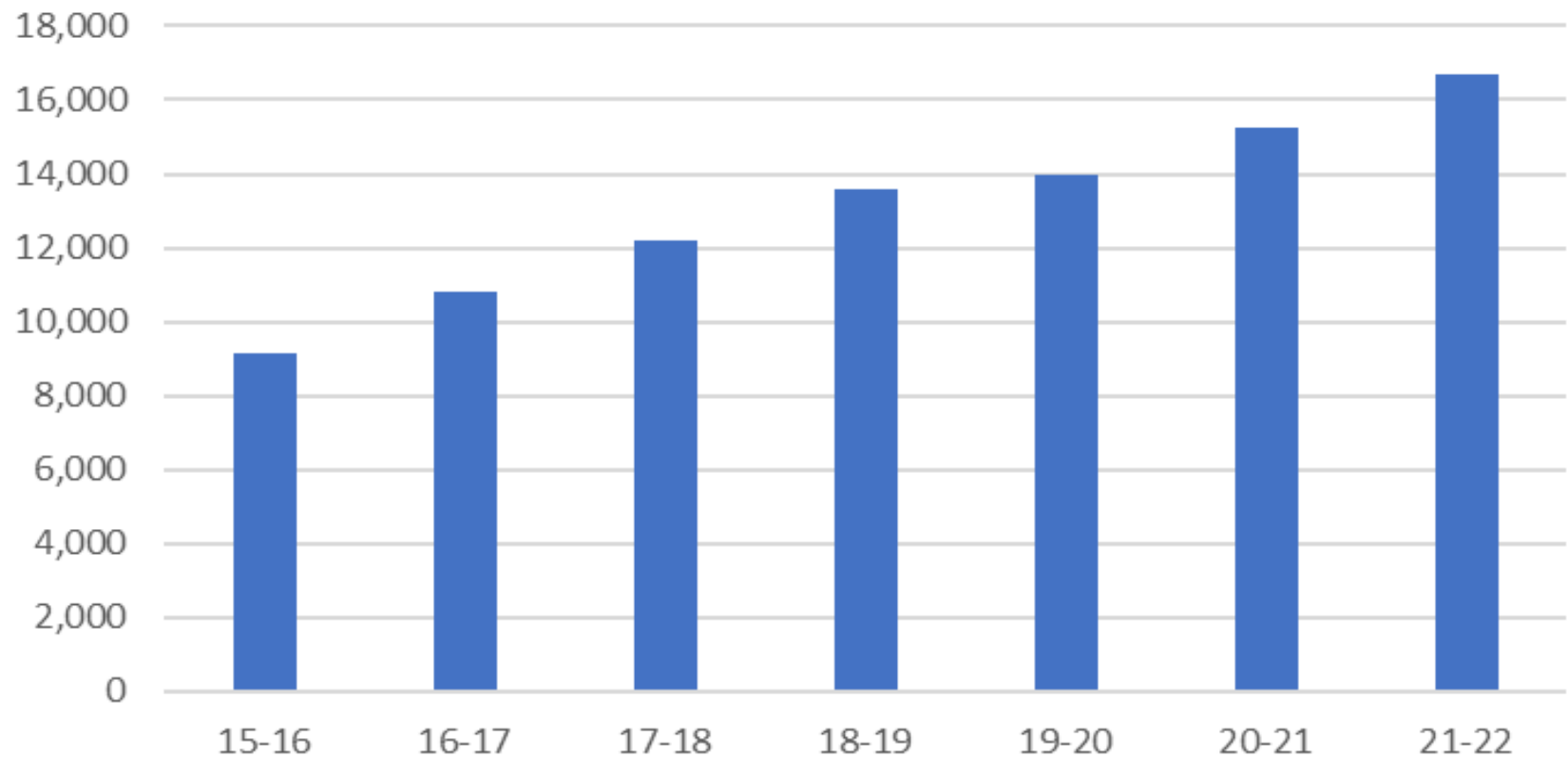
- Due to the confidentiality provision within the Adult Protective Service Act (Act 70 of 2010) specific case information cannot be discussed
- Section 505. Confidentiality of and access to confidential reports.

Total Reports of Need



pennsylvania
DEPARTMENT OF HUMAN SERVICES

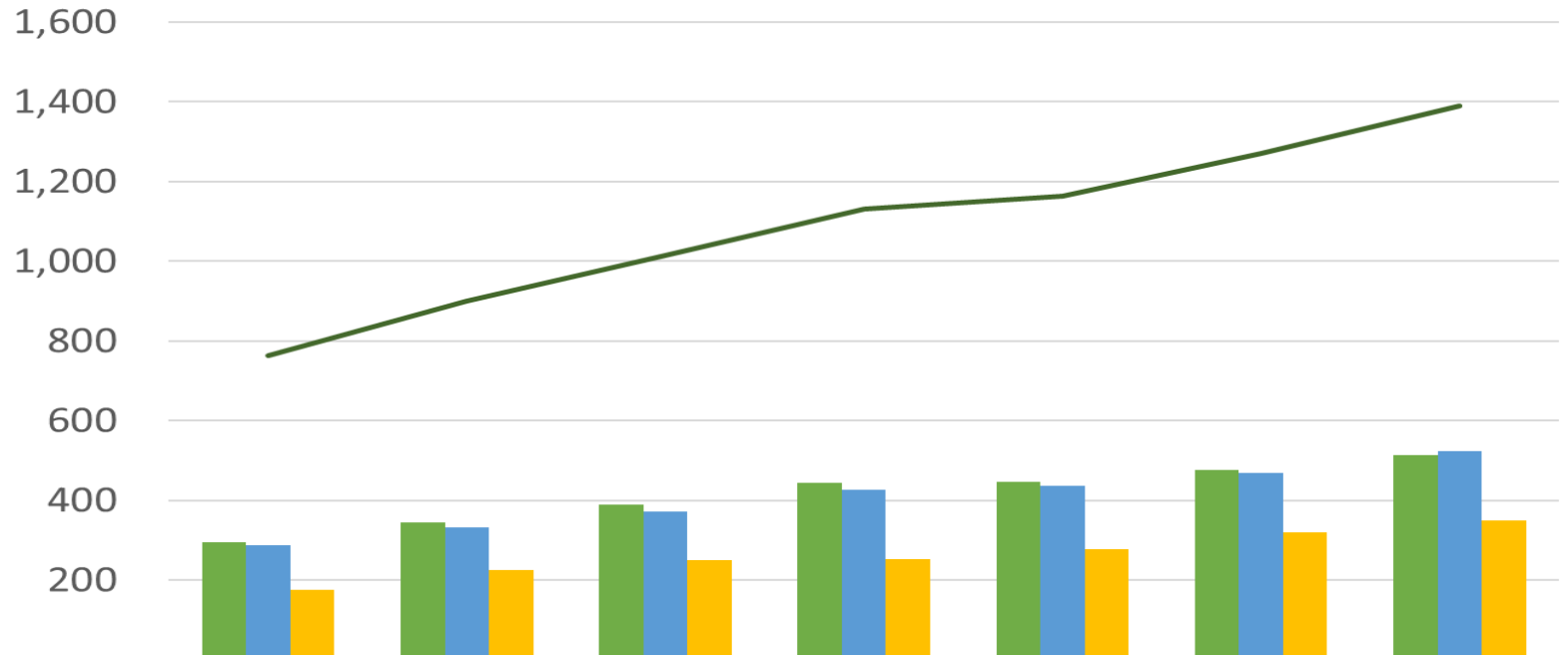
Total Reports of Need by SFY



Average Monthly RONs by Fiscal Year



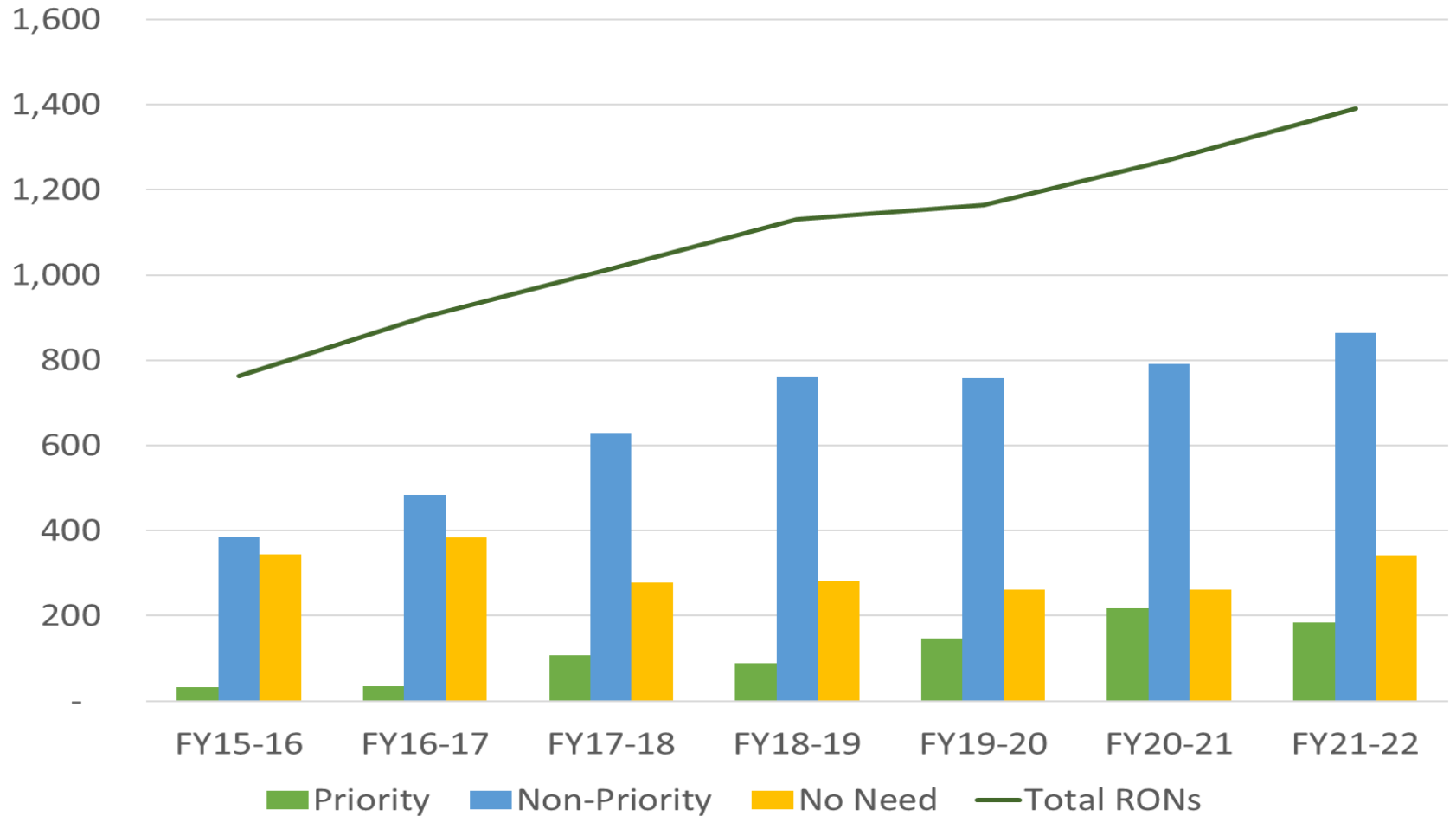
Average Monthly RONs by Fiscal Year



	FY15-16	FY16-17	FY17-18	FY18-19	FY19-20	FY20-21	FY21-22
West	295	345	389	444	446	476	514
Central	287	331	373	428	436	470	525
East	175	225	251	254	277	321	350
Statewide	764	902	1,016	1,131	1,164	1,271	1,391



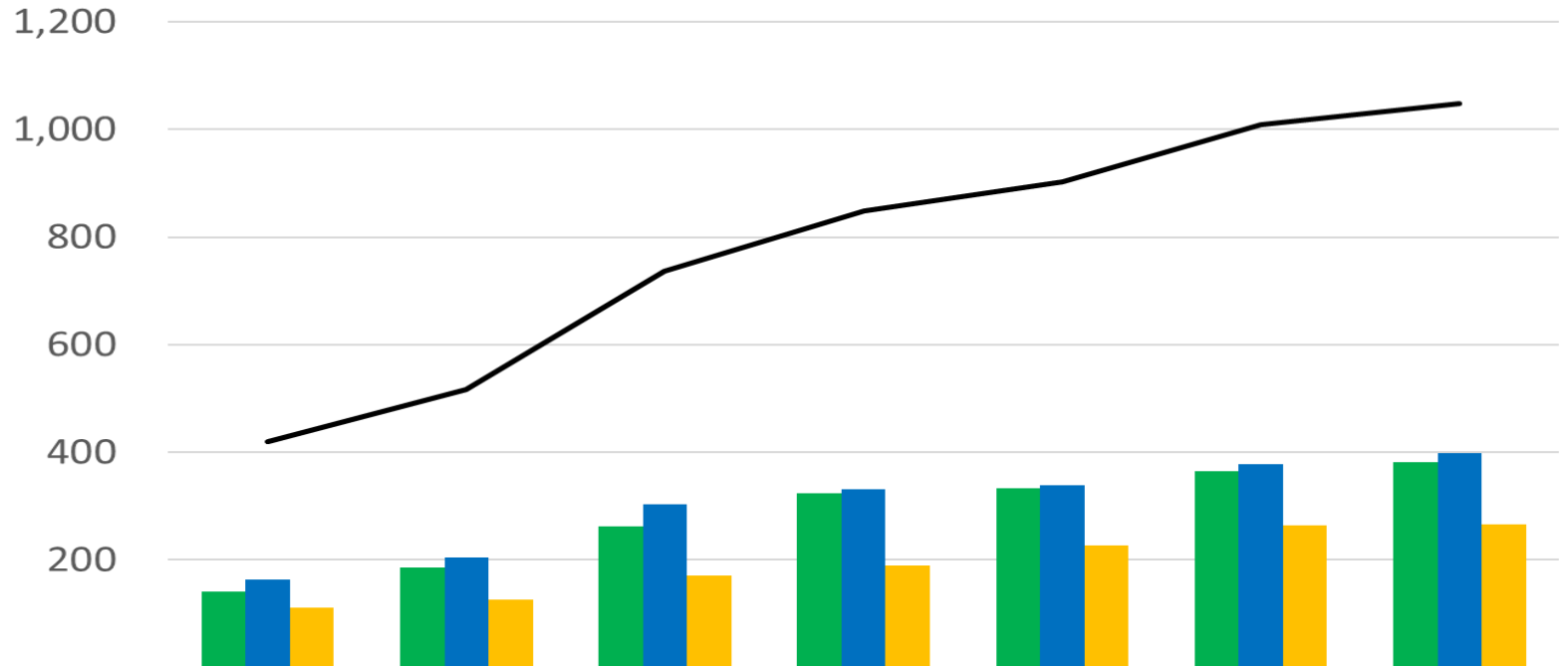
Average Monthly RONs by Intake Category and Fiscal Year



Average Monthly Investigations by Fiscal Year



Average Monthly Investigations by Fiscal Year

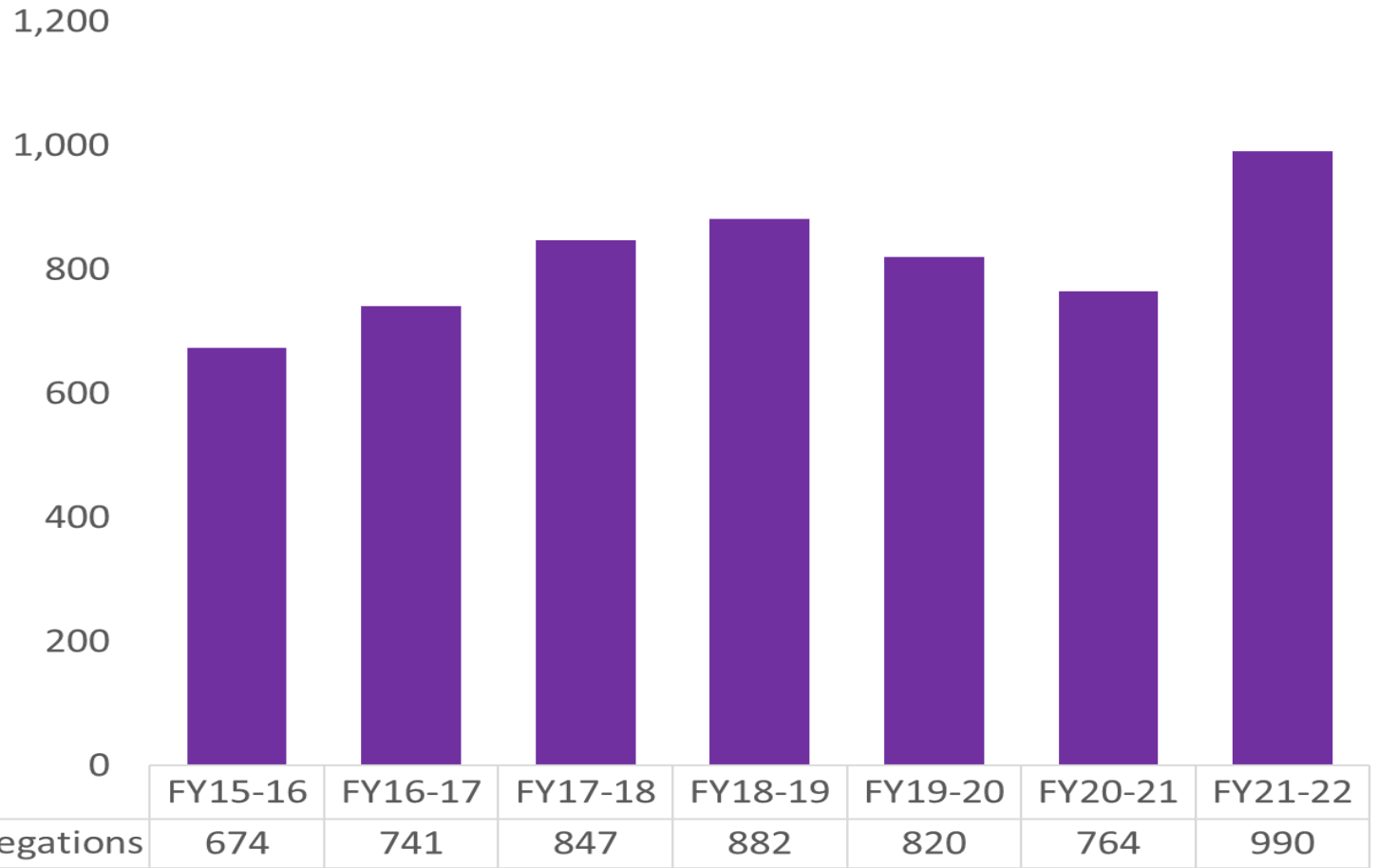


	FY15-16	FY16-17	FY17-18	FY18-19	FY19-20	FY20-21	FY21-22
West	142	186	262	323	333	365	382
Central	163	205	303	330	339	378	399
East	111	127	170	190	227	265	266
Statewide	419	517	737	850	903	1,009	1,049

Serious Allegations by Fiscal Year



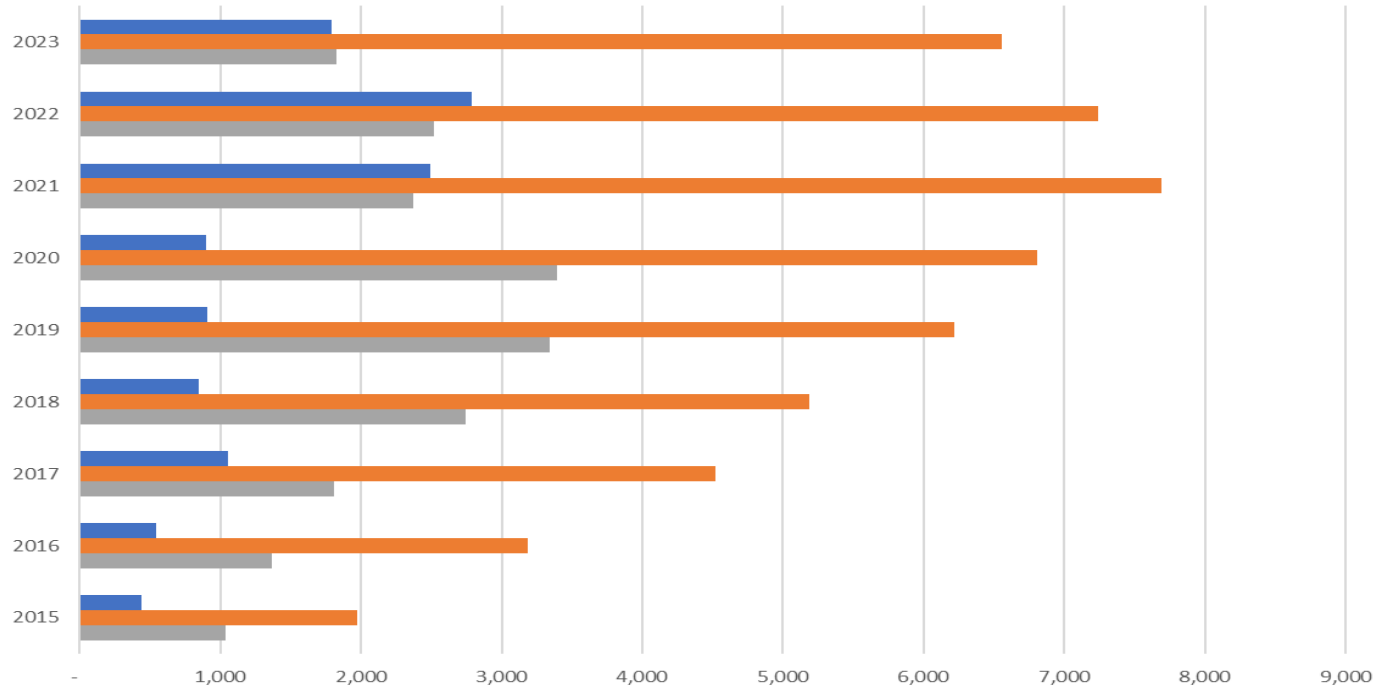
Total Serious Allegations by Fiscal Year



Investigations by Residence – All Reports



Investigations by Residence Type and Year

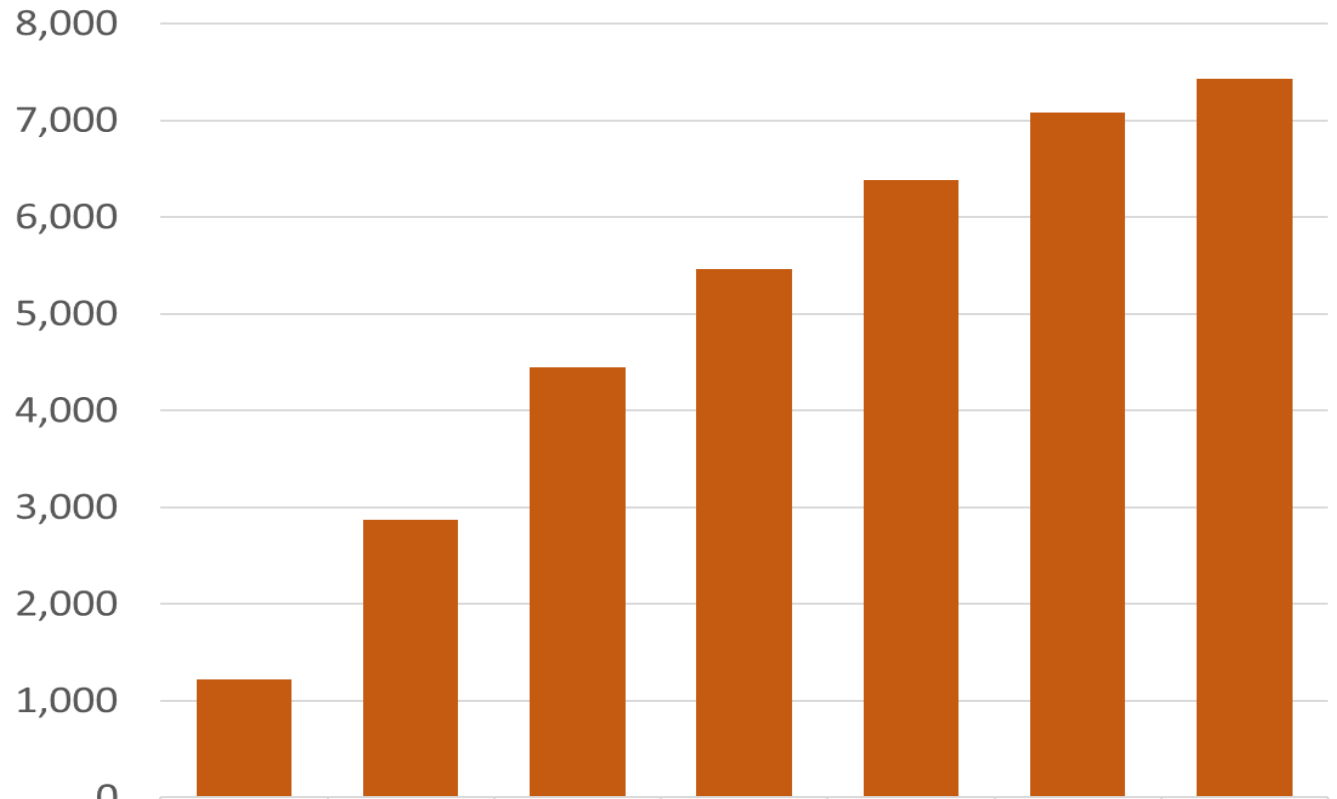


	2015	2016	2017	2018	2019	2020	2021	2022	2023
■ Provider Agency	444	547	1,054	850	907	896	2,497	2,785	1,793
■ Person/Family Home	1,970	3,183	4,517	5,183	6,215	6,809	7,687	7,243	6,554
■ Other	1,037	1,367	1,810	2,745	3,339	3,393	2,374	2,522	1,828

Total Substantiated Allegations by Fiscal Year



Total Substantiated Allegations by Fiscal Year



	FY15-16	FY16-17	FY17-18	FY18-19	FY19-20	FY20-21	FY21-22
Substantiated Allegations	1,225	2,872	4,450	5,457	6,384	7,082	7,432

Least restrictive alternatives process

- Guardianship review form to Department
- Team case review
- Formal capacity evaluation
- Recommendation for Guardianship
- Final court decision

Guardianships by Fiscal Year



SFY	Total RONS	Percent Guradianship	Total Substantiated	Percent Guardianship
15-16	9,168	0.2	1,225	1.5
16-17	10,818	0.82	2,872	3.1
17-18	12,188	0.72	4,450	2
18-19	13,574	0.38	5,457	0.93
19-20	13,970	0.83	6,384	1.8
20-21	15,249	0.94	7,082	2
21-22	16,694	0.77	7,432	1.7

**24 currently contracted agencies

Ways we become aware of a concern:

- Quality Assurance Metric daily review
- Monthly monitoring
- Categorization checks
- Multiple reports of need
- Complaints
- Other program office/department communication

Vendor Accountability Measures:

- Hold Accountability through daily/weekly/monthly APS reviews
- Corrective Action Plan
- Liquidated damage
- Contract removal