

Outcome Measure	Current Standard	2019-20 Performance
Number of CARES assessments	85,000	110,765
Number of days for determination of medical eligibility (CARES) ¹	12 days	8.8 days
Percentage of individuals new to the Aging Network who are put on the waitlist for the Statewide Medicaid Managed Care Long-Term Care Program within one (1) business day of being screened ¹	85%	90%
Percent of most frail elders who remain at home or in the community instead of going into a nursing home	97%	97%
Percent of Adult Protective Services (APS) referrals who need immediate services to prevent further harm who are served within 72 hours	97%	96.2%
Percent of elders assessed with high or moderate risk environments who improved their environment score	79.3%	63%
Percent of new service recipients with high-risk nutrition scores whose nutritional status improved ²	66%	46%
Percentage of active clients eating two or more meals per day ¹	95%	94%
Percent of new service recipients whose ADL assessment score has been maintained or improved	65%	71.5%
Percent of new service recipients whose IADL assessment score has been maintained or improved	62.3%	67.2%
After service intervention, the percentage of caregivers who self-report being very confident about their ability to continue to provide care ¹	86%	91.4%
Average time in the Community Care for the Elderly Program for Medicaid Waiver probable customers ²	2.8 months	3.8 months
Percent of customers who are at imminent risk of nursing home placement who are served with community-based services	90%	85%
Percentage of clients surveyed who believe services help them remain in their home or in the community ¹	97%	Not available*
Percentage of clients surveyed who are satisfied with the services they receive ¹	95%	Not available*
Number of elders with Alzheimer's disease or cognitive impairment served ¹	30,000	72,468

¹DOEA has requested the addition of this new measure in its [Long-Range Program Plan FY 2021-2022 through FY 2025-2026](#).

²DOEA has requested deletion of this measure in its [Long-Range Program Plan FY 2021-2022 through FY 2025-2026](#).

*Due to the COVID-19 pandemic, DOEA was unable to complete its annual, telephone-based client satisfaction survey for 2019-20.



Outcome Measure	Current Standard	2019-20 Performance
Number of elders served with registered long-term care services	186,495	432,705
Number of congregate meals provided	5,330,535	6,861,694
Number of home-delivered meals provided ¹	6,000,000	9,698,446
Number of elders served (meals, nutrition education, and nutrition counseling)	81,903	113,049
Number of elders served (caregiver support)	54,450	124,718
Number of elders served (early intervention/prevention)	355,908	511,772
Number of elders served (home and community services diversion) ²	51,272	46,938
Number of elders served (long-term care initiatives) ²	12,150	2,701
Number of elders served with community-based long-term care services ¹	800,000	722,041
Number of elders served (supported community care) ²	56,631	49,360
Agency administration costs as a percent of total agency costs/agency administrative positions as a percent of total agency positions	1.8%/22.2%	1.9% / 15.72%
Percent of complaint investigations initiated by the ombudsman within seven (7) business days	91%	96.4%
Number of complaint investigations completed within 120 calendar days (long-term care ombudsman council)	8,226	4,598
Percent of case investigations completed by the ombudsman within 120 calendar days ¹	90%	98.8%
Number of advocacy efforts completed by the Long-Term Care Ombudsman Program ¹	25,000	27,337
Number of Florida cities in AARP's Network of Age-Friendly Communities ¹	30	26
Number of Florida counties in AARP's Network of Age-Friendly Communities ¹	10	9

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