

Performance Update for Senior Leadership Team April 2013
Adult Protective Services Program Office

Adult Protection - Program Scorecard
April 2013

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	139	151	100.00%	100.00%	96.62%	97.30%	100.00%	100.00%	100.00%	100.00%
NWR	2	174	178	100.00%	99.03%	94.07%	94.26%	97.92%	100.00%	100.00%	97.09%
NWR	14	118	86	100.00%	100.00%	100.00%	98.81%	100.00%	100.00%	100.00%	98.75%
		431	415								
NER	3 & 8	138	148	99.22%	100.00%	96.30%	96.08%	100.00%	100.00%	100.00%	98.99%
NER	4	230	208	100.00%	99.46%	94.97%	92.39%	100.00%	99.46%	98.73%	100.00%
NER	7	208	179	100.00%	100.00%	93.58%	98.00%	99.40%	100.00%	100.00%	100.00%
		576	535								
CNR	5	276	271	100.00%	100.00%	98.09%	96.94%	100.00%	100.00%	100.00%	100.00%
CNR	9	247	216	100.00%	99.46%	96.98%	95.43%	100.00%	100.00%	100.00%	100.00%
CNR	10	169	161	100.00%	100.00%	96.13%	97.71%	100.00%	99.19%	100.00%	100.00%
CNR	18	224	205	100.00%	99.46%	97.75%	97.97%	100.00%	100.00%	100.00%	99.46%
		916	853								
SCR	6	396	352	99.67%	100.00%	97.17%	97.57%	100.00%	100.00%	100.00%	100.00%
SCR	12	186	144	100.00%	100.00%	98.50%	98.31%	100.00%	99.35%	100.00%	100.00%
SCR	13	245	210	100.00%	100.00%	96.15%	96.18%	98.79%	100.00%	100.00%	100.00%
SCR	20	184	184	100.00%	100.00%	96.34%	97.14%	98.82%	97.40%	100.00%	100.00%
		1011	890								
SER	15	237	213	100.00%	100.00%	97.46%	98.99%	100.00%	100.00%	99.47%	100.00%
SER	17	320	287	100.00%	100.00%	98.13%	99.21%	100.00%	100.00%	100.00%	100.00%
SER	19	136	139	100.00%	100.00%	96.36%	99.18%	100.00%	100.00%	100.00%	100.00%
		693	639								
SNR	11	314	298	99.26%	100.00%	93.02%	95.04%	99.63%	100.00%	100.00%	100.00%
SNR	16	12	8	100.00%	100.00%	92.86%	90.00%	100.00%	100.00%	100.00%	100.00%
		326	306								
State		3,953	3,638	99.87%	99.87%	96.48%	96.96%	99.75%	99.77%	99.91%	99.84%
	% Inc./Dec. vs. Prev. Month	8.66%								# Invs. in Backlog, Statewide	18

Statewide Services and Wait Lists



HCDA Waitlist Population		HCDA Clients Being Served		CCDA Waitlist Population		CCDA Clients Being Served		ADA MedWaiver Waitlist Population		ADA MedWaiver Clients Being Served		% of Adults with Disabilities Receiving Services Who are Not Placed in a Nursing Home, FY 11/12 & 10/11	
Current	Previous	Current	Previous	Current	Previous	Current	Previous	Current	Previous	Current	Previous		
1,044	938	1,087	1,078	3,886	3,928	259	256	4,275	4,269	1,428	1,414	98.93%	98.58%

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	0.07	0.07	0.07

¹ Data in "Previous" columns represents March 2013, 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