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

1. What is the APS Dashboard?
   a. The APS Dashboard is a public facing application that provides information and compliance metrics for 120 local departments of social services (LDSS) APS units located in the Commonwealth.

2. Why was an APS Dashboard created?
   a. Dashboards provide a visual representation of how LDSS are performing when providing APS to vulnerable adults. They answer questions about an LDSS's compliance with state mandates and regulations and enable LDSS the opportunity to compare their performance with other LDSS within their region or of comparable size throughout Virginia. Many state APS programs publish dashboards.

3. Why is the APS Dashboard public facing?
   a. Having a public facing dashboard enables community members, policy makers, and others to view these statistics. A public dashboard facilitates transparency and accountability for APS programs.

4. Where can I find the APS Dashboard?
   a. The APS Dashboard is found on the DARS APS Division public site.

5. When will the APS Dashboard be posted to the APS Division public site?
   a. The dashboard will be posted approximately 45 days after the end of the quarter. For at least 12 months after the first dashboard is posted, the APS Division staff will issue a broadcast on FUSION to notify the LDSS that the quarterly dashboard is available on the APS Division public site. Once LDSS become familiar to the posting schedule, the method of notification may change.

   The dashboard will be posted in February 2023 and then quarterly thereafter.

6. How is the dashboard that is posted on the DARS public site created?
   a. The PeerPlace report "ASAPS APS Dashboard" is used to create the quarterly APS Dashboard.

7. When will the APS Dashboard report be run?
   a. The report will be run 45 days after the end of the quarter.

8. What quarters are used on the APS Dashboard?
   a. The quarters are based on the state fiscal year SFY beginning July 1 and ending June 30.
      - Quarter 1: July 1-September 30
      - Quarter 2: October 1-December 31

- Quarter 3: January 1-March 31
- Quarter 4: April 1-June 30

The first quarter to be posted will be Quarter 2 for SFY 2023. Each quarter posted will continue to be accessible on the website.

9. How are Multi-FIPS localities reflected on the dashboard?
   a. Multi-FIPS localities are rolled up to one entry on the APS dashboard. However, the data is broken down by FIPS on the "ASAPS APS Dashboard" detail report to quantify each separate locality.

10. Can an LDSS run the "ASAPS APS Dashboard" report in PeerPlace?
   a. Yes, starting in February 2023, a local agency Program Admin user may run the "ASAPS APS Dashboard" report for their agency. The report is located in the reports section of PeerPlace.

11. Should the LDSS run the "ASAPS APS Dashboard" report on the day after the end of the quarter?
   a. To ensure accurate data the "ASAPS APS Dashboard" report should be run 45 days after the end of the quarter.

12. I've submitted the "ASAPS APS Dashboard" report to run in PeerPlace but the report isn't showing up in my report list?
   a. The report runs overnight and is available for download the next morning.

13. Why did I receive two dashboard reports?
   a. The "ASAPS APS Dashboard" report in PeerPlace generates two reports. One report is a detail report allowing the data in the dashboard to be verified for accuracy.

14. Why are there 13 months listed in the monthly stats on the dashboard?
   a. The first month of the 13 months is NOT used for quarterly calculations. It is there for comparison purposes when reviewing the monthly stats. This is standard practice for other types of dashboards.

15. If an LDSS is performing below 40% on a given measure, will it display in the bar graphs?
   a. Our division benchmark is 95%. However, any performance lower than 40% will not appear on the dashboard graphs.

16. I addressed the deficiencies in my agency's data, but the dashboard still shows me out of compliance. Why?
   a. Once the dashboard report is run and posted, the LDSS may address deficiencies in APS records but corrections will not be reflected on the dashboard. The dashboard is reflective of the date the report was run, checked for accuracy, and posted.

17. Does the APS dashboard rank agencies?
    a. No, the dashboard does not rank agencies. It lists the name of the agency, the FIPS code, the region, and the quarter of the report.

18. Is there a graph for Statewide and Regional performance?
    a. There is not a graph available at this time for Statewide and Regional performance.

19. Why were these data elements select for inclusion in the APS dashboard?
    a. The data elements represent a mix of quantitative and qualitative information from APS programs.

20. Will additional data elements be added to the APS dashboard?
    a. The APS Division will consider adding additional data elements to the APS dashboard at a later date.

21. Will the APS Division publish dashboards for other programs such as Adult Services?
    a. The APS Division will evaluate launching other dashboards at a later date.

22. Under what circumstances is a disposition overdue?
    a. The investigation shall be completed and a disposition assigned by the local department within 45 calendar days of the date the report was received. If the investigation is not completed within 45 calendar days, the local department shall document reasons for the delay. The disposition shall be entered into the APS case management information system no later than five working days of the conclusion of the investigation.

23. How are on-going contacts recorded?
    a. On-going contacts are registration notes where the note type is face to face, home visit, office visit, or phone call and the contact with is client, POA, guardians, conservator, father, mother, daughter, son, spouse, wife, or husband. Currently this information is found in the "ASAPS APS Monthly Client Visit" report.

24. What if there are no APS on-going cases during a month? Will the Dashboard show that the LDSS is out of compliance?
    a. No, the Dashboard will show compliance (100%) when there are no cases active during the month.

25. Will individual workers be identified on the APS dashboard?
    a. No, the dashboard report posted on the public site is agency driven so the results for a specific quarter at the agency level only will be visible. The "ASAPS APS Dashboard" report that LDSS can run will provide all case data on the detailed report including the primary and secondary workers.