

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

Adult Protection - Program Scorecard
September 2012

| 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 | 257 | 156 | 100.00% | 100.00% | 97.16% | 97.30% | 100.00% | 100.00% | 100.00% | 100.00% |
| NWR | 2 | 162 | 199 | 100.00% | 100.00% | 91.67% | 92.06% | 99.14% | 100.00% | 100.00% | 98.06% |
| NWR | 14 | 76 | 86 | 100.00% | 100.00% | 95.38% | 97.85% | 100.00% | 100.00% | 100.00% | 100.00% |
| | | 495 | 441 | | | | | | | | |
| NER | 3 & 8 | 130 | 173 | 100.00% | 99.31% | 96.45% | 96.13% | 99.22% | 99.31% | 100.00% | 99.31% |
| NER | 4 | 185 | 213 | 99.57% | 100.00% | 91.63% | 91.93% | 98.72% | 94.83% | 100.00% | 98.52% |
| NER | 7 | 186 | 244 | 100.00% | 100.00% | 95.83% | 96.35% | 100.00% | 100.00% | 100.00% | 100.00% |
| | | 501 | 630 | | | | | | | | |
| CNR | 5 | 243 | 290 | 100.00% | 100.00% | 97.74% | 98.06% | 100.00% | 100.00% | 100.00% | 100.00% |
| CNR | 9 | 220 | 227 | 100.00% | 100.00% | 98.90% | 98.73% | 99.40% | 99.53% | 100.00% | 100.00% |
| CNR | 10 | 189 | 188 | 100.00% | 100.00% | 100.00% | 98.42% | 100.00% | 100.00% | 100.00% | 100.00% |
| CNR | 18 | 199 | 223 | 100.00% | 100.00% | 98.95% | 96.00% | 100.00% | 100.00% | 100.00% | 100.00% |
| CNR | 19 | 106 | 124 | 100.00% | 100.00% | 98.39% | 98.40% | 100.00% | 100.00% | 100.00% | 100.00% |
| | | 957 | 1052 | | | | | | | | |
| SCR | 6 | 332 | 353 | 100.00% | 100.00% | 96.71% | 97.44% | 100.00% | 100.00% | 99.44% | 99.44% |
| SCR | 12 | 135 | 151 | 100.00% | 100.00% | 97.39% | 95.76% | 99.02% | 100.00% | 99.02% | 100.00% |
| SCR | 13 | 192 | 246 | 99.34% | 100.00% | 96.93% | 97.62% | 99.34% | 100.00% | 100.00% | 100.00% |
| SCR | 20 | 161 | 202 | 100.00% | 100.00% | 97.47% | 98.15% | 99.33% | 100.00% | 100.00% | 100.00% |
| | | 820 | 952 | | | | | | | | |
| SER | 15 | 228 | 216 | 100.00% | 100.00% | 98.37% | 98.78% | 100.00% | 100.00% | 100.00% | 100.00% |
| SER | 17 | 255 | 292 | 100.00% | 100.00% | 96.81% | 97.44% | 100.00% | 100.00% | 100.00% | 100.00% |
| | | 483 | 508 | | | | | | | | |
| SNR | 11 | 299 | 302 | 100.00% | 100.00% | 92.83% | 95.79% | 100.00% | 100.00% | 99.58% | 99.62% |
| SNR | 16 | 11 | 20 | 100.00% | 100.00% | 100.00% | 98.15% | 100.00% | 100.00% | 100.00% | 100.00% |
| | | 310 | 322 | | | | | | | | |
| State | | 3,566 | 3,905 | 99.93% | 99.97% | 96.47% | 96.82% | 99.70% | 99.53% | 99.93% | 99.72% |
| | % Inc./Dec. vs. Prev. Month | -8.68% | | | | | | | | # Invs. in Backlog, Statewide | 11 |

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 | | |
| 1,106 | 943 | 1,051 | 991 | 3,889 | 3,839 | 258 | 253 | 4,098 | 3,960 | 1,544 | 1,553 | 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 |
| 0.06 | 0.08 | 0.06 | 0.07 |

¹ Data in "Previous" columns represents August 2012, 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