2026-2027 FY ADA Certification Report

Call Volume	Aug.	Sept.	Oct.
Inbound ADA Calls	288	280	**339**
Outbound ADA calls	59	68	**61**
Average hold time (in seconds)	0.00	0.00	**0.02**
Inbound and Outbound Visitors Request	Aug.	Sept.	**Oct.**
Outbound Area Visitors Request	5	6	**3**
Inbound Area Visitors Request	10	17	**9**
Application Received	Aug.	Sept.	**Oct.**
New Applications	31	45	**48**
Recertification	36	53	**34**
Total Number of Applications	67	98	**82**
Application Submission Methods	Aug.	Sept.	**Oct.**
Email	33	48	**42**
Fax	3	13	**5**
Mail	19	25	**26**
Phone	11	12	**9**
In-Person	1	0	**0**
Applications Received by Service Area	Aug.	Sept.	**Oct.**
Camarillo Area	11	7	**8**
Gold Coast Area	32	57	**43**
Moorpark Area	6	1	**2**
Simi Valley Area	7	16	**17**
Thousand Oaks	10	15	**10**
Valley Express Area	1	2	**1**
Out of County	0	0	**1**
Completed Determination by Evaluation Type	Aug.	Sept.	**Oct.**
In-Person Interviews with Cognitive	0	0	**0**
In-Person Interviews with Physical Assessment	0	0	**0**
In-Person Interviews w/ Physical & Cognitive Assessment	0	0	**0**
In-Person with no assessment	1	0	**0**
Phone Interview	21	13	**20**
Recertifications	28	38	**26**
Over 85+ (no interview)	2	5	**4**
Special Circumstance (no Interview)	24	22	**25**
Completed Determinations by Eligibility Type	Aug.	Sept.	**Oct.**
Permanent (Effective 9.2025)	58	64	**57**
Unconditional	13	10	**11**
Conditional	5	0	**4**
Temporary	0	4	**3**
Denial	0	0	**0**
Interview and Application Metrics	Aug.	Sept.	**Oct.**
Completed In-Person Interviews	1	0	**0**
No Shows for Interview (In-Person)	0	0	**0**
Total In-Person Interviews that were Cancelled	0	0	**0**
Applications that failed to meet 21 day rule	0	0	**0**
Cost Associated with Completed Determinations	Aug.	Sept.	**Oct.**
Completed Determinations	76	78	**75**
Cost per Determination	$317.25	$309.11	**$321.48**