

# Performance Update for Senior Leadership Team - August 2016

## Adult Protective Services Program Office

### Adult Protection - Program Scorecard

August 2016

| Region | Circuit                     | Reports Received <sup>1</sup> |                       | Investigations Commenced Within 24 Hours<br>(Target = 99%) |          | Victims Seen Within 24 Hours<br>(Target = 93%) |          | Initial ASAs Submitted Within 6 Days<br>(Target = 98%) |          | Investigations Closed Within 60 Days<br>(Target = 99%) |          |
|--------|-----------------------------|-------------------------------|-----------------------|--|----------|--|----------|--|----------|--|----------|
|        |                             | Current                       | Previous <sup>2</sup> | Current  | Previous | Current  | Previous | Current  | Previous | Current  | Previous |
| NWR    | 1                           | 215                           | 145                   | 99.31%   | 100.00%  | 96.10%   | 97.01%   | 100.00%  | 100.00%  | 100.00%  | 100.00%  |
| NWR    | 2                           | 211                           | 167                   | 99.28%   | 99.15%   | 92.31%   | 95.62%   | 99.28%   | 100.00%  | 97.10%   | 95.76%   |
| NWR    | 14                          | 172                           | 117                   | 100.00%  | 100.00%  | 96.06%   | 95.24%   | 98.29%   | 100.00%  | 100.00%  | 100.00%  |
|        |                             | 598                           | 429                   |  |          |  |          |  |          |  |          |
| NER    | 3 & 8                       | 228                           | 218                   | 100.00%  | 99.46%   | 92.09%   | 93.81%   | 99.47%   | 99.46%   | 98.41%   | 96.22%   |
| NER    | 4                           | 303                           | 283                   | 100.00%  | 100.00%  | 89.68%   | 95.56%   | 99.22%   | 99.01%   | 72.37%   | 82.76%   |
| NER    | 7                           | 289                           | 250                   | 100.00%  | 100.00%  | 97.24%   | 99.18%   | 99.15%   | 99.10%   | 96.15%   | 98.19%   |
|        |                             | 820                           | 751                   |  |          |  |          |  |          |  |          |
| CNR    | 5                           | 394                           | 388                   | 100.00%  | 100.00%  | 95.92%   | 96.50%   | 100.00%  | 99.55%   | 100.00%  | 100.00%  |
| CNR    | 9                           | 367                           | 316                   | 99.56%   | 100.00%  | 93.88%   | 97.30%   | 99.56%   | 100.00%  | 98.24%   | 98.76%   |
| CNR    | 10                          | 225                           | 201                   | 100.00%  | 100.00%  | 95.88%   | 98.92%   | 99.39%   | 98.73%   | 99.39%   | 99.37%   |
| CNR    | 18                          | 315                           | 278                   | 100.00%  | 99.51%   | 100.00%  | 98.28%   | 99.53%   | 100.00%  | 99.53%   | 100.00%  |
|        |                             | 1301                          | 1183                  |  |          |  |          |  |          |  |          |
| SCR    | 6                           | 556                           | 498                   | 100.00%  | 100.00%  | 97.70%   | 98.06%   | 98.42%   | 98.31%   | 100.00%  | 99.76%   |
| SCR    | 12                          | 211                           | 197                   | 100.00%  | 100.00%  | 95.92%   | 96.86%   | 100.00%  | 100.00%  | 100.00%  | 100.00%  |
| SCR    | 13                          | 303                           | 290                   | 99.56%   | 99.17%   | 95.55%   | 95.59%   | 99.56%   | 99.17%   | 96.93%   | 96.28%   |
| SCR    | 20                          | 255                           | 236                   | 100.00%  | 99.58%   | 95.48%   | 96.18%   | 99.50%   | 100.00%  | 100.00%  | 100.00%  |
|        |                             | 1325                          | 1221                  |  |          |  |          |  |          |  |          |
| SER    | 15                          | 333                           | 290                   | 99.60%   | 100.00%  | 94.32%   | 96.07%   | 99.20%   | 96.92%   | 99.60%   | 99.66%   |
| SER    | 17                          | 386                           | 354                   | 99.71%   | 100.00%  | 95.03%   | 96.32%   | 100.00%  | 100.00%  | 100.00%  | 99.69%   |
| SER    | 19                          | 153                           | 170                   | 99.37%   | 100.00%  | 93.75%   | 94.44%   | 99.37%   | 98.48%   | 99.37%   | 100.00%  |
|        |                             | 872                           | 814                   |  |          |  |          |  |          |  |          |
| SNR    | 11                          | 410                           | 386                   | 100.00%  | 99.64%   | 93.22%   | 89.80%   | 98.24%   | 98.92%   | 44.84%   | 50.72%   |
| SNR    | 16                          | 18                            | 7                     | 100.00%  | 100.00%  | 87.50%   | 100.00%  | 100.00%  | 90.00%   | 75.00%   | 70.00%   |
|        |                             | 428                           | 393                   |  |          |  |          |  |          |  |          |
| State  |                             | 5,344                         | 4,791                 | 99.83%   | 99.82%   | 95.05%   | 96.23%   | 99.29%   | 99.18%   | 92.34%   | 94.85%   |
|        | % Inc./Dec. vs. Prev. Month | 11.54%                        |                       |  |          |  |          |  |          | # Invs. in Backlog, Statewide                          | 155      |

### 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 15/16 & 14/15 |        |
|--------------------------|----------|---------------------------|----------|--------------------------|----------|---------------------------|----------|---|--------|
| Current                  | Previous | Current                   | Previous | Current                  | Previous | Current                   | Previous |   |        |
| 653                      | 629      | 1,117                     | 1,085    | 1,958                    | 2,032    | 289                       | 297      | 99.42%  | 99.16% |

### 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 |
| 0.11   | 0.11     | 0.12  | 0.12     |

<sup>1</sup> Data in "Previous" columns represents July 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