

**August 2015 Report: Performance Measures Tables - July 2015 stats (FY 2016)**

8.33%

MEASURE	FY 2014 Actuals	FY 2015 Target	FY 2015 Actuals	FY 2015 % of Target	FY 2015 as % FY 2014	July 2015	Total Last Report	Total/Avg. to Date	FY 2016 Target	% Target
# Receiving Independent Living Services	319	350	413	118%	129%	389	0	389	320	122%
# Receiving Meals on Wheels	451	350	462	132%	102%	264	0	264	450	59%
# of Seniors Receiving Congregate Meals	858	820	979	119%	114%	397	0	397	820	48%
# Eagle Transit DAR unduplicated riders	N/A	N/A	510	N/A	N/A	215	0	215	450	48%
# of RSVP Volunteer Hours	49,018	32,000	42,378	132%	86%	not yet available	0	0	32,653	0%
% of Service Recipients at Moderate to High Risk of Institutionalization	88%	70%	89%	126%	101%	90%	0%	90%	85%	106%
Per Meal Cost of Nutrition Services	\$6.28	\$6.50	\$6.05	93%	96%	\$3.07	\$0.00	\$3.07	\$6.50	47%
% of Annual Survey Respondents Who Indicate Overall Satisfaction with AOA Services	N/A	90%	98%	109%	N/A	N/A	0%	0%	95%	0%
Maximum annual number of transportation complaints	17	48	24	50%	N/A	3	0	3	36	8%

WORKLOAD INDICATOR	FY 2014 Actuals	FY 2015 Target	FY 2015 Actuals	FY 2015 % of Target	FY 15 as % FY 14	July 2015	Total Last Report	Total/Avg. to Date	FY 2016 Target	% Target
<b>Outreach/Education/Media</b>										
Public Outreach/Education/Media Efforts	93	60	112	187%	120%	8	0	8	110	7%
<b>Nutrition</b>										
Meals Served	80,001	77,000	85,290	111%	107%	8,048	0	8,048	82,000	10%
MOW						4,640	0	4,640		
Congregate						3,408	0	3,408		
Nutritional Assessments Conducted	539	560	1,850	330%	N/A	327	0	327	1,270	26%
<b>Transportation</b>										
Total Ride Count	94,535	94,000	93,716	100%	99%	6,614	0	6,614	94,000	7%
Dial-A-Ride Count	25,662	32,900	29,435	89%	115%	2,332	0	2,332	29,000	8%
City, Commuter and Other Ride Count	68,873	61,100	64,281	105%	93%	4,282	0	4,282	65,000	7%
Eagle Transit Outreach/Special Events	N/A	8	13	163%	N/A	1	0	1	10	10%
<b>Information and Referral/Assistance</b>										
Info and Referral/Assistance Contacts	16,666	16,300	17,942	110%	108%	2176	0	2,176	17,000	13%
<b>Independent Living</b>										
Homemaker Units of Service	3,065	3,187	3,478	109%	113%	not yet available	0	0	2,500	0%
Escorted Transportation Units of Service	2,285	2,813	2,131	76%	93%	not yet available	0	0	2,200	0%
Respite Units of Service	2,348	3,000	2,474	82%	105%	not yet available	0	0	3,000	0%
Community Support/Senior Companion Units of Service	419	375	1,033	275%	247%	not yet available	0	0	800	0%
Home Chore Jobs	N/A	N/A	33	N/A	N/A	not yet available	0	0	0	N/A
Personal Care Units of Service	N/A	N/A	865	N/A	N/A	not yet available	0	0	675	0%
Medicare Counseling Units of Service	1,968	1,793	2334	130%	119%	126	0	126	1,900	7%
Ombudsman consults/cases opened	N/A	45	546	1213%	N/A	224	0	224	150	149%
<b>RSVP</b>										
Volunteers Recruited/Enrolled	411	400	393	98%	96%	YTD total	393	393	320	123%
Volunteer Work Stations	87	50	72	144%	83%	YTD total	72	72	35	206%
RSVP Newsletters Produced/Distributed	4	4	4	100%	100%	1	0	1	4	25%