

Agency Name: Lieutenant Governor's Office

Agency Code: E04 Section: 095



Fiscal Year 2013-14
Accountability Report

Performance Measurement Template

Item	Performance Measure	Last Value	Current Value	Target Value	Time Applicable	Data Source and Availability	Reporting Freq.	Calculation Method	Associated Objective(s)
1	<p>Clients provided aging services (excluding information services) *The LGOA changed assessment and reporting protocols which effected data for 2013 - 2014.</p> <p>*The LGOA updated service activities which effected data for 2013 -2014.</p>	30,379	25,277	<p>The target value is to maintain or increase current levels through the utilization of assessments, which determine client service prioritization in conjunction with the availability of funding, and performance outcomes.</p>	July 1 - June 30	LGOA data sources	Monthly/Annually	Total number of clients served statewide	<p>1.1.1 - 1.1.4, 1.2.1, 1.3.1 - 1.3.2, 1.4.1, 1.5.1, 1.6.1 - 1.6.5, 1.7.1, 2.1.1 - 2.3.1, 3.1.1 - 3.1.3, 3.2.1 - 3.2.3, 3.3.1 - 3.3.3, 3.4.1 - 3.4.2, 3.5.1, 4.1.1 - 4.1.5, 4.2.1 - 4.2.3, 4.3.1, 4.4.1 - 4.4.3, 4.5.1, 5.1.1, 5.2.1, 5.3.1, 5.4.1, 5.5.1, 6.1.1, 6.2.1, 6.3.1, 6.4.1 - 6.4.32</p>
2	<p>Clients served for Home-Delivered Meals *The LGOA changed assessment and reporting protocols which effected data for 2013 - 2014.</p> <p>*The LGOA updated service activities which effected data for 2013 -2014.</p>	11,499	9,272	<p>The target value is to maintain or increase current levels through the utilization of assessments, which determine client service prioritization in conjunction with the availability of funding, and performance outcomes.</p>	July 1 - June 30	AIM (Advanced Information Manager System)	Monthly/Annually	Total number of clients served statewide	<p>1.1.1 - 1.1.4, 1.2.1, 1.3.1 - 1.3.2, 1.4.1, 1.5.1, 1.6.1 - 1.6.5, 1.7.1, 2.1.1 - 2.3.1, 3.1.1 - 3.1.3, 3.2.1 - 3.2.3, 3.3.1 - 3.3.3, 3.4.1 - 3.4.2, 3.5.1, 4.1.1 - 4.1.5, 4.2.1 - 4.2.3, 4.3.1, 4.4.1 - 4.4.3, 4.5.1, 5.1.1, 5.2.1, 5.3.1, 5.4.1, 5.5.1, 6.1.1, 6.2.1, 6.3.1, 6.4.1 - 6.4.2</p>

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3	Total Units Served for Home-Delivered Meals *The LGOA changed assessment and reporting protocols which effected data for 2013 - 2014. *The LGOA updated service activities which effected data for 2013 -2014.	1,677,743	924,450	The target value is to maintain or increase current levels through the utilization of assessments, which determine client service prioritization in conjunction with the availability of funding, and performance outcomes.	July 1 - June 30	AIM	Monthly/Annually	Total number of clients served statewide	1.1.1 - 1.1.4, 1.2.1, 1.3.1 - 1.3.2, 1.4.1, 1.5.1, 1.6.1 - 1.6.5, 1.7.1, 2.1.1 - 2.3.1, 3.1.1 - 3.1.3, 3.2.1 - 3.2.3, 3.3.1 - 3.3.3, 3.4.1 - 3.4.2, 3.5.1, 4.1.1 - 4.1.5, 4.2.1 - 4.2.3, 4.3.1, 4.4.1 - 4.4.3, 4.5.1, 5.1.1, 5.2.1, 5.3.1, 5.4.1, 5.5.1, 6.1.1, 6.2.1, 6.3.1, 6.4.1 - 6.4.2
4	Average Unit Cost for Home-Delivered Meals	\$5.53	\$5.65	Unit costs are set by the AAAs/ADRCs through regional competitive bid processes.	July 1 - June 30	AIM	Monthly/Annually	Average of statewide data *Eventually the target value will be based on statewide unit costs plan as stipulated by Proviso 94.9	1.1.1 - 1.1.4, 1.2.1, 1.3.1 - 1.3.2, 1.4.1, 1.5.1, 1.6.1 - 1.6.5, 1.7.1, 2.1.1 - 2.3.1, 3.1.1 - 3.1.3, 3.2.1 - 3.2.3, 3.3.1 - 3.3.3, 3.4.1 - 3.4.2, 3.5.1, 4.1.1 - 4.1.5, 4.2.1 - 4.2.3, 4.3.1, 4.4.1 - 4.4.3, 4.5.1, 5.1.1, 5.2.1, 5.3.1, 5.4.1, 5.5.1, 6.1.1, 6.2.1, 6.3.1, 6.4.1 - 6.4.3
5	Clients served for Group Dining *The LGOA changed assessment and reporting protocols which effected data for 2013 - 2014. *The LGOA updated service activities which effected data for 2013 -2014.	10,640	8,782	The target value is to maintain or increase current levels through the utilization of assessments, which determine client service prioritization in conjunction with the availability of funding, and performance outcomes.	July 1 - June 30	AIM	Monthly/Annually	Total number of clients served statewide	1.1.1 - 1.1.4, 1.2.1, 1.3.1 - 1.3.2, 1.4.1, 1.5.1, 1.6.1 - 1.6.5, 1.7.1, 2.1.1 - 2.3.1, 3.1.1 - 3.1.3, 3.2.1 - 3.2.3, 3.3.1 - 3.3.3, 3.4.1 - 3.4.2, 3.5.1, 4.1.1 - 4.1.5, 4.2.1 - 4.2.3, 4.3.1, 4.4.1 - 4.4.3, 4.5.1, 5.1.1, 5.2.1, 5.3.1, 5.4.1, 5.5.1, 6.1.1, 6.2.1, 6.3.1, 6.4.1 - 6.4.2

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6	Total Units Served for Group Dining Meals *The LGOA changed assessment and reporting protocols which effected data for 2013 - 2014. *The LGOA updated service activities which effected data for 2013 -2014.	859,193	715,645	The target value is to maintain or increase current levels through the utilization of assessments, which determine client service prioritization in conjunction with the availability of funding, and performance outcomes.	July 1 - June 30	AIM	Monthly/Annually	Total number of clients served statewide	1.1.1 - 1.1.4, 1.2.1, 1.3.1 - 1.3.2, 1.4.1, 1.5.1, 1.6.1 - 1.6.5, 1.7.1, 2.1.1 - 2.3.1, 3.1.1 - 3.1.3, 3.2.1 - 3.2.3, 3.3.1 - 3.3.3, 3.4.1 - 3.4.2, 3.5.1, 4.1.1 - 4.1.5, 4.2.1 - 4.2.3, 4.3.1, 4.4.1 - 4.4.3, 4.5.1, 5.1.1, 5.2.1, 5.3.1, 5.4.1, 5.5.1, 6.1.1, 6.2.1, 6.3.1, 6.4.1 - 6.4.3
7	Average Unit Cost for Group Dining Meals	\$6.59	\$6.54	Unit costs are set by the AAAs/ADRCs through regional competitive bid processes.	July 1 - June 30	AIM	Monthly/Annually	Average of statewide data *Eventually the target value will be based on statewide unit costs plan as stipulated by Proviso 94.9	1.1.1 - 1.1.4, 1.2.1, 1.3.1 - 1.3.2, 1.4.1, 1.5.1, 1.6.1 - 1.6.5, 1.7.1, 2.1.1 - 2.3.1, 3.1.1 - 3.1.3, 3.2.1 - 3.2.3, 3.3.1 - 3.3.3, 3.4.1 - 3.4.2, 3.5.1, 4.1.1 - 4.1.5, 4.2.1 - 4.2.3, 4.3.1, 4.4.1 - 4.4.3, 4.5.1, 5.1.1, 5.2.1, 5.3.1, 5.4.1, 5.5.1, 6.1.1, 6.2.1, 6.3.1, 6.4.1 - 6.4.2
8	Clients provided transportation services *The LGOA changed assessment and reporting protocols which effected data for 2013 - 2014. *The LGOA updated service activities which effected data for 2013 -2014.	5,246	4,449	The target value is to maintain or increase current levels through the utilization of assessments, which determine client service prioritization in conjunction with the availability of funding, and performance outcomes.	July 1 - June 30	AIM	Monthly/Annually	Total number of clients served statewide	1.1.1 - 1.1.4, 1.2.1, 1.3.1 - 1.3.2, 1.4.1, 1.5.1, 1.6.1 - 1.6.5, 1.7.1, 2.1.1 - 2.3.1, 3.1.1 - 3.1.3, 3.2.1 - 3.2.3, 3.3.1 - 3.3.3, 3.4.1 - 3.4.2, 3.5.1, 4.1.1 - 4.1.5, 4.2.1 - 4.2.3, 4.3.1, 4.4.1 - 4.4.3, 4.5.1, 5.1.1, 5.2.1, 5.3.1, 5.4.1, 5.5.1, 6.1.1, 6.2.1, 6.3.1, 6.4.1 - 6.4.2

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9	Total Units of Transportation Provided *The LGOA changed assessment and reporting protocols which effected data for 2013 - 2014. *The LGOA updated service activities which effected data for 2013 -2014.	5,695,537	4,880,745	The target value is to maintain or increase current levels through the utilization of assessments, which determine client service prioritization in conjunction with the availability of funding, and performance outcomes.	July 1 - June 30	AIM	Monthly/Annually	Total number of clients served statewide	1.1.1 - 1.1.4, 1.2.1, 1.3.1 - 1.3.2, 1.4.1, 1.5.1, 1.6.1 - 1.6.5, 1.7.1, 2.1.1 - 2.3.1, 3.1.1 - 3.1.3, 3.2.1 - 3.2.3, 3.3.1 - 3.3.3, 3.4.1 - 3.4.2, 3.5.1, 4.1.1 - 4.1.5, 4.2.1 - 4.2.3, 4.3.1, 4.4.1 - 4.4.3, 4.5.1, 5.1.1, 5.2.1, 5.3.1, 5.4.1, 5.5.1, 6.1.1, 6.2.1, 6.3.1, 6.4.1 - 6.4.3
10	Average Unit Cost for Transportation *New Point-to-Point policy enacted on July 1, 2014.	\$0.90	\$0.90	\$1.75	July 1 - June 30	AIM	Monthly/Annually	Average of statewide data *Eventually the target value will be based on statewide unit costs plan as stipulated by Proviso 94.9	1.1.1 - 1.1.4, 1.2.1, 1.3.1 - 1.3.2, 1.4.1, 1.5.1, 1.6.1 - 1.6.5, 1.7.1, 2.1.1 - 2.3.1, 3.1.1 - 3.1.3, 3.2.1 - 3.2.3, 3.3.1 - 3.3.3, 3.4.1 - 3.4.2, 3.5.1, 4.1.1 - 4.1.5, 4.2.1 - 4.2.3, 4.3.1, 4.4.1 - 4.4.3, 4.5.1, 5.1.1, 5.2.1, 5.3.1, 5.4.1, 5.5.1, 6.1.1, 6.2.1, 6.3.1, 6.4.1 - 6.4.2
11	Clients served for Home Care	2,397	2,091	The target value is to maintain or increase current levels through the utilization of assessments, which determine client service prioritization in conjunction with the availability of funding, and performance outcomes.	July 1 - June 30	AIM	Monthly/Annually	Total number of clients served statewide	1.1.1 - 1.1.4, 1.2.1, 1.3.1 - 1.3.2, 1.4.1, 1.5.1, 1.6.1 - 1.6.5, 1.7.1, 2.1.1 - 2.3.1, 3.1.1 - 3.1.3, 3.2.1 - 3.2.3, 3.3.1 - 3.3.3, 3.4.1 - 3.4.2, 3.5.1, 4.1.1 - 4.1.5, 4.2.1 - 4.2.3, 4.3.1, 4.4.1 - 4.4.3, 4.5.1, 5.1.1, 5.2.1, 5.3.1, 5.4.1, 5.5.1, 6.1.1, 6.2.1, 6.3.1, 6.4.1 - 6.4.2

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12	SC Access Number of Unique Visitors	82,321	76,741	The target value is to maintain or increase current levels by continuing outreach efforts, as contacts are determined by client needs and awareness.	July 1 - June 30	OLSA	Monthly/Annually	Total of unique visitors to website	1.1.1 - 1.1.4, 1.2.1, 1.3.1 - 1.3.2, 1.4.1, 1.5.1, 1.6.1 - 1.6.5, 1.7.1, 2.1.1 - 2.3.1, 3.1.1 - 3.1.3, 3.2.1 - 3.2.3, 3.3.1 - 3.3.3, 3.4.1 - 3.4.2, 3.5.1, 4.1.1 - 4.1.5, 4.2.1 - 4.2.3, 4.3.1, 4.4.1 - 4.4.3, 4.5.1, 5.1.1, 5.2.1, 5.3.1, 5.4.1, 5.5.1, 6.1.1, 6.2.1, 6.3.1, 6.4.1 - 6.4.3
13	Information and Referral/Assistance total contacts *Data collection protocols changed, which is reflected in totals.	39,758	48,494	The target value is to maintain or increase current levels by continuing outreach efforts, as contacts are determined by client needs.	July 1 - June 30	OLSA	Monthly/Annually	Total contacts	1.1.1 - 1.1.4, 1.2.1, 1.3.1 - 1.3.2, 1.4.1, 1.5.1, 1.6.1 - 1.6.5, 1.7.1, 2.1.1 - 2.3.1, 3.1.1 - 3.1.3, 3.2.1 - 3.2.3, 3.3.1 - 3.3.3, 3.4.1 - 3.4.2, 3.5.1, 4.1.1 - 4.1.5, 4.2.1 - 4.2.3, 4.3.1, 4.4.1 - 4.4.3, 4.5.1, 5.1.1, 5.2.1, 5.3.1, 5.4.1, 5.5.1, 6.1.1, 6.2.1, 6.3.1, 6.4.1 - 6.4.2
14	Alzheimer's Education/Outreach *Data collection protocols changed, which is reflected in totals.	22 sessions with 1,186 people	68 sessions with 4,517 People	The target value is to maintain or increase current levels through the utilization of assessments, which determine client service prioritization in conjunction with the availability of funding, and performance outcomes.	July 1 - June 30	LGOA data sources	Monthly/Annually	Total sessions and contacts	1.1.1 - 1.1.4, 1.2.1, 1.3.1 - 1.3.2, 1.4.1, 1.5.1, 1.6.1 - 1.6.5, 1.7.1, 2.1.1 - 2.3.1, 3.1.1 - 3.1.3, 3.2.1 - 3.2.3, 3.3.1 - 3.3.3, 3.4.1 - 3.4.2, 3.5.1, 4.1.1 - 4.1.5, 4.2.1 - 4.2.3, 4.3.1, 4.4.1 - 4.4.3, 4.5.1, 5.1.1, 5.2.1, 5.3.1, 5.4.1, 5.5.1, 6.1.1, 6.2.1, 6.3.1, 6.4.1 - 6.4.2

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15	Alzheimer's Training *Data collection protocols changed, which is reflected in totals.	20 sessions with 459 people	226 sessions with 4,368 people	The target value is to maintain or increase current levels through the utilization of assessments, which determine client service prioritization in conjunction with the availability of funding, and performance outcomes.	July 1 - June 30	LGOA data sources	Monthly/Annually	Number of trainings	1.1.1 - 1.1.4, 1.2.1, 1.3.1 - 1.3.2, 1.4.1, 1.5.1, 1.6.1 - 1.6.5, 1.7.1, 2.1.1 - 2.3.1, 3.1.1 - 3.1.3, 3.2.1 - 3.2.3, 3.3.1 - 3.3.3, 3.4.1 - 3.4.2, 3.5.1, 4.1.1 - 4.1.5, 4.2.1 - 4.2.3, 4.3.1, 4.4.1 - 4.4.3, 4.5.1, 5.1.1, 5.2.1, 5.3.1, 5.4.1, 5.5.1, 6.1.1, 6.2.1, 6.3.1, 6.4.1 - 6.4.2
16	Family Caregiver Support Program total contacts *Data collection protocols changed, which is reflected in totals.	8,380	10,730	The target value is to maintain or increase current levels through the utilization of assessments, which determine client service prioritization in conjunction with the availability of funding, and performance outcomes.	July 1 - June 30	LGOA data sources	Monthly/Annually	Total contacts	1.1.1 - 1.1.4, 1.2.1, 1.3.1 - 1.3.2, 1.4.1, 1.5.1, 1.6.1 - 1.6.5, 1.7.1, 2.1.1 - 2.3.1, 3.1.1 - 3.1.3, 3.2.1 - 3.2.3, 3.3.1 - 3.3.3, 3.4.1 - 3.4.2, 3.5.1, 4.1.1 - 4.1.5, 4.2.1 - 4.2.3, 4.3.1, 4.4.1 - 4.4.3, 4.5.1, 5.1.1, 5.2.1, 5.3.1, 5.4.1, 5.5.1, 6.1.1, 6.2.1, 6.3.1, 6.4.1 - 6.4.2

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17	Caregiving Respite total clients *Data collection protocols changed, which is reflected in totals.	1,511	2,684	The target value is to maintain or increase current levels through the utilization of assessments, which determine client service prioritization in conjunction with the availability of funding, and performance outcomes.	July 1 - June 30	LGOA data sources	Monthly/Annually	Total Caregiving Respite clients	1.1.1 - 1.1.4, 1.2.1, 1.3.1 - 1.3.2, 1.4.1, 1.5.1, 1.6.1 - 1.6.5, 1.7.1, 2.1.1 - 2.3.1, 3.1.1 - 3.1.3, 3.2.1 - 3.2.3, 3.3.1 - 3.3.3, 3.4.1 - 3.4.2, 3.5.1, 4.1.1 - 4.1.5, 4.2.1 - 4.2.3, 4.3.1, 4.4.1 - 4.4.3, 4.5.1, 5.1.1, 5.2.1, 5.3.1, 5.4.1, 5.5.1, 6.1.1, 6.2.1, 6.3.1, 6.4.1 - 6.4.2
18	Caregiving Respite total dollars spent *Data collection protocols changed, which is reflected in totals.	\$790,756	\$2,253,057	The target value is determined by the number of clients seeking respite care regionally, utilizing assessments, which determine client service prioritization in conjunction with the availability of funding, and performance outcomes.	July 1 - June 30	LGOA data sources	Monthly/Annually	Total spent	1.1.1 - 1.1.4, 1.2.1, 1.3.1 - 1.3.2, 1.4.1, 1.5.1, 1.6.1 - 1.6.5, 1.7.1, 2.1.1 - 2.3.1, 3.1.1 - 3.1.3, 3.2.1 - 3.2.3, 3.3.1 - 3.3.3, 3.4.1 - 3.4.2, 3.5.1, 4.1.1 - 4.1.5, 4.2.1 - 4.2.3, 4.3.1, 4.4.1 - 4.4.3, 4.5.1, 5.1.1, 5.2.1, 5.3.1, 5.4.1, 5.5.1, 6.1.1, 6.2.1, 6.3.1, 6.4.1 - 6.4.2

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19	Veterans Directed Home and Community Based Services number of Veterans served	59	72	The target value is to maintain or increase current levels through the utilization of assessments, which determine client service prioritization in conjunction with the availability of funding, and performance outcomes.	July 1 - June 30	LGOA data sources	Monthly/Annually	Total number of Veterans served	1.1.1 - 1.1.4, 1.2.1, 1.3.1 - 1.3.2, 1.4.1, 1.5.1, 1.6.1 - 1.6.5, 1.7.1, 2.1.1 - 2.3.1, 3.1.1 - 3.1.3, 3.2.1 - 3.2.3, 3.3.1 - 3.3.3, 3.4.1 - 3.4.2, 3.5.1, 4.1.1 - 4.1.5, 4.2.1 - 4.2.3, 4.3.1, 4.4.1 - 4.4.3, 4.5.1, 5.1.1, 5.2.1, 5.3.1, 5.4.1, 5.5.1, 6.1.1, 6.2.1, 6.3.1, 6.4.1 - 6.4.2
20	Senior Community Service Employment Program (SCSEP) number of participants enrolled	198	120	The target value is to maintain or increase current levels through the utilization of assessments, which determine client service prioritization in conjunction with the availability of funding, and performance outcomes.	July 1 - June 30	LGOA data sources	Monthly/Annually	Number of participants enrolled	1.1.1 - 1.1.4, 1.2.1, 1.3.1 - 1.3.2, 1.4.1, 1.5.1, 1.6.1 - 1.6.5, 1.7.1, 2.1.1 - 2.3.1, 3.1.1 - 3.1.3, 3.2.1 - 3.2.3, 3.3.1 - 3.3.3, 3.4.1 - 3.4.2, 3.5.1, 4.1.1 - 4.1.5, 4.2.1 - 4.2.3, 4.3.1, 4.4.1 - 4.4.3, 4.5.1, 5.1.1, 5.2.1, 5.3.1, 5.4.1, 5.5.1, 6.1.1, 6.2.1, 6.3.1, 6.4.1 - 6.4.2
21	Senior Health Insurance Program (SHIP) total contacts	45,734	42,836	To maintain or increase current levels, depending on availability of funding, and client awareness and need.	July 1 - June 30	LGOA data sources	Monthly/Annually	Total contacts	1.1.1 - 1.1.4, 1.2.1, 1.3.1 - 1.3.2, 1.4.1, 1.5.1, 1.6.1 - 1.6.15, 1.7.1, 2.1.1 - 2.3.1, 3.1.1 - 3.1.3, 3.2.1 - 3.2.3, 3.3.1 - 3.3.3, 3.4.1 - 3.4.2, 3.5.1, 4.1.1 - 4.1.5, 4.2.1 - 4.2.3, 4.3.1, 4.4.1 - 4.4.3, 4.5.1, 5.1.1, 5.2.1, 5.3.1, 5.4.1, 5.5.1, 6.1.1, 6.2.1, 6.3.1

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Item	Performance Measure	Last Value	Current Value	Target Value	Time Applicable	Data Source and Availability	Reporting Freq.	Calculation Method	Associated Objective(s)
22	Senior Medicare Patrol (SMP) fraud total contacts	20,237	23,027	To maintain or increase current levels, depending on availability of funding, and client awareness and need.	July 1 - June 30	LOGA data sources	Monthly/Annually	Total contacts	1.1.1 - 1.1.4, 1.2.1, 1.3.1 - 1.3.2, 1.4.1, 1.5.1, 1.6.1 - 1.6.5, 1.7.1, 2.1.1 - 2.3.1, 3.1.1 - 3.1.3, 3.2.1 - 3.2.3, 3.3.1 - 3.3.3, 3.4.1 - 3.4.2, 3.5.1, 4.1.1 - 4.1.5, 4.2.1 - 4.2.3, 4.3.1, 4.4.1 - 4.4.3, 4.5.1, 5.1.1, 5.2.1, 5.3.1, 5.4.1, 5.5.1, 6.1.1, 6.2.1, 6.3.1, 6.4.1 - 6.4.2
23	Senior Medicare Patrol (SMP) fraud outreach events and people reached	295 events, reaching 3,304 people	233 events, reaching 6,274 people	To maintain or increase current levels, depending on availability of funding, and client awareness and need.	July 1 - June 30	LGOA data sources	Monthly/Annually	Total clients and contacts	1.1.1 - 1.1.4, 1.2.1, 1.3.1 - 1.3.2, 1.4.1, 1.5.1, 1.6.1 - 1.6.5, 1.7.1, 2.1.1 - 2.3.1, 3.1.1 - 3.1.3, 3.2.1 - 3.2.3, 3.3.1 - 3.3.3, 3.4.1 - 3.4.2, 3.5.1, 4.1.1 - 4.1.5, 4.2.1 - 4.2.3, 4.3.1, 4.4.1 - 4.4.3, 4.5.1, 5.1.1, 5.2.1, 5.3.1, 5.4.1, 5.5.1, 6.1.1, 6.2.1, 6.3.1, 6.4.1 - 6.4.2
24	Assisted Rides Program number of one way trips provided * Santee-Lynches discontinued its Assisted Rides Program as of July 1, 2014.	5,864 trips for 260 people (138,195 miles)	6,789 for 447 people (520,014 miles)	The target value is to maintain or increase current levels through the utilization of assessments, which determine client service prioritization in conjunction with the availability of funding, and performance outcomes.	July 1 - June 30	LGOA data sources	Monthly/Annually	Total of one-way trips	1.1.1 - 1.1.4, 1.2.1, 1.3.1 - 1.3.2, 1.4.1, 1.5.1, 1.6.1 - 1.6.5, 1.7.1, 2.1.1 - 2.3.1, 3.1.1 - 3.1.3, 3.2.1 - 3.2.3, 3.3.1 - 3.3.3, 3.4.1 - 3.4.2, 3.5.1, 4.1.1 - 4.1.5, 4.2.1 - 4.2.3, 4.3.1, 4.4.1 - 4.4.3, 4.5.1, 5.1.1, 5.2.1, 5.3.1, 5.4.1, 5.5.1, 6.1.1, 6.2.1, 6.3.1, 6.4.1 - 6.4.2

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Performance Measurement Template

Item	Performance Measure	Last Value	Current Value	Target Value	Time Applicable	Data Source and Availability	Reporting Freq.	Calculation Method	Associated Objective(s)
25	Ombudsman complaints investigated	8,492	7,681	Target value is based on actual need. *The Ombudsman Program is a priority of the Older Americans Act.	July 1 - June 30	Ombuds Data System	Monthly/Annually	Total investigations	1.1.1 - 1.1.4, 1.2.1, 1.3.1 - 1.3.2, 1.4.1, 1.5.1, 1.6.1 - 1.6.5, 1.7.1, 2.1.1 - 2.3.1, 3.1.1 - 3.1.3, 3.2.1 - 3.2.3, 3.3.1 - 3.3.3, 3.4.1 - 3.4.2, 3.5.1, 4.1.1 - 4.1.5, 4.2.1 - 4.2.3, 4.3.1, 4.4.1 - 4.4.3, 4.5.1, 5.1.1, 5.2.1, 5.3.1, 5.4.1, 5.5.1, 6.1.1, 6.2.1, 6.3.1, 6.4.1 - 6.4.3
26	Ombudsman cases	4,684 opened and 4,697 closed	4,427 opened and 3,161 closed	Target is based on actual need. *The Ombudsman Program is a priority of the Older Americans Act.	July 1 - June 30	Ombuds Data System	Monthly/Annually	Total cases opened	1.1.1 - 1.1.4, 1.2.1, 1.3.1 - 1.3.2, 1.4.1, 1.5.1, 1.6.1 - 1.6.5, 1.7.1, 2.1.1 - 2.3.1, 3.1.1 - 3.1.3, 3.2.1 - 3.2.3, 3.3.1 - 3.3.3, 3.4.1 - 3.4.2, 3.5.1, 4.1.1 - 4.1.5, 4.2.1 - 4.2.3, 4.3.1, 4.4.1 - 4.4.3, 4.5.1, 5.1.1, 5.2.1, 5.3.1, 5.4.1, 5.5.1, 6.1.1, 6.2.1, 6.3.1, 6.4.1 - 6.4.2
27	Ombudsman number of routine visits	3,156	2,525	Target is based on actual need. *The Ombudsman Program is a priority of the Older Americans Act.	July 1 - June 30	Ombuds Data System	Monthly/Annually	Total number of routine visits	1.1.1 - 1.1.4, 1.2.1, 1.3.1 - 1.3.2, 1.4.1, 1.5.1, 1.6.1 - 1.6.5, 1.7.1, 2.1.1 - 2.3.1, 3.1.1 - 3.1.3, 3.2.1 - 3.2.3, 3.3.1 - 3.3.3, 3.4.1 - 3.4.2, 3.5.1, 4.1.1 - 4.1.5, 4.2.1 - 4.2.3, 4.3.1, 4.4.1 - 4.4.3, 4.5.1, 5.1.1, 5.2.1, 5.3.1, 5.4.1, 5.5.1, 6.1.1, 6.2.1, 6.3.1, 6.4.1 - 6.4.2

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Performance Measurement Template									
Item	Performance Measure	Last Value	Current Value	Target Value	Time Applicable	Data Source and Availability	Reporting Freq.	Calculation Method	Associated Objective(s)
28	Ombudsman facility trainings conducted	192	196	Target is based on actual need. *The Ombudsman Program is a priority of the Older Americans Act.	July 1 - June 30	Ombuds Data System	Monthly/Annually	Total number of facility trainings	1.1.1 - 1.1.4, 1.2.1, 1.3.1 - 1.3.2, 1.4.1, 1.5.1, 1.6.1 - 1.6.5, 1.7.1, 2.1.1 - 2.3.1, 3.1.1 - 3.1.3, 3.2.1 - 3.2.3, 3.3.1 - 3.3.3, 3.4.1 - 3.4.2, 3.5.1, 4.1.1 - 4.1.5, 4.2.1 - 4.2.3, 4.3.1, 4.4.1 - 4.4.3, 4.5.1, 5.1.1, 5.2.1, 5.3.1, 5.4.1, 5.5.1, 6.1.1, 6.2.1, 6.3.1, 6.4.1 - 6.4.2
29	Ombudsman consultations provided	1070 at facilities and 1,789 to individuals	1345 at facilities and 996 to individuals	Target is based on actual need. *The Ombudsman Program is a priority of the Older Americans Act.	July 1 - June 30	Ombuds Data System	Monthly/Annually	Total facility consultations	1.1.1 - 1.1.4, 1.2.1, 1.3.1 - 1.3.2, 1.4.1, 1.5.1, 1.6.1 - 1.6.5, 1.7.1, 2.1.1 - 2.3.1, 3.1.1 - 3.1.3, 3.2.1 - 3.2.3, 3.3.1 - 3.3.3, 3.4.1 - 3.4.2, 3.5.1, 4.1.1 - 4.1.5, 4.2.1 - 4.2.3, 4.3.1, 4.4.1 - 4.4.3, 4.5.1, 5.1.1, 5.2.1, 5.3.1, 5.4.1, 5.5.1, 6.1.1, 6.2.1, 6.3.1, 6.4.1 - 6.4.2