

# Performance Update for Senior Leadership Team - March 2017

## Adult Protective Services Program Office

### Adult Protection - Program Scorecard March 2017

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	175	157	100.00%	100.00%	96.15%	98.22%	99.44%	100.00%	100.00%	100.00%
NWR	2	157	177	100.00%	100.00%	93.75%	97.90%	98.46%	100.00%	100.00%	100.00%
NWR	14	130	112	100.00%	100.00%	96.12%	96.33%	100.00%	100.00%	100.00%	100.00%
		462	446								
NER	3 & 8	184	179	99.51%	100.00%	91.49%	94.83%	99.03%	100.00%	97.57%	94.81%
NER	4	292	217	99.55%	100.00%	94.21%	94.04%	100.00%	99.51%	99.55%	98.54%
NER	7	258	265	100.00%	100.00%	94.47%	98.72%	99.01%	100.00%	91.63%	97.66%
		734	661								
CNR	5	381	329	99.00%	100.00%	96.59%	96.06%	100.00%	99.60%	100.00%	100.00%
CNR	9	314	256	100.00%	99.58%	96.77%	95.18%	100.00%	99.58%	92.07%	96.20%
CNR	10	185	166	100.00%	100.00%	98.81%	96.51%	100.00%	99.38%	100.00%	100.00%
CNR	18	267	266	100.00%	100.00%	97.42%	97.83%	99.52%	100.00%	99.52%	99.09%
		1147	1017								
SCR	6	458	441	100.00%	99.73%	95.50%	97.19%	98.56%	100.00%	99.76%	99.73%
SCR	12	223	184	99.39%	100.00%	93.89%	98.76%	100.00%	100.00%	99.39%	98.61%
SCR	13	296	290	98.59%	100.00%	92.73%	93.36%	98.12%	98.71%	94.84%	92.70%
SCR	20	258	232	99.61%	100.00%	96.77%	98.27%	100.00%	100.00%	100.00%	100.00%
		1235	1147								
SER	15	282	253	100.00%	100.00%	96.47%	95.30%	97.34%	98.60%	98.86%	92.52%
SER	17	360	340	100.00%	100.00%	96.94%	96.00%	100.00%	100.00%	100.00%	100.00%
SER	19	146	134	100.00%	100.00%	92.86%	95.16%	100.00%	100.00%	100.00%	100.00%
		788	727								
SNR	11	376	331	100.00%	99.73%	94.20%	92.05%	99.00%	98.10%	100.00%	95.92%
SNR	16	14	14	100.00%	100.00%	93.75%	76.92%	100.00%	100.00%	100.00%	100.00%
		390	345								
State		4,756	4,343	99.76%	99.92%	95.36%	95.94%	99.30%	99.55%	98.60%	97.95%
	% Inc./Dec. vs. Prev. Month	9.51%								# Invs. in Backlog, Statewide	17

### 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		
831	833	1,068	1,079	1,907	1,918	296	293	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
0.10	0.11	0.12	0.12

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