

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

**Adult Protection - Program Scorecard**  
**November 2017**

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	142	178	100.00%	99.40%	97.99%	92.47%	100.00%	98.80%	99.26%	100.00%
NWR	2	136	163	100.00%	100.00%	96.32%	97.69%	100.00%	100.00%	100.00%	100.00%
NWR	14	91	117	100.00%	100.00%	95.29%	96.12%	100.00%	100.00%	100.00%	100.00%
		369	458								
NER	3 & 8	195	216	99.41%	100.00%	91.71%	91.04%	100.00%	98.90%	99.41%	100.00%
NER	4	231	240	100.00%	100.00%	96.39%	94.17%	100.00%	98.09%	98.39%	96.17%
NER	7	22	249	99.56%	100.00%	94.31%	94.35%	97.81%	98.85%	90.79%	94.27%
		448	705								
CNR	5	293	293	100.00%	100.00%	98.24%	99.13%	100.00%	100.00%	100.00%	100.00%
CNR	9	240	274	100.00%	100.00%	100.00%	99.61%	100.00%	100.00%	100.00%	100.00%
CNR	10	148	162	100.00%	100.00%	98.78%	97.72%	100.00%	100.00%	100.00%	100.00%
CNR	18	215	234	100.00%	100.00%	99.08%	98.74%	100.00%	100.00%	100.00%	100.00%
		896	963								
SCR	6	426	420	100.00%	99.75%	94.10%	95.14%	100.00%	100.00%	100.00%	99.75%
SCR	12	151	167	100.00%	100.00%	94.89%	89.19%	100.00%	100.00%	100.00%	100.00%
SCR	13	253	271	98.30%	100.00%	94.57%	92.88%	100.00%	98.41%	99.57%	97.62%
SCR	20	204	215	100.00%	99.54%	96.02%	93.25%	99.45%	100.00%	100.00%	99.54%
		1034	1073								
SER	15	251	269	100.00%	100.00%	96.26%	94.16%	97.09%	98.50%	95.63%	98.88%
SER	17	298	317	100.00%	100.00%	96.07%	96.68%	100.00%	100.00%	99.22%	100.00%
SER	19	136	128	100.00%	100.00%	98.96%	95.10%	96.39%	97.81%	98.80%	98.54%
		685	714								
SNR	11	299	336	100.00%	99.76%	93.83%	91.81%	99.64%	96.69%	98.92%	99.53%
SNR	16	9	7	100.00%	100.00%	83.33%	91.67%	100.00%	100.00%	100.00%	100.00%
		308	343								
<b>State</b>		<b>3,740</b>	<b>4,256</b>	<b>99.83%</b>	<b>99.90%</b>	<b>96.02%</b>	<b>94.89%</b>	<b>99.55%</b>	<b>99.11%</b>	<b>98.78%</b>	<b>99.06%</b>
	% Inc./Dec. vs. Prev. Month	-12.12%								# Invs. in Backlog, Statewide	25

**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 16/17 & 15/16	
Current	Previous	Current	Previous	Current	Previous	Current	Previous		
566	554	1,110	1,101	1,664	1,713	303	293	99.08%	99.42%

**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
0.10	0.11	0.10	0.13

<sup>1</sup> Data in "Previous" columns represents October 2017, 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