

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

**Adult Protection - Program Scorecard**  
August 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	144	168	100.00%	100.00%	99.28%	96.53%	100.00%	100.00%	100.00%	99.36%
NWR	2	144	192	100.00%	100.00%	97.52%	95.63%	99.26%	100.00%	94.85%	88.98%
NWR	14	108	95	100.00%	98.98%	100.00%	97.09%	100.00%	100.00%	100.00%	100.00%
		396	455								
NER	3 & 8	166	147	100.00%	100.00%	91.45%	95.56%	100.00%	99.22%	100.00%	98.44%
NER	4	214	233	100.00%	100.00%	91.12%	92.59%	99.12%	100.00%	97.37%	99.03%
NER	7	215	208	99.42%	99.31%	95.08%	95.30%	100.00%	99.31%	100.00%	100.00%
		595	588								
CNR	5	293	281	100.00%	100.00%	96.00%	95.00%	100.00%	99.64%	100.00%	100.00%
CNR	9	255	227	99.62%	100.00%	97.12%	95.22%	100.00%	100.00%	100.00%	100.00%
CNR	10	174	178	100.00%	99.44%	95.95%	95.90%	100.00%	99.44%	99.39%	100.00%
CNR	18	230	235	99.53%	100.00%	96.98%	97.84%	100.00%	100.00%	100.00%	99.55%
		952	921								
SCR	6	392	412	100.00%	100.00%	97.04%	98.08%	100.00%	100.00%	99.70%	99.29%
SCR	12	161	158	100.00%	100.00%	93.43%	99.24%	100.00%	100.00%	98.29%	100.00%
SCR	13	235	251	100.00%	100.00%	98.15%	97.61%	100.00%	100.00%	99.50%	100.00%
SCR	20	195	180	100.00%	100.00%	98.73%	97.41%	99.32%	100.00%	100.00%	100.00%
		983	1001								
SER	15	240	232	99.54%	100.00%	97.86%	99.54%	100.00%	99.51%	99.54%	100.00%
SER	17	289	303	100.00%	100.00%	97.36%	97.85%	100.00%	100.00%	100.00%	100.00%
SER	19	123	153	98.85%	100.00%	94.85%	98.95%	100.00%	100.00%	100.00%	100.00%
		652	688								
SNR	11	330	352	99.35%	100.00%	93.27%	92.83%	99.68%	100.00%	99.68%	99.29%
SNR	16	14	15	100.00%	100.00%	100.00%	92.86%	100.00%	100.00%	100.00%	100.00%
		344	367								
<b>State</b>		<b>3,922</b>	<b>4,020</b>	<b>99.80%</b>	<b>99.91%</b>	<b>96.11%</b>	<b>96.58%</b>	<b>99.86%</b>	<b>99.85%</b>	<b>99.42%</b>	<b>99.29%</b>
	% Inc./Dec. vs. Prev. Month	-2.44%								# Invs. in Backlog, Statewide	21

**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		
985	1,075	1,092	1,089	3,737	3,853	273	264	3,986	4,132	1,365	1,384	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
0.09	0.07	0.08	0.07

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