## Performance Update for Senior Leadership Team - December 2014

### Adult Protection - Program Scorecard

**December 2014**

<table>
<thead>
<tr>
<th>Region</th>
<th>Circuit</th>
<th>Reports Received</th>
<th>Investigations Committed Within 24 Hours (Target = 99%)</th>
<th>Victims Seen Within 24 Hours (Target = 93%)</th>
<th>Initial ASAs Submitted Within 6 Days (Target = 98%)</th>
<th>Investigations Closed Within 60 Days (Target = 99%)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Current</td>
<td>Previous</td>
<td>Current</td>
<td>Previous</td>
<td>Current</td>
</tr>
<tr>
<td>NWR</td>
<td>1</td>
<td>134</td>
<td>124</td>
<td>100.00%</td>
<td>100.00%</td>
<td>100.00%</td>
</tr>
<tr>
<td>NWR</td>
<td>2</td>
<td>134</td>
<td>112</td>
<td>100.00%</td>
<td>95.24%</td>
<td>100.00%</td>
</tr>
<tr>
<td>NWR</td>
<td>14</td>
<td>76</td>
<td>312</td>
<td>98.73%</td>
<td>100.00%</td>
<td>95.65%</td>
</tr>
</tbody>
</table>

**Region NER**

- **3 & 8**: 152 Current, 145 Previous; 100.00% Current, 95.24% Previous; 98.73% Current, 94.37% Previous; 100.00% Current, 99.00% Previous; 100.00% Current, 98.40% Previous.
- **4**: 235 Current, 200 Previous; 100.00% Current, 96.25% Previous; 98.25% Current, 94.37% Previous; 100.00% Current, 99.00% Previous; 100.00% Current, 98.40% Previous.
- **7**: 231 Current, 216 Previous; 100.00% Current, 99.00% Previous; 98.25% Current, 94.37% Previous; 100.00% Current, 99.00% Previous; 100.00% Current, 98.40% Previous.

**Region CNR**

- **5**: 282 Current, 266 Previous; 100.00% Current, 95.24% Previous; 98.25% Current, 94.37% Previous; 100.00% Current, 99.00% Previous; 100.00% Current, 98.40% Previous.
- **9**: 235 Current, 216 Previous; 100.00% Current, 95.24% Previous; 98.25% Current, 94.37% Previous; 100.00% Current, 99.00% Previous; 100.00% Current, 98.40% Previous.
- **10**: 192 Current, 152 Previous; 100.00% Current, 95.24% Previous; 98.25% Current, 94.37% Previous; 100.00% Current, 99.00% Previous; 100.00% Current, 98.40% Previous.
- **18**: 244 Current, 205 Previous; 99.51% Current, 94.75% Previous; 98.25% Current, 94.37% Previous; 100.00% Current, 99.00% Previous; 100.00% Current, 98.40% Previous.

**Region SCR**

- **6**: 372 Current, 325 Previous; 100.00% Current, 95.24% Previous; 98.25% Current, 94.37% Previous; 100.00% Current, 99.00% Previous; 100.00% Current, 98.40% Previous.
- **12**: 149 Current, 134 Previous; 100.00% Current, 95.24% Previous; 98.25% Current, 94.37% Previous; 100.00% Current, 99.00% Previous; 100.00% Current, 98.40% Previous.
- **13**: 268 Current, 237 Previous; 99.51% Current, 94.75% Previous; 98.25% Current, 94.37% Previous; 100.00% Current, 99.00% Previous; 100.00% Current, 98.40% Previous.
- **20**: 200 Current, 171 Previous; 100.00% Current, 95.24% Previous; 98.25% Current, 94.37% Previous; 100.00% Current, 99.00% Previous; 100.00% Current, 98.40% Previous.

**Region SER**

- **15**: 236 Current, 209 Previous; 100.00% Current, 95.24% Previous; 98.25% Current, 94.37% Previous; 100.00% Current, 99.00% Previous; 100.00% Current, 98.40% Previous.
- **17**: 284 Current, 259 Previous; 100.00% Current, 95.24% Previous; 98.25% Current, 94.37% Previous; 100.00% Current, 99.00% Previous; 100.00% Current, 98.40% Previous.
- **19**: 192 Current, 160 Previous; 100.00% Current, 95.24% Previous; 98.25% Current, 94.37% Previous; 100.00% Current, 99.00% Previous; 100.00% Current, 98.40% Previous.

**Region SNR**

- **11**: 354 Current, 307 Previous; 99.61% Current, 94.75% Previous; 98.25% Current, 94.37% Previous; 100.00% Current, 99.00% Previous; 100.00% Current, 98.40% Previous.
- **16**: 23 Current, 12 Previous; 95.00% Current, 91.18% Previous; 98.25% Current, 94.37% Previous; 100.00% Current, 99.00% Previous; 100.00% Current, 98.40% Previous.

**State**

- 3,915 Current, 3,606 Previous; 99.85% Current, 99.00% Previous; 96.64% Current, 96.70% Previous; 99.69% Current, 99.76% Previous; 98.48% Current, 99.50% Previous.

**Statewide Services and Wait Lists**

<table>
<thead>
<tr>
<th>HCDA Waitlist Population</th>
<th>HCDA Clients Being Served</th>
<th>CCDA Waitlist Population</th>
<th>CCDA Clients Being Served</th>
<th>% of Adults with Disabilities Receiving Services Who are Not Placed in a Nursing Home, FY 13/14 &amp; 12/13</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current</td>
<td>Previous</td>
<td>Current</td>
<td>Previous</td>
<td>Current</td>
</tr>
<tr>
<td>811</td>
<td>799</td>
<td>1,115</td>
<td>1,135</td>
<td>2,398</td>
</tr>
</tbody>
</table>

**Per Capita Abuse Rates for Adults with Disabilities, Age 18-59 and Elderly Person, per 1,000/Population**

<table>
<thead>
<tr>
<th>Abuse Rate Among Persons with Disabilities per 1,000</th>
<th>Abuse Rate Among Elderly Persons, per 1,000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current</td>
<td>Previous</td>
</tr>
<tr>
<td>0.09</td>
<td>0.10</td>
</tr>
</tbody>
</table>

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1. Data in "Previous" columns represents November 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.

Adult Protective Services Program Office

1/14/2015