

FY2018-2019
STATE and FEDERAL
PERFORMANCE MEASURES

This tool displays goal-oriented state and federal Performance Measures (PM) for each Area Agency on Aging's (AAA) Planning and Service Areas (PSA). These PMs were established by the California Department of Aging (CDA) Health Insurance Counseling and Advocacy Program (HICAP) using the Administration for Community Living's (ACL) approach for calculating the following Target Penetration Counts (TPC) needed by each county for improvements.

AAAs should demonstrate progress toward meeting the Minimum Target Penetration Counts (MIN-TPC) or determine the HICAP Planning and Service Area's (PSA) capacity for reaching the Improvement TPCs (IMP-TPC). For current and future planning, CDA requires each AAA ensure that HICAP service units and related federal Annual Resource Report data are documented and verified complete/ finalized in CDA's Statewide HICAP Automated Reporting Program (SHARP) system per the existing contractual reporting requirements.

| PSA No. | COUNTY NAME | State Performance Measures | | Federal Performance Measures | | | | | | HARD TO REACH TOTAL (H2R) = LOW-INCOME (LIS) + RURAL + ENGLISH SECOND LANGUAGE (ESL) ¹ | | | | | | | | ENROLLMENT TOPICS (QUALIFYING) | |
|---------|---------------------|---------------------------------|-------------------------------|-------------------------------|--------------|---|--------------|---------------------------------|-------------|--|-------------|-------------|------------|--------------------|-------------|--------------|-------------|--------------------------------|--------------|
| | | CLIENTS COUNSELED ^{F1} | PUBLIC AND MEDIA EVENTS (PAM) | CLIENT CONTACTS (INTERACTION) | | PUBLIC AND MEDIA OUTREACH (INTERACTIVE) | | MEDICARE BENEFICIARIES UNDER 65 | | MINIMUM -TPC | | | | IMPROVEMENT - TPC | | | | MIN-TPC | IMP-TPC |
| | | | | TPC | TPC | MIN-TPC | IMP-TPC | MIN-TPC | IMP-TPC | MIN-TPC | IMP-TPC | H2R TOTAL | LIS | RURAL ^a | ESL | H2R TOTAL | LIS | | |
| | | PM 1.1 | PM 1.2 | PM 2.1 | PM 2.2 | PM 2.3 | PM 2.4 | PM 2.4a | PM 2.4b | PM 2.4c | PM 2.4 | PM 2.4a | PM 2.4b | PM 2.4c | PM 2.5 | | | | |
| 01 | Del Norte | 594 | 12 | 257 | 1508 | 222 | 455 | 46 | 197 | 264 | 60 | 180 | 25 | 2288 | 746 | 1508 | 35 | 174 | 1134 |
| | Humboldt | 2908 | 56 | 1199 | 6143 | 2117 | 2700 | 198 | 616 | 1109 | 177 | 839 | 92 | 8749 | 1069 | 7601 | 78 | 809 | 5752 |
| | PSA 01 TOTAL | 3502 | 68 | 1456 | 7650 | 2338 | 3155 | 244 | 813 | 1373 | 237 | 1019 | 117 | 11037 | 1815 | 9109 | 112 | 983 | 6886 |
| 02 | Lassen | 19 | 5 | 54 | 215 | 124 | 380 | 8 | 33 | 64 | 10 | 54 | 1 | 212 | 34 | 151 | 27 | 43 | 145 |
| | Modoc | 15 | 2 | 36 | 108 | 191 | 379 | 3 | 13 | 50 | 13 | 36 | 1 | 124 | 38 | 76 | 9 | 25 | 73 |
| | Shasta | 1900 | 54 | 2015 | 5729 | 1412 | 3558 | 331 | 710 | 431 | 312 | | 118 | 1930 | 1883 | | 47 | 1360 | 4373 |
| | Siskiyou | 333 | 13 | 558 | 1586 | 359 | 985 | 74 | 106 | 519 | 98 | 390 | 31 | 3256 | 592 | 2662 | 1 | 377 | 1211 |
| | Trinity | 77 | 2 | 157 | 447 | 21 | 278 | 27 | 48 | 158 | 37 | 110 | 11 | 977 | 226 | 750 | 1 | 106 | 188 |
| | PSA 02 TOTAL | 2345 | 76 | 2820 | 8086 | 2107 | 5580 | 443 | 909 | 1222 | 470 | 590 | 162 | 6499 | 2774 | 3639 | 85 | 1910 | 5990 |
| 03 | Butte | 1456 | 90 | 2152 | 6118 | 1093 | 3800 | 328 | 481 | 497 | 291 | | 206 | 1931 | 1757 | | 174 | 1452 | 4670 |
| | Colusa | 33 | 4 | 117 | 240 | 26 | 269 | 12 | 28 | 177 | 35 | 117 | 25 | 850 | 81 | 727 | 42 | 62 | 103 |
| | Glenn | 122 | 4 | 240 | 681 | 60 | 423 | 31 | 44 | 287 | 57 | 168 | 63 | 1538 | 342 | 1143 | 53 | 162 | 520 |
| | Plumas | 57 | 4 | 147 | 405 | 76 | 454 | 8 | 32 | 191 | 44 | 147 | 1 | 271 | 89 | 181 | 1 | 88 | 174 |
| | Tehama | 262 | 28 | 625 | 985 | 273 | 1104 | 84 | 121 | 632 | 113 | 438 | 81 | 3364 | 311 | 2985 | 68 | 422 | 742 |
| | PSA 03 TOTAL | 1929 | 130 | 3280 | 8429 | 1526 | 6050 | 463 | 706 | 1785 | 540 | 869 | 376 | 7954 | 2579 | 5036 | 339 | 2186 | 6209 |
| 04 | Nevada | 235 | 5 | 814 | 1892 | 248 | 2121 | 95 | 204 | 1061 | 147 | 841 | 73 | 6139 | 403 | 5733 | 2 | 719 | 1425 |
| | Placer | 410 | 11 | 1525 | 3374 | 1448 | 5958 | 204 | 442 | 421 | 374 | | 48 | 812 | 457 | | 354 | 1163 | 2278 |
| | Sacramento | 1080 | 49 | 3801 | 10522 | 7377 | 18580 | 576 | 1528 | 1449 | 1210 | | 239 | 4152 | 1832 | | 2320 | 2305 | 7102 |
| | Sierra | 11 | 2 | 39 | 110 | 5 | 68 | 1 | 4 | 36 | 6 | 27 | 3 | 202 | 17 | 184 | 1 | 26 | 84 |
| | Sutter | 143 | 3 | 433 | 722 | 97 | 1275 | 74 | 113 | 196 | 168 | | 29 | 427 | 408 | | 18 | 397 | 857 |
| | Yolo | 234 | 12 | 1048 | 2010 | 731 | 2253 | 97 | 147 | 468 | 355 | | 113 | 621 | 493 | | 128 | 712 | 1514 |
| | Yuba | 123 | 3 | 416 | 824 | 95 | 924 | 96 | 138 | 158 | 70 | | 88 | 455 | 420 | | 35 | 353 | 621 |
| | PSA 04 TOTAL | 2235 | 85 | 8073 | 19453 | 9999 | 31181 | 1143 | 2576 | 3788 | 2328 | 868 | 592 | 12807 | 4032 | 5917 | 2859 | 5673 | 13880 |
| 05 | Marin | 502 | 20 | 1738 | 3826 | 1378 | 4289 | 113 | 178 | 306 | 258 | | 48 | 743 | 355 | | 388 | 1330 | 2882 |
| 06 | San Francisco | 1939 | 106 | 5407 | 9809 | 10998 | 21207 | 454 | 825 | 3965 | 2038 | | 1927 | 7205 | 5578 | | 1627 | 4068 | 7388 |
| 07 | Contra Costa | 3165 | 114 | 8082 | 12729 | 3704 | 14272 | 777 | 1116 | 2034 | 1697 | | 338 | 3706 | 2953 | | 753 | 5455 | 9588 |
| 08 | San Mateo | 879 | 83 | 5299 | 8346 | 9357 | 13132 | 214 | 323 | 1887 | 1155 | | 732 | 4203 | 2753 | | 1450 | 1948 | 3577 |
| 09 | Alameda | 2106 | 183 | 10060 | 15845 | 12209 | 22659 | 779 | 1457 | 4552 | 3494 | | 1059 | 6763 | 5560 | | 1203 | 4942 | 11935 |
| 10 | Santa Clara | 2098 | 171 | 6853 | 17676 | 19818 | 25277 | 483 | 834 | 2739 | 1754 | | 985 | 6006 | 1937 | | 4069 | 5682 | 13314 |
| 11 | San Joaquin | 328 | 26 | 1296 | 4546 | 3180 | 8028 | 186 | 641 | 380 | 333 | | 47 | 2332 | 1037 | | 1295 | 848 | 3069 |
| 12 | Alpine | 1 | 2 | 1 | 10 | 18 | 96 | 1 | 1 | 3 | 1 | 1 | 1 | 10 | 2 | 7 | 1 | 1 | 7 |
| | Amador | 283 | 11 | 464 | 731 | 819 | 1428 | 41 | 59 | 419 | 58 | 325 | 36 | 2373 | 158 | 2214 | 1 | 313 | 1007 |
| | Calaveras | 454 | 23 | 551 | 1567 | 860 | 1242 | 52 | 112 | 483 | 70 | 386 | 27 | 3062 | 421 | 2631 | 11 | 372 | 1196 |
| | Mariposa | 131 | 3 | 206 | 586 | 323 | 464 | 20 | 33 | 174 | 15 | 144 | 14 | 1076 | 92 | 983 | 1 | 139 | 447 |
| | Tuolumne | 1506 | 46 | 659 | 2841 | 1164 | 4005 | 75 | 283 | 586 | 93 | 461 | 32 | 4766 | 560 | 4178 | 27 | 445 | 2606 |
| | PSA 12 TOTAL | 2375 | 85 | 1881 | 5735 | 3184 | 7234 | 189 | 488 | 1664 | 237 | 1317 | 111 | 11288 | 1233 | 10013 | 41 | 1270 | 5263 |

FY2018-2019
STATE and FEDERAL
PERFORMANCE MEASURES

| PSA No. | COUNTY NAME | State Performance Measures | | Federal Performance Measures | | | | | | HARD TO REACH TOTAL (H2R) = LOW-INCOME (LIS) + RURAL + ENGLISH SECOND LANGUAGE (ESL) ¹ | | | | | | | ENROLLMENT TOPICS (QUALIFYING) | | |
|---------|---------------------|---------------------------------|-------------------------------|-------------------------------|--------------|---|--------------|---------------------------------|-------------|--|-------------|--------------------|-------------|-------------------|-------------|--------------------|--------------------------------|-------------|-------------|
| | | CLIENTS COUNSELED ^{FI} | PUBLIC AND MEDIA EVENTS (PAM) | CLIENT CONTACTS (INTERACTION) | | PUBLIC AND MEDIA OUTREACH (INTERACTIVE) | | MEDICARE BENEFICIARIES UNDER 65 | | MINIMUM - TPC | | | | IMPROVEMENT - TPC | | | MIN-TPC | IMP-TPC | |
| | | TPC | TPC | MIN-TPC | IMP-TPC | MIN-TPC | IMP-TPC | MIN-TPC | IMP-TPC | H2R TOTAL | LIS | RURAL ^a | ESL | H2R TOTAL | LIS | RURAL ^a | ESL | MIN-TPC | IMP-TPC |
| | | PM 1.1 | PM 1.2 | PM 2.1 | | PM 2.2 | | PM 2.3 | | PM 2.4 | PM 2.4a | PM 2.4b | PM 2.4c | PM 2.4 | PM 2.4a | PM 2.4b | PM 2.4c | PM 2.5 | |
| 13 | San Benito | 81 | 4 | 282 | 555 | 38 | 622 | 36 | 52 | 109 | 75 | | 34 | 187 | 149 | | 37 | 238 | 418 |
| | Santa Cruz | 1490 | 27 | 2013 | 5723 | 1455 | 3554 | 199 | 479 | 764 | 314 | | 449 | 2277 | 1898 | | 379 | 1359 | 4860 |
| | PSA 13 TOTAL | 1570 | 31 | 2295 | 6277 | 1493 | 4176 | 235 | 530 | 872 | 389 | | 483 | 2464 | 2047 | | 417 | 1596 | 5278 |
| 14 | Fresno | 2085 | 175 | 5771 | 9090 | 10191 | 12998 | 618 | 1020 | 3197 | 1416 | | 1782 | 4575 | 3875 | | 700 | 3812 | 6847 |
| | Madera | 206 | 31 | 678 | 1615 | 1584 | 2309 | 71 | 113 | 317 | 291 | | 26 | 521 | 200 | | 321 | 419 | 1216 |
| | PSA 14 TOTAL | 2291 | 205 | 6449 | 10705 | 11775 | 15308 | 689 | 1134 | 3514 | 1707 | | 1808 | 5096 | 4075 | | 1021 | 4231 | 8063 |
| 15 | Kings | 306 | 14 | 712 | 2023 | 38 | 1257 | 100 | 144 | 352 | 148 | | 203 | 1067 | 895 | | 172 | 480 | 1545 |
| | Tulare | 583 | 55 | 2582 | 4066 | 3026 | 4559 | 143 | 346 | 1122 | 868 | | 254 | 1690 | 770 | | 920 | 1305 | 3063 |
| | PSA 15 TOTAL | 889 | 70 | 3293 | 6090 | 3063 | 5816 | 243 | 490 | 1473 | 1016 | | 457 | 2757 | 1666 | | 1091 | 1785 | 4608 |
| 16 | Inyo | 279 | 19 | 195 | 1187 | 88 | 344 | 11 | 80 | 182 | 26 | 136 | 21 | 1445 | 251 | 1187 | 7 | 131 | 788 |
| | Mono | 24 | 4 | 70 | 199 | 17 | 124 | 6 | 10 | 69 | 8 | 49 | 11 | 386 | 50 | 335 | 1 | 47 | 83 |
| | PSA 16 TOTAL | 303 | 23 | 265 | 1386 | 104 | 467 | 17 | 89 | 251 | 34 | 185 | 32 | 1831 | 301 | 1522 | 8 | 179 | 871 |
| 17 | San Luis Obispo | 765 | 56 | 2370 | 3994 | 1115 | 4478 | 207 | 317 | 567 | 513 | | 54 | 1066 | 939 | | 127 | 1712 | 3008 |
| | Santa Barbara | 779 | 64 | 1560 | 3182 | 1761 | 5618 | 148 | 314 | 513 | 349 | | 164 | 1406 | 524 | | 882 | 1304 | 2148 |
| | PSA 17 TOTAL | 1544 | 119 | 3930 | 7175 | 2875 | 10096 | 355 | 631 | 1079 | 861 | | 218 | 2472 | 1463 | | 1009 | 3015 | 5156 |
| 18 | Ventura | 2544 | 248 | 6000 | 9451 | 10385 | 13514 | 534 | 767 | 2531 | 914 | | 1617 | 3136 | 2500 | | 635 | 3762 | 7119 |
| 19 | Los Angeles | 6461 | 191 | 15741 | 38338 | 45831 | 67701 | 3014 | 5168 | 10830 | 7628 | | 3202 | 25845 | 10602 | | 15243 | 13062 | 25878 |
| 20 | San Bernardino | 1895 | 213 | 5658 | 12007 | 14354 | 21204 | 1026 | 1650 | 3124 | 2539 | | 585 | 7931 | 6567 | | 1364 | 4631 | 14245 |
| 21 | Riverside | 2342 | 188 | 6612 | 15017 | 14701 | 26518 | 1028 | 1597 | 3009 | 2506 | | 503 | 7259 | 3054 | | 4205 | 5474 | 10136 |
| 22 | Orange | 6534 | 321 | 20515 | 32311 | 31228 | 46205 | 1379 | 1981 | 10249 | 3686 | | 6563 | 15630 | 10090 | | 5540 | 13848 | 24338 |
| 23 | San Diego | 3197 | 120 | 6355 | 21497 | 7591 | 37961 | 1106 | 1903 | 2828 | 2210 | | 618 | 9721 | 4093 | | 5628 | 4983 | 14510 |
| 24 | Imperial | 77 | 9 | 259 | 1257 | 986 | 2220 | 23 | 152 | 240 | 92 | | 148 | 1020 | 363 | | 657 | 212 | 849 |
| 25 | Los Angeles (City) | 4349 | 166 | 9647 | 23497 | 28090 | 41494 | 1847 | 3168 | 6637 | 4675 | | 1963 | 15841 | 6498 | | 9343 | 8006 | 15861 |
| 26 | Lake | 158 | 10 | 452 | 740 | 99 | 1308 | 65 | 136 | 607 | 153 | 452 | 3 | 839 | 312 | 520 | 8 | 382 | 878 |
| | Mendocino | 239 | 13 | 846 | 1492 | 116 | 1673 | 85 | 135 | 1011 | 209 | 663 | 139 | 4817 | 242 | 4521 | 54 | 639 | 1124 |
| | PSA 26 TOTAL | 397 | 24 | 1297 | 2232 | 215 | 2980 | 149 | 271 | 1618 | 362 | 1115 | 142 | 5656 | 553 | 5041 | 62 | 1021 | 2002 |
| 27 | Sonoma | 1210 | 58 | 3882 | 6841 | 3212 | 7671 | 401 | 576 | 953 | 816 | | 137 | 1805 | 1495 | | 309 | 2932 | 5153 |
| 28 | Napa | 212 | 34 | 776 | 1246 | 561 | 2200 | 57 | 124 | 257 | 195 | | 63 | 540 | 225 | | 315 | 612 | 1478 |
| | Solano | 487 | 12 | 1295 | 3182 | 869 | 5618 | 227 | 415 | 443 | 361 | | 83 | 1172 | 515 | | 657 | 989 | 2148 |
| | PSA 28 TOTAL | 698 | 46 | 2071 | 4427 | 1429 | 7818 | 284 | 540 | 700 | 555 | | 145 | 1712 | 740 | | 972 | 1601 | 3626 |
| 29 | El Dorado | 618 | 16 | 1253 | 2805 | 902 | 3145 | 166 | 249 | 344 | 181 | | 163 | 559 | 495 | | 64 | 1202 | 2113 |
| 30 | Stanislaus | 975 | 38 | 3594 | 5661 | 2978 | 8095 | 528 | 1131 | 1709 | 680 | | 1029 | 2730 | 1861 | | 869 | 2426 | 4264 |
| 31 | Merced | 1295 | 39 | 1490 | 4237 | 1363 | 2632 | 211 | 452 | 902 | 359 | | 543 | 2712 | 1577 | | 1135 | 1006 | 3234 |
| 32 | Monterey | 1920 | 148 | 2648 | 7528 | 4676 | 5963 | 257 | 369 | 1462 | 468 | | 993 | 2120 | 1281 | | 839 | 1787 | 5747 |
| 33 | Kern | 1425 | 152 | 4797 | 7556 | 8472 | 10805 | 750 | 1607 | 2592 | 1131 | | 1461 | 8061 | 6828 | | 1233 | 3238 | 10413 |

KEY: PM = Performance Measure FI = Finalized Intakes calculated for this Fiscal Year (FY) using the last FY against the past FY TPC = Target Penetration Counts of Client Contacts equivalent to National percent ratings for statewide ranking
 MIN-TPC = Minimum Target Penetration Counts for Client Contacts equivalent to point of entry percent needed to maintain Target Rate IMP-TPC = Improvement Target Penetration Counts for Client Contacts equivalent to point of entry percent needed to enter next Target Rate

1) Hard to Reach MIN-TPC and IMP-TPC are the final sum of the subcategories LIS, RURAL^a, and ESL.
 a) RURAL is defined by Centers for Disease Control National Center (CDC) and Centers for Medicare & Medicaid Services (CMS) as statistical geographic areas delineated by the county classifications for Micropolitan (MIC) and Outside (OUT); blank values indicate counties without this classification.