

Performance Update for Senior Leadership Team - May 2018
Adult Protective Services Program Office

Adult Protection - Program Scorecard
May 2018

| 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 | 192 | 188 | 100.00% | 100.00% | 97.46% | 94.23% | 100.00% | 100.00% | 100.00% | 100.00% |
| NWR | 2 | 173 | 155 | 99.34% | 100.00% | 95.98% | 98.35% | 100.00% | 100.00% | 100.00% | 100.00% |
| NWR | 14 | 107 | 76 | 98.77% | 100.00% | 93.41% | 96.59% | 100.00% | 98.77% | 100.00% | 100.00% |
| | | 472 | 419 | | | | | | | | |
| NER | 3 & 8 | 170 | 199 | 100.00% | 100.00% | 91.23% | 94.80% | 100.00% | 100.00% | 100.00% | 100.00% |
| NER | 4 | 247 | 244 | 99.53% | 100.00% | 94.17% | 95.48% | 99.07% | 100.00% | 100.00% | 100.00% |
| NER | 7 | 295 | 250 | 100.00% | 100.00% | 96.83% | 97.63% | 100.00% | 100.00% | 99.51% | 100.00% |
| | | 712 | 693 | | | | | | | | |
| CNR | 5 | 365 | 335 | 100.00% | 100.00% | 100.00% | 98.34% | 100.00% | 100.00% | 100.00% | 100.00% |
| CNR | 9 | 273 | 292 | 100.00% | 100.00% | 97.62% | 98.89% | 100.00% | 99.60% | 100.00% | 99.60% |
| CNR | 10 | 199 | 155 | 100.00% | 100.00% | 98.79% | 98.04% | 99.35% | 100.00% | 99.35% | 100.00% |
| CNR | 18 | 265 | 238 | 100.00% | 100.00% | 98.65% | 99.45% | 100.00% | 100.00% | 100.00% | 100.00% |
| | | 1102 | 1020 | | | | | | | | |
| SCR | 6 | 477 | 459 | 99.75% | 99.51% | 94.61% | 94.93% | 99.50% | 100.00% | 100.00% | 100.00% |
| SCR | 12 | 184 | 199 | 97.67% | 100.00% | 94.03% | 95.90% | 100.00% | 99.44% | 100.00% | 98.31% |
| SCR | 13 | 270 | 262 | 99.56% | 99.53% | 96.31% | 94.85% | 100.00% | 100.00% | 100.00% | 100.00% |
| SCR | 20 | 244 | 221 | 100.00% | 100.00% | 100.00% | 95.83% | 100.00% | 100.00% | 100.00% | 100.00% |
| | | 1175 | 1141 | | | | | | | | |
| SER | 15 | 294 | 280 | 100.00% | 100.00% | 95.21% | 93.45% | 96.77% | 99.54% | 93.55% | 99.54% |
| SER | 17 | 344 | 326 | 100.00% | 100.00% | 97.11% | 95.71% | 100.00% | 100.00% | 100.00% | 100.00% |
| SER | 19 | 146 | 148 | 100.00% | 100.00% | 96.25% | 95.89% | 99.34% | 100.00% | 99.34% | 97.71% |
| | | 784 | 754 | | | | | | | | |
| SNR | 11 | 364 | 336 | 100.00% | 100.00% | 91.64% | 95.11% | 100.00% | 100.00% | 100.00% | 99.66% |
| SNR | 16 | 10 | 7 | 100.00% | 100.00% | 100.00% | 83.33% | 100.00% | 83.33% | 100.00% | 100.00% |
| | | 374 | 343 | | | | | | | | |
| State | | 4,619 | 4,370 | 99.80% | 99.92% | 96.07% | 96.13% | 99.59% | 99.75% | 99.47% | 99.75% |
| | % Inc./Dec. vs. Prev. Month | 5.70% | | | | | | | | # Invs. in Backlog, Statewide | 6 |

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 | | |
| 684 | 652 | 1,050 | 1,064 | 1,618 | 1,600 | 289 | 292 | 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 |
| 0.12 | 0.09 | 0.13 | 0.12 |

¹ Data in "Previous" columns represents April 2018, 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