



Outcome Measure	Current Standard	2020-21 Performance
Number of CARES assessments	85,000	112,867
Number of days for determination of medical eligibility (CARES) ¹	12 days	10 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%	98%
Percent of elders assessed with high or moderate risk environments who improved their environment score	79.3%	62%
Percent of new service recipients with high-risk nutrition scores whose nutritional status improved ²	66%	47%
Percentage of active clients eating two or more meals per day ¹	95%	93.4%
Percent of new service recipients whose ADL assessment score has been maintained or improved	65%	72.4%
Percent of new service recipients whose IADL assessment score has been maintained or improved	62.3%	69.5%
After service intervention, the percentage of caregivers who self-report being very confident about their ability to continue to provide care ¹	86%	90.3%
Average time in the Community Care for the Elderly Program for Medicaid Waiver probable customers ²	2.8 months	3.6 months
Percent of customers who are at imminent risk of nursing home placement who are served with community-based services	90%	84%
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*

¹DOEA has requested the addition of this new measure in its [Long-Range Program Plan FY 2022-2023 through FY 2026-2027](#).

²DOEA has requested deletion of this measure in its [Long-Range Program Plan FY 2022-2023 through FY 2026-2027](#).

* DOEA did not complete its annual telephone-based client satisfaction survey for 2020-21.



Outcome Measure	Current Standard	2020-21 Performance
Number of elders with Alzheimer's disease or cognitive impairment served ¹	30,000	78,465
Number of elders served with registered long-term care services	186,495	463,424
Number of congregate meals provided	5,300,535	5,873,567
Number of home-delivered meals provided ¹	6,000,000	16,143,676
Number of elders served (meals, nutrition education, and nutrition counseling)	81,903	147,427
Number of elders served (caregiver support)	54,450	96,004
Number of elders served (early intervention/prevention)	355,908	506,526
Number of elders served (home and community services diversion) ²	51,272	49,425
Number of elders served (long-term care initiatives) ²	12,150	2,372
Number of elders served with community-based long-term care services ¹	800,000	750,751
Number of elders served (supported community care) ²	56,631	60,108
Agency administration costs as a percent of total agency costs/agency administrative positions as a percent of total agency positions	1.8%/22.2%	2.27% / 15.72%
Percent of investigations initiated by the ombudsman within seven (7) business days	91%	94.7%
Number of complaint investigations completed within 120 calendar days (long-term care ombudsman council)	8,226	3,216
Percent of case investigations completed by the ombudsman within 120 calendar days ¹	90%	94.6%
Number of advocacy efforts completed by the Long-Term Care Ombudsman Program ¹	25,000	15,817
Percent of service activities on behalf of frail or incapacitated elders initiated by public guardianship within five (5) days of receipt of request	100%	100%

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Outcome Measure	Current Standard	2020-21 Performance
Number of judicially approved guardianship plans including new orders	2,000	3,935
Number of Florida cities in AARP's Network of Age-Friendly Communities ¹	30	29
Number of Florida counties in AARP's Network of Age-Friendly Communities ¹	10	12

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