

GROUP Milestones	Programmatic Goal(s)	January 2019	February 2019	March 2019	Percent Change Feb-Mar
# Community Outreach Hours	> consumer-centric education	435	206	408	98%
# Visits to Empowerline Website		2,690	2,836	2,763	-3%
# Pageviews on Empowerline Website		6,832	7,089	6,497	-8%
# Simply-Get-There Itineraries Generated		2,136	2,558	2,127	-17%
EmpowerlinePRO Compliance Percentage	> revenue Proprietary resource	93%	98%	98%	0%
# Care Consultations - New Participants	< LTC placement	3	6	4	-33%
Total Number of Care Consultation Participants		42	46	47	2%
# Behavioral Health - New Participants	< housing evictions	14	10	11	10%
# Chronic Disease Self-Management Classes	> revenue Link to improvement across SDH	6	2	3	50%
# MFP Transitions NH To Community	< Medicaid costs	3	5	4	-20%
# Options Counseling - New Referrals		93	91	94	3%
# NH Community Outreach		15	15	15	0%
# Sales Pitch, Proposals, Grants Initiated	> revenue	0	0	1	100%
# Calls Handled	Regional intake for consistency and leveraging resources based on need	6,036	5,680	5,895	15%
# Home Delivered Meals Provided	Improved capacity to maximize limited resources for those at greatest need	54,405	50,040	52,040	4%
# On Wait List – HDM		1,139	1,099	1,009	-8%
# Taken Off Wait List – HDM		79	103	117	14%
# Personal Care Hours Provided		3,481	2,369	2,431	3%
Wait List - Personal Care		318	286	258	-10%
# Taken Off Wait List – Personal Care		22	28	22	-21%
# Homemaker Hours Provided		6,217	5,768	5,933	3%
Wait List – HMKR		1,040	975	939	-4%
# Taken Off Wait List – HMKR		43	67	60	-10%
# Respite Care Hours Provided		1,893	2,204	2,205	0%
Wait List – Respite		98	75	62	-17%
# Taken Off Wait List – Respite		11	27	26	-4%
# CCSP Screened		108	135	144	7%
Wait List – CCSP		184	187	233	25%
# Congregate Meals Provided		21,190	22,031	22,972	4%
# Case Management Hours		4,180	3,966	4,137	4%
# Transportation - One Way Rides Provided		16,306	13,726	15,796	15%

Source: [AGING\AGING - Operations\Dashboard\Tracking Document\Dashboard tracking document.xlsx](#)

Noteworthy Numbers

- I. A new sales pitch, proposal, or grant was initiated in March 2019.

Grant proposal submitted to Substance Abuse and Mental Health Services Administration (SAMHSA).

- II. The number of people on wait lists for HCBS programs has **decreased steadily** between January 2019 and March 2019.

Questions This Poses: What caused this decrease? Less demand? More capacity?

- III. The number of consumers on the CCSP wait list has **increased steadily** between January 2019 and March 2019.

Questions This Poses: What caused this increase? More demand? Less capacity?

Note:

1. I've created a Tableau dashboard of this data. Please email msotnikova@atlantaregional.org to request access.
2. Please email msotnikova@atlantaregional.org any metrics you think should be added or removed from the dashboard.