

**Performance Update for Senior Leadership Team - October 2015**  
**Adult Protective Services Program Office**

**Adult Protection - Program Scorecard**  
**October 2015**

| 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                           | 157                           | 151                   | 100.00%   | 98.76%        | 95.68%                                      | 95.93%        | 100.00%   | 100.00%       | 100.00%   | 100.00%       |
| NWR          | 2                           | 136                           | 166                   | 100.00%   | 98.99%        | 89.55%                                      | 95.76%        | 99.16%  | 98.99%        | 92.44%  | 100.00%       |
| NWR          | 14                          | 81                            | 84                    | 100.00%   | 98.82%        | 96.53%                                      | 98.89%        | 100.00%   | 98.82%        | 100.00%   | 100.00%       |
|              |                             | 374                           | 401                   |   |               |   |               |   |               |   |               |
| NER          | 3 & 8                       | 181                           | 163                   | 99.42%  | 100.00%       | 91.40%                                      | 98.43%        | 97.64%  | 99.16%        | 94.19%  | 94.12%        |
| NER          | 4                           | 234                           | 224                   | 100.00%   | 100.00%       | 94.26%                                      | 94.23%        | 99.56%  | 100.00%       | 99.56%  | 98.99%        |
| NER          | 7                           | 208                           | 252                   | 99.57%  | 100.00%       | 95.53%                                      | 95.26%        | 100.00%   | 100.00%       | 95.65%  | 97.33%        |
|              |                             | 623                           | 639                   |   |               |   |               |   |               |   |               |
| CNR          | 5                           | 301                           | 259                   | 100.00%   | 100.00%       | 94.74%                                      | 97.32%        | 100.00%   | 100.00%       | 99.60%  | 99.64%        |
| CNR          | 9                           | 271                           | 271                   | 100.00%   | 99.59%        | 95.25%                                      | 96.38%        | 100.00%   | 100.00%       | 97.36%  | 99.59%        |
| CNR          | 10                          | 174                           | 192                   | 100.00%   | 100.00%       | 95.18%                                      | 94.90%        | 100.00%   | 100.00%       | 99.32%  | 100.00%       |
| CNR          | 18                          | 215                           | 223                   | 100.00%   | 99.57%        | 97.87%                                      | 97.66%        | 99.54%  | 100.00%       | 98.62%  | 99.57%        |
|              |                             | 961                           | 945                   |   |               |   |               |   |               |   |               |
| SCR          | 6                           | 407                           | 406                   | 99.75%  | 99.72%        | 96.93%                                      | 96.56%        | 99.75%  | 99.72%        | 99.24%  | 99.45%        |
| SCR          | 12                          | 175                           | 186                   | 100.00%   | 100.00%       | 96.45%                                      | 97.01%        | 100.00%   | 100.00%       | 99.22%  | 100.00%       |
| SCR          | 13                          | 244                           | 302                   | 100.00%   | 100.00%       | 98.79%                                      | 98.09%        | 99.16%  | 100.00%       | 99.58%  | 99.51%        |
| SCR          | 20                          | 232                           | 249                   | 100.00%   | 99.55%        | 95.54%                                      | 96.67%        | 100.00%   | 99.55%        | 100.00%   | 100.00%       |
|              |                             | 1058                          | 1143                  |   |               |   |               |   |               |   |               |
| SER          | 15                          | 224                           | 236                   | 100.00%   | 100.00%       | 96.30%                                      | 96.10%        | 99.13%  | 99.30%        | 100.00%   | 99.65%        |
| SER          | 17                          | 283                           | 291                   | 100.00%   | 100.00%       | 96.76%                                      | 96.90%        | 100.00%   | 100.00%       | 100.00%   | 100.00%       |
| SER          | 19                          | 135                           | 127                   | 100.00%   | 100.00%       | 94.48%                                      | 96.67%        | 99.26%  | 99.27%        | 100.00%   | 98.54%        |
|              |                             | 642                           | 654                   |   |               |   |               |   |               |   |               |
| SNR          | 11                          | 376                           | 341                   | 99.39%  | 100.00%       | 93.16%                                      | 93.81%        | 97.88%  | 97.78%        | 72.73%  | 57.14%        |
| SNR          | 16                          | 22                            | 18                    | 100.00%   | 100.00%       | 100.00%                                     | 100.00%       | 100.00%   | 100.00%       | 100.00%   | 93.33%        |
|              |                             | 398                           | 359                   |   |               |   |               |   |               |   |               |
| <b>State</b> |                             | <b>4,056</b>                  | <b>4,141</b>          | <b>99.87%</b>   | <b>99.79%</b> | <b>95.48%</b>                               | <b>96.22%</b> | <b>99.48%</b>                                       | <b>99.56%</b> | <b>96.41%</b>                                       | <b>94.82%</b> |
|              | % Inc./Dec. vs. Prev. Month | -2.05%                        |                       |   |               |   |               |   |               | # Invs. in Backlog, Statewide                       | 51            |

**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 14/15 & 13/14 |          |
|--------------------------|----------|---------------------------|----------|--------------------------|----------|---------------------------|----------|---|----------|
| Current                  | Previous | Current                   | Previous | Current                  | Previous | Current                   | Previous | Current   | Previous |
| 517                      | 475      | 1,182                     | 1,152    | 2,102                    | 2,108    | 296                       | 300      | 99.16%  | 96.18%   |

**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 |
| 0.12   | 0.13     | 0.13  | 0.13     |

<sup>1</sup> Data in "Previous" columns represents September 2015, 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