

Performance Update for Senior Leadership Team - February 2016
Adult Protective Services Program Office

Adult Protection - Program Scorecard
February 2016

| 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 | 152 | 149 | 100.00% | 100.00% | 99.36% | 96.45% | 99.30% | 99.26% | 100.00% | 100.00% |
| NWR | 2 | 164 | 158 | 100.00% | 99.02% | 93.81% | 94.07% | 100.00% | 100.00% | 94.90% | 95.10% |
| NWR | 14 | 97 | 106 | 100.00% | 100.00% | 97.03% | 97.70% | 100.00% | 100.00% | 100.00% | 100.00% |
| | | 413 | 413 | | | | | | | | |
| NER | 3 & 8 | 176 | 199 | 99.33% | 100.00% | 94.19% | 93.57% | 100.00% | 99.33% | 100.00% | 100.00% |
| NER | 4 | 215 | 244 | 100.00% | 100.00% | 90.69% | 94.44% | 98.41% | 99.39% | 95.24% | 96.32% |
| NER | 7 | 256 | 271 | 99.48% | 99.59% | 97.20% | 97.36% | 98.95% | 99.17% | 96.86% | 92.98% |
| | | 647 | 714 | | | | | | | | |
| CNR | 5 | 311 | 314 | 100.00% | 100.00% | 96.21% | 100.00% | 100.00% | 99.47% | 100.00% | 100.00% |
| CNR | 9 | 264 | 269 | 99.48% | 100.00% | 94.74% | 93.48% | 100.00% | 99.53% | 100.00% | 98.10% |
| CNR | 10 | 197 | 195 | 100.00% | 100.00% | 94.68% | 97.78% | 99.37% | 99.40% | 98.74% | 98.19% |
| CNR | 18 | 256 | 249 | 100.00% | 100.00% | 97.83% | 98.73% | 99.05% | 100.00% | 100.00% | 100.00% |
| | | 1028 | 1027 | | | | | | | | |
| SCR | 6 | 415 | 444 | 100.00% | 100.00% | 96.61% | 98.51% | 99.41% | 99.33% | 99.71% | 100.00% |
| SCR | 12 | 170 | 180 | 100.00% | 100.00% | 97.79% | 100.00% | 100.00% | 98.84% | 97.54% | 98.84% |
| SCR | 13 | 274 | 278 | 100.00% | 99.44% | 97.86% | 94.05% | 99.55% | 100.00% | 99.55% | 100.00% |
| SCR | 20 | 246 | 252 | 100.00% | 100.00% | 95.51% | 96.71% | 100.00% | 100.00% | 100.00% | 100.00% |
| | | 1105 | 1154 | | | | | | | | |
| SER | 15 | 272 | 264 | 99.56% | 100.00% | 97.05% | 96.11% | 98.67% | 98.07% | 99.56% | 97.30% |
| SER | 17 | 313 | 346 | 100.00% | 100.00% | 95.92% | 96.88% | 100.00% | 100.00% | 99.64% | 100.00% |
| SER | 19 | 155 | 135 | 100.00% | 100.00% | 93.59% | 95.83% | 100.00% | 100.00% | 99.29% | 98.53% |
| | | 740 | 745 | | | | | | | | |
| SNR | 11 | 380 | 376 | 99.69% | 100.00% | 92.84% | 91.38% | 96.86% | 100.00% | 70.13% | 63.14% |
| SNR | 16 | 15 | 12 | 100.00% | 100.00% | 84.62% | 100.00% | 100.00% | 100.00% | 54.55% | 100.00% |
| | | 395 | 388 | | | | | | | | |
| State | | 4,328 | 4,441 | 99.86% | 99.91% | 95.64% | 96.25% | 99.28% | 99.53% | 96.28% | 95.75% |
| | % Inc./Dec. vs. Prev. Month | -2.54% | | | | | | | | # Invs. in Backlog, Statewide | 89 |

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 14/15 & 13/14 | |
|--------------------------|----------|---------------------------|----------|--------------------------|----------|---------------------------|----------|---|----------|
| Current | Previous | Current | Previous | Current | Previous | Current | Previous | Current | Previous |
| 671 | 627 | 1,140 | 1,157 | 2,029 | 2,094 | 283 | 274 | 99.16% | 96.18% |

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 | 0.09 | 0.11 | 0.10 |

¹ Data in "Previous" columns represents January 2016, 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