

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

**Adult Protection - Program Scorecard**  
**October 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	162	130	100.00%	100.00%	98.40%	95.89%	100.00%	100.00%	100.00%	100.00%
NWR	2	142	148	100.00%	100.00%	93.94%	96.35%	100.00%	97.44%	98.23%	93.16%
NWR	14	67	89	100.00%	100.00%	96.39%	97.65%	100.00%	100.00%	98.72%	100.00%
		371	367								
NER	3 & 8	160	165	100.00%	100.00%	99.30%	95.95%	100.00%	98.61%	99.26%	97.92%
NER	4	210	196	100.00%	100.00%	97.83%	92.86%	99.21%	99.54%	98.81%	99.54%
NER	7	236	228	99.57%	100.00%	93.60%	98.13%	97.02%	100.00%	99.57%	100.00%
		606	589								
CNR	5	253	263	99.68%	100.00%	96.77%	98.72%	100.00%	99.53%	100.00%	100.00%
CNR	9	241	245	99.64%	100.00%	96.13%	96.26%	100.00%	100.00%	100.00%	99.42%
CNR	10	182	164	100.00%	100.00%	97.22%	98.16%	100.00%	100.00%	100.00%	100.00%
CNR	18	214	250	100.00%	100.00%	98.33%	97.00%	99.55%	100.00%	96.43%	99.45%
		890	922								
SCR	6	356	365	100.00%	100.00%	97.10%	96.90%	99.69%	100.00%	100.00%	100.00%
SCR	12	177	153	100.00%	100.00%	97.66%	98.08%	100.00%	100.00%	100.00%	100.00%
SCR	13	254	246	99.54%	100.00%	97.55%	96.17%	100.00%	100.00%	99.54%	100.00%
SCR	20	193	208	100.00%	100.00%	97.25%	98.91%	100.00%	100.00%	100.00%	100.00%
		980	972								
SER	15	233	210	100.00%	100.00%	97.35%	96.81%	99.05%	99.44%	99.53%	98.32%
SER	17	275	287	100.00%	99.59%	99.65%	96.92%	100.00%	100.00%	100.00%	100.00%
SER	19	132	129	100.00%	99.20%	97.18%	95.38%	100.00%	100.00%	100.00%	100.00%
		640	626								
SNR	11	316	340	99.69%	100.00%	95.73%	94.23%	99.08%	99.32%	98.77%	99.66%
SNR	16	11	9	100.00%	100.00%	93.33%	100.00%	100.00%	90.91%	100.00%	100.00%
		327	349								
<b>State</b>		<b>3,814</b>	<b>3,825</b>	<b>99.87%</b>	<b>99.94%</b>	<b>97.03%</b>	<b>96.58%</b>	<b>99.57%</b>	<b>99.62%</b>	<b>99.41%</b>	<b>99.43%</b>
	% Inc./Dec. vs. Prev. Month	-0.29%								# 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 12/13 & 11/12	
Current	Previous	Current	Previous	Current	Previous	Current	Previous	Current	Previous	Current	Previous		
912	918	1,142	1,131	3,627	3,677	269	271	3,796	3,887	1,257	1,345	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
0.10	0.08	0.09	0.08

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