

Performance Update for Senior Leadership Team - August 2017
Adult Protective Services Program Office

Adult Protection - Program Scorecard
August 2017

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	198	190	99.55%	100.00%	94.12%	96.15%	99.55%	100.00%	100.00%	100.00%
NWR	2	178	183	100.00%	100.00%	96.79%	94.78%	100.00%	100.00%	100.00%	100.00%
NWR	14	117	119	100.00%	100.00%	95.54%	94.83%	100.00%	100.00%	100.00%	100.00%
		493	492								
NER	3 & 8	195	211	100.00%	100.00%	93.98%	85.28%	100.00%	100.00%	99.49%	100.00%
NER	4	270	292	99.71%	99.41%	92.00%	93.01%	99.71%	99.41%	95.00%	100.00%
NER	7	323	291	100.00%	100.00%	93.67%	95.02%	99.00%	98.54%	94.68%	95.12%
		788	794								
CNR	5	333	313	100.00%	100.00%	98.20%	98.99%	100.00%	100.00%	100.00%	100.00%
CNR	9	293	282	100.00%	100.00%	97.75%	97.62%	100.00%	99.28%	99.52%	97.83%
CNR	10	176	187	100.00%	100.00%	97.14%	96.89%	100.00%	100.00%	100.00%	100.00%
CNR	18	295	225	100.00%	100.00%	98.91%	100.00%	99.18%	100.00%	100.00%	100.00%
		1097	1007								
SCR	6	496	457	99.12%	100.00%	93.58%	96.63%	99.34%	99.72%	100.00%	100.00%
SCR	12	218	189	100.00%	100.00%	99.43%	96.95%	100.00%	100.00%	100.00%	100.00%
SCR	13	310	288	99.18%	99.06%	92.22%	92.44%	100.00%	100.00%	100.00%	99.53%
SCR	20	248	232	100.00%	99.48%	98.52%	95.39%	100.00%	100.00%	100.00%	100.00%
		1272	1166								
SER	15	288	258	100.00%	99.53%	95.96%	96.48%	98.05%	99.07%	99.22%	100.00%
SER	17	350	321	100.00%	100.00%	97.85%	96.58%	100.00%	100.00%	100.00%	100.00%
SER	19	151	133	100.00%	100.00%	94.02%	90.24%	97.22%	100.00%	98.15%	99.13%
		789	712								
SNR	11	387	336	100.00%	99.65%	93.17%	93.94%	100.00%	98.95%	99.34%	98.60%
SNR	16	12	13	100.00%	100.00%	90.00%	72.73%	100.00%	100.00%	100.00%	90.91%
		399	349								
State		4,838	4,520	99.82%	99.84%	95.37%	95.32%	99.60%	99.67%	99.07%	99.37%
	% Inc./Dec. vs. Prev. Month	7.04%								# Invs. in Backlog, Statewide	11

Statewide Services and Wait Lists



HCDA Waitlist Population		HCDA Clients Being Served		CCDA Waitlist Population		CCDA Clients Being Served		% of Adults with Disabilities Receiving Services Who are Not Placed in a Nursing Home, FY 16/17 & 15/16	
Current	Previous	Current	Previous	Current	Previous	Current	Previous	Current	Previous
528	854	1,015	1,022	1,814	1,848	298	295	99.08%	99.42%

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
0.13	0.09	0.15	0.11

¹ Data in "Previous" columns represents July 2017, 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