

## Performance Update for Senior Leadership Team - September 2016

### Adult Protective Services Program Office

#### Adult Protection - Program Scorecard September 2016

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	157	215	100.00%	99.31%	97.53%	96.10%	99.33%	100.00%	100.00%	100.00%
NWR	2	191	211	97.41%	99.28%	91.41%	92.31%	99.14%	99.28%	97.41%	97.10%
NWR	14	92	172	100.00%	100.00%	95.38%	96.06%	100.00%	98.29%	100.00%	100.00%
		440	598								
NER	3 & 8	230	228	99.50%	100.00%	93.87%	92.09%	100.00%	99.47%	99.00%	98.41%
NER	4	248	303	100.00%	100.00%	92.51%	89.68%	100.00%	99.22%	77.41%	72.37%
NER	7	261	289	100.00%	100.00%	94.79%	97.24%	99.47%	99.15%	95.26%	96.15%
		739	820								
CNR	5	327	394	100.00%	100.00%	97.90%	95.92%	100.00%	100.00%	99.30%	100.00%
CNR	9	285	367	100.00%	99.56%	93.28%	93.88%	100.00%	99.56%	91.56%	98.24%
CNR	10	203	225	98.95%	100.00%	96.40%	95.88%	98.95%	99.39%	98.95%	99.39%
CNR	18	261	315	99.57%	100.00%	95.33%	100.00%	100.00%	99.53%	99.57%	99.53%
		1076	1301								
SCR	6	510	556	100.00%	100.00%	95.68%	97.70%	99.51%	98.42%	99.75%	100.00%
SCR	12	157	211	100.00%	100.00%	95.00%	95.92%	100.00%	100.00%	100.00%	100.00%
SCR	13	282	303	99.56%	99.56%	97.74%	95.55%	99.56%	99.56%	94.67%	96.93%
SCR	20	199	255	100.00%	100.00%	96.40%	95.48%	100.00%	99.50%	100.00%	100.00%
		1148	1325								
SER	15	320	333	99.65%	99.60%	95.08%	94.32%	98.25%	99.20%	97.19%	99.60%
SER	17	347	386	100.00%	99.71%	96.04%	95.03%	100.00%	100.00%	100.00%	100.00%
SER	19	142	153	100.00%	99.37%	94.40%	93.75%	100.00%	99.37%	100.00%	99.37%
		809	872								
SNR	11	394	410	99.48%	100.00%	91.63%	93.22%	97.64%	98.24%	48.17%	44.84%
SNR	16	12	18	100.00%	100.00%	97.50%	87.50%	87.50%	100.00%	100.00%	75.00%
		406	428								
<b>State</b>		<b>4,618</b>	<b>5,344</b>	<b>99.73%</b>	<b>99.83%</b>	<b>94.87%</b>	<b>95.05%</b>	<b>99.43%</b>	<b>99.29%</b>	<b>92.24%</b>	<b>92.34%</b>
	% Inc./Dec. vs. Prev. Month	-13.59%								# Invs. in Backlog, Statewide	90

#### 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	Current	Previous
678	653	1,130	1,117	678	1,958	288	289	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	0.11	0.12	0.12

<sup>1</sup> Data in "Previous" columns represents August 2016, 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