

Performance Update for Senior Leadership Team September 2013
Adult Protective Services Program Office

Adult Protection - Program Scorecard
September 2013

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	130	144	100.00%	100.00%	95.89%	99.28%	100.00%	100.00%	100.00%	100.00%
NWR	2	148	144	100.00%	100.00%	96.35%	97.52%	97.44%	99.26%	93.16%	94.85%
NWR	14	89	108	100.00%	100.00%	97.65%	100.00%	100.00%	100.00%	100.00%	100.00%
		367	396								
NER	3 & 8	165	166	100.00%	100.00%	95.95%	91.45%	98.61%	100.00%	97.92%	100.00%
NER	4	196	214	100.00%	100.00%	92.86%	91.12%	99.54%	99.12%	99.54%	97.37%
NER	7	228	215	100.00%	99.42%	98.13%	95.08%	100.00%	100.00%	100.00%	100.00%
		589	595								
CNR	5	263	293	100.00%	100.00%	98.72%	96.00%	99.53%	100.00%	100.00%	100.00%
CNR	9	245	255	100.00%	99.62%	96.26%	97.12%	100.00%	100.00%	99.42%	100.00%
CNR	10	164	174	100.00%	100.00%	98.16%	95.95%	100.00%	100.00%	100.00%	99.39%
CNR	18	250	230	100.00%	99.53%	97.00%	96.98%	100.00%	100.00%	99.45%	100.00%
		922	952								
SCR	6	365	392	100.00%	100.00%	96.90%	97.04%	100.00%	100.00%	100.00%	99.70%
SCR	12	153	161	100.00%	100.00%	98.08%	93.43%	100.00%	100.00%	100.00%	98.29%
SCR	13	246	235	100.00%	100.00%	96.17%	98.15%	100.00%	100.00%	100.00%	99.50%
SCR	20	208	195	100.00%	100.00%	98.91%	98.73%	100.00%	99.32%	100.00%	100.00%
		972	983								
SER	15	210	240	100.00%	99.54%	96.81%	97.86%	99.44%	100.00%	98.32%	99.54%
SER	17	287	289	99.59%	100.00%	96.92%	97.36%	100.00%	100.00%	100.00%	100.00%
SER	19	129	123	99.20%	98.85%	95.38%	94.85%	100.00%	100.00%	100.00%	100.00%
		626	652								
SNR	11	340	330	100.00%	99.35%	94.23%	93.27%	99.32%	99.68%	99.66%	99.68%
SNR	16	9	14	100.00%	100.00%	100.00%	100.00%	90.91%	100.00%	100.00%	100.00%
		349	344								
State		3,825	3,922	99.94%	99.80%	96.58%	96.11%	99.62%	99.86%	99.43%	99.42%
	% Inc./Dec. vs. Prev. Month	-2.47%								# Invs. in Backlog, Statewide	19

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 12/13 & 11/12	
Current	Previous	Current	Previous	Current	Previous	Current	Previous	Current	Previous	Current	Previous		
918	985	1,131	1,092	3,677	3,737	271	273	3,887	3,986	1,345	1,365	98.48%	98.93%

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	0.09	0.08	0.08

¹ Data in "Previous" columns represents August 2013, 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