

Performance Update for Senior Leadership Team - April 2017
Adult Protective Services Program Office

Adult Protection - Program Scorecard
April 2017

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	170	175	100.00%	100.00%	98.00%	96.15%	99.26%	99.44%	100.00%	100.00%
NWR	2	161	157	99.11%	100.00%	95.28%	93.75%	100.00%	98.46%	100.00%	100.00%
NWR	14	99	130	100.00%	100.00%	95.51%	96.12%	100.00%	100.00%	98.80%	100.00%
		430	462								
NER	3 & 8	169	184	99.35%	99.51%	84.95%	91.49%	100.00%	99.03%	96.75%	97.57%
NER	4	259	292	100.00%	99.55%	94.61%	94.21%	100.00%	100.00%	97.41%	99.55%
NER	7	225	258	99.57%	100.00%	97.31%	94.47%	100.00%	99.01%	94.02%	91.63%
		653	734								
CNR	5	331	381	99.55%	99.00%	97.56%	96.59%	100.00%	100.00%	100.00%	100.00%
CNR	9	278	314	100.00%	100.00%	95.92%	96.77%	100.00%	100.00%	96.54%	92.07%
CNR	10	159	185	100.00%	100.00%	96.79%	98.81%	100.00%	100.00%	100.00%	100.00%
CNR	18	231	267	100.00%	100.00%	99.27%	97.42%	99.61%	99.52%	99.21%	99.52%
		999	1147								
SCR	6	495	458	100.00%	100.00%	95.93%	95.50%	99.72%	98.56%	99.72%	99.76%
SCR	12	171	223	100.00%	99.39%	93.33%	93.89%	99.32%	100.00%	98.64%	99.39%
SCR	13	261	296	99.57%	98.59%	95.49%	92.73%	95.65%	98.12%	98.26%	94.84%
SCR	20	212	258	100.00%	99.61%	96.14%	96.77%	100.00%	100.00%	100.00%	100.00%
		1139	1235								
SER	15	234	282	100.00%	100.00%	93.91%	96.47%	97.86%	97.34%	100.00%	98.86%
SER	17	306	360	100.00%	100.00%	97.62%	96.94%	100.00%	100.00%	100.00%	100.00%
SER	19	155	146	100.00%	100.00%	95.59%	92.86%	98.39%	100.00%	99.19%	100.00%
		695	788								
SNR	11	328	376	100.00%	100.00%	95.61%	94.20%	100.00%	99.00%	100.00%	100.00%
SNR	16	16	14	100.00%	100.00%	100.00%	93.75%	100.00%	100.00%	100.00%	100.00%
		344	390								
State		4,260	4,756	99.87%	99.76%	95.69%	95.36%	99.41%	99.30%	98.84%	98.60%
	% Inc./Dec. vs. Prev. Month	-10.43%								# Invs. in Backlog, Statewide	21

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 15/16 & 14/15	
Current	Previous	Current	Previous	Current	Previous	Current	Previous		
848	831	1,055	1,068	1,901	1,907	304	296	99.42%	99.16%

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	0.10	0.10	0.12

¹ Data in "Previous" columns represents March 2016, 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