

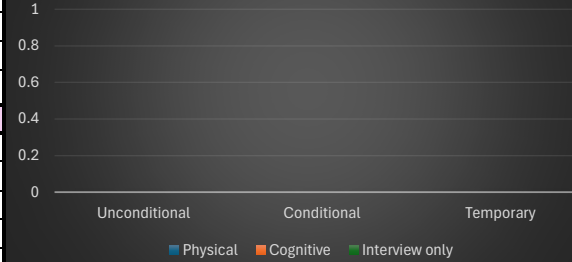


Jul-24									
		Jul	Jun	May	Apr	Mar	Feb		
Call Center	Inbound ADA Calls	447	389	413	386	381	357	As of 3/17/2020, MMP closed their Camarillo office and began working remotely due to COVID-19 restrictions.	
	Outbound ADA calls	434	453	267	445	529	509		
	Average hold time (in seconds)	2.24	0.82	1.01	1.24	1.5	1.34		
	Outbound Area Transmittals	5	2	4	6	0	5		Riders requesting service outside of Ventura County
	Inbound Area Transmittals	12	11	9	2	4	6		Riders requesting service into Ventura County
Applications Received	Recertification	51	76	72	59	65	57	Total applications received: 96	
	New Applications	45	48	56	64	62	44	Online Applications Received: 0 (0%)	
Applications Received by Service Area	Camarillo Area	5	13	13	11	15	10	Applications by Language 	
	Gold Coast Area	40	52	48	67	50	46		
	Valley Express Area	4	3	8	1	3	3		
	Moorpark Area	1	2	1	6	8	2		
	Simi Valley Area	27	29	29	22	24	17		
	Thousand Oaks	17	22	27	16	25	21		
Out of County	2	3	2	0	4	2			
Completed Determinations by Evaluation Type	Complete, with Functional Evaluation	0	0	0	0	0	0	Evaluations by Age and Determination Type 	
	Complete, Interview w/o Functional Evaluation	0	0	0	0	0	0		
	Complete, Special Circumstance (no Interview)	1	7	8	10	9	9		
	Complete, Over 85+	6	4	5	5	11	3		
	Complete, Phone Interview	24	31	44	43	33	30		
	Complete, Short-term Certification (60 days)	0	0	0	0	0	0		
	Complete, Recertifications	44	68	65	56	64	52		
	Completed Determinations	75	110	122	114	117	94		
	Cost per Determination	\$364.22	\$248.33	\$223.91	\$239.62	\$233.47	\$290.60		
Delays in Processing (Cumulative)	Due to Incomplete application by client	6	17	8	16	13	11	In-person Interviews by Eligibility and Assessment Type 	
	Pending Professional Evaluation (PE)	9	14	12	20	21	10		
	Applications that failed to meet 21 day rule	0	0	0	0	0	0		
	Applicants awaiting phone interviews	1	0	1	2	4	2		
Assessments	Assessment Categories			Total	CAM	VCTC	SIMI		
	With Physical Assessment				0	0	0		0
	With Cognitive Assessment				0	0	0		0
	Interview only (at assessment sites)				0	0	0		0
	No Shows for Phone Interview				0	0	0		0
	Total In-Person Interviews Scheduled				0	0	0		0
	Total Number of Appointment Days				0	0	0	0	
Determinations by Eligibility						Total	%		
Unconditional (including S.C., Over 85+ , Phone interviews)						68	91%		
Conditional						3	4%		
Temporary						4	5%		
Denials						0	0%		
Short Term (including Emergency)						0	0%		

Applications Received -July				
GCT	Jul	Jun	May	Apr
Casitas Springs	0	0	0	0
Meiners Oaks	0	0	0	0
Miramonte	0	0	0	0
Ojai	2	4	2	0
Oak View	0	0	0	1
Oxnard	18	18	26	35
Saticoy	0	0	0	0
Port Hueneme	3	7	5	0
Ventura	17	23	15	31
Valley Express	Jul	Jun	May	Apr
Fillmore	3	0	3	1
Piru	0	0	0	0
Santa Paula	1	3	5	0
Thousand Oaks DAR	Jul	Jun	May	Apr
Agoura	0	0	1	0
Agoura Hills	0	2	2	2
Newbury Park	4	5	1	6
Oak Park	0	1	1	1
Thousand Oaks	11	14	19	6
Westlake Village	2	0	3	1
Simi Valley DAR	Jul	Jun	May	Apr
Simi Valley	27	29	29	22
Camarillo	Jul	Jun	May	Apr
Camarillo	5	13	13	11
Somis	0	0	0	0
Moorpark DAR	Jul	Jun	May	Apr
Moorpark	1	2	1	6
Other	Jul	Jun	May	Apr
Los Angeles, Encino	2	3	2	0

MX Admin Report (July)

	Call Count			Queue Size	Answered	Abandoned	Redirected	Disconnected	To VoiceMail	Hold Time			Service Level
	In	Out	Total	Max	Total	Total	Total	Total	Total	Min	Max	Avg	
Grand Total	447	434	881	2	379	11	57	0	57	0	193	2.24	62.42%
Monday	115	191	306	2	91	2	22	0	22	0	129	2.26	60.00%
Tuesday	133	78	211	2	115	4	14	0	14	0	91	2.80	61.65%
Wednesday	69	57	126	2	60	4	5	0	5	0	91	2.80	71.01%
Thursday	60	34	94	1	51	1	8	0	8	0	94	2.01	60.00%
Friday	66	74	140	2	62	0	4	0	4	0	0	0.00	65.15%
Saturday	4	0	4	0	0	0	4	0	4	0	0	0.00	0.00%