

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

**Adult Protection - Program Scorecard**  
**February 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	136	146	100.00%	99.06%	97.14%	95.45%	100.00%	100.00%	100.00%	100.00%
NWR	2	150	125	99.07%	100.00%	96.50%	98.23%	100.00%	100.00%	97.20%	92.16%
NWR	14	74	91	100.00%	100.00%	98.90%	94.74%	100.00%	100.00%	100.00%	98.55%
		360	362								
NER	3 & 8	137	115	98.86%	100.00%	98.94%	95.73%	100.00%	98.18%	100.00%	100.00%
NER	4	158	179	100.00%	100.00%	94.51%	94.05%	99.35%	98.81%	98.69%	99.40%
NER	7	171	205	99.21%	100.00%	96.45%	96.39%	100.00%	99.36%	100.00%	100.00%
		466	499								
CNR	5	253	263	100.00%	100.00%	98.31%	98.62%	100.00%	100.00%	100.00%	100.00%
CNR	9	167	239	100.00%	100.00%	96.95%	96.82%	100.00%	99.50%	100.00%	100.00%
CNR	10	139	153	100.00%	100.00%	97.37%	97.16%	99.31%	100.00%	100.00%	100.00%
CNR	18	173	196	100.00%	100.00%	96.89%	99.01%	100.00%	100.00%	100.00%	100.00%
		732	990								
SCR	6	317	334	100.00%	100.00%	97.37%	97.02%	100.00%	100.00%	99.59%	100.00%
SCR	12	147	158	99.15%	100.00%	97.62%	96.97%	100.00%	100.00%	99.15%	100.00%
SCR	13	192	192	99.37%	100.00%	94.94%	96.35%	100.00%	100.00%	100.00%	99.44%
SCR	20	203	215	99.45%	100.00%	95.92%	96.82%	100.00%	100.00%	100.00%	100.00%
		859	899								
SER	15	216	224	99.46%	100.00%	96.50%	99.05%	100.00%	100.00%	100.00%	100.00%
SER	17	261	318	100.00%	100.00%	97.01%	97.45%	100.00%	100.00%	100.00%	100.00%
SER	19	108	139	100.00%	100.00%	99.09%	98.08%	100.00%	100.00%	100.00%	100.00%
		585	542								
SNR	11	301	308	100.00%	100.00%	94.14%	93.73%	100.00%	100.00%	99.27%	99.65%
SNR	16	16	12	100.00%	100.00%	91.67%	100.00%	100.00%	100.00%	100.00%	100.00%
		317	320								
<b>State</b>		<b>3,319</b>	<b>3,612</b>	<b>99.76%</b>	<b>100.00%</b>	<b>96.53%</b>	<b>96.78%</b>	<b>99.93%</b>	<b>99.80%</b>	<b>99.72%</b>	<b>99.59%</b>
	% Inc./Dec. vs. Prev. Month	-8.11%								# 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 10/11 & 09/10	
Current	Previous	Current	Previous	Current	Previous	Current	Previous	Current	Previous	Current	Previous		
1,060	1,077	1,078	1,103	3,972	3,980	254	256	4,265	4,275	1,421	1,430	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	0.07	0.06	0.06

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