

Monthly ADA Certification Services Report														
February-15														
Category	Item Measured	Feb	Jan	Dec	Nov	Oct	Sept	August	Summary					
Call Center	Inbound ADA Calls	1201	1459	1178	891	1251	1258	1092	Total phone calls inbound/outbound: 1493					
	Outbound ADA calls	292	203	204	86	353	211	330						
	Average hold time for ADA calls	6.17	4.35	2.97	2.75	5.58	6.17	2.65						
	Out of Area Transmittals	2	1	0	6	2	4	3						
Applications Received	Recertification Applications	30	29	37	21	31	43	28	Total applications received: 113 (New: 83 Recertification: 30)					
	New Applications	83	76	69	67	95	98	87						
Completed Evaluations (In-person, Emergency and Recertifications)	Complete, with functional evaluation	20	26	32	21	31	32	32	A Total of 76 Evaluations were completed during the month of February					
	Complete, without functional evaluation	35	26	17	24	51	32	31						
	Complete, Emergency Certification (60 days)	1	4	1	2	2	0	1						
	Complete, Recertifications	20	28	18	15	20	24	14						
	Total Evaulations	76	84	68	62	104	88	78						
Delays in Processing (Cumulative)	Due to incomplete application by client	4	5	3	0	3	2	4	Total Delays in Processing due to incomplete applications or pending receipt of Professional Evaluations: 41					
	Pending Professional Evaluation (PE)	37	26	7	34	20	22	35						
	Applications that failed to meet 21 day rule	0	0	0	0	0	0	0						
	Applicants awaiting in -person interviews	47	34	31	48	54	87	94	Total of applicants awaiting in-person interviews: 47					
Feb-15														
Assessments summary	Appointment date		T.O.	OAC	Simi	Triton	OAC	Moorpark	T.O.	OAC	Simi	OAC	Over 85+	
	Appointment location	Totals	2/4/2015	2/5/2015	2/10/2015	2/11/2015	2/12/2015	2/17/2015	2/18/2015	2/19/2015	2/24/2015	2/26/2015		
	With Physical Assessment	13	0	2	1	0	1	1	2	3	2	1		
	With Cognitive Assessment	7	1	0	1	0	0	0	1	1	3	0		
	Field Assessment	35	3	1	2	5	4	2	1	1	0	3		
	Recert/Photo/Field Assessment	0	0	0	0	0	0	0	0	0	0	0		
	No Shows	19	3	4	1	0	2	1	3	2	1	2		
	Total number of interviews scheduled	74	7	7	5	5	7	4	7	7	6	6	13	

Determination Types:	Total	%
Unconditional (incuding 13 "Over85+")	71	94%
Conditional (including 2 "Episodic")	4	5%
Temporary	1	<.1%
Denials	0	0%
Emergency Certifications	1	<1%