

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

**Adult Protection - Program Scorecard**  
**October 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	178	177	99.40%	100.00%	92.47%	98.50%	98.80%	100.00%	100.00%	99.19%
NWR	2	163	158	100.00%	98.36%	97.69%	94.24%	100.00%	100.00%	100.00%	99.18%
NWR	14	117	103	100.00%	100.00%	96.12%	94.44%	100.00%	100.00%	100.00%	100.00%
		458	438								
NER	3 & 8	216	170	100.00%	100.00%	91.04%	91.43%	98.90%	99.38%	100.00%	98.76%
NER	4	240	226	100.00%	100.00%	94.17%	93.98%	98.09%	96.15%	96.17%	98.08%
NER	7	249	266	100.00%	100.00%	94.35%	93.90%	98.85%	99.56%	94.27%	94.22%
		705	662								
CNR	5	293	340	100.00%	100.00%	99.13%	97.95%	100.00%	100.00%	100.00%	98.61%
CNR	9	274	254	100.00%	100.00%	99.61%	99.08%	100.00%	100.00%	100.00%	98.01%
CNR	10	162	197	100.00%	100.00%	97.72%	98.44%	100.00%	100.00%	100.00%	100.00%
CNR	18	234	238	100.00%	100.00%	98.74%	97.78%	100.00%	100.00%	100.00%	100.00%
		963	1029								
SCR	6	420	435	99.75%	99.38%	95.14%	93.98%	100.00%	99.69%	99.75%	100.00%
SCR	12	167	182	100.00%	100.00%	89.19%	96.03%	100.00%	100.00%	100.00%	100.00%
SCR	13	271	247	100.00%	98.37%	92.88%	93.09%	98.41%	97.28%	97.62%	97.83%
SCR	20	215	246	99.54%	99.44%	93.25%	91.75%	100.00%	97.21%	99.54%	100.00%
		1073	1110								
SER	15	269	229	100.00%	100.00%	94.16%	96.02%	98.50%	97.63%	98.88%	97.16%
SER	17	317	305	100.00%	100.00%	96.68%	96.35%	100.00%	100.00%	100.00%	99.64%
SER	19	128	127	100.00%	100.00%	95.10%	95.50%	97.81%	97.12%	98.54%	100.00%
		714	661								
SNR	11	336	340	99.76%	100.00%	91.81%	93.31%	96.69%	99.56%	99.53%	98.23%
SNR	16	7	6	100.00%	100.00%	91.67%	100.00%	100.00%	100.00%	100.00%	100.00%
		343	346								
<b>State</b>		<b>4,256</b>	<b>4,246</b>	<b>99.90%</b>	<b>99.75%</b>	<b>94.89%</b>	<b>95.29%</b>	<b>99.11%</b>	<b>99.14%</b>	<b>99.06%</b>	<b>98.71%</b>
	% Inc./Dec. vs. Prev. Month	0.24%								# Invs. in Backlog, Statewide	31

**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		
554	546	1,101	1,080	1,713	1,750	293	292	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
0.11	0.09	0.13	0.09

<sup>1</sup> Data in "Previous" columns represents September 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