

## Performance Update for Senior Leadership Team August 2012

### Adult Protective Services Program Office

#### Adult Protection - Program Scorecard August 2012

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	156	164	100.00%	100.00%	97.30%	99.26%	100.00%	100.00%	100.00%	100.00%
NWR	2	199	182	100.00%	100.00%	92.06%	95.05%	100.00%	100.00%	98.06%	95.80%
NWR	14	86	87	100.00%	100.00%	97.85%	97.62%	100.00%	100.00%	100.00%	100.00%
		441	433								
NER	3 & 8	173	159	99.31%	100.00%	96.13%	90.41%	99.31%	99.24%	99.31%	98.48%
NER	4	213	212	100.00%	100.00%	91.93%	93.83%	94.83%	96.43%	98.52%	95.09%
NER	7	244	212	100.00%	100.00%	96.35%	96.93%	100.00%	99.52%	100.00%	99.52%
		630	583								
CNR	5	290	276	100.00%	100.00%	98.06%	98.84%	100.00%	100.00%	100.00%	100.00%
CNR	9	227	218	100.00%	100.00%	98.73%	96.22%	99.53%	100.00%	100.00%	100.00%
CNR	10	188	198	100.00%	100.00%	98.42%	96.64%	100.00%	100.00%	100.00%	100.00%
CNR	18	223	205	100.00%	100.00%	96.00%	96.12%	100.00%	100.00%	100.00%	100.00%
CNR	19	124	132	100.00%	100.00%	98.40%	98.21%	100.00%	100.00%	100.00%	100.00%
		1052	1029								
SCR	6	353	375	100.00%	100.00%	97.44%	99.09%	100.00%	99.67%	99.44%	99.67%
SCR	12	151	158	100.00%	100.00%	95.76%	99.30%	100.00%	100.00%	100.00%	100.00%
SCR	13	246	231	100.00%	100.00%	97.62%	97.20%	100.00%	100.00%	100.00%	100.00%
SCR	20	202	205	100.00%	100.00%	98.15%	98.80%	100.00%	100.00%	100.00%	100.00%
		952	969								
SER	15	216	240	100.00%	100.00%	98.78%	97.65%	100.00%	100.00%	100.00%	100.00%
SER	17	292	317	100.00%	100.00%	97.44%	98.42%	100.00%	100.00%	100.00%	100.00%
		508	557								
SNR	11	302	293	100.00%	100.00%	95.79%	93.19%	100.00%	99.71%	99.62%	100.00%
SNR	16	20	16	100.00%	100.00%	98.15%	100.00%	100.00%	100.00%	100.00%	100.00%
		322	309								
<b>State</b>		<b>3,905</b>	<b>3,880</b>	<b>99.97%</b>	<b>100.00%</b>	<b>96.82%</b>	<b>96.75%</b>	<b>99.53%</b>	<b>99.66%</b>	<b>99.72%</b>	<b>99.40%</b>
	% Inc./Dec. vs. Prev. Month	0.64%								# Invs. in Backlog, Statewide	10

#### 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 10/11 & 09/10	
Current	Previous	Current	Previous	Current	Previous	Current	Previous	Current	Previous	Current	Previous		
943	1,257	991	1,003	3,839	3,767	253	249	3,960	3,829	1,553	1,523	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
0.08	0.07	0.07	0.07

<sup>1</sup> Data in "Previous" columns represents July 2012, 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