

Performance Update for Senior Leadership Team April 2012
Adult Protective Services Program Office

Adult Protection - Program Scorecard
April 2012

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	166	139	100.00%	100.00%	97.08%	100.00%	100.00%	100.00%	100.00%	100.00%
NWR	2	175	168	100.00%	98.71%	91.01%	94.25%	98.61%	100.00%	97.22%	98.06%
NWR	14	81	104	100.00%	100.00%	98.28%	98.59%	100.00%	100.00%	100.00%	100.00%
		422	411								
NER	3 & 8	129	134	100.00%	100.00%	91.94%	97.37%	100.00%	99.04%	99.09%	99.04%
NER	4	169	196	99.47%	100.00%	92.46%	94.86%	98.94%	100.00%	94.71%	93.08%
NER	7	192	217	100.00%	100.00%	97.01%	95.89%	99.08%	97.81%	69.59%	88.32%
		490	547								
CNR	5	282	294	100.00%	100.00%	97.71%	97.87%	100.00%	100.00%	100.00%	100.00%
CNR	9	194	222	100.00%	100.00%	100.00%	99.07%	100.00%	100.00%	100.00%	100.00%
CNR	10	143	167	100.00%	100.00%	99.44%	95.40%	99.44%	100.00%	100.00%	100.00%
CNR	18	189	206	100.00%	100.00%	97.57%	96.68%	99.55%	100.00%	100.00%	100.00%
CNR	19	132	126	100.00%	99.22%	100.00%	98.59%	100.00%	100.00%	100.00%	100.00%
		940	1015								
SCR	6	325	388	99.65%	100.00%	97.02%	97.16%	99.65%	100.00%	99.65%	99.69%
SCR	12	157	147	99.11%	100.00%	95.12%	97.37%	100.00%	100.00%	94.64%	100.00%
SCR	13	206	213	100.00%	100.00%	98.12%	99.43%	99.48%	99.38%	100.00%	100.00%
SCR	20	171	213	100.00%	100.00%	95.98%	95.11%	98.33%	100.00%	100.00%	99.40%
		859	961								
SER	15	240	237	100.00%	99.57%	98.74%	97.19%	100.00%	99.57%	100.00%	100.00%
SER	17	287	306	100.00%	100.00%	98.38%	98.31%	100.00%	100.00%	100.00%	99.64%
		527	543								
SNR	11	321	321	100.00%	100.00%	95.94%	96.74%	100.00%	99.66%	100.00%	98.98%
SNR	16	16	10	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
		337	331								
State		3,575	3,808	99.88%	99.88%	96.78%	97.18%	99.63%	99.78%	97.38%	98.85%
	% Inc./Dec. vs. Prev. Month	-6.12%								# 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 10/11 & 09/10	
Current	Previous	Current	Previous	Current	Previous	Current	Previous	Current	Previous	Current	Previous		
1,244	1,278	1,028	1,035	3,907	3,903	248	248	3,610	3,485	1,321	1,233	98.58%	98.35%

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
0.07	0.06	0.07	0.07

¹ Data in "Previous" columns represents March 2012, 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