

**Performance Update for Senior Leadership Team June 2012**  
**Adult Protective Services Program Office**

**Adult Protection - Program Scorecard**  
**June 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	132	177	100.00%	100.00%	97.33%	98.09%	100.00%	100.00%	100.00%	100.00%
NWR	2	165	196	100.00%	100.00%	95.27%	94.27%	100.00%	99.26%	90.00%	94.81%
NWR	14	98	94	100.00%	100.00%	97.89%	97.94%	98.86%	100.00%	100.00%	100.00%
		<b>395</b>	<b>467</b>								
NER	3 & 8	158	147	99.05%	100.00%	92.37%	97.04%	99.05%	99.20%	98.10%	99.20%
NER	4	180	220	100.00%	99.45%	93.29%	96.55%	99.37%	98.90%	92.45%	93.96%
NER	7	196	208	100.00%	100.00%	95.12%	94.95%	100.00%	100.00%	100.00%	91.30%
		<b>534</b>	<b>575</b>								
CNR	5	298	300	100.00%	100.00%	98.29%	96.79%	100.00%	100.00%	100.00%	100.00%
CNR	9	232	200	100.00%	99.43%	99.09%	99.49%	100.00%	100.00%	100.00%	100.00%
CNR	10	162	195	100.00%	100.00%	97.30%	96.89%	100.00%	99.32%	100.00%	100.00%
CNR	18	218	241	100.00%	99.48%	99.13%	97.57%	100.00%	100.00%	100.00%	100.00%
CNR	19	129	146	100.00%	100.00%	98.60%	100.00%	100.00%	100.00%	100.00%	100.00%
		<b>1039</b>	<b>1082</b>								
SCR	6	368	367	100.00%	100.00%	98.95%	97.79%	100.00%	100.00%	100.00%	100.00%
SCR	12	130	170	100.00%	100.00%	98.47%	96.35%	100.00%	100.00%	99.15%	99.17%
SCR	13	229	214	100.00%	100.00%	96.39%	99.53%	100.00%	98.98%	100.00%	100.00%
SCR	20	176	180	100.00%	100.00%	98.10%	97.27%	100.00%	99.41%	100.00%	99.41%
		<b>903</b>	<b>931</b>								
SER	15	236	244	100.00%	100.00%	97.86%	98.58%	100.00%	100.00%	100.00%	100.00%
SER	17	337	318	99.61%	100.00%	98.92%	96.92%	100.00%	100.00%	100.00%	100.00%
		<b>573</b>	<b>562</b>								
SNR	11	326	311	100.00%	100.00%	94.21%	91.01%	99.68%	99.68%	100.00%	99.37%
SNR	16	7	17	100.00%	100.00%	80.00%	100.00%	100.00%	100.00%	100.00%	100.00%
		<b>333</b>	<b>328</b>								
<b>State</b>		<b>3,777</b>	<b>3,945</b>	<b>99.94%</b>	<b>99.91%</b>	<b>97.14%</b>	<b>96.84%</b>	<b>99.88%</b>	<b>99.73%</b>	<b>99.13%</b>	<b>98.85%</b>
	% Inc./Dec. vs. Prev. Month	-4.26%								# Invs. in Backlog, Statewide	21

**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		
1,234	1,242	1,016	1,026	3,741	3,801	249	245	3,718	3,800	1,484	1,450	98.58%	98.35%

**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	0.06	0.06	0.07

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