
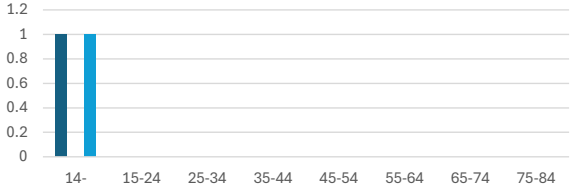
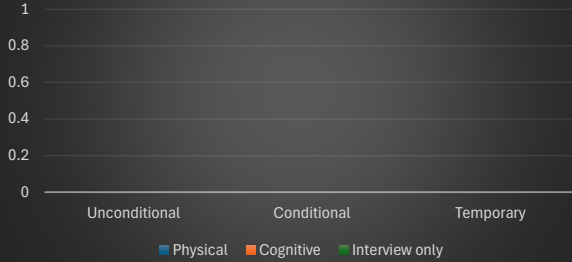


Aug-24								
		Aug	Jul	Jun	May	Apr	Mar	
Call Center	Inbound ADA Calls	400	447	389	413	386	381	As of 3/17/2020, MMP closed their Camarillo office and began working remotely due to COVID-19 restrictions.
	Outbound ADA calls	377	434	453	267	445	529	
	Average hold time (in seconds)	2.05	2.24	0.82	1.01	1.24	1.5	
	Outbound Area Transmittals	6	5	2	4	6	0	
	Inbound Area Transmittals	7	12	11	9	2	4	
Applications Received	Recertification	47	51	76	72	59	65	Riders requesting service outside of Ventura County
	New Applications	48	45	48	56	64	62	Riders requesting service into Ventura County
Applications Received by Service Area	Camarillo Area	13	5	13	13	11	15	Applications by Language 
	Gold Coast Area	36	40	52	48	67	50	
	Valley Express Area	9	4	3	8	1	3	
	Moorpark Area	2	1	2	1	6	8	
	Simi Valley Area	21	27	29	29	22	24	
	Thousand Oaks	11	17	22	27	16	25	
	Out of County	3	2	3	2	0	4	
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	1	0	0	0	0	0	
	Complete, Special Circumstance (no Interview)	3	1	7	8	10	9	
	Complete, Over 85+	3	6	4	5	5	11	
	Complete, Phone Interview	33	24	31	44	43	33	
	Complete, Short-term Certification (60 days)	0	0	0	0	0	0	
	Complete, Recertifications	43	44	68	65	56	64	
	Completed Determinations	83	75	110	122	114	117	
	Cost per Determination	\$329.12	\$364.22	\$248.33	\$223.91	\$239.62	\$233.47	
Delays in Processing (Cumulative)	Due to Incomplete application by client	6	6	17	8	16	13	In-person Interviews by Eligibility and Assessment Type 
	Pending Professional Evaluation (PE)	11	9	14	12	20	21	
	Applications that failed to meet 21 day rule	0	0	0	0	0	0	
	Applicants awaiting phone interviews	3	1	0	1	2	4	
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)			1	0	0	0	
	No Shows for Interview			1	0	0	0	
	Total In-Person Interviews Scheduled			4	0	0	0	
	Total Number of Appointment Days			2	0	0	0	
Determinations by Eligibility						Total	%	
Unconditional (including S.C., Over 85+ , Phone interviews)						77	93%	
Conditional						4	5%	
Temporary						2	2%	
Denials						0	0%	
Short Term (including Emergency)						0	0%	

Applications Received -August

GCT	Aug	Jul	Jun	May
Casitas Springs	0	0	0	0
Meiners Oaks	0	0	0	0
Miramonte	0	0	0	0
Ojai	3	2	4	2
Oak View	0	0	0	0
Oxnard	18	18	18	26
Saticoy	0	0	0	0
Port Hueneme	3	3	7	5
Ventura	12	17	23	15
Valley Express	Aug	Jul	Jun	May
Fillmore	2	3	0	3
Piru	1	0	0	0
Santa Paula	6	1	3	5
Thousand Oaks DAR	Aug	Jul	Jun	May
Agoura	0	0	0	1
Agoura Hills	0	0	2	2
Newbury Park	2	4	5	1
Oak Park	1	0	1	1
Thousand Oaks	7	11	14	19
Westlake Village	1	2	0	3
Simi Valley DAR	Aug	Jul	Jun	May
Simi Valley	21	27	29	29
Camarillo	Aug	Jul	Jun	May
Camarillo	13	5	13	13
Somis	0	0	0	0
Moorpark DAR	Aug	Jul	Jun	May
Moorpark	2	1	2	1
Other	Aug	Jul	Jun	May
Los Angeles, Santa Barbara, Bell Flower	3	2	3	2

MX Admin Report (August)

	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	400	377	777	2	320	11	69	0	69	0	240	2.05	58.75%
Sunday	5	0	5	0	0	0	5	0	5	0	0	0.00	0.00%
Monday	80	177	257	2	67	3	10	0	10	0	55	1.16	63.75%
Tuesday	64	6	70	1	55	0	9	0	9	0	116	3.49	59.38%
Wednesday	83	121	204	2	75	1	7	0	7	0	195	2.97	66.27%
Thursday	88	31	119	2	65	4	19	0	19	0	240	3.18	52.27%
Friday	74	42	116	1	58	3	13	0	13	0	5	0.13	60.81%
Saturday	6	0	6	0	0	0	6	0	6	0	0	0.00	0.00%