

**Performance Update for Senior Leadership Team - September 2014**  
Adult Protective Services Program Office

**Adult Protection - Program Scorecard**  
September 2014

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	175	182	100.00%	100.00%	98.85%	99.39%	100.00%	100.00%	100.00%	100.00%
NWR	2	125	143	100.00%	100.00%	90.85%	97.92%	100.00%	99.12%	100.00%	100.00%
NWR	14	82	105	100.00%	100.00%	96.33%	96.12%	100.00%	100.00%	98.98%	100.00%
		382	430								
NER	3 & 8	163	171	99.21%	99.36%	97.76%	95.81%	100.00%	100.00%	100.00%	99.36%
NER	4	219	235	100.00%	100.00%	95.96%	94.49%	100.00%	100.00%	99.43%	99.09%
NER	7	224	272	99.47%	100.00%	95.02%	96.20%	98.94%	99.53%	100.00%	100.00%
		606	678								
CNR	5	296	326	100.00%	100.00%	95.00%	97.00%	99.27%	100.00%	100.00%	100.00%
CNR	9	250	244	100.00%	100.00%	96.12%	99.09%	100.00%	100.00%	99.45%	100.00%
CNR	10	185	151	100.00%	100.00%	98.55%	99.37%	100.00%	100.00%	100.00%	100.00%
CNR	18	208	266	100.00%	99.55%	97.44%	97.54%	100.00%	100.00%	99.60%	100.00%
		939	987								
SCR	6	391	374	100.00%	100.00%	97.62%	96.04%	100.00%	99.67%	100.00%	99.67%
SCR	12	156	190	100.00%	100.00%	97.69%	100.00%	99.35%	100.00%	99.35%	100.00%
SCR	13	265	290	100.00%	100.00%	99.49%	96.21%	100.00%	99.48%	100.00%	99.48%
SCR	20	222	233	100.00%	100.00%	96.95%	96.93%	100.00%	100.00%	100.00%	100.00%
		1034	1087								
SER	15	229	272	100.00%	100.00%	92.67%	98.98%	100.00%	100.00%	90.40%	97.18%
SER	17	322	349	100.00%	100.00%	96.79%	98.02%	100.00%	100.00%	99.35%	100.00%
SER	19	136	154	100.00%	100.00%	94.12%	94.38%	100.00%	100.00%	97.12%	92.86%
		687	775								
SNR	11	333	350	100.00%	99.65%	94.24%	92.48%	99.69%	100.00%	100.00%	100.00%
SNR	16	19	17	100.00%	100.00%	72.73%	100.00%	100.00%	100.00%	90.91%	100.00%
		352	367								
<b>State</b>		<b>4,000</b>	<b>4,324</b>	<b>99.94%</b>	<b>99.92%</b>	<b>96.02%</b>	<b>96.89%</b>	<b>99.86%</b>	<b>99.89%</b>	<b>98.99%</b>	<b>99.34%</b>
	% Inc./Dec. vs. Prev. Month	-7.49%								# Invs. in Backlog, Statewide	7

**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 13/14 & 12/13	
Current	Previous	Current	Previous	Current	Previous	Current	Previous	Current	Previous
657	613	1,096	1,016	2,783	2,767	236	235	96.18%	98.48%

**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
0.09	0.08	0.10	0.08

<sup>1</sup> Data in "Previous" columns represents August 2014, 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