

Performance Update for Senior Leadership Team - December 2017
Adult Protective Services Program Office

Adult Protection - Program Scorecard
January 2018

Region	Circuit	Reports Received ¹		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 ²	Current	Previous	Current	Previous	Current	Previous	Current	Previous
NWR	1	164	168	100.00%	100.00%	89.09%	94.80%	100.00%	99.40%	99.33%	100.00%
NWR	2	198	134	99.36%	100.00%	92.98%	92.19%	99.36%	99.12%	99.36%	100.00%
NWR	14	82	79	98.73%	100.00%	89.29%	95.35%	98.73%	100.00%	100.00%	100.00%
		444	381								
NER	3 & 8	213	209	99.56%	100.00%	88.55%	92.17%	99.12%	99.33%	100.00%	98.66%
NER	4	280	202	98.64%	100.00%	92.83%	89.71%	100.00%	99.56%	99.55%	100.00%
NER	7	227	209	100.00%	100.00%	94.22%	96.74%	98.10%	98.83%	97.14%	89.06%
		720	620								
CNR	5	297	302	100.00%	100.00%	99.14%	99.58%	100.00%	100.00%	100.00%	100.00%
CNR	9	246	239	100.00%	100.00%	98.03%	97.62%	100.00%	100.00%	100.00%	99.15%
CNR	10	188	175	100.00%	100.00%	97.16%	97.92%	100.00%	99.24%	100.00%	100.00%
CNR	18	275	206	100.00%	100.00%	98.40%	99.43%	100.00%	100.00%	100.00%	100.00%
		1006	922								
SCR	6	457	408	100.00%	99.72%	95.58%	94.29%	99.72%	100.00%	100.00%	100.00%
SCR	12	207	162	100.00%	100.00%	92.68%	95.65%	99.12%	99.35%	100.00%	100.00%
SCR	13	272	250	97.97%	100.00%	90.60%	94.56%	100.00%	100.00%	100.00%	100.00%
SCR	20	246	217	99.02%	100.00%	98.18%	98.42%	99.51%	100.00%	100.00%	100.00%
		1182	1037								
SER	15	260	237	100.00%	100.00%	95.34%	94.14%	98.18%	100.00%	97.27%	98.64%
SER	17	329	279	100.00%	100.00%	95.35%	96.55%	100.00%	100.00%	99.30%	100.00%
SER	19	153	119	100.00%	100.00%	96.43%	95.73%	99.04%	99.07%	98.08%	97.22%
		742	635								
SNR	11	323	300	99.70%	99.57%	93.48%	95.20%	100.00%	99.57%	99.70%	99.57%
SNR	16	13	12	100.00%	100.00%	91.67%	66.67%	100.00%	100.00%	100.00%	83.33%
		336	312								
State		4,430	3,907	99.61%	99.94%	94.38%	95.51%	99.56%	99.69%	99.45%	98.86%
	% Inc./Dec. vs. Prev. Month	13.39%								# Invs. in Backlog, Statewide	4

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 16/17 & 15/16	
Current	Previous	Current	Previous	Current	Previous	Current	Previous		
604	588	1,100	1,106	1,610	1,637	290	297	99.08%	99.42%

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
0.09	0.10	0.10	0.10

¹ Data in "Previous" columns represents December 2017, unless otherwise noted.

² 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