

**Performance Update for Senior Leadership Team February 2014**  
**Adult Protective Services Program Office**

**Adult Protection - Program Scorecard**  
**February 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	147	111	100.00%	100.00%	97.12%	98.55%	100.00%	100.00%	100.00%	100.00%
NWR	2	110	149	100.00%	100.00%	96.40%	93.33%	97.87%	100.00%	100.00%	100.00%
NWR	14	101	95	100.00%	100.00%	97.14%	98.77%	100.00%	100.00%	100.00%	100.00%
		358	355								
NER	3 & 8	139	161	99.17%	98.89%	97.08%	90.70%	100.00%	99.30%	99.17%	100.00%
NER	4	181	216	100.00%	99.58%	92.18%	96.81%	100.00%	99.58%	99.41%	99.16%
NER	7	184	219	100.00%	100.00%	94.33%	93.01%	99.45%	100.00%	99.45%	100.00%
		504	596								
CNR	5	276	303	99.57%	100.00%	94.38%	94.46%	100.00%	100.00%	100.00%	100.00%
CNR	9	210	281	100.00%	100.00%	97.67%	95.61%	100.00%	100.00%	100.00%	100.00%
CNR	10	179	143	100.00%	99.37%	94.38%	96.05%	100.00%	99.37%	99.36%	100.00%
CNR	18	222	256	100.00%	100.00%	98.31%	98.42%	99.53%	100.00%	100.00%	100.00%
		887	983								
SCR	6	369	380	100.00%	100.00%	97.26%	96.58%	100.00%	100.00%	100.00%	100.00%
SCR	12	154	153	100.00%	100.00%	97.37%	99.25%	100.00%	100.00%	100.00%	100.00%
SCR	13	223	223	100.00%	100.00%	98.91%	100.00%	99.38%	100.00%	100.00%	100.00%
SCR	20	213	215	99.43%	100.00%	98.37%	98.95%	100.00%	100.00%	100.00%	100.00%
		959	971								
SER	15	215	221	100.00%	100.00%	100.00%	97.97%	99.45%	98.90%	100.00%	97.24%
SER	17	309	311	100.00%	100.00%	99.29%	98.01%	100.00%	100.00%	100.00%	100.00%
SER	19	153	139	100.00%	100.00%	97.03%	95.69%	100.00%	100.00%	100.00%	99.05%
		677	671								
SNR	11	317	306	100.00%	99.56%	95.44%	95.18%	99.65%	99.11%	100.00%	100.00%
SNR	16	15	19	100.00%	100.00%	100.00%	92.86%	100.00%	100.00%	100.00%	92.31%
		332	325								
<b>State</b>		<b>3,717</b>	<b>3,901</b>	<b>99.90%</b>	<b>99.81%</b>	<b>96.83%</b>	<b>96.45%</b>	<b>99.78%</b>	<b>98.78%</b>	<b>99.87%</b>	<b>99.72%</b>
	% Inc./Dec. vs. Prev. Month	-4.72%								# Invs. in Backlog, Statewide	0

**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		
953	940	1,092	1,111	3,379	3,479	346	254	n/a	n/a	399	662	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
0.06	0.08	0.07	0.07

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