

ElderSource
Planning and Programs Committee Agenda
December 16, 2021
11:00 AM

- I. Old Business
 - A. Minutes
 - October 21, 2021
 - B. ElderSource Programs
 - Programs Report
 - ADRC Report
- II. New Business
- III. Old Business

Programs Committee Minutes
10688 Old St Augustine Rd
Thursday October 21, 2021
11:00 AM
Via Zoom

Present

Dr. Sandy Robinson - Chair
Darryl Banks
Grady Williams
Ray Parkhurst
Vivile Dietrich

Staff

Nancy Tufts, VP of Planning and Programs
Linda Levin, CEO
James Lee, CFO
Janet Dickinson, Planner
Terika Scatliffe, Senior Contracts Manager
Sherry Holmes, Administrative Assistant

Absent

Barbara Greene (Excused)
Dr. Lauri Wright (Excused)
Joseph Francis-Zimmerman
Travis Williams-Board Fellow

Meeting Called to Order

Dr. Sandy Robinson called the meeting to order at 11:05 AM.

Approval of Minutes

A motion to approve the August 19, 2021 minutes was made by Ray Parkhurst and seconded by Vivile Dietrich. Motion was unanimously approved.

American Rescue Plan Act (ARPA)

Linda Levin, CEO explained that this Plan provides for three years of funding and may go beyond that time frame. Administration for Community Living (ACL) is the Federal agency overseeing the funding. The Area Agencies on Aging (AAA) and Providers in the state were asked to think of this funding as an investment, looking at technology and services, in a creative way. ARPA funding allocations were provided to the Committee.

Motion

A motion to accept the American Rescue Plan Act (ARPA) proposal as presented by staff was made by Ray Parkhurst and seconded by Daryl Banks. Motion passed unanimously.

Older Americans Act (OAA) 2020 Unit Rates

Nancy discussed the unit rate negotiations process with the committee. Based on the information provided in the meeting packet and the review done through the Contract Management Team, staff is recommending that each of the unit rates be approved for 2020 Older Americans Act.

There was discussion on whether the rates were within the allowable standard and nothing unusual showing. Nancy informed the committee that all the unit rates were justifiable and there is documentation to show in the event the Department of Elder Affairs (DOEA) has questions.

Motion

A motion to accept the unit rate change proposal as presented by staff for the Older Americans Act (OAA) 2020 was made by Grady Williams and seconded by Ray Parkhurst. Motion passed unanimously.

Needs Assessment Proposal

Nancy highlighted the proposal differences with UNF and HPCNEF. Overall there were concerns that UNF's process of having the Review Board look at everything would possibly delay the project from being finished within our time frame. Also, there would be a lot of staff involvement. HPCNEF had a number of positive offerings: multiple final reports, workshop based on final results, using same map process as the study they did for the hospitals, \$50 thousand reduction of fee by removing the regional survey and extension of the time period to May. There was a lot of discussion regarding the Elder Services Needs Assessment and the committee chose the HPCNEF proposal. James Lee told the committee that we will pay for the Needs Assessment out of the ARPA Administrative dollars. This is budgeted for 2022.

Motion

A motion to accept the Health Planning Council (HPCNEF) revised proposal of \$91,925 as presented was made by Grady Williams and seconded by Ray Parkhurst. Motion passed unanimously.

2022 Older American Act (OAA) Allocations

Nancy told the committee that we receive the Older Americans Act allocation from the Department of Elder Affairs (DOEA). She presented the allocations that will be distributed by formula to each of the providers. Dr. Robinson clarified for the committee that ElderSource does not make the decision as to what amount of funding is to be distributed but distributes funding according to our formula.

Motion

A motion to accept the 2022 Older Americans Act allocations by formula was made by Grady Williams and seconded by Ray Parkhurst. Motion passed unanimously.

State General Revenue (SGR)

Nancy Tufts, VP of Planning and Programs, briefly reviewed the programs dashboard with committee.

Surplus Deficit

Nancy reported that we are expecting some deficits in our meals programs due to an increase in clients, as a result of COVID. The Providers are having difficulty in being able to decrease the amount of clients that are receiving meals at this point. ElderSource staff continue to work with Providers on plans to address the potential deficit.

Nancy briefly reviewed the remainder of the report. She guided the committee to the Veterans Directed Home Care Based Services (VDHCBS) Program (page 44) of the document. She noted that there are 18 Veterans in process and 68 active Veterans. Compared with last year there were 58 Veterans active and 3 Veterans in process. Nancy is very proud of the results with this program.

ADRC Report

Nancy reviewed the report with the committee in Renee Knight's absence. The report detailed information on the following:

- Helpline
- Intake & Screening Team
- Medicaid Eligibility Team
- SHINE/SMP/MIPPA

There was no further business for discussion and the meeting was adjourned.

Meeting Adjourned at 11:55 AM

Minutes prepared by Sherry Holmes, Administrative Assistant

APS High Risk Referrals remain consistent.

Monthly expenditures for State General Revenue contracts has decreased from June. This is to be expected as the Providers work to spend out during June.

Providers have requested title transfers to assist with their projected deficits in meal programs.

We have received the allocations for American Rescue Plan and will be submitting our proposal to the Committee.

Motionable Items

American Rescue Plan EHEAP Allocations

EMERGENCY HOME EMERGENCY ASSISTANCE FOR THE ELDERLY PROGRAM (EHEAP)

Original Allocations

12-6-2021

Amended:

CONTRACT YEAR

2021 - 2022 Original Allocations

	Population < 125% of Poverty	Admin	Outreach	Crisis	Transfer from Weather to Crisis	Weather	TOTAL
Budget Amount		41,271	60,560	343,175		-	445,006
AAA ADMIN		-			-	-	-
Baker	605	\$ 382	\$ 560	\$ 3,174		\$ -	\$ 4,116
City of Jax	25355	\$ 15,996	\$ 23,472	\$ 133,009		\$ -	\$ 172,477
Clay	4100	\$ -	\$ -	\$ -		\$ -	\$ -
Flagler	4705	\$ 2,968	\$ 4,356	\$ 24,682		\$ -	\$ 32,006
Nassau	2194	\$ 3,971	\$ 5,827	\$ 33,017		\$ -	\$ 42,815
St Johns	5300	\$ 3,344	\$ 4,906	\$ 27,803		\$ -	\$ 36,053
Volusia	23159	\$ 14,611	\$ 21,439	\$ 121,489		\$ -	\$ 157,539
TOTAL	65418	\$ 41,272.00	\$ 60,560.00	\$ 343,174.00	\$ -	\$ -	\$ 445,006.00

Surplus Deficit

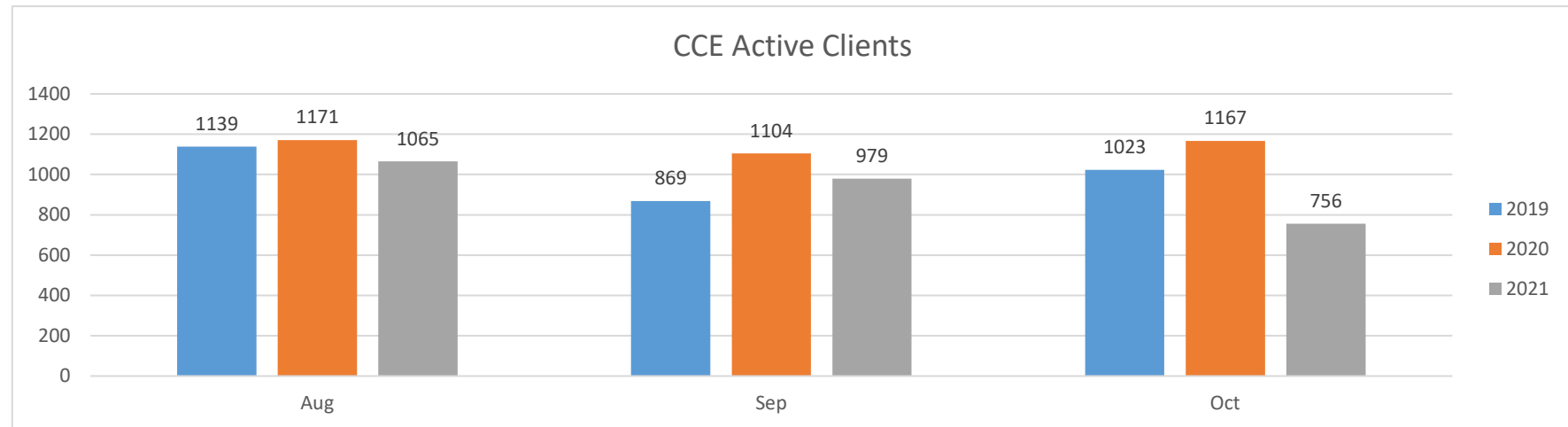
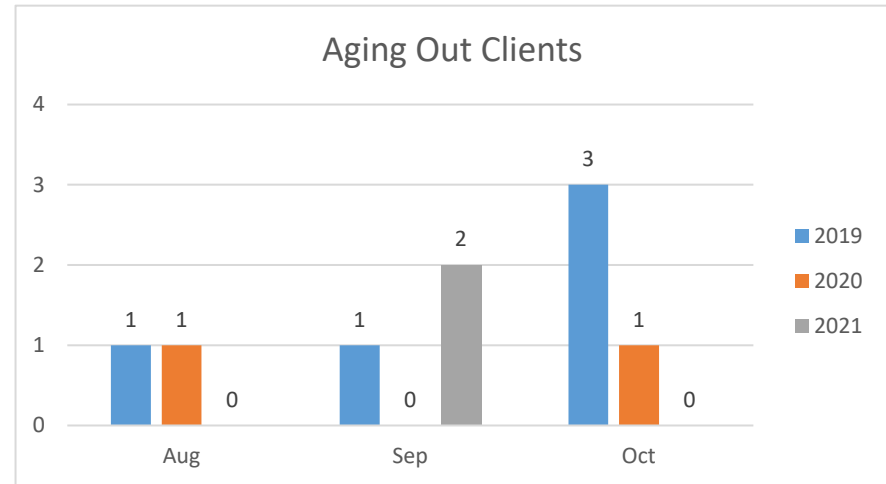
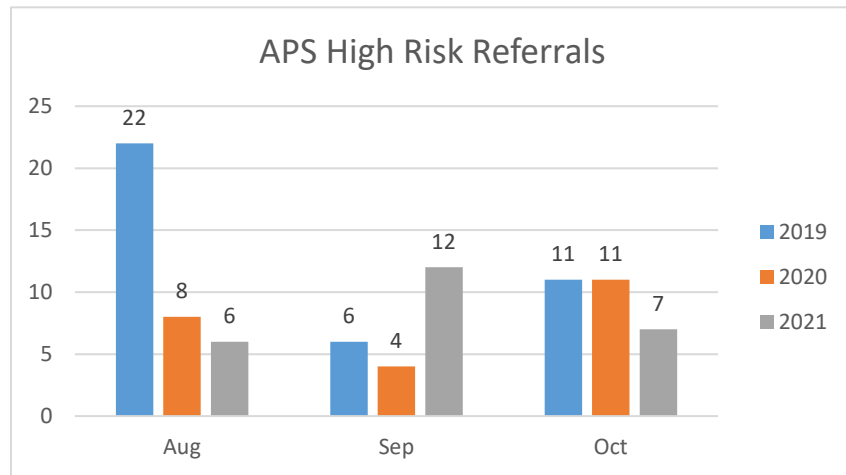
Program	Contract Amount	Projected S/D (Straight Line Projection)	Projected S/D (Based on current monthly spending)	Projected S/D (Based on Average Monthly Spending)	Comments
ADI	\$2,586,930.00	\$451,556.91	\$271,012.97	\$451,556.91	Providers currently are putting plans into place to add clients and increase services to lower our current surplus. No concerns with spending out at this time.
CCE	\$6,609,594.00	\$1,731,345.21	\$1,876,364.43	\$12,547,710.23	Providers currently are putting plans into place to add clients and increase services to lower our current surplus. No concerns with spending out at this time.
HCE	\$790,263.01	\$53,284.69	\$9,470.45	\$53,284.69	Fourth month of contract year. No concerns at this time.
LSP	\$400,000.00	\$389,969.28	\$24,456.88	\$10,030.72	Fourth month of contract year. No concerns at this time.
RELIEF	\$334,313.00	\$15,722.15	\$32,135.33	\$15,722.15	Fourth month of contract year. No concerns at this time.
OA3B	\$4,444,709.47	\$199,104.23	\$200,926.42	\$199,104.23	Waiting to receive title transfers from DOEA. No concerns with spending out at this time.
O3C1	\$1,593,802.88	(\$93,512.30)	\$68,756.60	(\$93,512.30)	Waiting to receive title transfers from DOEA. Providers are currently overspent. Fundng from IIIB will support additional

OA3D	\$194,290.40	\$28,864.87	\$19,795.53	\$28,864.87	
O3C2	\$2,237,927.27	(\$74,635.75)	\$164,438.16	(\$74,635.75)	Projecting to be overspent in this program. We are requesting plans from Providers on what they are doing to address projected deficit.
NSIP	\$535,939.58	\$33,992.73	(\$718,927.54)	\$60,792.43	No concerns with spending out.
OA3E	\$1,229,202.82	\$1,125,712.06	\$9,811,131.65	\$7,956,102.30	Waiting to receive title transfers from DOEA. Currently watching expenditures closely.
EHEAP	\$447,684.00	\$368,627.91	\$80,620.40	\$24,084.48	No concerns with spending out.
CCAA	\$1,525,083.00	(\$259,166.40)	(\$757,125.18)	(\$631,645.36)	No concerns with spending out.

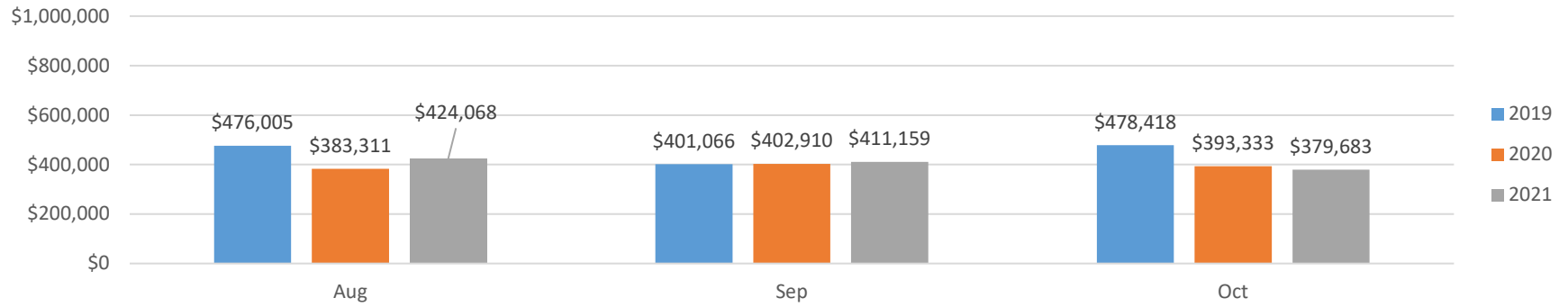


Community Care for the Elderly

The primary purpose of the CCE program is to prevent, reduce or delay premature or inappropriate placement of older persons in nursing homes and other institutions. Additional purposes of the CCE program are to provide the following: 1) a continuum of services alternatives to meet the diverse needs of older people; access to services for elder most in need; and a local resource that will coordinate delivery of services for the frail elder/caregiver.

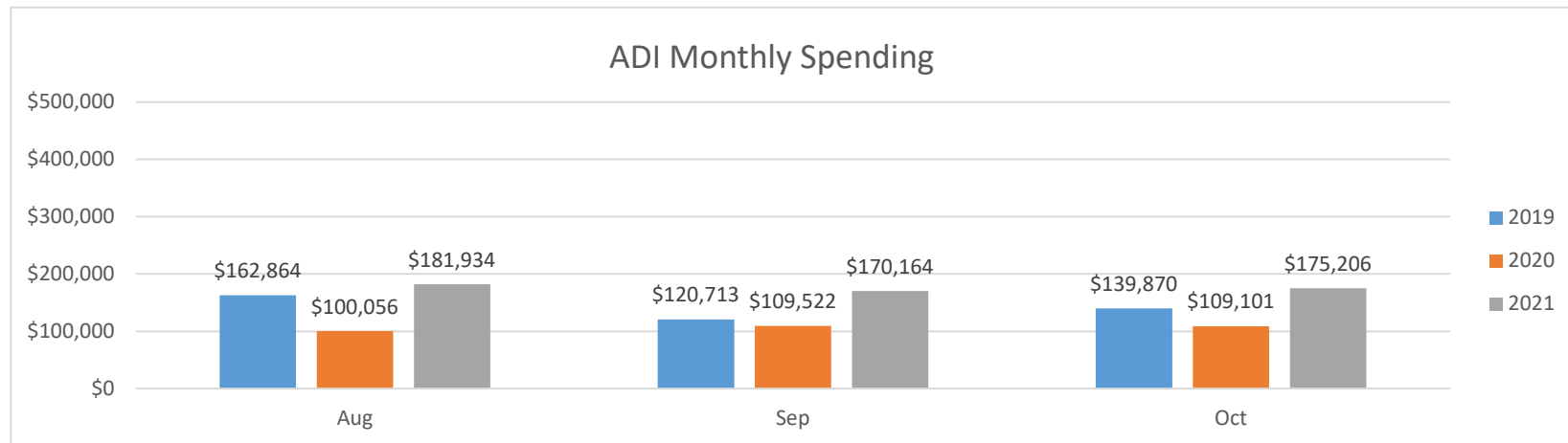
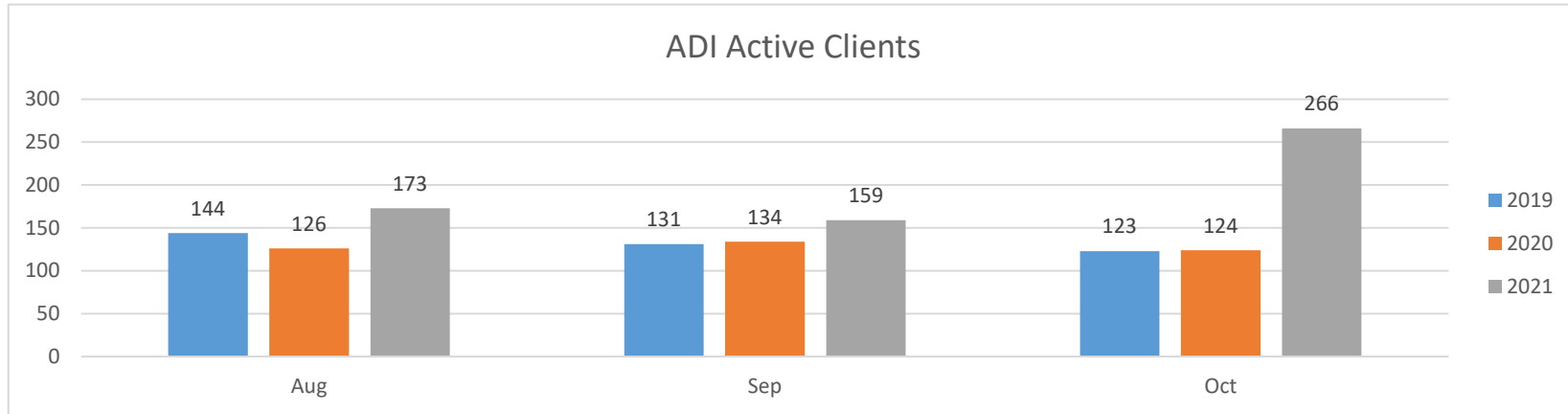


CCE Monthly Expenditures



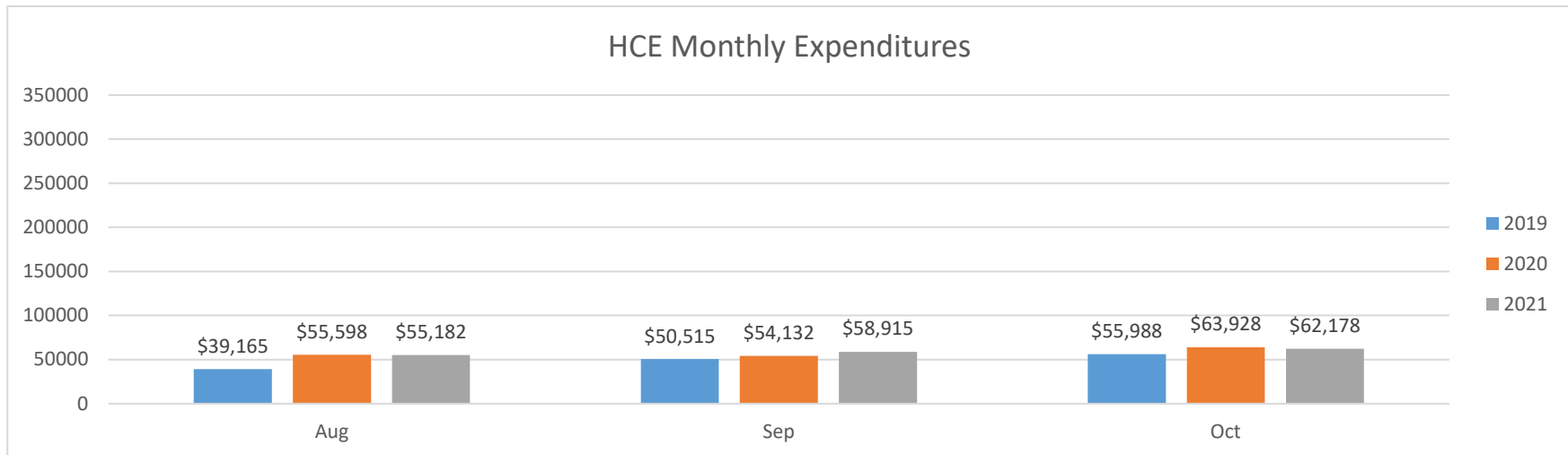
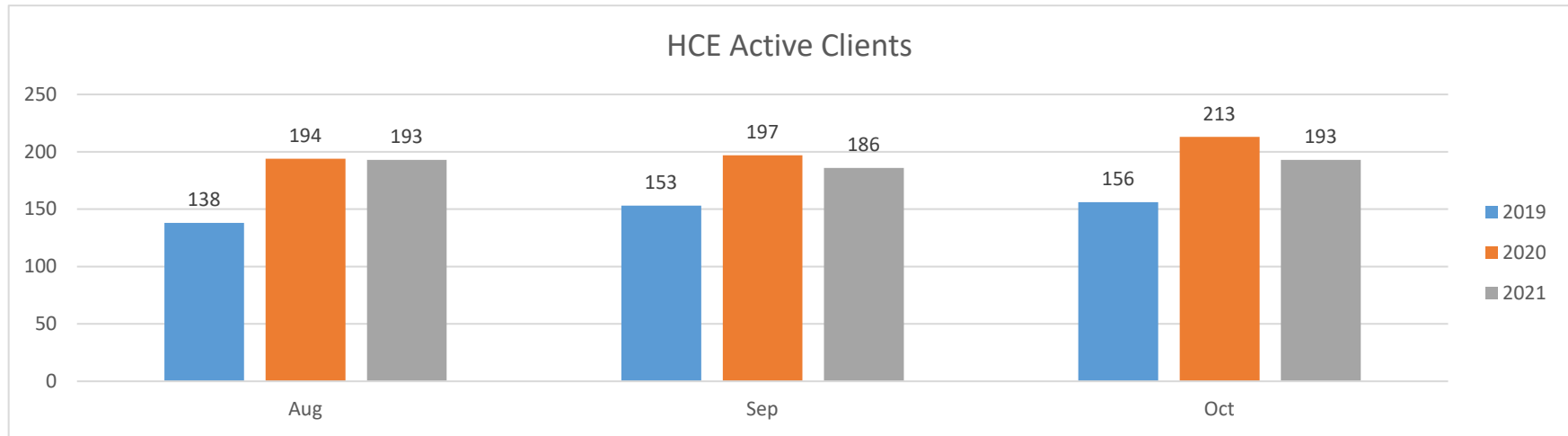
Alzheimer's Disease Initiative (ADI)

The purpose of the ADI is the following: to address the special needs of clients with Alzheimer's Disease (AD) or related memory disorders, as well as their caregivers; and to find through research the cause, treatment and ultimately a cure for AD or related memory disorders.



Home Care for the Elderly

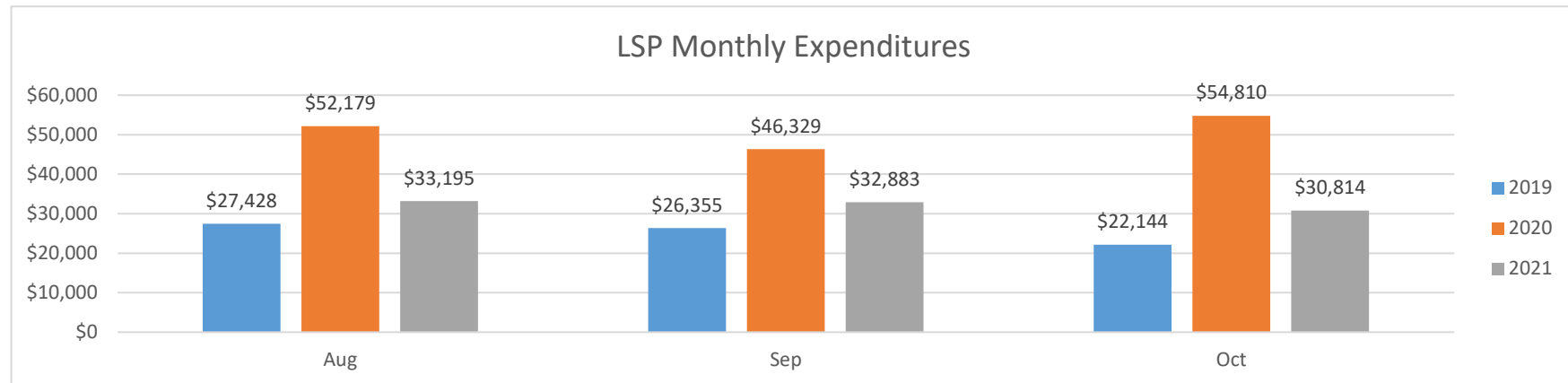
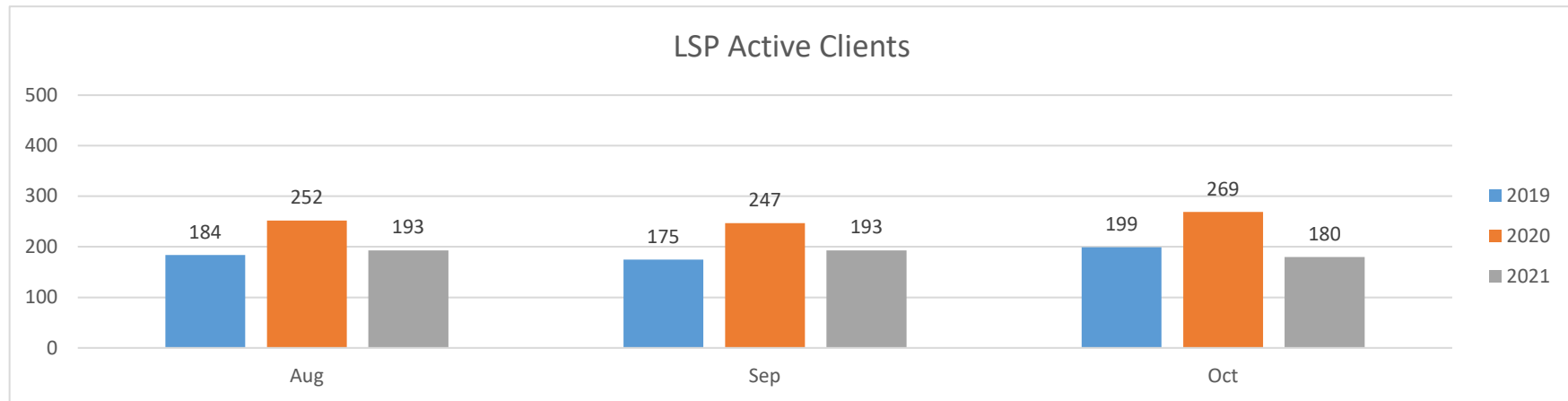
The purpose of the HCE Program is to encourage the provision of care for elders in family-type living arrangements in private homes as an alternative to nursing homes or other institutional care settings.



Local Service Programs

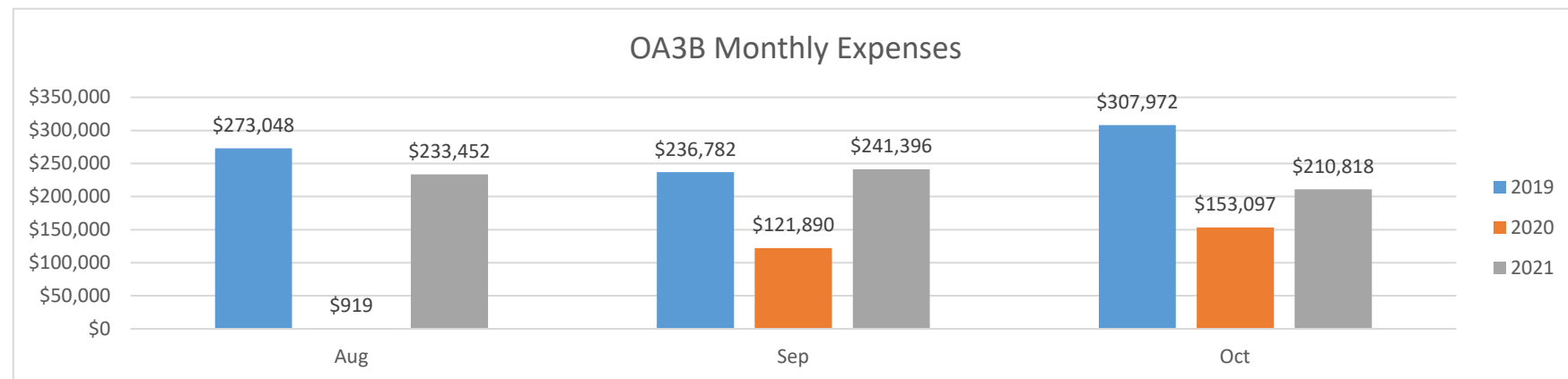
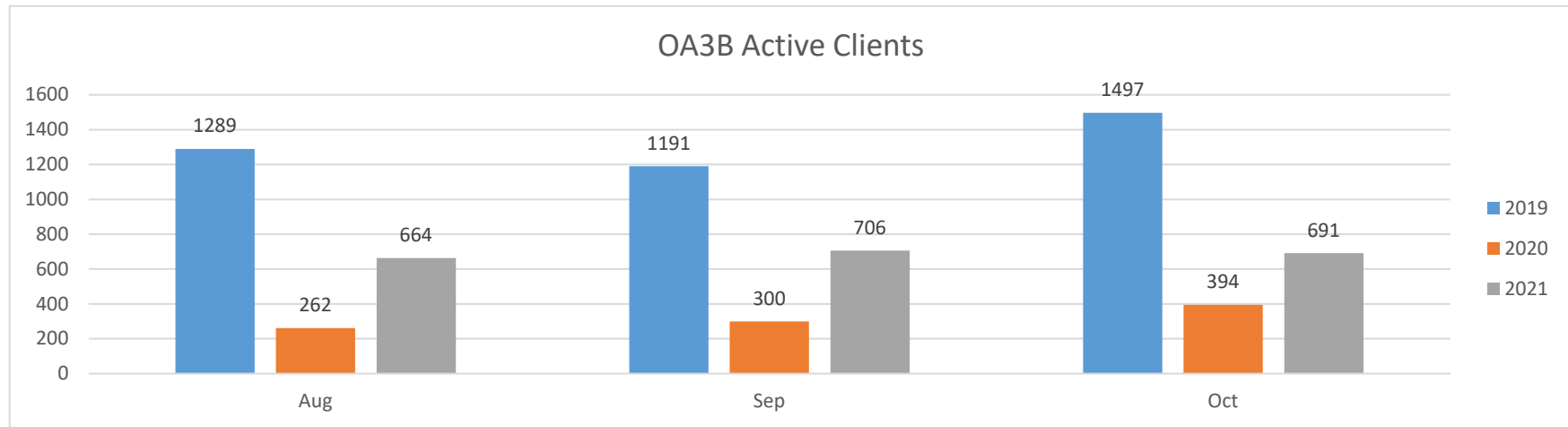
The LSP provides community-based services to preserve elders' independence, support caregivers, and target at-risk persons. Through the provision of meals or other services authorized by proviso, the LSP assists elders to live in the least restrictive environment that meets their needs. In PSA 4, we contract with the 7 Lead Agencies to provide home delivered meals for individuals who would otherwise remain on a wait list. We also contract with Jewish Family and Community Services to assist Holocaust Survivors.

There is no wait list for these programs. The home-delivered meal program works off of the O3C2 wait list.



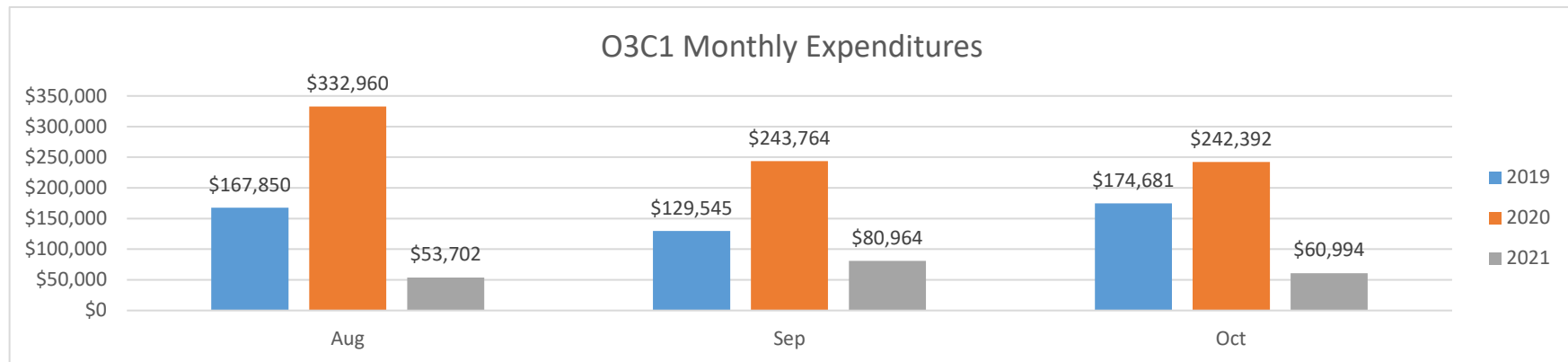
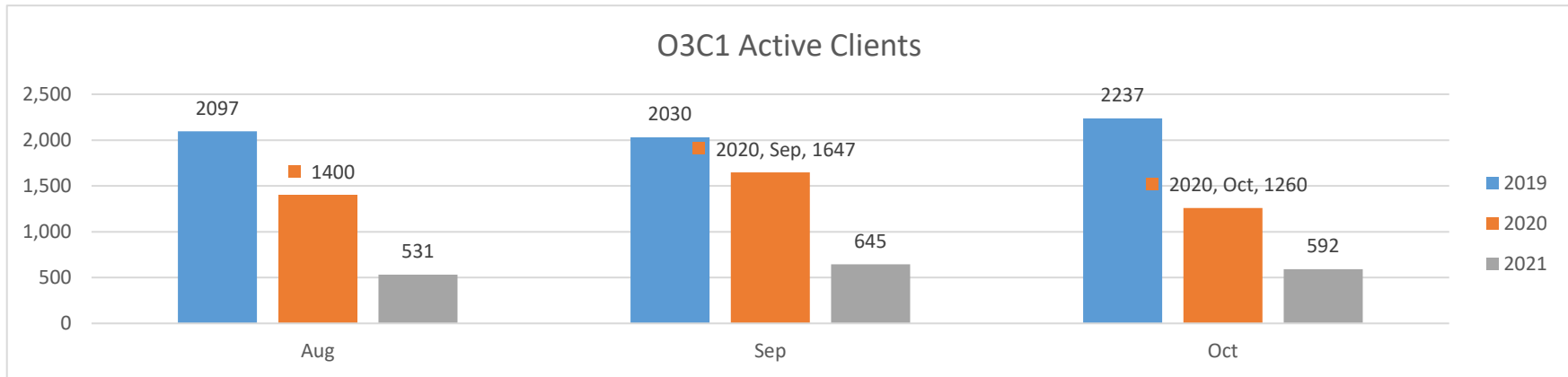
Older Americans Act Title IIIB

Title IIIB supportive services deliver the following three categories of service; access services such as transportation, outreach, information and referral and case management; in-home services such as homemaker, home health aide, home repair, companionship, telephone reassurance, chore, respite and other supportive services for families of elderly victims of Alzheimer's disease and other neurological and organic brain disorders of the Alzheimer's type; and legal assistance related to income, health care, long term care, nutrition, housing, utilities, protective services, defense of guardianship, abuse, neglect, and age discrimination.



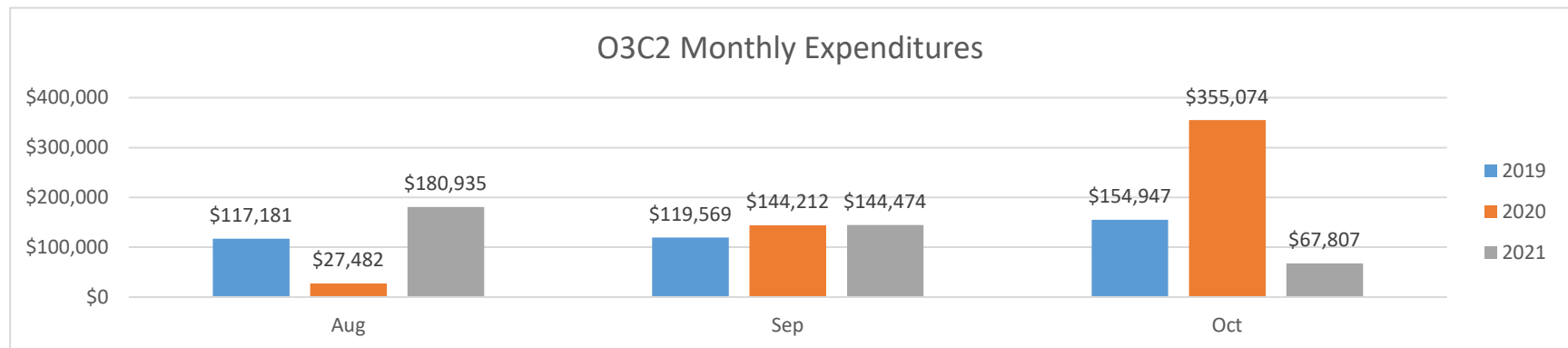
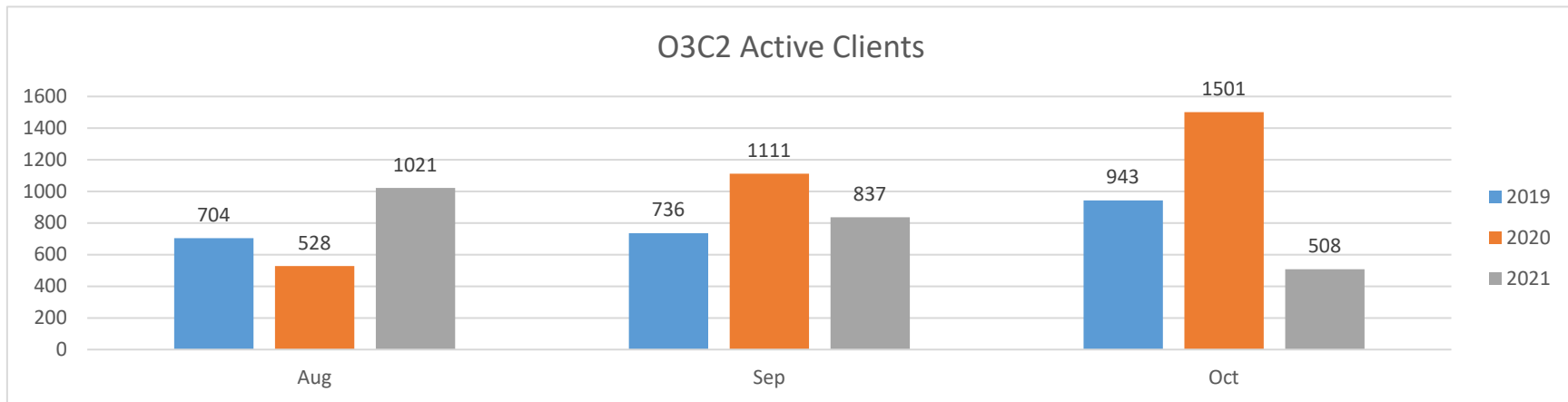
Older Americans Act Title IIIC1

The purpose of Title IIIC is for the provision of nutrition services that assist older individuals in Florida to live independently, with better health through improved nutrition and reduced isolation. Nutrition services are provided through programs coordinated with nutrition-related supportive services and include the procurement, preparation, transport, and service of meals; nutrition education; nutrition screening; nutritional assessment, and nutrition counseling. In making these awards, the AAA must ensure that congregate and home-delivered meals are provided to eligible individuals based on their assessment of need. IIIC1 is primarily for congregate meal settings. IIIC2 is primarily for home-delivered meal programs. Currently, there is no wait list for this program.



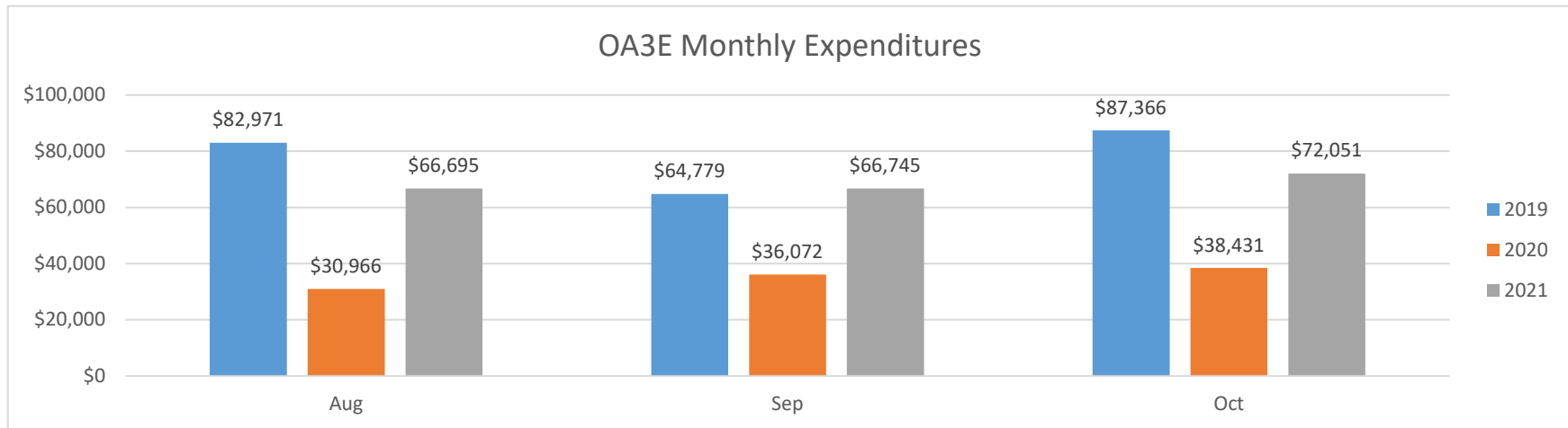
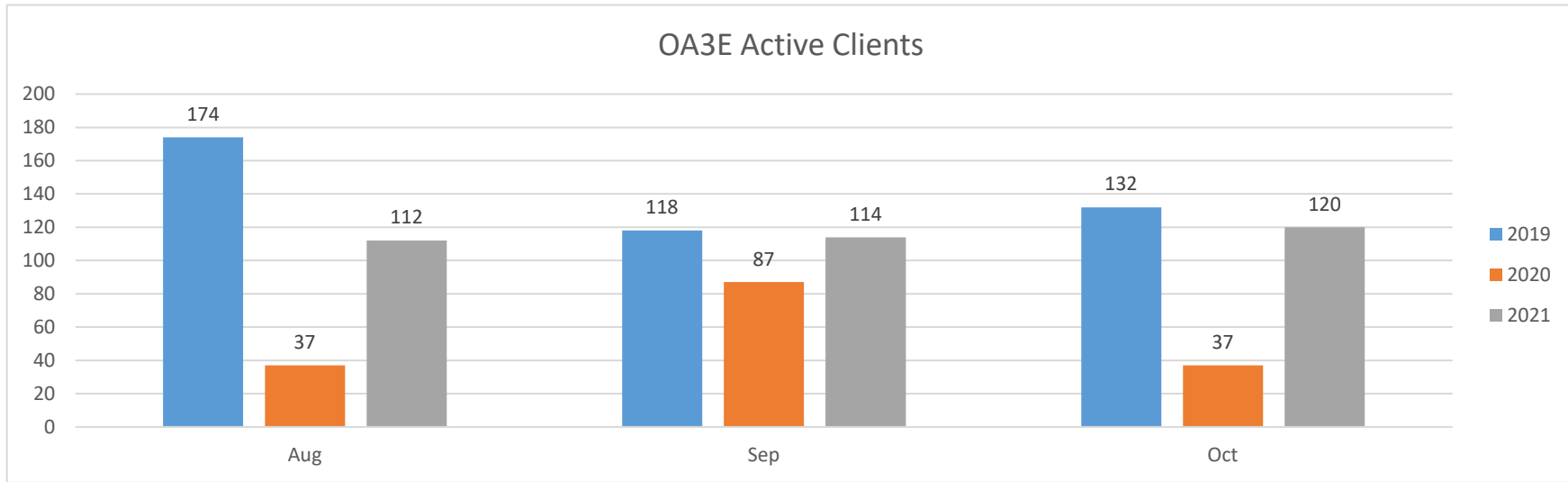
Older Americans Act Title IIC2

The purpose of Title IIC is for the provision of nutrition services that assist older individuals in Florida to live independently, with better health through improved nutrition and reduced isolation. Nutrition services are provided through programs coordinated with nutrition-related supportive services and include the procurement, preparation, transport, and service of meals; nutrition education; nutrition screening; nutritional assessment, and nutrition counseling. In making these awards, the AAA must ensure that congregate and home-delivered meals are provided to eligible individuals based on their assessment of need. IIC1 is primarily for congregate meal settings. IIC2 is primarily for home-delivered meal programs.



Older Americans Act Title III E

The purpose of Title III E is to provide multifaceted systems of support services to the following individuals; family caregivers and grandparents or older individuals, 55 years of age or older, who are relative caregivers of children not more than 18 years old or individuals with disabilities.



Veterans Directed Care Program

The Veteran's Directed Care Program is a program through the Veterans Administration which allows veterans to remain in their home and direct their own services and supports. Veterans are referred through the VA Offices in Gainesville and in Orlando. "In Process" Veterans represent new Veterans who are added to the Program.

Month/Year	In Process	Number of Active Veterans
Aug-21	18	68
Sep-21	15	70
Oct-21	13	70

Month/Year	In Process	Number of Active Veterans
Aug-20	1	54
Sep-20	1	54
Oct-20	3	58

No Wrong Door

The purpose of this program is for ElderSource to review and assess functions, services and activities for unmet needs and a growing demand for new needs due to COVID-19. These funds are used for targeting and addressing needs due to COVID-19.

Project Name	Name and Description of Project or Activity
GetSetUp	Currently 48 socially isolated seniors and/or adults with disabilities have been provided 7 months access to the GetSetUp virtual platform for unlimited classes.
Uniper	Currently 274 seniors with limited interactions outside of their homes due to COVID have been enrolled to continue to provide stimulation during this time.
Phone System	During COVID, staff have been working remotely, and will continue to work remotely. A new communication system has been purchased and is currently in operation. With staff working remotely, this new phone system has assisted with smoother interactions between us and other PSAs across the state as we continue to combat the pandemic.
Internet/Mifis	Connectivity has been challenging for some staff while working remotely. Staff continue to use Mifis as needed for those individuals with low bandwidth.
Chat	The Chat functionality is available during ADRC Helpline hours through the ElderSource website.
Volunteer Database	This grant will pay for the development of a customized database for volunteer programs.
COVID Vaccination Call Downs	A postcard is being sent out to individuals who are on a wait list for services advising them to contact their local health department or Emergency Operations Center for information on the vaccine. Homebound individuals are encouraged to contact ElderSource so that their information can be provided at the state to assist with planning for homebound vaccinations.

Florida Blue Foundation Funded - TCARE

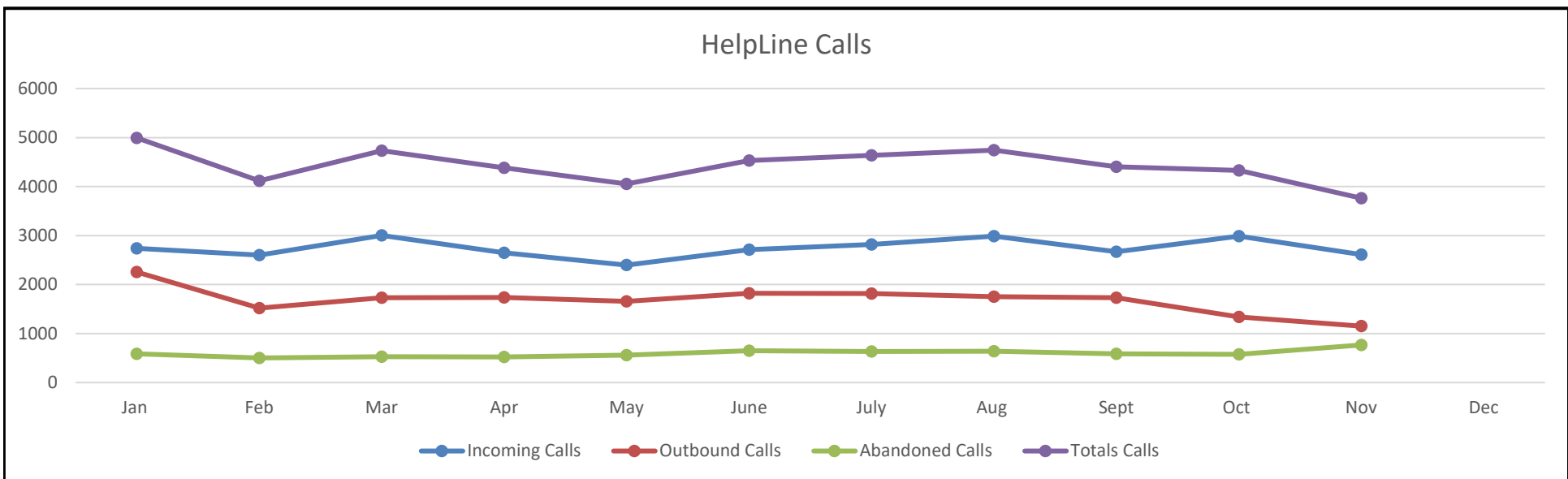
The Tailored Caregiver Assessment and Referral System (TCARE) program is an evidence based program that creates individualized care plans, helping to improve efficiency in the coordination and delivery of critical resources to caregivers. This care management protocol is designed to support family members who are providing care to older adults, especially those with chronic or acute health conditions. By supporting caregivers, older adults will also benefit from resources and supported to remain living independently. In addition to connecting caregivers to available resources such as assistive technology, in-home support, meals, education, adult day care and informal support; the program also assesses the need for mental health services and connects with available community providers. In fact, the assessment itself is a guided counseling session that is a behavioral intervention—not merely a question and answer session. TCARE reduces burnout by identifying the goal, strategy, and resources needed to close the gap between how a caregiver self-identifies and how they clinically measure. A Person Centered Care plan is generated with defined goals and strategies with well-targeted interventions addressing the root causes of burnout, stress and isolation.

# of Providers	Total Contract
2	\$383,333.00

Contract Cycle:	January 2021 - January 2025
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The ADRC HelpLine The Aging and Disability Resource Center (ADRC) HelpLine is the place to start for help if you are a senior, an adult living with a disability or a caregiver. ElderSource Customer Service Specialists are available to listen to client concerns and are trained to help them access local agencies, services and programs. They work with the clients to explain what resources are available, provide information about Medicaid programs for elders and adults with disabilities. The HelpLine processes the referrals for the assessments, schedules the assessment appointments and makes appointment reminder calls the day before the appointment. In addition, the HelpLine processes referrals for the SHINE program.

Monthly Analysis: November 2021 - The HelpLine is fully staffed. The call volumes remain very close to the previous months. The HelpLine made 703 referral/appointments for screenings. Hospitals, home health agencies and other community partners are back in service and making referrals. November was Medicare Open Enrollment Period (OEP) and SHINE referrals for November was 313 which is higher than the September 178. The November number of APS referrals for screening was 8.



1 * ElderSouce changed phone systems in February 2021 with changes to the reports.

Calls Answered
4,530

InBound Calls
2,612

OutBound Calls
1,151

Call Wait Time
1:20

Abandonment
17%

Voicemails
536

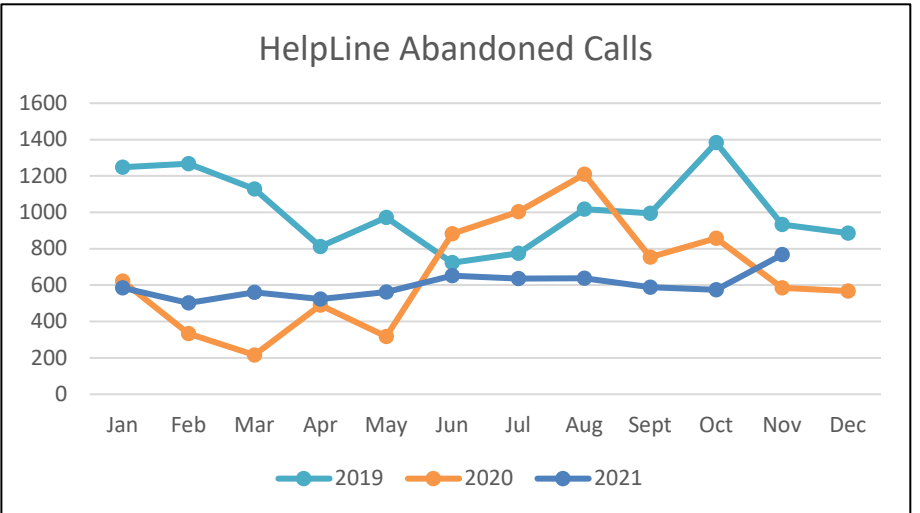
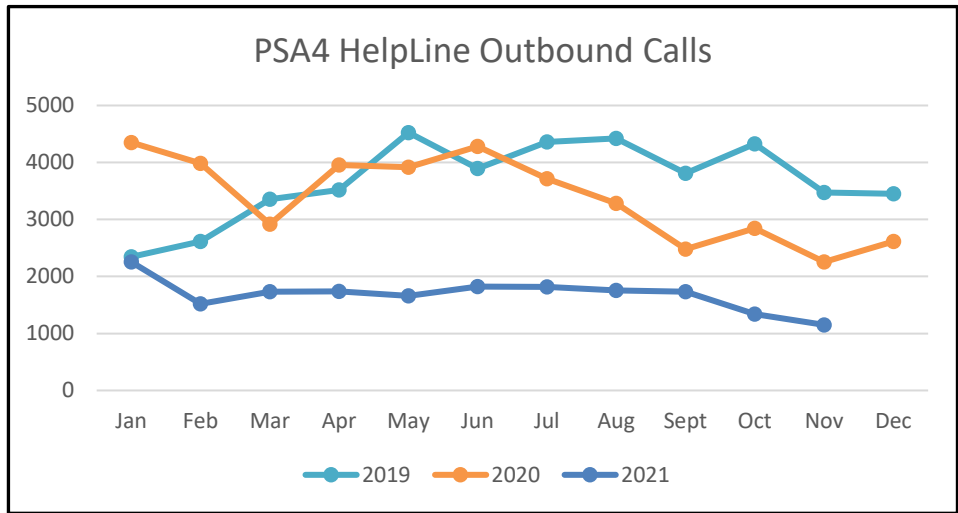
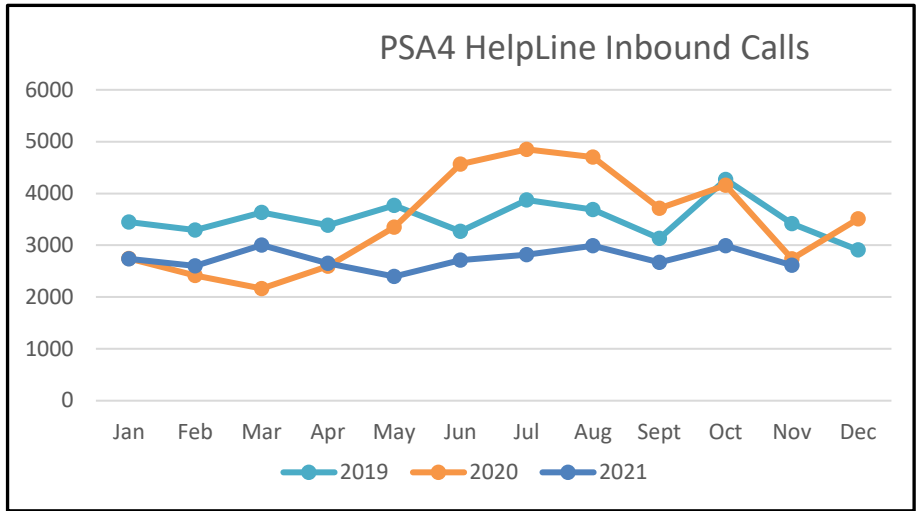
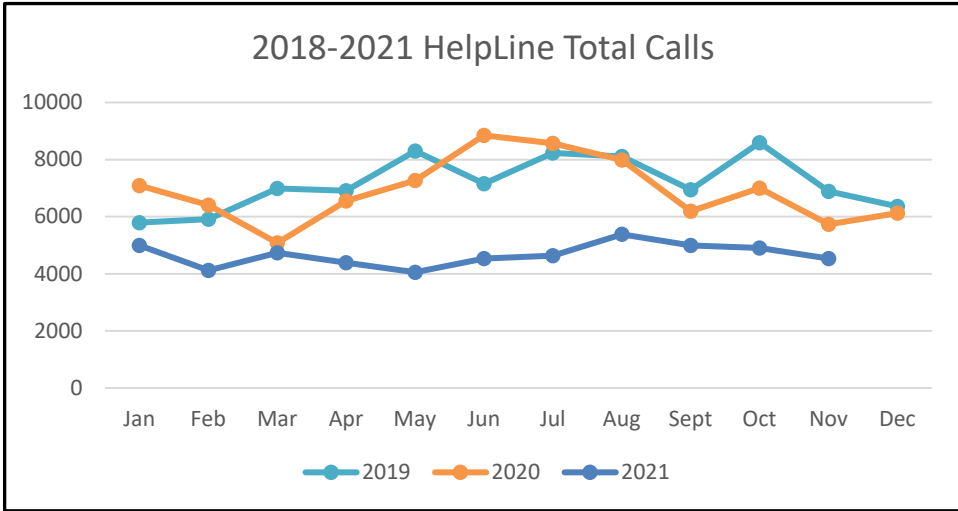
MAC Referrals
703

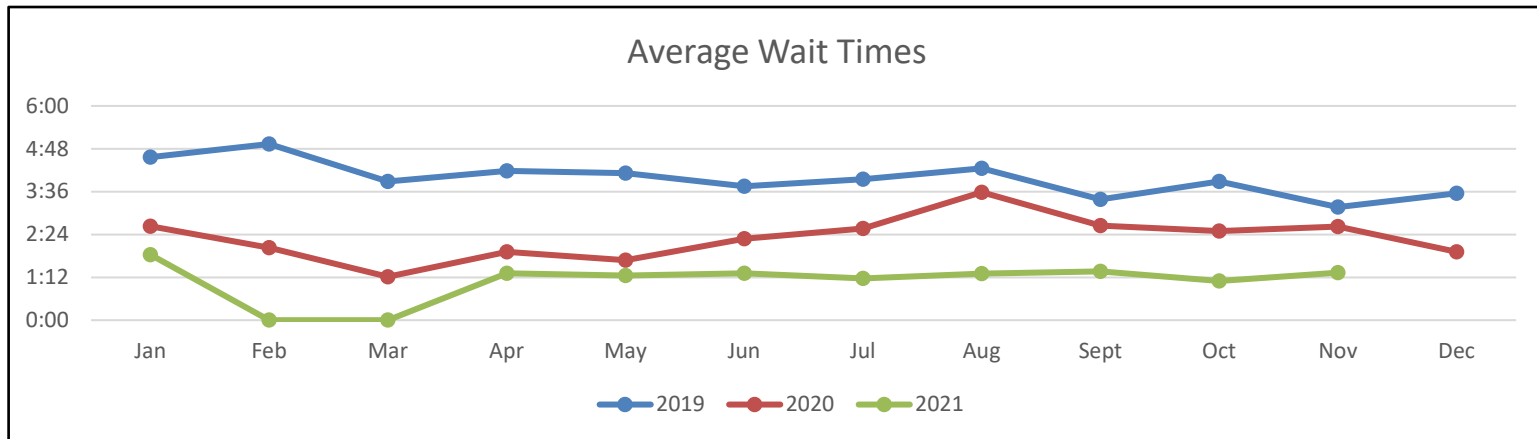
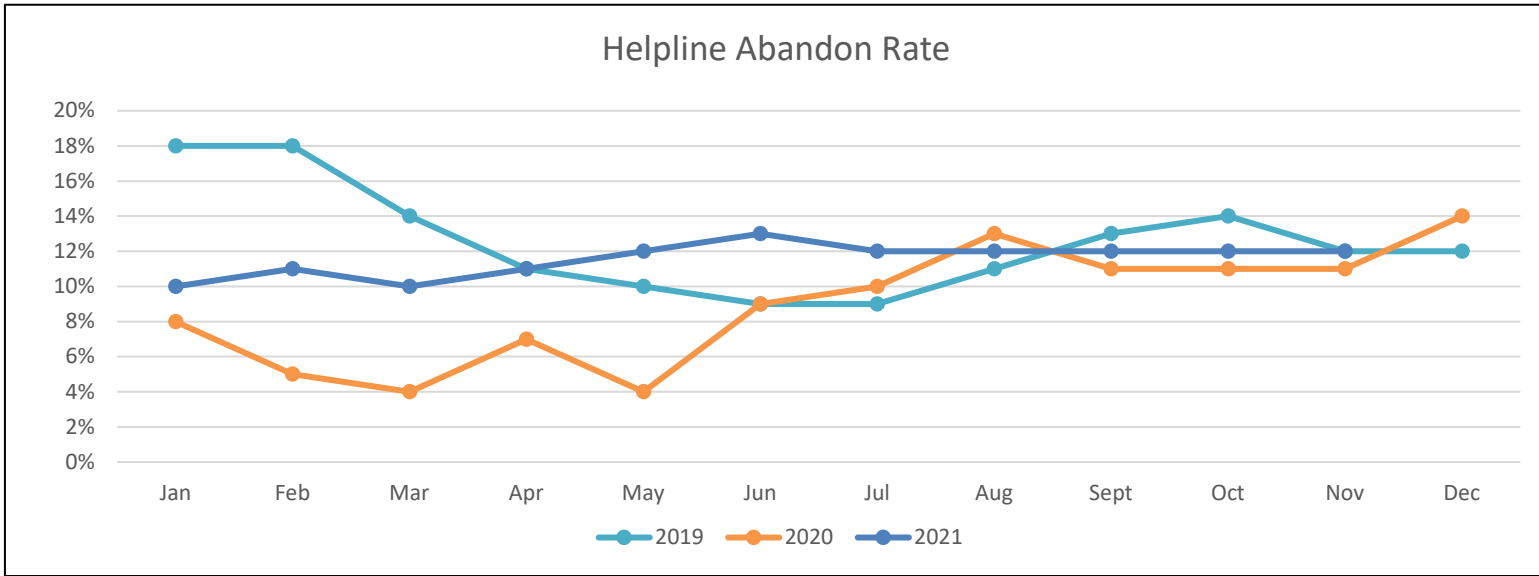
SHINE Referrals
312

APS Referrals
8

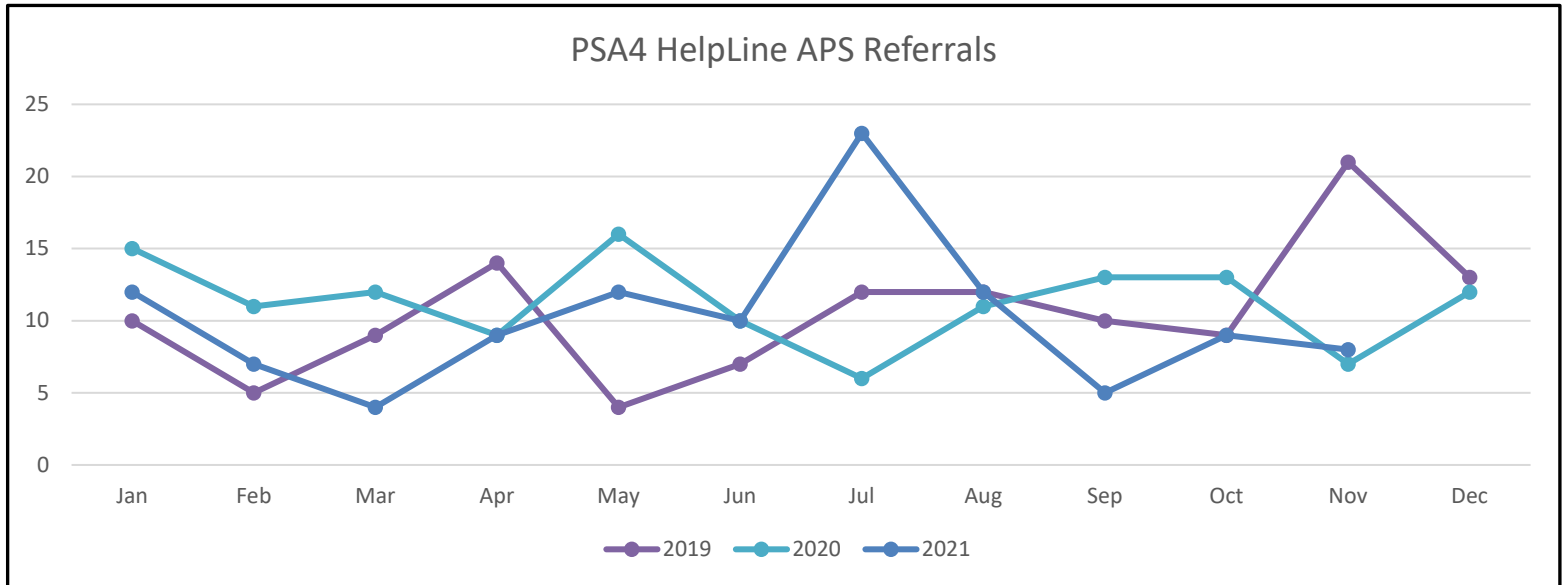
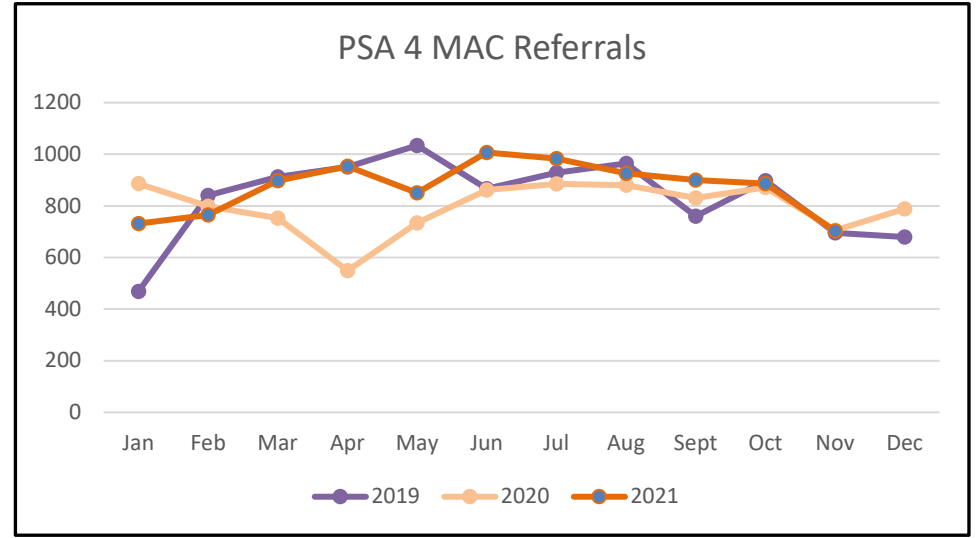
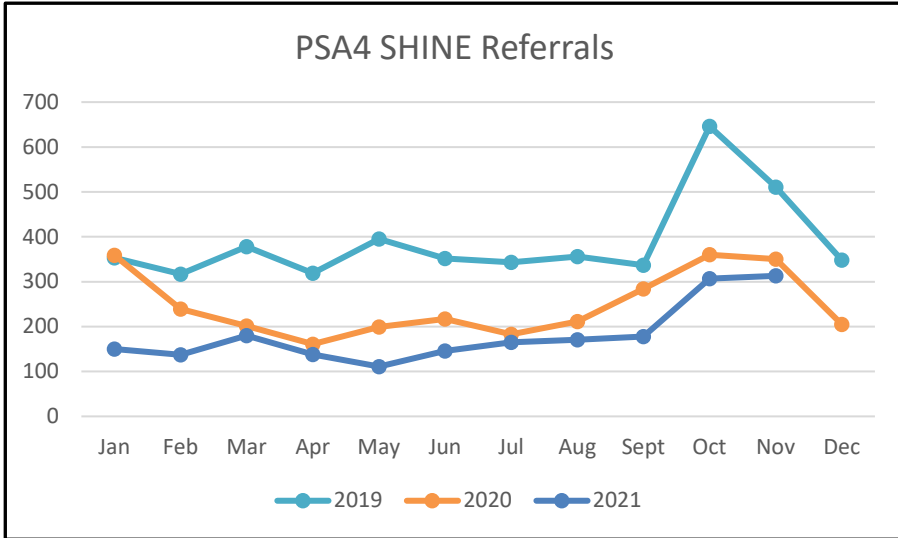
Silver Alerts
0

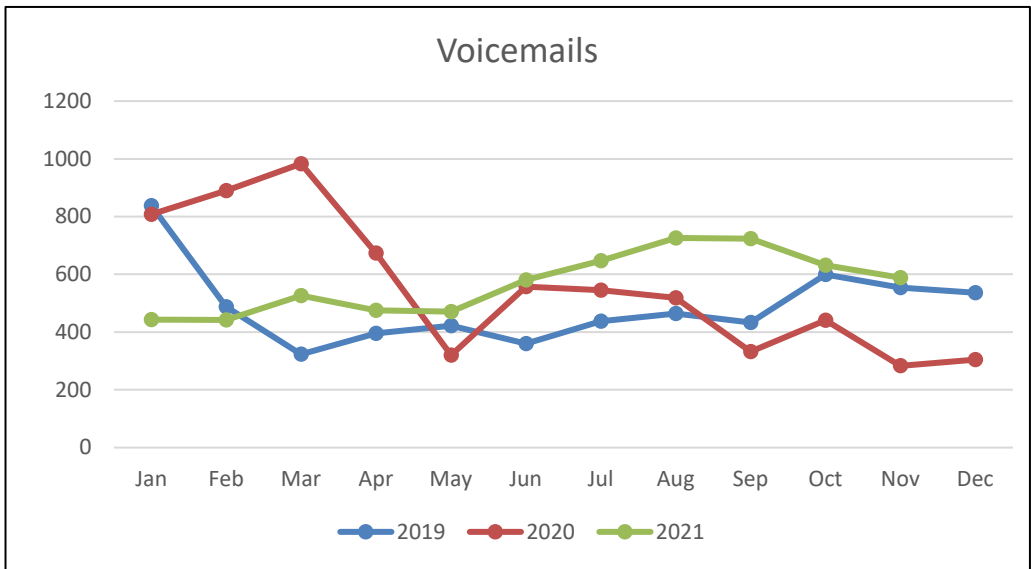
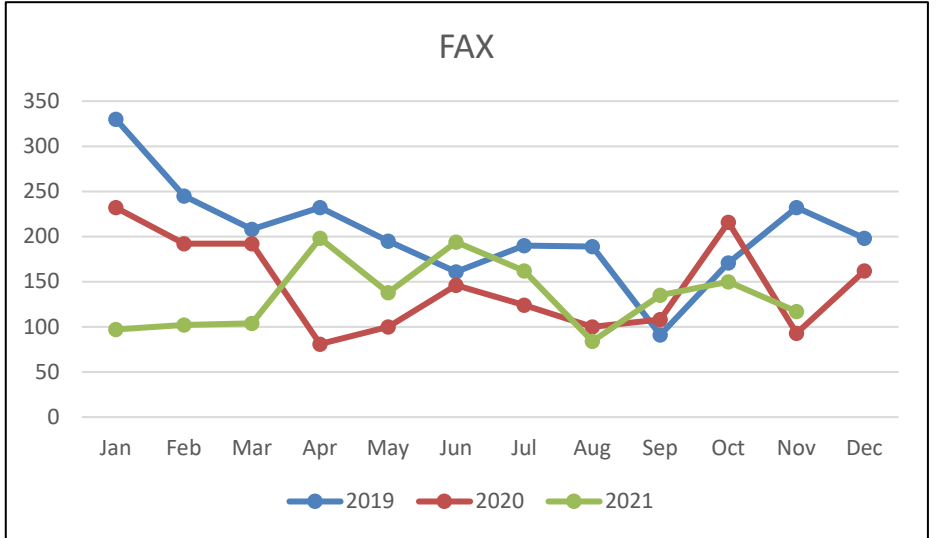
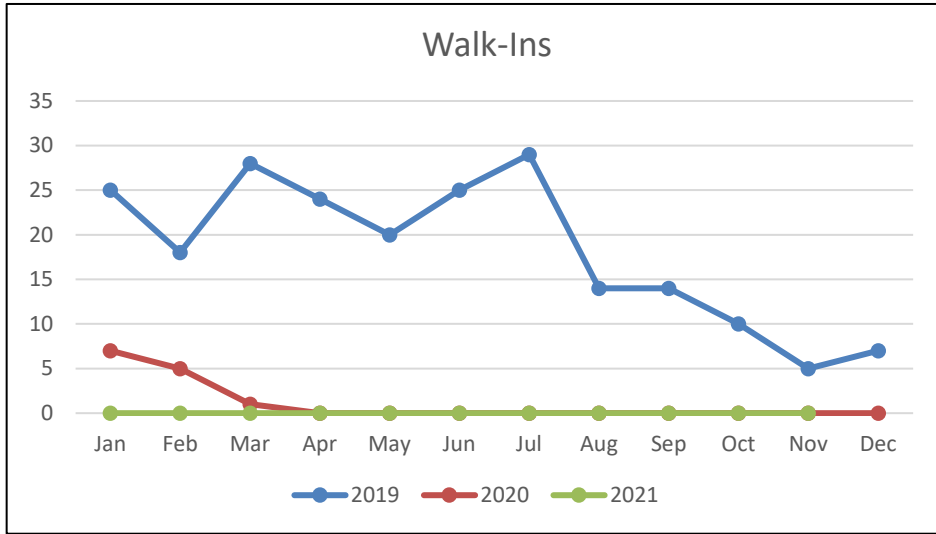
Top Reasons For Contact		
Individual Support	776	59%
Health Care	161	12%
Housing	91	7%
Utility Assistance	35	3%
Food	14	1%
Transportation	12	1%





HelpLine Referrals







ADRC Summary December 2021

HelpLine

The HelpLine is fully staffed. HelpLine operations are going smoothly with staff continuing to work remotely.

Intake & Screening Team

The intake and screening team is responsible for completing the telephone assessment with clients and placement on appropriate waitlists. The team is recruiting to fill four open positions and efforts are underway to fill the positions. Several new staff are in training and are expected to start assessing clients in January. Because of the resignations and open positions, the appointment scheduling time has increased from 8-10 days to 30-35 days. In addition, the list of annual client reassessments due has a backlog. Once the team is fully staffed, the scheduling out time for initial assessments and the number of reassessments due will go back into normal timeframes.

Medicaid Eligibility Team

This team is responsible for helping clients through the Medicaid long-term care eligibility process. There is one of the five EMS Specialist position open. Two of the five specialists are new and in training and it is expected they will assume a caseload in January. Once the team is fully staffed the caseload per specialist will go back to the 85-100 clients.

SHINE/SMP/MIPAA

The SHINE, MIPPA and SMP grants were on target and met all contract benchmarks for October and November. Five new counselors completed the training/mentoring process and started counseling during the final days of Medicare Open Enrollment.

Workforce Challenges: The Intake & Screen and the Medicaid Eligibility teams have open positions. ElderSource has received very few qualified applicants.

New Database: eCIRTS, the new statewide database is scheduled to “go-live” on December 14, 2021. Assessments and all related client/caller information must be added into eCIRTS, which is taking the place of two database/documentation systems.

The ADRC provides access to and coordination of services to Floridians in the PSA4 service area seeking long-term care resources and assistance with Medicaid eligibility. When someone contacts the ADRC, a Specialist explains resources based on client needs or conducts a screening for long-term care services. If services are not available at the time of the screening, the client will be placed on all appropriate program waitlists. When there is funding available, the clients are released from waitlist and an ADRC Specialist will assist them through the enrollment process and the eligibility steps which must be completed.

Monthly Analysis: November 2021: Both the Screening/Intake team and EMS teams have open positions. The Screening/Intake team has 4 of the 13 positions vacant and the EMS team has 1 of 5 positions vacant. Both teams have added some new staff who are in training. Workforce challenges has made it difficult to hire for the open positions. The number of screenings completed has steadily declined since August. The number clients/caregivers calling into the Helpline to schedule a screening remains very high which has lead to the scheduling timeframe increasing from an average of 8 days to over 30 days.

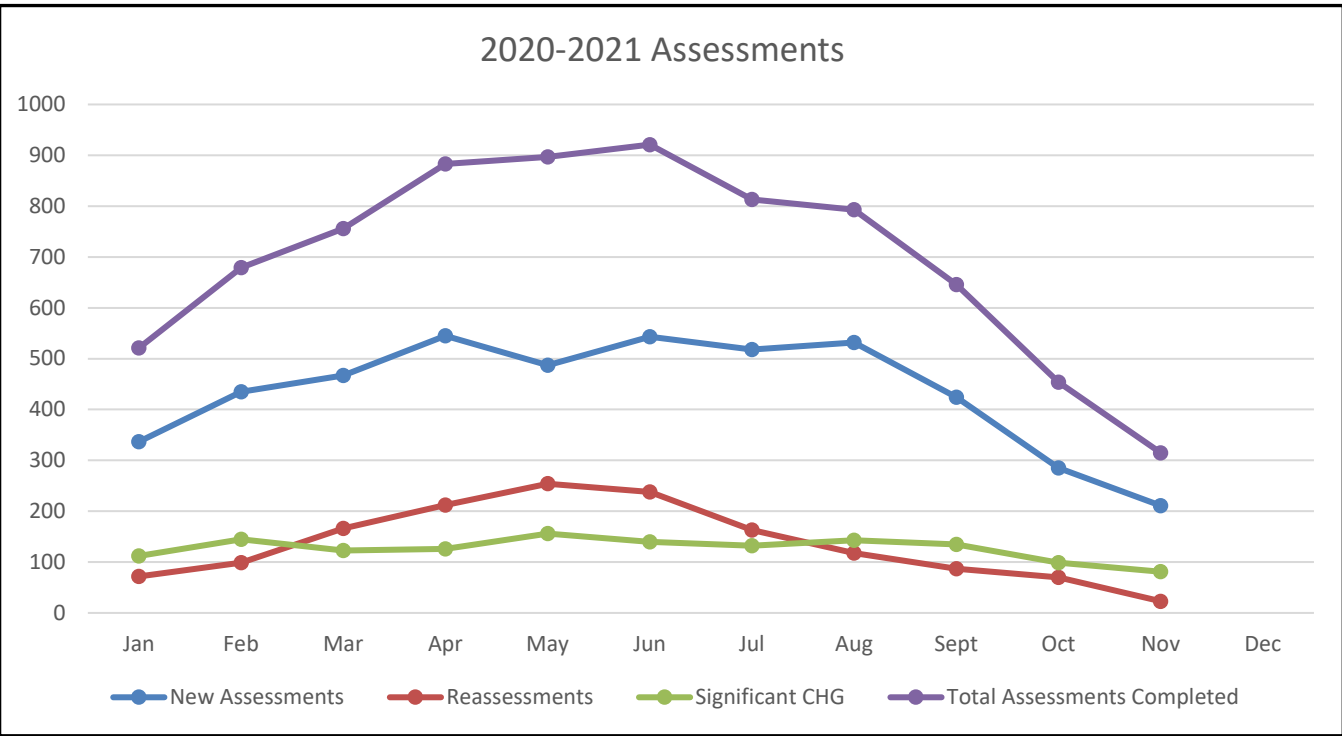
Screenings
315

Screenings YTD
7,678

Sig. Change
28%

Reassmt Due
2185

Scheduling
31 Days



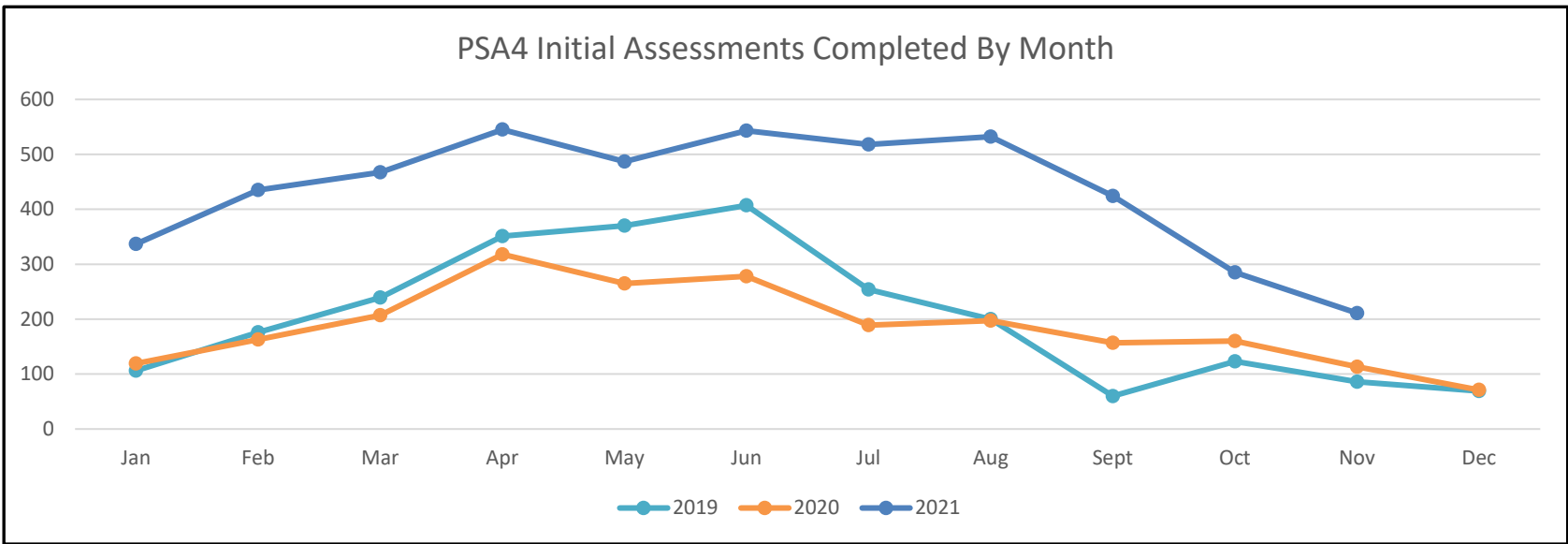
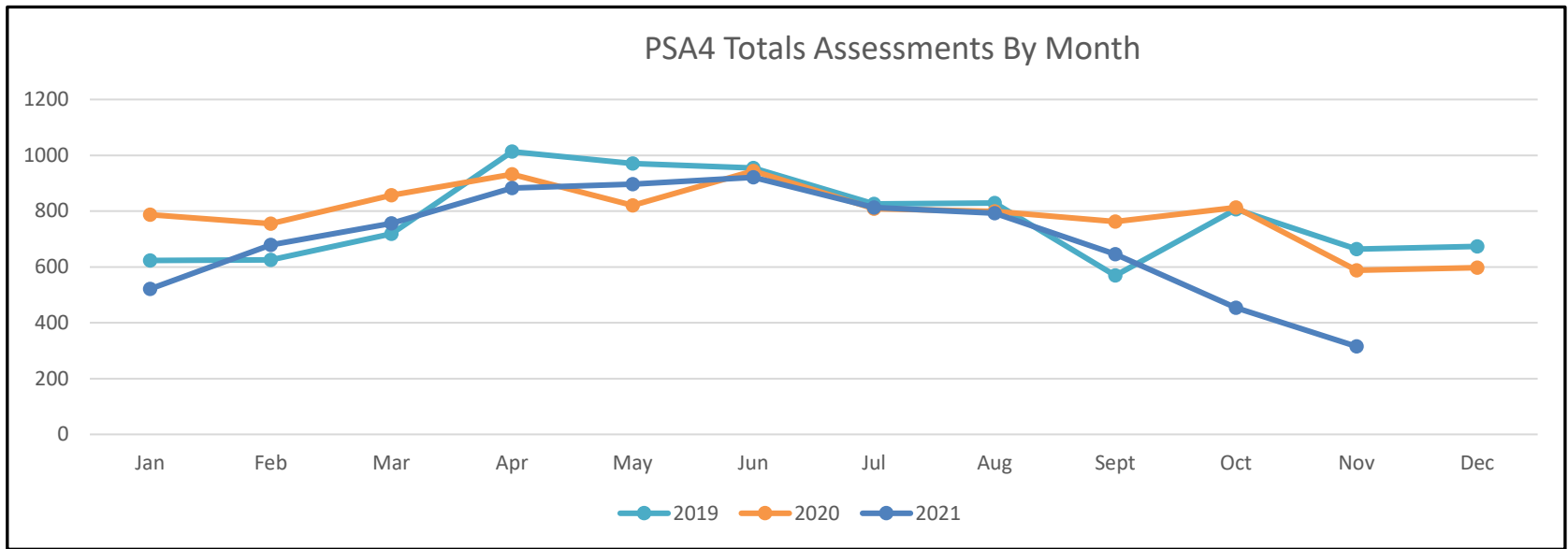
YTD Released
1,600

Nov Release
59

Total APPL
393

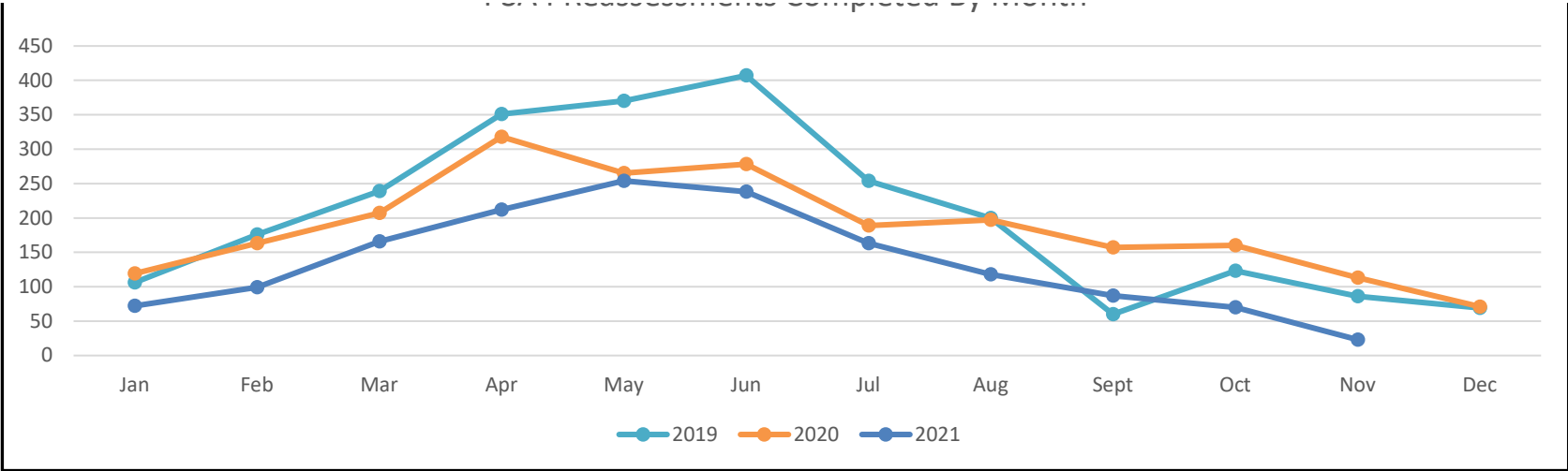
Total APCL
59

LTCC Waitlist
6,377

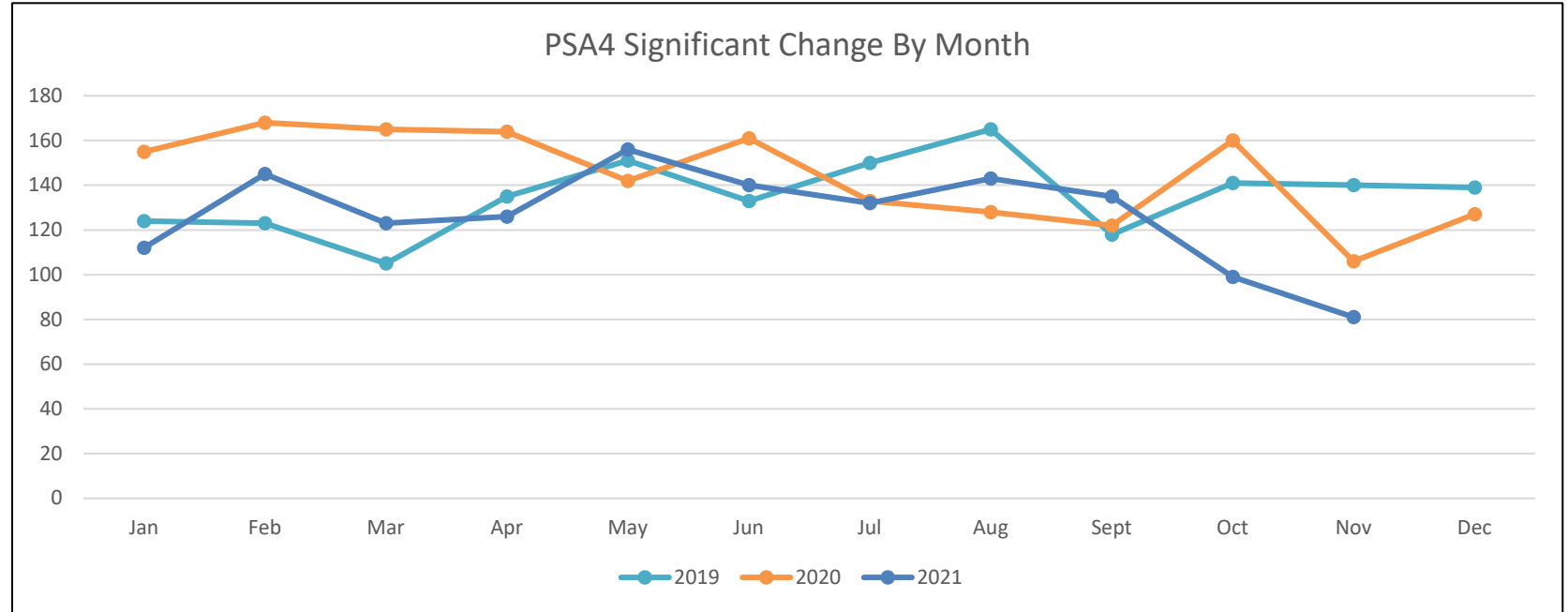


PSA4 Reassessments Completed By Month

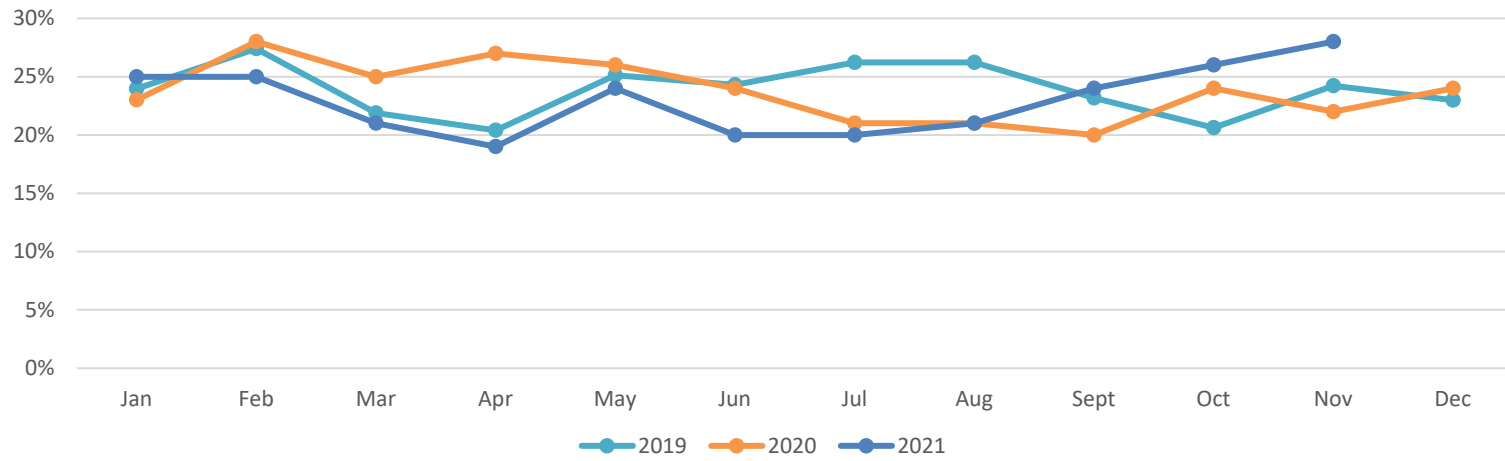
PSA4 Reassessments Completed By Month



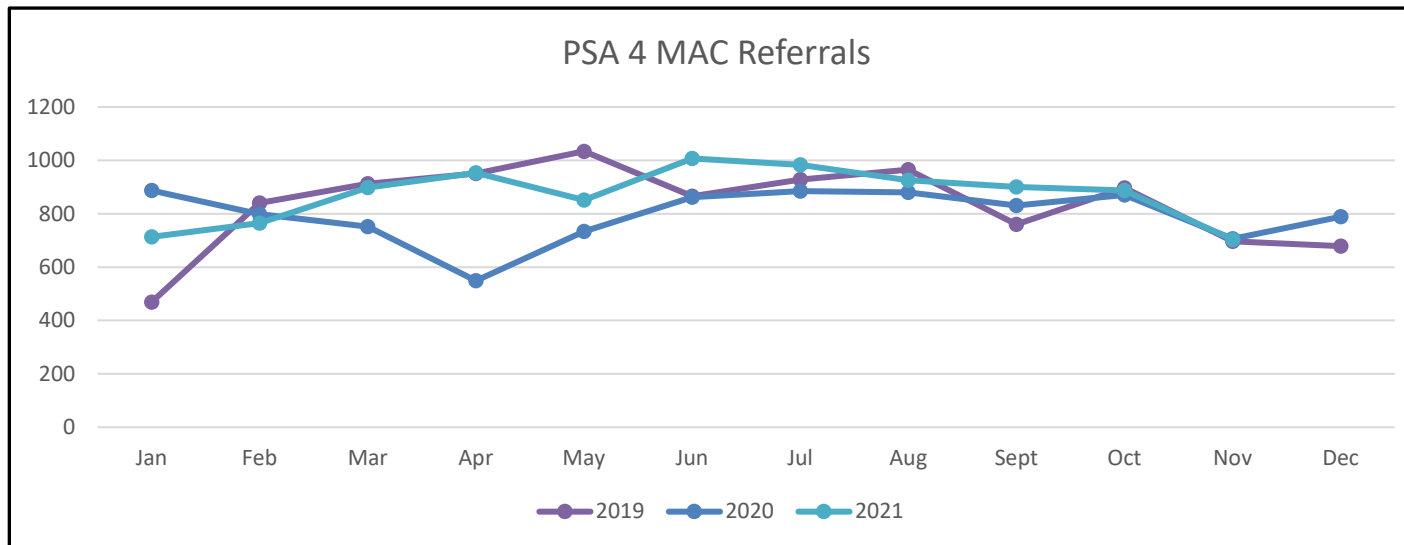
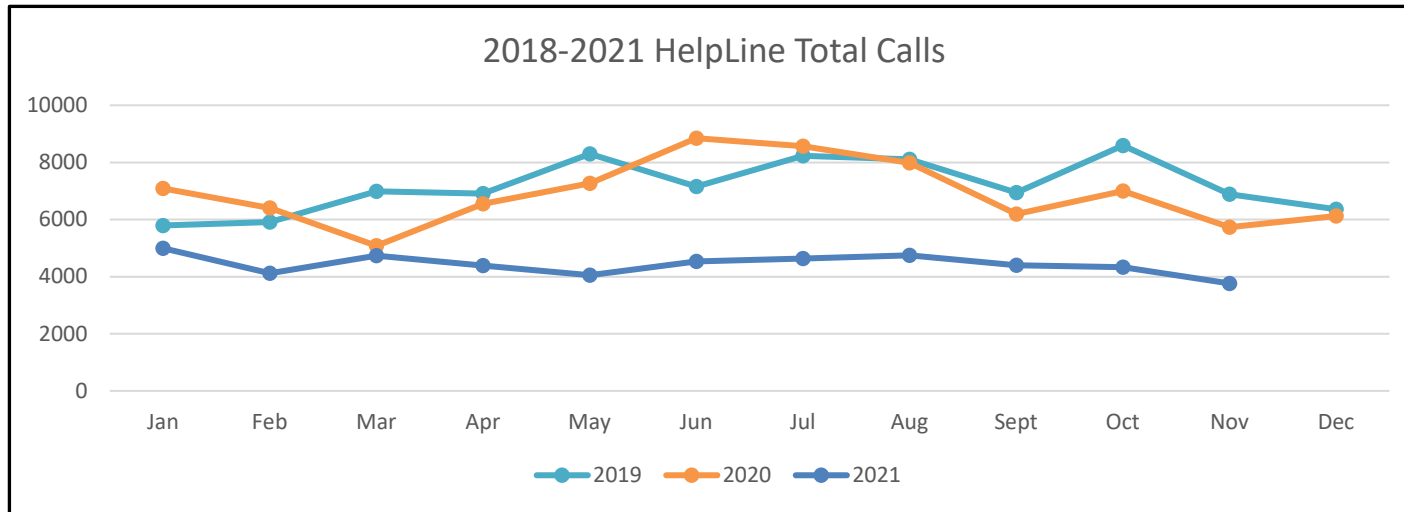
PSA4 Significant Change By Month



% Significant Change By Month



The ADRC HelpLine The Aging and Disability Resource Center (ADRC) HelpLine is the place to start for help if you are a senior, an adult living with a disability or a caregiver. ElderSource Customer Service Specialists are available to listen to client concerns and are trained to help them access local agencies, services and programs. They work with the clients to explain what resources are available, provide information about Medicaid programs for elders and adults. The HelpLine processes the referral for the assessments, schedule the assessment appointments and make appointment reminder calls the day before the appointment.



The SHINE (Serving Health Insurance Needs of Elders) Program provides Medicare and health insurance counseling and information from an unbiased source. The SHINE program, MIPPA, (Medicare Improvements for Patients and Providers Act) and SMP (Senior Medicare Patrol) contract goals are primarily achieved through the commitment and efforts of the team of volunteers. The counselors are committed to helping Medicare beneficiaries make informed choices regarding their Medicare benefits. Contract benchmarks are achieved through the documentation in two national databases used to track counseling activities. Due to COVID-19, all grant benchmarks must be achieved at least by 50%.

Monthly Analysis: November 2021: ElderSource met all the SHINE, SMP and MIPPA benchmarks for October and November. Outreach events take place both virtually and in-person. The in-person events are beginning to see a come back but the attendance is not at the level of pre-covid. The SHINE trainings held in late summer and early fall has led to an increase in the number of active SHINE volunteers.

SHINE Benchmarks 2 (must be 50% to meet contract)

Client Contacts	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Total
2021-22 Benchmark	252	201	220	261	282	219	347	376	234	220	215	240	3067
2021-22 Actual	196	162	240	228	267	262	406	540					2301
% of Goal	78%	81%	109%	87%	95%	120%	117%	144%	0%	0%	0%	0%	

Outreach Events	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Total
2021-22 Benchmark	12	10	11	11	11	13	17	13	8	8	8	11	133
2021-22 Actual	8	7	8	9	11	10	16	10				9	88
% of Goal	67%	70%	73%	82%	100%	77%	94%	77%	0%	0%	0%	82%	

SMP Benchmarks 3 (must be 50% to meet contract)

Group Outreach	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Total
2021-22	11	11	11	11	19	13	8	10	8	10	8	6	126
2021-22 Actual	8	9	11	11	18	10							67
% of Goal	73%	82%	100%	100%	95%	77%	0%	0%	0%	0%	0%	0%	

People Reached Through Group	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Total
2021-22	399	258	269	343	305	218	137	181	183	49	60	60	2462
2021-22 Actual	164	180	130	198	219	197							1088
% of Goal	41%	70%	48%	58%	72%	90%	0%	0%	0%	0%	0%	0%	

Individual One-on-One	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Total
2021-22	137	163	129	121	206	177	137	150	179	135	125	125	1784
2021-22 Actual	164	166	200	192	271	353							1346
% of Goal	120%	102%	155%	159%	132%	199%	0%	0%	0%	0%	0%	0%	

MIPPA Benchmarks 8 (must be 50% to meet contract)

Completion of LIS Apps.	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Total
2021-22 Benchmark	37	53	55	38	22	36	21	22	30	30	48	59	451
2021-22 Actual	28	48	51										99
% of Goal	76%	91%	93%	93%	0%	0%	0%	0%	0%	0%	0%	0%	
# LIS Eligibility Activities	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Total
21-22 Benchmark	113	209	196	114	153	197	122	104	109	138	100	128	1683
2021-22 Actual	112	225	241										466
% of Goal	99%	108%	123%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
# LIS Benefit Explanation Activities	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Total
2021-22 Benchmark	97	163	144	82	125	173	87	82	70	91	75	110	1299
2021-22 Actual	72	122	111										233
% of Goal	74%	75%	77%	0%	0%	0%	0%	0%	0%	0%	0%		

MIPPA Benchmarks (con't)

Completion of MSP Apps	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Total
2021-22 Benchmark	93	122	131	122	110	112	130	63	79	74	146	93	1275
2021-22 Actual	111	105	122										227
% of Goal	119%	86%	93%	93%	0%	0%	0%	0%	0%	0%	0%	0%	
# MSP Eligibility Activities	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Total
2021-22 Benchmark	121	205	197	112	147	195	102	108	90	140	141	98	1535
2021-22 Actual	135	197	112										309
% of Goal	112%	96%	57%	57%	0%	0%	0%	0%	0%	0%	0%	0%	
# MSP Benefit Explanation Activities	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Total
2021-22 Benchmark	102	158	142	80	117	168	81	77	68	105	75	110	1181
2021-22 Actual	97	141	181										322
% of Goal	95%	89%	127%	127%	0%	0%	0%	0%	0%	0%	0%	0%	

MIPPA Benchmarks New 2021-22 (con't)

Group and Media to Low-Income or Rural Beneficiaries **Target Beneficiary Group must be low-income													
Extra Help/LIS/Medicaid/MS P	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Total
2021-22 Benchmark	13	17	13	8	10	8	9	8	7	8	6	8	102

2021-22 Actual	10	17	10										27
% of Goal	77%	100%	77%	77%	0%	0%	0%	0%	0%	0%	0%	0%	

Group and Media to Low-Income or Rural Beneficiaries **Target Beneficiary Group must be low-income													
Preventative Services	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Total
2021-22 Benchmark	6	9	9	4	7	7	7	8	7	7	6	8	79
2021-22 Actual	7	12	9										21
% of Goal	117%	133%	100%	100%	0%	0%	0%	0%	0%	0%	0%	0%	

Number of Volunteers By County												
2021	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Baker	0	0	0	0	0	0	0	0	0	0	0	
Clay	2	2	2	2	2	2	2	2	2	2	2	
Duval	18	10	10	10	10	10	11	11	11	11	14	
Flagler	5	5	5	5	5	5	5	5	5	5	5	
Nassau	2	2	2	2	2	2	2	2	2	3	3	
St. Johns	14	11	11	11	11	11	11	12	12	12	12	
Volusia	2	2	2	2	2	2	2	2	2	2	4	
PSA Total	43	32	32	32	32	32	33	34	34	35	40	0

