

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

**Adult Protection - Program Scorecard**  
**December 2013**

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	129	135	100.00%	100.00%	100.00%	97.66%	100.00%	100.00%	100.00%	100.00%
NWR	2	101	129	100.00%	99.12%	97.12%	94.93%	100.00%	100.00%	98.88%	93.81%
NWR	14	78	83	100.00%	100.00%	95.92%	92.86%	100.00%	100.00%	100.00%	100.00%
		308	347								
NER	3 & 8	138	157	100.00%	100.00%	95.65%	96.53%	99.22%	100.00%	99.22%	100.00%
NER	4	152	208	100.00%	100.00%	95.72%	94.06%	100.00%	99.48%	98.84%	98.43%
NER	7	190	187	100.00%	99.49%	95.81%	95.26%	100.00%	100.00%	100.00%	100.00%
		480	552								
CNR	5	221	271	100.00%	99.48%	96.97%	96.41%	100.00%	100.00%	100.00%	100.00%
CNR	9	212	224	98.90%	100.00%	97.66%	95.94%	100.00%	100.00%	100.00%	99.15%
CNR	10	182	146	100.00%	100.00%	97.13%	96.13%	100.00%	100.00%	100.00%	100.00%
CNR	18	202	192	100.00%	100.00%	95.77%	94.41%	99.44%	98.80%	99.44%	100.00%
		817	833								
SCR	6	344	327	100.00%	100.00%	97.66%	96.31%	100.00%	100.00%	100.00%	100.00%
SCR	12	160	136	100.00%	100.00%	100.00%	97.10%	100.00%	100.00%	100.00%	100.00%
SCR	13	169	193	100.00%	100.00%	100.00%	97.71%	99.36%	100.00%	100.00%	100.00%
SCR	20	182	183	100.00%	100.00%	98.38%	96.61%	100.00%	100.00%	100.00%	100.00%
		855	839								
SER	15	199	197	100.00%	100.00%	97.98%	97.75%	99.46%	98.80%	98.92%	99.40%
SER	17	282	291	100.00%	99.57%	98.23%	96.86%	100.00%	100.00%	100.00%	100.00%
SER	19	100	100	100.00%	100.00%	96.26%	97.31%	100.00%	100.00%	100.00%	100.00%
		581	588								
SNR	11	284	299	100.00%	99.63%	93.53%	93.06%	99.68%	100.00%	99.68%	99.25%
SNR	16	11	9	100.00%	100.00%	100.00%	83.33%	100.00%	83.33%	100.00%	100.00%
		295	308								
<b>State</b>		<b>3,336</b>	<b>3,467</b>	<b>99.94%</b>	<b>99.83%</b>	<b>96.90%</b>	<b>95.92%</b>	<b>99.84%</b>	<b>99.80%</b>	<b>99.74%</b>	<b>99.50%</b>
	% Inc./Dec. vs. Prev. Month	-3.78%								# Invs. in Backlog, Statewide	4

**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		
943	919	1,120	1,139	3,518	3,609	258	262	n/a	n/a	832	1,202	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	0.08	0.08	0.07

<sup>1</sup> Data in "Previous" columns represents November 2013, 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