

Monthly ADA Certification Services Report January 2017

Full Name	Item Measured	Jan	Dec.	Nov	Oct.	Sept.	
Call Center	Inbound ADA Calls	890	636	685	754	801	Total phone calls inbound/outbound: 991
	Outbound ADA calls	101	201	311	134	302	
	Average hold time (in seconds)	8	6.69	5.97	7.7	7.3	
	Outbound Area Transmittals	5	5	5	11	9	
	Inbound Area Transmittals	0	0	3	1	2	
Applications Received	Recertification	47	31	30	31	40	Total applications received: 92 Online applications received: January 1 - 31, 2017:13 (8%)
	New Applications	45	55	69	79	89	
Applications Received by Service Area	Camarillo Area	3	4	10	10	7	Applications by Language: English: 86 Spanish: 5 Chinese: 1
	Gold Coast Area	23	35	36	36	53	
	Valley Express Area	4	1	2	2	4	
	Moorpark Area	4	4	7	6	7	
	Simi Valley Area	30	24	24	24	32	
	Thousand Oaks Area	25	17	18	25	23	
	Out of County	3	1	2	1	3	
Completed Evaluations In-person, Short-Term and Recertifications	Complete, with Functional Evaluation	24	21	27	26	31	A Total of 85 Evaluations were completed
	Complete, Interview w/o Functional Evaluation	2	6	7	7	5	
	Complete, Special Circumstance (no Interview)	25	28	18	39	34	
	Complete, Over 85+	7	9	11	14	17	
	Complete, Phone Interview	0	1	4	2	5	
	Complete, Short-term Certification (60 days)	0	0	0	0	0	
	Complete, Recertifications	27	19	21	14	25	
	Total Evaluations	85	84	88	102	117	
Delays in Processing (Cumulative)	Due to incomplete application by client	2	2	2	4	1	23 delays in processing due to incomplete applications or pending receipt of Professional Evaluations
	Pending Professional Evaluation (PE)	21	8	11	23	21	
	Applications that failed to meet 21 day rule	0	0	0	0	0	
	Applicants awaiting in-person interviews	14	18	16	20	16	
MONTHLY ASSESSMENTS BY CITY							
Assessments	Assessment Categories	Totals	VCTC	SIMI	T.O.	MPK	Assessment Tests
	With Physical Assessment	13	8	3	2	0	Tinetti Gait & Balance test:Measures Gait/balance while seated, standing, walking FACTS Test-Cognitive skills needed to travel in the community using Public Transit Interview only, no further assessment required
	With Cognitive Assessment	11	5	2	4	0	
	Interview only (at assessment sites)	2	2	0	0	0	
	No Shows	4	3	1	0	0	
	Total in-person interviews scheduled	30	18	6	6	0	
	Total Number of appointment days	8	4	2	2	0	
Determination Types:		Totals		%			
Unconditional (including S.C., Over 85+ , Phone interviews)		66		78%			
Conditional		10		12%			
Temporary		8		9%			
Denials		1		1%			
Short Term		0		0%			

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Gold Coast	Jan	Dec	Nov	Oct	Sept
Casitas Springs	0	0	0	0	0
Meiners Oaks	0	0	0	0	0
Miramonte	0	0	0	0	0
Ojai	3	1	2	1	2
Oak View	0	0	0	0	0
Oxnard	10	24	20	33	21
Port Hueneme	3	1	5	1	4
Ventura	7	9	16	18	26
Valley Express					
Fillmore	0	0	1	2	5
Piru	1	0	0	1	0
Santa Paula	3	1	0	1	8
Travel Training					
Training Stats	Jan	Dec	Nov	Oct	Sept
Referrals received	8	6	6	7	9
Assessments	3	1	7	4	0
Trainings	2	3	4	2	0
Referral Source					
ADA-Camarillo Area	0	0	0	0	2
ADA-Gold Coast Area	0	2	1	3	2
ADA-Valley Express Area	0	0	0	0	0
ADA-Moorpark Area	1	0	0	0	0
ADA-Simi Valley Area	5	1	2	1	0
ADA-Thousand Oaks Area	2	1	0	1	0
Other	0	2	3	2	5