

**ELDERLY AND VETERANS SERVICES
VETERANS SERVICES**

**Fiscal Year 2008
2nd Quarter**

Goal Statement

To provide specialized social services targeted to veterans, their dependents and dependent survivors which result in the attainment and/or maintenance of self-sufficiency.

Performance Measures	FY 2007 Year-to-Date	FY 2008 Year-to-Date	FY 2008 Projected	
Total number of claims and appeals filed for veterans, dependents, and dependent survivors	629	729	1,650	
Percentage of claims or appeals filed within one office contact with veteran or dependent	89	90	82	
External customer satisfaction rating	N/A	N/A	N/A	1,2
Percentage of total claims filed for veterans and/or their dependents that get approved	29	27	32	
Dollar value of approved claims filed with the assistance of Veterans Services Section	1,973,014	1,596,757	4,000,000	
Average number of claims handled per Veterans Services Officer per month	16	20	30	

Notes

- 1 The County implemented a new customer satisfaction survey in FY2008 in order to collect more actionable information. Ratings are on a scale of 5.0 (highest) to 1.0 (lowest). Prior year performance and current targets are shown as "N/A" because the survey questions and calculation methodology have changed.
- 2 Measure reported annually.

**ELDERLY AND VETERANS SERVICES
COMMUNITY CARE FOR ELDERLY/AREA AGENCY ON AGING**

**Fiscal Year 2008
2nd Quarter**

Goal Statement

To provide case management and community support services to assist frail, functionally impaired elders maintain their independence in the community and prevent or delay their institutionalization.

Performance Measures	FY 2007 Year-to-Date	FY 2008 Year-to-Date	FY 2008 Projected	
Number of units of case management and community support services delivered	301,082	290,628	650,000	
Number of elders provided with affordable housing via the Elder Housing First Initiative	N/A	75	50	
Number of enrolled elderly persons diverted from the CCE wait list via the Consumer Directed Care Program	N/A	233	200	
Average monthly care plan cost per consumer served (dollars)	514	507	490	
External customer satisfaction rating	N/A	N/A	N/A	1,2
Percentage of consumers deterred from needing institutionalization	98	99	96	

Notes

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- 2 Measure reported annually.

**ELDERLY AND VETERANS SERVICES
HOME CARE FOR THE ELDERLY**

**Fiscal Year 2008
2nd Quarter**

Goal Statement

To reduce nursing home institutionalization of frail, functionally impaired elders through the provision of case management, basic/special medical subsidies, and the encouragement of their caregivers to continue to maintain care in a family-like setting.

Performance Measures	FY 2007 Year-to-Date	FY 2008 Year-to-Date	FY 2008 Projected	
Number of households served	408	388	475	
Average monthly care plan cost per household served (dollars)	167	163	160	
External customer satisfaction rating	N/A	N/A	N/A	1,2
Percentage of consumers deterred from needing institutionalization	98	99	97	

Notes

- 1 The County implemented a new customer satisfaction survey in FY2008 in order to collect more actionable information. Ratings are on a scale of 5.0 (highest) to 1.0 (lowest). Prior year performance and current targets are shown as "N/A" because the survey questions and calculation methodology have changed.
- 2 Measure reported annually.

**ELDERLY AND VETERANS SERVICES
BEHAVIORAL HEALTH GRANT**

**Fiscal Year 2008
2nd Quarter**

Goal Statement

To provide case management and community-based support services to psychiatrically disabled elders as well as substance abuse prevention and treatment services to at-risk elders in an effort to promote stability, recovery, independence and successful community living.

Performance Measures	FY 2007 Year-to-Date	FY 2008 Year-to-Date	FY 2008 Projected	
Number of consumers served	732	706	850	
Average monthly cost of continuous community support services per consumer (dollars)	458	410	450	
External customer satisfaction rating	N/A	N/A	N/A	1,2
Percentage of consumers not admitted to a hospital for in-patient psychiatric services and/or a substance abuse detox facility	94	89	98	

Notes

- 1** The County implemented a new customer satisfaction survey in FY2008 in order to collect more actionable information. Ratings are on a scale of 5.0 (highest) to 1.0 (lowest). Prior year performance and current targets are shown as "N/A" because the survey questions and calculation methodology have changed.
- 2** Measure reported annually.