

## Performance Update for Senior Leadership Team July 2012

### Adult Protective Services Program Office

#### Adult Protection - Program Scorecard July 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	164	132	100.00%	100.00%	99.26%	97.33%	100.00%	100.00%	100.00%	100.00%
NWR	2	182	165	100.00%	100.00%	95.05%	95.27%	100.00%	100.00%	95.80%	90.00%
NWR	14	87	98	100.00%	100.00%	97.62%	97.89%	100.00%	98.86%	100.00%	100.00%
		<b>433</b>	<b>395</b>								
NER	3 & 8	159	158	100.00%	99.05%	90.41%	92.37%	99.24%	99.05%	98.48%	98.10%
NER	4	212	180	100.00%	100.00%	93.83%	93.29%	96.43%	99.37%	95.09%	92.45%
NER	7	212	196	100.00%	100.00%	96.93%	95.12%	99.52%	100.00%	99.52%	100.00%
		<b>583</b>	<b>534</b>								
CNR	5	276	298	100.00%	100.00%	98.84%	98.29%	100.00%	100.00%	100.00%	100.00%
CNR	9	218	232	100.00%	100.00%	96.22%	99.09%	100.00%	100.00%	100.00%	100.00%
CNR	10	198	162	100.00%	100.00%	96.64%	97.30%	100.00%	100.00%	100.00%	100.00%
CNR	18	205	218	100.00%	100.00%	96.12%	99.13%	100.00%	100.00%	100.00%	100.00%
CNR	19	132	129	100.00%	100.00%	98.21%	98.60%	100.00%	100.00%	100.00%	100.00%
		<b>1029</b>	<b>1039</b>								
SCR	6	375	368	100.00%	100.00%	99.09%	98.95%	99.67%	100.00%	99.67%	100.00%
SCR	12	158	130	100.00%	100.00%	99.30%	98.47%	100.00%	100.00%	100.00%	99.15%
SCR	13	231	229	100.00%	100.00%	97.20%	96.39%	100.00%	100.00%	100.00%	100.00%
SCR	20	205	176	100.00%	100.00%	98.80%	98.10%	100.00%	100.00%	100.00%	100.00%
		<b>969</b>	<b>903</b>								
SER	15	240	236	100.00%	100.00%	97.65%	97.86%	100.00%	100.00%	100.00%	100.00%
SER	17	317	337	100.00%	99.61%	98.42%	98.92%	100.00%	100.00%	100.00%	100.00%
		<b>557</b>	<b>573</b>								
SNR	11	293	326	100.00%	100.00%	93.19%	94.21%	99.71%	99.68%	100.00%	100.00%
SNR	16	16	7	100.00%	100.00%	100.00%	80.00%	100.00%	100.00%	100.00%	100.00%
		<b>309</b>	<b>333</b>								
<b>State</b>		<b>3,880</b>	<b>3,777</b>	<b>100.00%</b>	<b>99.94%</b>	<b>96.75%</b>	<b>97.14%</b>	<b>99.66%</b>	<b>99.88%</b>	<b>99.40%</b>	<b>99.13%</b>
	% Inc./Dec. vs. Prev. Month	2.73%								# Invs. in Backlog, Statewide	13

#### 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		
1,257	1,234	1,003	1,016	3,767	3,741	249	249	3,829	3,718	1,523	1,484	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
0.07	0.07	0.07	0.06

<sup>1</sup> Data in "Previous" columns represents June 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