

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

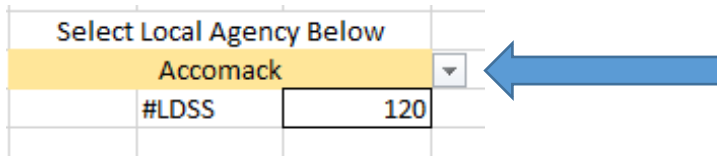
The dashboard is an Excel Spreadsheet and needs to be downloaded to your computer. You will need Excel 2016 viewer or the full version to be able to access the dashboard.

The dashboard is posted quarterly to the DARS website. The dashboard will display information from the last completed quarter a few weeks after the end of the quarter. The dashboard will also include monthly counts for some measures.

The information in the dashboard is pulled from the APS case management system PeerPlace. APS information is entered into PeerPlace by staff at the local department of social services (LDSS).

Users will be able to select any agency/LDSS across the state. LDSS that include more than one locality will show combined information for all the localities once the agency is selected. Only one agency or combined agency can be selected at a time. The dashboard includes a count of the number of LDSS that have APS reports for the quarter.

Select Local Agency by clicking on the drop down arrow



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

Fips:	001	Region:	Eastern	Qtr/SFY	Q1/SFY22
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FIPS are a numeric code for the local agencies in Virginia

There are five service regions in Virginia: Northern, Central, Eastern, Piedmont, and Western. More information can be found about LDSS and the regions [here](#).

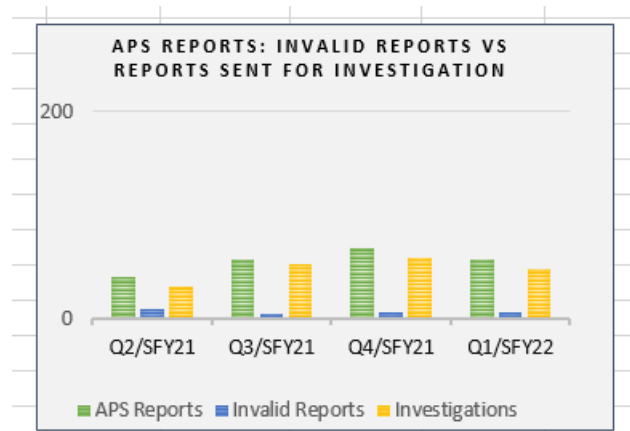
The dashboard will display information that falls within the reporting period. The state fiscal year (SFY) begins in July each year.

- Quarter 1: July 1-September 30
- Quarter 2: October 1-December 31
- Quarter 3: January 1-March 31
- Quarter 4: April 1-June 30

Dashboard Components

Four graphs will be shown at the top of the dashboard.

The APS Reports: Invalid Reports vs Reports Sent for Investigation is a visual comparison of the number of APS reports received during the quarter, the number of reports that did not meet criteria for investigation (invalid report), and the number of reports that did meet criteria for investigation (valid APS report).

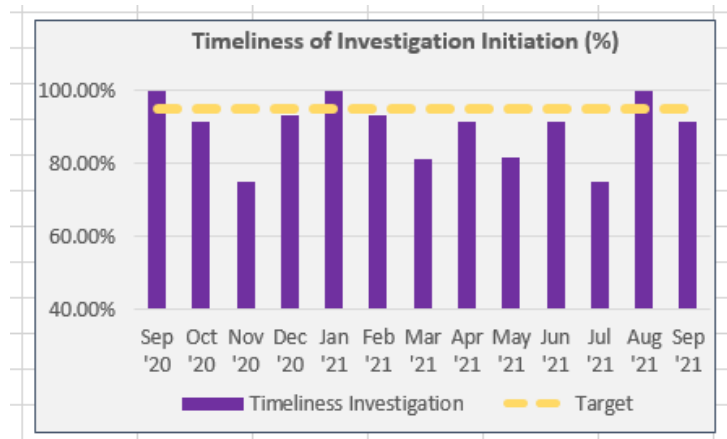


The following characteristics shall exist simultaneously in order for the APS report to be valid:

- 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.

The number of APS Report, Invalid Reports, and Investigations can be seen when the cursor is placed over any of the bars in the chart. That number can also be found in the Quarterly Trends chart on the dashboard.

Timeliness of Investigation Initiation (%) is the visual representation of the percentage of cases that have a timely investigation Initiation. The Target Goal is 95% of investigations initiated timely and is shown on the graph as a dotted yellow line.

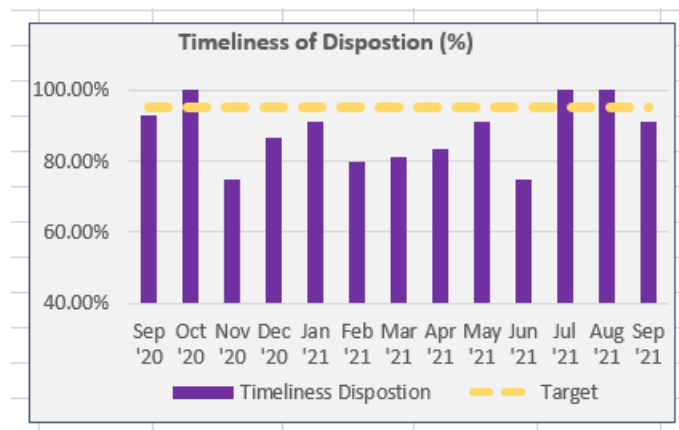


[§ 63.2-1605 of the Code of Virginia](#). Upon receipt of the report pursuant to § 63.2-1606, the local department shall determine the validity of such report and shall initiate an investigation within 24 hours of the time the report is received in the local department.

The percentage can be seen when the cursor is placed over any of the bars in the chart. The percentage can also be found in the Monthly Results table on the dashboard.

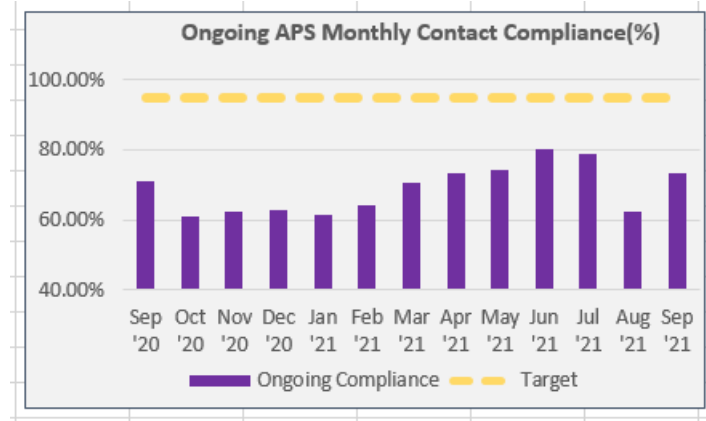
Timeliness of Disposition (%) is a visual representation of the percentage of cases that have a timely disposition as to whether abuse, neglect or exploitation has occurred and if the adult is in need of protective services. The investigation shall be completed no later than 45 days from the date the report was received. ([22 VAC 30-100-40](#)) Note: an investigation may take longer than 45 days to complete if the worker documents the reasons in the case record why the investigation in taking longer.

The Target Goal is 95% of dispositions determined within 45 days and is shown on the graph as a dotted yellow line.



The percentage can be seen when the cursor is placed over any of the bars in the chart. The percentage can also be found in the Monthly Results table on the dashboard.

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. The Target Goal is 95% compliance with monthly contact and is shown on the graph as a dotted yellow line.



The percentage can be seen when the cursor is placed over any of the bars in the chart. The percentage can also be found in the Monthly Results table on the dashboard.

Quarterly Trends

The **Quarterly Trends** section of the Dashboard includes information from APS Reports and Investigations within the APS Report Period.

The first section of the chart includes the numbers of APS Reports, the number of Invalid Reports, and the number of Investigations by each quarter. These numbers are also shown in the **APS Reports: Invalid Reports vs Reports Sent for Investigation** chart at the top of the dashboard.

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

The next section displays demographic information from the APS reports received during the quarter. Information is taken from each report that is received during the quarter and may include multiple reports for the same person.

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

The next section displays **Substantiated Dispositions**. This information is taken from investigations that occur during the quarter. A Substantiated Disposition is when the LDSS determines that abuse, neglect, or exploitation has occurred. The Substantiated Disposition line displays the number of substantiated dispositions made during the quarter. The Type of Substantiated Maltreatment breaks that number down by specific type of abuse, neglect, or exploitation. A case may have more than one type of maltreatment occurring at the same time.

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

The next section displays the **Timeliness of Investigation Initiation** and the **Timeliness of Dispositions**. This information is taken from investigations that occur during the quarter. The count represents the number of timely investigations begun and the number of timely dispositions determined during the quarter. The percent reflects how many investigations were initiated in a timely manner and how many dispositions were determined in a timely manner. The chart includes the target goal of 95% compliance or higher. If the agency does not meet the 95% target, the percentage will display in red.

more than one type of substantiated maltreatment maybe identified above					
Timeliness of Investigation Initiation (Count)	≥ 95%	28	49	53	43
Timeliness of Investigation Initiation (%)		90.32%	92.45%	89.83%	89.58%
Timeliness of Disposition (Count)	≥ 95%	28	45	48	46
Timeliness of Disposition (%)		90.32%	84.91%	81.36%	95.83%

Monthly Results

The monthly results display 13 months of information for both **APS Investigations** and **Active APS Ongoing Cases** (post investigation). These numbers are also displayed in the charts at the top of the dashboard.

This section include the target goal of 95% compliance or higher. If the agency does not meet the 95% target, the percentage will display in red.

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
Investigations		14	12	4	15	22	15	16	24	11	24	12	13	23
APS INVESTIGATION														
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 Investigations 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.

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.