

## Performance Update for Senior Leadership Team May 2014

### Adult Protective Services Program Office

#### Adult Protection - Program Scorecard May 2014

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	175	148	100.00%	100.00%	97.97%	96.32%	100.00%	100.00%	99.23%	100.00%
NWR	2	151	151	98.28%	100.00%	96.27%	96.77%	100.00%	100.00%	100.00%	100.00%
NWR	14	122	99	100.00%	100.00%	98.68%	94.62%	100.00%	100.00%	100.00%	100.00%
		448	398								
NER	3 & 8	178	176	100.00%	100.00%	94.93%	97.84%	100.00%	100.00%	99.16%	98.36%
NER	4	229	211	100.00%	100.00%	95.51%	97.21%	100.00%	100.00%	100.00%	100.00%
NER	7	251	235	100.00%	99.48%	96.59%	97.06%	100.00%	99.48%	99.39%	99.48%
		658	622								
CNR	5	312	308	100.00%	100.00%	97.10%	96.37%	100.00%	100.00%	100.00%	100.00%
CNR	9	287	272	100.00%	100.00%	96.63%	96.60%	100.00%	100.00%	100.00%	99.47%
CNR	10	173	175	100.00%	100.00%	99.37%	97.92%	100.00%	100.00%	100.00%	100.00%
CNR	18	254	231	99.53%	100.00%	97.82%	98.66%	100.00%	100.00%	100.00%	100.00%
		1026	986								
SCR	6	436	426	100.00%	99.66%	98.11%	99.66%	100.00%	99.66%	100.00%	99.66%
SCR	12	181	160	100.00%	100.00%	97.06%	97.74%	100.00%	100.00%	100.00%	100.00%
SCR	13	294	260	100.00%	100.00%	98.28%	97.09%	100.00%	100.00%	99.54%	100.00%
SCR	20	271	208	99.00%	97.76%	96.77%	94.45%	99.50%	98.65%	100.00%	94.17%
		1182	1054								
SER	15	254	234	99.55%	100.00%	98.80%	97.72%	100.00%	100.00%	99.55%	98.37%
SER	17	368	357	100.00%	100.00%	97.88%	97.84%	100.00%	100.00%	100.00%	100.00%
SER	19	147	133	100.00%	100.00%	98.29%	96.27%	100.00%	100.00%	100.00%	99.30%
		769	724								
SNR	11	351	354	99.38%	100.00%	93.75%	93.75%	99.38%	99.66%	100.00%	99.66%
SNR	16	16	21	100.00%	100.00%	88.89%	95.45%	94.44%	100.00%	100.00%	87.50%
		367	375								
<b>State</b>		<b>4,450</b>	<b>4,159</b>	<b>99.78%</b>	<b>99.80%</b>	<b>97.10%</b>	<b>96.67%</b>	<b>99.89%</b>	<b>99.83%</b>	<b>99.86%</b>	<b>99.30%</b>
	% Inc./Dec. vs. Prev. Month	7.00%								# 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 12/13 & 11/12	
Current	Previous	Current	Previous	Current	Previous	Current	Previous	98.48%	98.93%
976	986	1,045	1,060	2,995	3,173	251	245		

#### 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
0.09	0.10	0.09	0.09

<sup>1</sup> Data in "Previous" columns represents April 2014, 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