

Older Adult Protective Services (consumers age 60+) Statewide Reasons for AAAs Not Meeting 20-day Determination Timeframe

Data as of 3/14/2025, run on 3/19/2025

Month, Year	Reason(s) for Delay*	Percent of Total Investigations with Reason(s) Selected*
November 2024	Delay in receiving medical records or PCP response	41%
	Awaiting capacity evaluation	5%
	Multiple face-to-face visit attempts unsuccessful	19%
	Unable to locate consumer	10%
	Awaiting response(s) from collateral(s)	56%
	Petitioning court for access to records/individual	0%

**NOTE: Multiple Reasons may be selected for one investigation.
Data is self-reported, and some AAAs who did not meet the 20-day timeframe may not have provided a reason for the delay.*