

Performance Update for Senior Leadership Team April 2014
Adult Protective Services Program Office

Adult Protection - Program Scorecard
April 2014

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	148	148	100.00%	100.00%	96.32%	97.71%	100.00%	100.00%	100.00%	100.00%
NWR	2	151	132	100.00%	100.00%	96.77%	92.62%	100.00%	98.99%	100.00%	98.99%
NWR	14	99	77	100.00%	100.00%	94.62%	94.94%	100.00%	100.00%	100.00%	100.00%
		398	357								
NER	3 & 8	176	151	100.00%	100.00%	97.84%	98.63%	100.00%	99.28%	98.36%	98.56%
NER	4	211	213	100.00%	100.00%	97.21%	93.85%	100.00%	98.91%	100.00%	99.46%
NER	7	235	215	99.48%	100.00%	97.06%	95.16%	99.48%	99.43%	99.48%	98.86%
		622	579								
CNR	5	308	306	100.00%	99.60%	96.37%	97.48%	100.00%	100.00%	100.00%	100.00%
CNR	9	272	240	100.00%	99.45%	96.60%	97.91%	100.00%	100.00%	99.47%	100.00%
CNR	10	175	143	100.00%	100.00%	97.92%	97.20%	100.00%	100.00%	100.00%	100.00%
CNR	18	231	233	100.00%	100.00%	98.66%	98.52%	100.00%	100.00%	100.00%	100.00%
		986	922								
SCR	6	426	377	99.66%	100.00%	99.66%	97.10%	99.66%	100.00%	99.66%	100.00%
SCR	12	160	167	100.00%	100.00%	97.74%	98.60%	100.00%	100.00%	100.00%	100.00%
SCR	13	260	247	100.00%	100.00%	97.09%	98.54%	100.00%	100.00%	100.00%	100.00%
SCR	20	208	227	97.76%	100.00%	94.45%	99.38%	98.65%	100.00%	94.17%	99.33%
		1054	1018								
SER	15	234	256	100.00%	100.00%	97.72%	97.31%	100.00%	100.00%	98.37%	99.02%
SER	17	357	343	100.00%	99.68%	97.84%	96.71%	100.00%	100.00%	100.00%	100.00%
SER	19	133	143	100.00%	100.00%	96.27%	94.87%	100.00%	100.00%	99.30%	99.09%
		724	742								
SNR	11	354	334	100.00%	99.66%	93.75%	95.45%	99.66%	99.66%	99.66%	98.98%
SNR	16	21	14	100.00%	100.00%	95.45%	100.00%	100.00%	100.00%	87.50%	100.00%
		375	348								
State		4,159	3,966	99.80%	99.88%	96.67%	96.90%	99.83%	99.82%	99.30%	99.66%
	% Inc./Dec. vs. Prev. Month	4.87%								# Invs. in Backlog, Statewide	7

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 12/13 & 11/12	
Current	Previous	Current	Previous	Current	Previous	Current	Previous	98.48%	98.93%
986	970	1,060	1,066	3,173	3,210	245	248		

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	0.08	0.09	0.07

¹ Data in "Previous" columns represents March 2014, 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