

Performance Update for Senior Leadership Team May 2012

Adult Protective Services Program Office

Adult Protection - Program Scorecard May 2012

| 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 | 177 | 166 | 100.00% | 100.00% | 98.09% | 97.08% | 100.00% | 100.00% | 100.00% | 100.00% |
| NWR | 2 | 196 | 175 | 100.00% | 100.00% | 94.27% | 91.01% | 99.26% | 98.61% | 94.81% | 97.22% |
| NWR | 14 | 94 | 81 | 100.00% | 100.00% | 97.94% | 98.28% | 100.00% | 100.00% | 100.00% | 100.00% |
| | | 467 | 422 | | | | | | | | |
| NER | 3 & 8 | 147 | 129 | 100.00% | 100.00% | 97.04% | 91.94% | 99.20% | 100.00% | 99.20% | 99.09% |
| NER | 4 | 220 | 169 | 99.45% | 99.47% | 96.55% | 92.46% | 98.90% | 98.94% | 93.96% | 94.71% |
| NER | 7 | 208 | 192 | 100.00% | 100.00% | 94.95% | 97.01% | 100.00% | 99.08% | 91.30% | 69.59% |
| | | 575 | 490 | | | | | | | | |
| CNR | 5 | 300 | 282 | 100.00% | 100.00% | 96.79% | 97.71% | 100.00% | 100.00% | 100.00% | 100.00% |
| CNR | 9 | 200 | 194 | 99.43% | 100.00% | 99.49% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |
| CNR | 10 | 195 | 143 | 100.00% | 100.00% | 96.89% | 99.44% | 99.32% | 99.44% | 100.00% | 100.00% |
| CNR | 18 | 241 | 189 | 99.48% | 100.00% | 97.57% | 97.57% | 100.00% | 99.55% | 100.00% | 100.00% |
| CNR | 19 | 146 | 132 | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |
| | | 1082 | 940 | | | | | | | | |
| SCR | 6 | 367 | 325 | 100.00% | 99.65% | 97.79% | 97.02% | 100.00% | 99.65% | 100.00% | 99.65% |
| SCR | 12 | 170 | 157 | 100.00% | 99.11% | 96.35% | 95.12% | 100.00% | 100.00% | 99.17% | 94.64% |
| SCR | 13 | 214 | 206 | 100.00% | 100.00% | 99.53% | 98.12% | 98.98% | 99.48% | 100.00% | 100.00% |
| SCR | 20 | 180 | 171 | 100.00% | 100.00% | 97.27% | 95.98% | 99.41% | 98.33% | 99.41% | 100.00% |
| | | 931 | 859 | | | | | | | | |
| SER | 15 | 244 | 240 | 100.00% | 100.00% | 98.58% | 98.74% | 100.00% | 100.00% | 100.00% | 100.00% |
| SER | 17 | 318 | 287 | 100.00% | 100.00% | 96.92% | 98.38% | 100.00% | 100.00% | 100.00% | 100.00% |
| | | 562 | 527 | | | | | | | | |
| SNR | 11 | 311 | 321 | 100.00% | 100.00% | 91.01% | 95.94% | 99.68% | 100.00% | 99.37% | 100.00% |
| SNR | 16 | 17 | 16 | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |
| | | 328 | 337 | | | | | | | | |
| State | | 3,945 | 3,575 | 99.91% | 99.88% | 96.84% | 96.78% | 99.73% | 99.63% | 98.85% | 97.38% |
| | % Inc./Dec. vs. Prev. Month | 10.35% | | | | | | | | # Invs. in Backlog, Statewide | 17 |

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 | | |
| 1,242 | 1,244 | 1,026 | 1,028 | 3,801 | 3,907 | 245 | 248 | 3,800 | 3,610 | 1,450 | 1,321 | 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 |
| 0.06 | 0.07 | 0.07 | 0.07 |

¹ Data in "Previous" columns represents April 2012, 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