

## Performance Update for Senior Leadership Team - March 2018

### Adult Protective Services Program Office

#### Adult Protection - Program Scorecard March 2018

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	187	180	100.00%	100.00%	95.06%	97.67%	100.00%	100.00%	100.00%	100.00%
NWR	2	142	143	100.00%	99.37%	97.14%	95.60%	100.00%	100.00%	100.00%	99.37%
NWR	14	102	85	100.00%	100.00%	95.60%	95.40%	100.00%	100.00%	100.00%	100.00%
		431	408								
NER	3 & 8	178	163	100.00%	100.00%	93.17%	96.41%	100.00%	100.00%	100.00%	100.00%
NER	4	268	240	99.26%	98.38%	90.82%	96.37%	99.63%	100.00%	98.89%	100.00%
NER	7	263	215	99.49%	100.00%	96.77%	97.49%	100.00%	98.90%	100.00%	100.00%
		709	618								
CNR	5	331	292	100.00%	100.00%	98.99%	99.57%	100.00%	100.00%	100.00%	100.00%
CNR	9	243	271	100.00%	100.00%	98.67%	98.40%	100.00%	100.00%	99.54%	100.00%
CNR	10	174	166	100.00%	100.00%	98.17%	99.34%	100.00%	100.00%	100.00%	100.00%
CNR	18	225	277	100.00%	100.00%	99.35%	98.98%	100.00%	99.45%	100.00%	99.45%
		973	1006								
SCR	6	467	407	100.00%	99.72%	96.35%	97.35%	100.00%	100.00%	100.00%	100.00%
SCR	12	186	174	100.00%	100.00%	96.13%	94.20%	100.00%	100.00%	100.00%	100.00%
SCR	13	264	221	99.56%	99.44%	94.58%	95.34%	100.00%	100.00%	100.00%	100.00%
SCR	20	255	217	100.00%	100.00%	94.22%	97.72%	100.00%	100.00%	100.00%	100.00%
		1172	1019								
SER	15	269	244	100.00%	99.05%	95.67%	95.30%	97.05%	96.67%	94.94%	96.19%
SER	17	331	297	100.00%	100.00%	96.03%	96.06%	100.00%	100.00%	100.00%	100.00%
SER	19	165	150	100.00%	100.00%	93.46%	100.00%	99.25%	99.24%	96.99%	100.00%
		765	691								
SNR	11	364	314	100.00%	100.00%	94.86%	92.24%	100.00%	99.66%	99.67%	99.32%
SNR	16	10	12	100.00%	100.00%	100.00%	88.89%	100.00%	100.00%	100.00%	100.00%
		374	326								
<b>State</b>		<b>4,424</b>	<b>4,068</b>	<b>99.90%</b>	<b>99.76%</b>	<b>95.90%</b>	<b>96.67%</b>	<b>99.77%</b>	<b>99.68%</b>	<b>99.46%</b>	<b>99.62%</b>
	% Inc./Dec. vs. Prev. Month	8.75%								# Invs. in Backlog, Statewide	2

#### 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 16/17 & 15/16	
Current	Previous	Current	Previous	Current	Previous	Current	Previous		
621	613	1,081	1,087	1,563	1,567	292	290	99.08%	99.42%

#### 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
0.11	0.09	0.11	0.11

<sup>1</sup> Data in "Previous" columns represents March 2018, 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