Older Adult Protective Services (consumers age 60+) Statewide Reasons for AAAs Not Meeting 20-day Determination Timeframe
Data as of 1/2/2026

Month, Year	Reason(s) for Delay*	Percent of Total Investigations with Reason(s) Selected*
October 2025	Delay in receiving medical records or PCP response	41%
	Awaiting capacity evaluation	4%
	Multiple F2F attempts unsuccessful	11%
	Unable to locate consumer	8%
	Awaiting response(s) from collateral(s)	58%
	Petitioning court for access to records/individual	0.0%

*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.