

# Performance Update for Senior Leadership Team - June 2018

## Adult Protective Services Program Office

### Adult Protection - Program Scorecard

July 2018

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	178	168	100.00%	99.36%	93.17%	95.24%	100.00%	100.00%	100.00%	99.36%
NWR	2	160	151	100.00%	100.00%	95.07%	97.12%	100.00%	98.32%	100.00%	100.00%
NWR	14	109	82	98.94%	100.00%	93.38%	93.75%	100.00%	100.00%	100.00%	100.00%
NWR		447	401	99.73%	99.69%	94.31%	95.20%	100.00%	99.38%	100.00%	99.69%
NER	3 & 8	187	193	100.00%	100.00%	93.38%	97.10%	100.00%	100.00%	96.72%	100.00%
NER	4	265	280	99.49%	100.00%	91.43%	92.34%	98.98%	100.00%	98.98%	99.12%
NER	7	262	272	99.63%	100.00%	97.38%	94.76%	100.00%	100.00%	99.25%	100.00%
NER		714	745	99.66%	100.00%	94.62%	94.00%	99.66%	100.00%	98.63%	99.61%
CNR	5	332	317	99.57%	100.00%	99.21%	100.00%	100.00%	100.00%	99.15%	100.00%
CNR	9	280	301	100.00%	100.00%	98.02%	97.10%	99.58%	100.00%	99.58%	100.00%
CNR	10	156	192	100.00%	100.00%	97.79%	99.37%	99.36%	98.65%	100.00%	100.00%
CNR	18	229	253	100.00%	100.00%	99.20%	98.17%	100.00%	99.50%	100.00%	100.00%
CNR		997	1063	99.88%	100.00%	98.61%	98.98%	99.77%	99.59%	99.65%	100.00%
SCR	6	424	456	100.00%	100.00%	96.12%	96.01%	99.47%	100.00%	100.00%	99.72%
SCR	12	189	184	99.33%	98.00%	91.41%	90.34%	99.33%	100.00%	100.00%	98.67%
SCR	13	256	262	99.58%	99.53%	92.80%	96.43%	100.00%	100.00%	99.15%	99.53%
SCR	20	200	211	100.00%	100.00%	96.22%	98.21%	100.00%	100.00%	100.00%	100.00%
SCR		1069	1113	99.79%	99.63%	94.55%	95.72%	99.68%	100.00%	99.79%	99.51%
SER	15	240	271	100.00%	99.38%	95.18%	92.71%	97.64%	98.14%	97.64%	99.07%
SER	17	330	322	100.00%	100.00%	93.98%	94.55%	100.00%	100.00%	99.70%	100.00%
SER	19	154	130	100.00%	99.37%	95.52%	91.18%	100.00%	98.11%	99.21%	98.11%
SER		724	723	100.00%	99.55%	94.66%	92.89%	99.25%	98.64%	98.96%	99.09%
SNR	11	313	319	100.00%	100.00%	96.32%	98.16%	99.66%	100.00%	98.98%	100.00%
SNR	16	12	9	100.00%	100.00%	100.00%	66.67%	100.00%	100.00%	100.00%	100.00%
SNR		325	328	100.00%	100.00%	96.40%	98.21%	99.67%	100.00%	99.00%	100.00%
State		4,276	4,373	99.84%	99.79%	95.65%	95.78%	99.65%	99.63%	99.38%	99.66%
% Inc./Dec. vs. Prev. Month		-2.22%								# 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 17/18 & 16/17	
Current	Previous	Current	Previous	Current	Previous	Current	Previous		
666	702	1,027	1,027	1,620	1,620	298	298	98.84%	99.08%

### 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	0.12	0.14

<sup>1</sup> Data in "Previous" columns represents June 2018, 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