

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

**Adult Protection - Program Scorecard**  
**November 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	135	162	100.00%	100.00%	97.66%	98.40%	100.00%	100.00%	100.00%	100.00%
NWR	2	129	142	99.12%	100.00%	94.93%	93.94%	100.00%	100.00%	93.81%	98.23%
NWR	14	83	67	100.00%	100.00%	92.86%	96.39%	100.00%	100.00%	100.00%	98.72%
		347	371								
NER	3 & 8	157	160	100.00%	100.00%	96.53%	99.30%	100.00%	100.00%	100.00%	99.26%
NER	4	208	210	100.00%	100.00%	94.06%	97.83%	99.48%	99.21%	98.43%	98.81%
NER	7	187	236	99.49%	99.57%	95.26%	93.60%	100.00%	97.02%	100.00%	99.57%
		552	606								
CNR	5	271	253	99.48%	99.68%	96.41%	96.77%	100.00%	100.00%	100.00%	100.00%
CNR	9	224	241	100.00%	99.64%	95.94%	96.13%	100.00%	100.00%	99.15%	100.00%
CNR	10	146	182	100.00%	100.00%	96.13%	97.22%	100.00%	100.00%	100.00%	100.00%
CNR	18	192	214	100.00%	100.00%	94.41%	98.33%	98.80%	99.55%	100.00%	96.43%
		833	890								
SCR	6	327	356	100.00%	100.00%	96.31%	97.10%	100.00%	99.69%	100.00%	100.00%
SCR	12	136	177	100.00%	100.00%	97.10%	97.66%	100.00%	100.00%	100.00%	100.00%
SCR	13	193	254	100.00%	99.54%	97.71%	97.55%	100.00%	100.00%	100.00%	99.54%
SCR	20	183	193	100.00%	100.00%	96.61%	97.25%	100.00%	100.00%	100.00%	100.00%
		839	980								
SER	15	197	233	100.00%	100.00%	97.75%	97.35%	98.80%	99.05%	99.40%	99.53%
SER	17	291	275	99.57%	100.00%	96.86%	99.65%	100.00%	100.00%	100.00%	100.00%
SER	19	100	132	100.00%	100.00%	97.31%	97.18%	100.00%	100.00%	100.00%	100.00%
		588	640								
SNR	11	299	316	99.63%	99.69%	93.06%	95.73%	100.00%	99.08%	99.25%	98.77%
SNR	16	9	11	100.00%	100.00%	83.33%	93.33%	83.33%	100.00%	100.00%	100.00%
		308	327								
<b>State</b>		<b>3,467</b>	<b>3,814</b>	<b>99.83%</b>	<b>99.87%</b>	<b>95.92%</b>	<b>97.03%</b>	<b>99.80%</b>	<b>99.57%</b>	<b>99.50%</b>	<b>99.41%</b>
	% Inc./Dec. vs. Prev. Month	-9.10%								# Invs. in Backlog, Statewide	3

**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		
919	912	1,139	1,142	3,609	3,627	262	269	3,665	3,796	1,202	1,257	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	0.10	0.07	0.09

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