

**Performance Update for Senior Leadership Team - April 2016**  
**Adult Protective Services Program Office**

**Adult Protection - Program Scorecard**  
**April 2016**

Region	Circuit	Reports Received <sup>1</sup>		Investigations Commenced Within 24 Hours (Target = 99%)		Victims Seen Within 24 Hours (Target = 93%)		Initial ASAs Submitted Within 6 Days (Target = 98%)		Investigations Closed Within 60 Days (Target = 99%)	
		Current	Previous <sup>2</sup>	Current	Previous	Current	Previous	Current	Previous	Current	Previous
NWR	1	157	158	100.00%	100.00%	97.30%	97.49%	100.00%	99.44%	99.08%	100.00%
NWR	2	139	186	98.03%	99.02%	93.57%	93.10%	98.03%	100.00%	81.58%	77.45%
NWR	14	93	91	100.00%	100.00%	95.83%	97.87%	100.00%	98.77%	100.00%	100.00%
		389	435								
NER	3 & 8	183	170	99.32%	98.79%	93.83%	92.86%	98.65%	98.18%	93.92%	100.00%
NER	4	204	228	100.00%	99.06%	95.71%	91.59%	100.00%	100.00%	97.22%	95.24%
NER	7	264	277	100.00%	100.00%	99.33%	97.54%	98.59%	99.55%	95.76%	96.40%
		651	675								
CNR	5	267	325	100.00%	100.00%	97.74%	97.28%	99.16%	100.00%	100.00%	99.61%
CNR	9	282	278	100.00%	100.00%	98.10%	96.79%	100.00%	100.00%	99.59%	99.49%
CNR	10	193	217	100.00%	100.00%	96.22%	97.52%	99.39%	99.40%	100.00%	99.40%
CNR	18	257	271	100.00%	99.11%	99.12%	98.83%	99.53%	100.00%	99.53%	99.11%
		999	1091								
SCR	6	417	476	99.72%	100.00%	95.98%	98.06%	99.72%	99.48%	100.00%	100.00%
SCR	12	206	186	99.15%	99.41%	97.01%	96.77%	100.00%	100.00%	100.00%	99.41%
SCR	13	249	271	99.00%	100.00%	93.01%	96.17%	99.39%	100.00%	99.50%	97.64%
SCR	20	227	244	100.00%	100.00%	96.02%	95.63%	100.00%	99.56%	100.00%	100.00%
		1099	1177								
SER	15	263	295	100.00%	100.00%	95.85%	97.14%	98.85%	99.30%	99.62%	98.95%
SER	17	331	367	100.00%	99.71%	96.69%	96.95%	100.00%	100.00%	100.00%	100.00%
SER	19	141	146	100.00%	100.00%	94.17%	96.40%	100.00%	100.00%	100.00%	100.00%
		735	808								
SNR	11	384	404	99.44%	99.19%	91.69%	92.60%	99.16%	95.11%	80.95%	68.46%
SNR	16	12	20	100.00%	100.00%	100.00%	80.00%	100.00%	80.00%	62.50%	90.00%
		396	424								
<b>State</b>		<b>4,269</b>	<b>4,610</b>	<b>99.73%</b>	<b>99.70%</b>	<b>95.97%</b>	<b>96.17%</b>	<b>99.46%</b>	<b>99.47%</b>	<b>96.46%</b>	<b>95.66%</b>
	% Inc./Dec. vs. Prev. Month	-7.40%								# Invs. in Backlog, Statewide	41

**Statewide Services and Wait Lists**

HCDA Waitlist Population		HCDA Clients Being Served		CCDA Waitlist Population		CCDA Clients Being Served		% of Adults with Disabilities Receiving Services Who are Not Placed in a Nursing Home, FY 14/15 & 13/14	
Current	Previous	Current	Previous	Current	Previous	Current	Previous	Current	Previous
735	692	1,119	1,129	1,993	2,010	302	290	99.16%	96.18%

**Per Capita Abuse Rates for Adults with Disabilities, Age 18-59 and Elderly Person, per 1,000/Population**

Abuse Rate Among Persons with Disabilities per 1,000		Abuse Rate Among Elderly Persons, per 1,000	
Current	Previous	Current	Previous
0.10	0.11	0.12	0.13

<sup>1</sup> Data in "Previous" columns represents March 2016, unless otherwise noted.

<sup>2</sup> Reports received is a workload measure counting Initial and Additional reports, excluding Supplemental reports

    indicates missing target by one-half percent or less  
    indicates missing target by more than one-half percent