

## Performance Update for Senior Leadership Team October 2012

### Adult Protective Services Program Office

#### Adult Protection - Program Scorecard October 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	134	257	100.00%	100.00%	97.18%	97.16%	100.00%	100.00%	100.00%	100.00%
NWR	2	202	162	100.00%	100.00%	95.65%	91.67%	100.00%	99.14%	96.69%	100.00%
NWR	14	107	76	100.00%	100.00%	97.00%	95.38%	100.00%	100.00%	100.00%	100.00%
		443	495								
NER	3 & 8	139	130	100.00%	100.00%	96.18%	96.45%	100.00%	99.22%	96.69%	100.00%
NER	4	197	185	99.51%	99.57%	94.14%	91.63%	99.02%	98.72%	98.04%	100.00%
NER	7	198	186	100.00%	100.00%	99.43%	95.83%	100.00%	100.00%	100.00%	100.00%
		534	501								
CNR	5	268	243	100.00%	100.00%	97.21%	97.74%	100.00%	100.00%	100.00%	100.00%
CNR	9	224	220	99.57%	100.00%	96.08%	98.90%	100.00%	99.40%	100.00%	100.00%
CNR	10	166	189	100.00%	100.00%	99.37%	100.00%	100.00%	100.00%	100.00%	100.00%
CNR	18	188	199	100.00%	100.00%	97.44%	98.95%	100.00%	100.00%	100.00%	100.00%
CNR	19	130	106	100.00%	100.00%	100.00%	98.39%	100.00%	100.00%	100.00%	100.00%
		976	957								
SCR	6	381	332	100.00%	100.00%	97.87%	96.71%	100.00%	100.00%	99.71%	99.44%
SCR	12	156	135	99.30%	100.00%	96.77%	97.39%	98.59%	99.02%	100.00%	99.02%
SCR	13	252	192	99.46%	99.34%	96.04%	96.93%	98.92%	99.34%	100.00%	100.00%
SCR	20	197	161	100.00%	100.00%	94.25%	97.47%	99.38%	99.33%	100.00%	100.00%
		986	820								
SER	15	232	228	100.00%	100.00%	98.78%	98.37%	99.58%	100.00%	100.00%	100.00%
SER	17	313	255	100.00%	100.00%	97.52%	96.81%	100.00%	100.00%	100.00%	100.00%
		545	483								
SNR	11	332	299	100.00%	100.00%	94.92%	92.83%	99.69%	100.00%	99.69%	99.58%
SNR	16	6	11	92.31%	100.00%	85.71%	100.00%	100.00%	100.00%	100.00%	100.00%
		338	310								
<b>State</b>		<b>3,822</b>	<b>3,566</b>	<b>99.86%</b>	<b>99.93%</b>	<b>96.87%</b>	<b>96.47%</b>	<b>99.74%</b>	<b>99.70%</b>	<b>99.54%</b>	<b>99.93%</b>
	% Inc./Dec. vs. Prev. Month	7.18%								# Invs. in Backlog, Statewide	9

#### 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		
1,148	1,106	1,055	1,051	3,928	3,889	262	258	4,173	4,098	1,521	1,544	98.93%	98.58%

#### 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
0.08	0.06	0.07	0.06

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