

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

**Adult Protection - Program Scorecard**  
**December 2012**

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	128	116	100.00%	100.00%	99.04%	97.83%	100.00%	100.00%	100.00%	100.00%
NWR	2	139	141	100.00%	100.00%	96.88%	93.19%	100.00%	98.86%	89.89%	93.71%
NWR	14	57	74	100.00%	100.00%	97.10%	98.81%	100.00%	100.00%	98.39%	97.37%
		<b>324</b>	<b>331</b>								
NER	3 & 8	124	115	100.00%	98.28%	92.31%	92.37%	99.09%	97.41%	100.00%	99.14%
NER	4	136	159	100.00%	100.00%	94.09%	94.15%	99.42%	98.95%	97.67%	97.89%
NER	7	161	160	100.00%	100.00%	96.24%	99.30%	100.00%	99.27%	100.00%	100.00%
		<b>421</b>	<b>434</b>								
CNR	5	196	213	100.00%	100.00%	97.69%	99.27%	100.00%	100.00%	100.00%	100.00%
CNR	9	200	171	100.00%	99.51%	96.68%	97.70%	99.48%	100.00%	100.00%	100.00%
CNR	10	149	154	99.14%	99.32%	96.00%	92.98%	100.00%	100.00%	100.00%	100.00%
CNR	18	182	158	100.00%	100.00%	99.33%	98.56%	100.00%	100.00%	100.00%	100.00%
CNR	19	102	112	100.00%	100.00%	97.14%	97.64%	100.00%	100.00%	100.00%	100.00%
		<b>829</b>	<b>808</b>								
SCR	6	299	305	100.00%	99.61%	96.15%	96.99%	99.56%	100.00%	99.12%	99.61%
SCR	12	125	127	100.00%	100.00%	98.02%	95.16%	100.00%	100.00%	100.00%	100.00%
SCR	13	180	199	100.00%	100.00%	97.60%	98.36%	100.00%	99.40%	100.00%	100.00%
SCR	20	157	161	100.00%	100.00%	97.37%	96.88%	100.00%	100.00%	99.29%	100.00%
		<b>761</b>	<b>792</b>								
SER	15	198	204	100.00%	100.00%	96.22%	99.55%	100.00%	100.00%	99.46%	100.00%
SER	17	234	269	100.00%	100.00%	96.14%	98.14%	100.00%	100.00%	100.00%	100.00%
		<b>432</b>	<b>473</b>								
SNR	11	266	270	99.59%	100.00%	90.59%	94.60%	100.00%	100.00%	99.59%	99.62%
SNR	16	17	7	100.00%	100.00%	100.00%	87.50%	100.00%	100.00%	100.00%	100.00%
		<b>283</b>	<b>277</b>								
<b>State</b>		<b>3,050</b>	<b>3,115</b>	<b>99.93%</b>	<b>99.84%</b>	<b>96.11%</b>	<b>96.79%</b>	<b>99.85%</b>	<b>99.71%</b>	<b>99.30%</b>	<b>99.36%</b>
	% Inc./Dec. vs. Prev. Month	-2.09%								# Invs. in Backlog, Statewide	13

**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		
1,108	1,183	1,065	1,057	3,956	3,997	256	258	4,234	4,249	1,445	1,503	98.93%	98.58%

**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
0.05	0.08	0.05	0.06

<sup>1</sup> Data in "Previous" columns represents November 2012, 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