

FY2017-2018  
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) <sup>1</sup>								ENROLLMENT TOPICS (QUALIFYING)	
		CLIENTS COUNSELED <sup>PI</sup>	PUBLIC AND MEDIA EVENTS (PAM)	CLIENT CONTACTS (INTERACTION)		PUBLIC AND MEDIA OUTREACH (INTERACTIVE)		MEDICARE BENEFICIARIES UNDER 65		HARD TO REACH MINIMUM TARGET PENETRATION COUNTS (MIN-TPC)				HARD TO REACH IMPROVEMENT TARGET PENETRATION COUNTS (IMP-TPC)					
				TPC	TPC	MIN-TPC	IMP-TPC	MIN-TPC	IMP-TPC	MIN-TPC	IMP-TPC	H2R TOTAL	LIS	RURAL	ESL	H2R TOTAL	LIS	RURAL	ESL
		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	573	11	257	1726	116	506	55	231	378	85	257	35	2620	847	1726	48	223	1242
	Humboldt	2919	81	1199	6815	1433	2357	240	606	1584	253	1199	132	8267	1405	6815	47	1041	6107
	<b>PSA 01 TOTAL</b>	<b>3492</b>	<b>92</b>	<b>1456</b>	<b>8541</b>	<b>1549</b>	<b>2863</b>	<b>295</b>	<b>837</b>	<b>1961</b>	<b>338</b>	<b>1456</b>	<b>167</b>	<b>10887</b>	<b>2252</b>	<b>8541</b>	<b>95</b>	<b>1264</b>	<b>7349</b>
02	Lassen	25	3	31	215	97	424	10	39	45	2	42	1	303	48	215	39	56	187
	Modoc	14	53	16	108	129	1138	1	15	24	2	21	1	176	55	108	14	14	94
	Shasta	1831	13	2015	4523	907	3961	401	744	615	446	392	169	1320	1291	1058	29	1749	4213
	Siskiyou	336	2	558	1058	75	1097	90	156	661	269	392	1	1425	365	1058	3	484	1021
	Trinity	89	77	157	264	8	309	17	58	214	102	110	1	404	139	264	1	68	200
<b>PSA 02 TOTAL</b>	<b>2295</b>	<b>147</b>	<b>2777</b>	<b>6168</b>	<b>1215</b>	<b>6928</b>	<b>518</b>	<b>1011</b>	<b>1560</b>	<b>822</b>	<b>565</b>	<b>173</b>	<b>3628</b>	<b>1898</b>	<b>1645</b>	<b>85</b>	<b>2371</b>	<b>5713</b>	
03	Butte	1352	77	2152	5858	968	4230	396	613	711	416		295	1839	1733		107	1868	3592
	Colusa	30	2	102	152	20	299	7	23	161	34	107	20	266	42	152	72	41	132
	Glenn	124	3	240	442	32	471	37	74	376	155	168	53	744	191	442	112	104	330
	Plumas	54	3	173	257	34	506	11	39	134	38	95	1	329	47	257	25	69	223
	Tehama	251	22	421	947	281	1230	56	106	602	131	439	32	1297	298	947	53	271	564
<b>PSA 03 TOTAL</b>	<b>305</b>	<b>109</b>	<b>3087</b>	<b>7655</b>	<b>1337</b>	<b>6736</b>	<b>508</b>	<b>854</b>	<b>1984</b>	<b>774</b>	<b>810</b>	<b>401</b>	<b>4475</b>	<b>2310</b>	<b>1798</b>	<b>368</b>	<b>2353</b>	<b>4841</b>	
04	Nevada	231	5	808	1201	161	2362	63	157	1015	170	844	1	1516	211	1201	105	521	1043
	Placer	397	13	1250	3374	1114	6633	109	371	321	287		35	1159	653		506	905	2929
	Sacramento	1120	52	1530	10522	4735	20685	542	1848	345	119		226	5932	2617		3314	1315	9135
	Sierra	4	2	39	61	5	76	2	5	35	7	27	1	53	6	46	1	33	46
	Sutter	79	3	267	722	34	1420	69	137	140	130		10	482	213		269	313	627
	Yolo	242	13	858	1276	574	2508	97	177	240	208		32	723	257		466	554	1108
	Yuba	62	2	304	523	25	1029	64	116	158	144		14	226	100		126	227	454
<b>PSA 04 TOTAL</b>	<b>2135</b>	<b>89</b>	<b>5057</b>	<b>17679</b>	<b>6648</b>	<b>34712</b>	<b>945</b>	<b>2811</b>	<b>2254</b>	<b>1065</b>	<b>871</b>	<b>318</b>	<b>10090</b>	<b>4057</b>	<b>1247</b>	<b>4786</b>	<b>3870</b>	<b>15342</b>	
05	Marin	466	17	1634	2429	1093	4775	82	150	234	223		11	1061	507		554	1054	2109
06	San Francisco	1900	114	4190	8484	7445	12243	380	694	3982	2356		1627	7311	3362		3949	2703	5914
07	Contra Costa	2971	113	5437	10116	3637	15888	514	1128	1434	1247		187	4281	1541		2740	3508	7017
08	San Mateo	882	87	3565	6721	10417	23214	214	391	1837	1163		675	3890	1437		2453	1421	4600
09	Alameda	2064	187	10060	15845	10334	19778	671	1226	2646	2348		298	7278	2902		4376	2698	8734
10	Santa Clara	2462	181	7550	14681	13416	29542	296	1008	1610	1213		396	8580	2766		5813	4872	12876
11	San Joaquin	291	27	661	4546	2046	8937	35	774	76	67		8	3331	1481		1850	568	3947
12	Alpine	1	3	1	10	20	139	1	1	3	1	1	1	14	3	10	1	1	9
	Amador	284	16	312	708	912	1275	27	64	394	67	326	1	846	135	708	3	403	618
	Calaveras	492	24	551	1203	1084	1592	63	100	581	191	387	3	1478	273	1203	2	479	1047
	Mariposa	125	5	206	360	235	405	24	43	238	92	145	1	477	116	360	1	179	317
	Tuolumne	1460	53	659	3241	1295	8804	90	313	838	133	659	46	3891	630	3241	21	572	2860
<b>PSA 12 TOTAL</b>	<b>2362</b>	<b>101</b>	<b>1729</b>	<b>5522</b>	<b>3546</b>	<b>12213</b>	<b>206</b>	<b>520</b>	<b>2053</b>	<b>483</b>	<b>1517</b>	<b>52</b>	<b>6706</b>	<b>1156</b>	<b>5522</b>	<b>28</b>	<b>1633</b>	<b>4850</b>	

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		CLIENTS COUNSELED <sup>PI</sup>	PUBLIC AND MEDIA EVENTS (PAM)	CLIENT CONTACTS (INTERACTION)		PUBLIC AND MEDIA OUTREACH (INTERACTIVE)		MEDICARE BENEFICIARIES UNDER 65		HARD TO REACH MINIMUM TARGET PENETRATION COUNTS (MIN-TPC)				HARD TO REACH IMPROVEMENT TARGET PENETRATION COUNTS (IMP-TPC)					
		TPC	TPC	MIN-TPC	IMP-TPC	MIN-TPC	IMP-TPC	MIN-TPC	IMP-TPC	H2R TOTAL	LIS	RURAL	ESL	H2R TOTAL	LIS	RURAL	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	89	3	237	379	17	693	44	82	72	63		9	214	78		136	153	330
	Santa Cruz	1526	28	2013	6528	906	3957	240	603	1091	449		642	2296	1858		438	1747	5811
	<b>PSA 13 TOTAL</b>	<b>1615</b>	<b>31</b>	<b>2250</b>	<b>6907</b>	<b>923</b>	<b>4649</b>	<b>284</b>	<b>684</b>	<b>1164</b>	<b>512</b>		<b>651</b>	<b>2509</b>	<b>1936</b>		<b>573</b>	<b>1900</b>	<b>6141</b>
14	Fresno	2044	203	3882	6782	6899	11346	470	858	1810	1636		174	4568	2023		2545	2505	5010
	Madera	229	41	380	1025	1226	2016	40	137	157	125		31	744	286		458	275	890
	<b>PSA 14 TOTAL</b>	<b>2273</b>	<b>244</b>	<b>4262</b>	<b>7807</b>	<b>8125</b>	<b>13361</b>	<b>510</b>	<b>995</b>	<b>1967</b>	<b>1762</b>		<b>205</b>	<b>5312</b>	<b>2308</b>		<b>3003</b>	<b>2780</b>	<b>5901</b>
15	Kings	299	13	712	1560	34	1399	66	173	502	212		290	980	665		315	618	1062
	Tulare	729	54	1737	3801	1162	5075	19	418	572	483		90	2415	1101		1314	1121	2241
	<b>PSA 15 TOTAL</b>	<b>1028</b>	<b>67</b>	<b>2448</b>	<b>5361</b>	<b>1196</b>	<b>6475</b>	<b>85</b>	<b>591</b>	<b>1075</b>	<b>695</b>		<b>380</b>	<b>3394</b>	<b>1765</b>		<b>1629</b>	<b>1739</b>	<b>3303</b>
16	Inyo	294	21	195	1550	26	383	13	94	261	37	195	30	1906	339	1550	18	169	884
	Mono	41	4	70	176	32	138	11	13	98	12	70	16	226	49	176	2	30	98
	<b>PSA 16 TOTAL</b>	<b>334</b>	<b>26</b>	<b>265</b>	<b>1725</b>	<b>58</b>	<b>520</b>	<b>24</b>	<b>107</b>	<b>359</b>	<b>48</b>	<b>265</b>	<b>46</b>	<b>2132</b>	<b>388</b>	<b>1725</b>	<b>19</b>	<b>199</b>	<b>981</b>
17	San Luis Obispo	640	53	1706	2796	340	4985	146	267	428	396		31	951	490		461	1101	2344
	Santa Barbara	662	69	1179	3182	1432	6255	111	379	414	329		86	2009	749		1260	853	2762
	<b>PSA 17 TOTAL</b>	<b>1302</b>	<b>122</b>	<b>2884</b>	<b>5978</b>	<b>1772</b>	<b>11240</b>	<b>257</b>	<b>646</b>	<b>842</b>	<b>725</b>		<b>117</b>	<b>2960</b>	<b>1239</b>		<b>1721</b>	<b>1954</b>	<b>5106</b>
18	Ventura	2505	240	4037	8262	7173	15789	353	645	1213	1056		158	3615	1305		2310	2605	5209
19	Los Angeles	7329	178	14202	38338	17252	75368	2381	4348	8128	6643		1485	36922	15146		21776	10281	33284
20	San Bernardino	2292	220	4448	12007	5403	23605	1093	1995	3111	2773		338	8387	3428		4959	5212	10425
21	Riverside	2760	194	5563	15017	6757	29521	1058	1931	2324	1914		410	10370	4363		6007	4027	13037
22	Orange	6012	325	13801	24141	9232	40331	1666	2411	6839	4261		2578	16095	10003		6092	8905	20223
23	San Diego	3449	117	3127	21497	2882	42260	675	2301	430	266		164	13887	5847		8040	2687	18663
24	Imperial	103	10	183	1257	566	2472	8	183	88	24		64	1457	518		939	131	1092
25	Los Angeles (City)	4803	170	8705	23497	10574	46194	1460	2665	4982	4072		910	22629	9283		13346	6302	20400
26	Lake	143	9	274	740	35	1456	7	164	408	132	274	2	1013	163	740	110	318	643
	Mendocino	223	12	637	947	45	1862	80	163	810	131	665	13	1444	299	947	198	411	822
	<b>PSA 26 TOTAL</b>	<b>366</b>	<b>22</b>	<b>912</b>	<b>1688</b>	<b>81</b>	<b>3318</b>	<b>87</b>	<b>328</b>	<b>1218</b>	<b>263</b>	<b>940</b>	<b>16</b>	<b>2457</b>	<b>461</b>	<b>1688</b>	<b>308</b>	<b>729</b>	<b>1465</b>
27	Sonoma	1210	56	2922	4372	1955	8539	266	485	708	631		77	1905	780		1125	1886	3771
28	Napa	293	35	462	1246	167	2449	7	150	172	141		31	772	322		450	541	1082
	Solano	552	12	1179	3182	427	6255	147	502	342	323		19	1674	736		939	853	2762
	<b>PSA 28 TOTAL</b>	<b>845</b>	<b>47</b>	<b>1640</b>	<b>4427</b>	<b>594</b>	<b>8704</b>	<b>154</b>	<b>653</b>	<b>514</b>	<b>464</b>		<b>50</b>	<b>2446</b>	<b>1058</b>		<b>1388</b>	<b>1394</b>	<b>3844</b>
29	El Dorado	633	15	1198	1781	801	3501	115	228	225	209		16	492	258		233	773	1546
30	Stanislaus	941	37	2418	3599	3629	7065	349	638	886	786		100	2441	971		1470	1560	3120
31	Merced	1173	50	1490	4331	671	2930	255	410	1289	512		776	3093	1930		1163	1294	3234
32	Monterey	2055	153	2648	5680	3165	7152	170	412	931	541		390	2970	1775		1195	2299	4396
33	Kern	1443	137	3227	7472	9431	18581	907	1627	3670	3096		574	5680	4424		1257	4165	6456

KEY: FI = Finalized Intakes calculated for this Fiscal Year (FY) using the last FY against the past FY

PM = Performance Measure

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:

1) 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.