

Monthly ADA Certification Services Report													
January-15													
Category	Item Measured								Summary				
		Jan	Dec	Nov	Oct	Sept	August	July					
Call Center	Inbound ADA Calls	1459	1178	891	1251	1258	1092	1346	Total phone calls inbound/outbound: 1662				
	Outbound ADA calls	203	204	86	353	211	330	336					
	Average hold time for ADA calls	4.35	2.97	2.75	5.58	6.17	2.65	5.08					
	Out of Area Transmittals	1	0	6	2	4	3	2					
Applications Received	Recertification Applications	29	37	21	31	43	28	43	Total applications received: 105 (New: 76 Recertification: 29)				
	New Applications	76	69	67	95	98	87	105					
Completed Evaluations (In-person, Emergency and Recertifications)	Complete, with functional evaluation	26	32	21	31	32	32	30	A Total of 84 Evaluations were completed during the month of January				
	Complete, without functional evaluation	26	17	24	51	32	31	41					
	Complete, Emergency Certification (60 days)	4	1	2	2	0	1	4					
	Complete, Recertifications	28	18	15	20	24	14	23					
	Total Eevaluations	84	68	62	104	88	78	98					
Delays in Processing (Cumulative)	Due to incomplete application by client	5	3	0	3	2	4	2	Total Delays in Processing due to incomplete applications or pending receipt of Professional Evaluations: 31				
	Pending Professional Evaluation (PE)	26	7	34	20	22	35	25					
	Applications that failed to meet 21 day rule	0	0	0	0	0	0	0					
	Applicants awaiting in -person interviews	34	31	48	54	87	94	107	Total of applicants awaiting in-person interviews: 34				
Janaury 2015													
Assessments summary	Appointment date		T.O.	OAC	Simi	OAC	Moorpark	T.O.	OAC	Simi	OAC	Over 85+	
	Appointment location	Totals	1/13/2015	1/8/2015	1/13/2015	1/15/2015	1/20/2015	1/21/2015	1/22/2015	1/27/2015	1/29/2015		
	With Physical Assessment	16	5	1	4	2	1	2	1	0	0	12	
	With Cognitive Assessment	10	1	2	1	1	0	2	0	2	1		
	Field Assessment	26	1	2	1	0	1	2	3	1	3		
	Recert/Photo/Field Assessment	0	0	0	0	0	0	0	0	0	0		
	No Shows	15	1	0	0	5	1	1	4	0	3		
	Total number of interviews scheduled	67	8	5	6	8	3	7	8	3	7	12	

Determination Types:	Total	%
Unconditional (incuding 12 "Over85+")	73	87%
Conditional (including 2 "Episodic")	6	7%
Temporary	1	1%
Denials	0	0%
Emergency Certifications	4	5%