

GENERAL 2026-2027 GOAL METRICS

General Metric Prerequisites for Goals

METRIC 1: Get list of all Senior Centers, addresses, establish contacts at each Senior Center, determine who owns center, weekly average visitors, number of staff members, hours and days of operation, services, and source of operating revenue. (Frequency of once per year.)

SOURCE: Senior Centers - OoA, addresses - OoA, establish contacts at each Senior Center, remainder from center contact – Assigned Commissioner (OAAC) (Fail <94%, Success =100%, Monitor semi-annually)

COLLECTOR: OAAC Secretary or OAAC “Data Coordinator”

ANALYSIS: OAAC Secretary or OAAC “Data Coordinator”

FEEDBACK TO: OAAC (others if requested)

METRIC 2: Assign Commissioner to each Senior Center (Fail <90%, Success =100%, Monitor semi-annually)

SOURCE: Chair (or Executive Committee requests volunteers) with consent of assigned Commissioner

COLLECTOR: OAAC Secretary or OAAC “Data Coordinator”

ANALYSIS: OAAC Secretary or OAAC “Data Coordinator”

FEEDBACK TO: OAAC

METRIC 3: Commissioner/Senior Center Contact meeting on regular schedule of monthly. Other venues may be included – see METRIC NOTE below. (Fail <70%,

Success >90%, Monitor by adding section to monthly activity sheet to indicate number of contacts with which Senior Center)

SOURCE: Commissioners (input from contacts at Senior Centers)

COLLECTOR: OAAC Secretary or OAAC "Data Coordinator"

ANALYSIS: OAAC Secretary or OAAC "Data Coordinator"

FEEDBACK TO: OAAC

METRIC 4: Growth in utilization of OoA services and growth of social media outreach (including OoA newsletter) with quarterly reports.

SOURCE: OoA metric on trends of call volume and types of service requests. OoA metrics on growth of followers or "hits" to social media accounts and growth of OoA newsletter subscribers and content submissions.

COLLECTOR: OoA

ANALYSIS: OoA

FEEDBACK TO: OAAC

Revise Goal 2 c to generic goal "...RFP..."

METRIC 5: OoA will provide RFP and willing volunteer Commissioner(s) to review and participate in RFP (Frequency as needed)

SOURCE: OoA will provide RFPs and Commissioners will evaluate.

COLLECTOR: OoA

ANALYSIS: OoA

FEEDBACK TO: OAAC and others as appropriate per RFP.

METRIC 6: Get information once a month report from OoA and OAAC Legislative Subcommittee (OLS)

SOURCE: OoA and OLS will compile legislative material

COLLECTOR: OoA and OLS

ANALYSIS: OoA and OLS

FEEDBACK TO: OAAC and Senior Centers (etc.)

METRIC Note: Repeat Metrics 1, 2, 3, and 4 as appropriate, through contact with other venues to promote senior services (add community centers, public senior events, City Council Meetings, libraries, non-profits, faith-based groups, fitness centers, etc. as our scope increases).

TABLE

| GOAL | METRIC |
|----------------------|---|
| | |
| General Goals | 1, 2, 3, 4, 5, and 6 |
| | |
| 1.a. | 6 |
| 1.b.i. | 4 |
| 1.b.ii | 4 |
| 1.b.iii | 1, 2, 3 and 4 |
| 1.b.iv | 4 |
| | |
| 2.a.i | Executive Committee Requested Hold |
| 2.a.ii | Executive Committee Requested Hold |
| 2.a.iii | Executive Committee Requested Hold |
| 2.b | Executive Committee Requested Hold |
| 2.c | 5 |
| | |
| | |
| | |

GOAL 1 – Information Access

Goal 1 a “...distribute...information...from County, State, and Federal legislative actions and non-profit services”

METRIC: See METRIC 6.

Goal 1 b Promote OoA’s ~~Monthly Newsletter~~

Goal 1 b i “Expand email subscribers ...”

METRIC: See METRIC 4.

METRIC: Increase contact list “ON HOLD PENDING APPROVAL”

SOURCE: Dave Wheeler (OAAC) to provide names & addresses, 40% of emails and 40% of phones #'s.

COLLECTOR: OoA

ANALYSIS: OoA

FEEDBACK TO: OAAC

Goal 1 b ii – “Improve newsletter content...”

METRIC: See METRIC 4

Goal 1 b iii – “Expand outreach ...”

METRIC: See Metrics 1, 2, 3 and 4

Goal 1 b iv “Support...social media...and events...”

METRIC: See METRIC 4

GOAL 2 “Seniors support ... to stay in home...”

Goal 2 a “...home sharing...” (Areas of concern beside housing – financial, loneliness, medical, no family, resources)

METRIC NOTE: This seems out of scope for OAAC with respect to facilitating “home sharing”. Might be better to replace home sharing with more general housing “plans” of which home sharing would one idea.

Goal 2 a I – “...research Practices ... design program...”

METRIC: “design” is out of scope for OAAC.

Goal 2 a I – “...research Practices ... design program...”

METRIC: Get input from each Senior Center, etc. on 1. The number of seniors that could use home-sharing, 2. The number of seniors that have homes to share, and 3. any existing policies or guidelines of which they are aware.

COLLECTOR: Commissioners

ANALYSIS: Commissioners

FEEDBACK TO: OoA and OAAC

Goal 2a ii – “Implement ... secure funding ... launch ... outreach ...”

METRIC: “implement” and “secure funding” are out of scope for OAAC.

METRIC: For “outreach” in addition to the Goal 2 a i metric, get input from each Senior Center, etc. on any possible funding available of which they are aware.

COLLECTOR: Commissioners

ANALYSIS: Commissioners

FEEDBACK TO: OoA and OAAC

SOURCE:

Goal 2 a III – “... advocate ...”

METRIC: Get input from each Senior Center, etc. on any existing policies or guidelines of which they are aware.

COLLECTOR: Commissioners

ANALYSIS: Commissioners

FEEDBACK TO: OoA, OAAC and Senior Centers etc.

Goal 2 b “Compile and promote financial resources for assistance and caregivers...”

METRIC: Out of scope for OAAC.

Goal 2 c “...RFP...”

METRIC: OoA will provide RFP – 1. Willing Commissioner(s) assigned to review and participate in RFP (Fail <80%, Success 100%, Frequency as needed)

SOURCE: OoA will provide RFPs and Commissioners will evaluate.

COLLECTOR: OoA

ANALYSIS: OoA

FEEDBACK TO: OAAC and others as appropriate per RFP.

COORDINATION

- 1. OoA**
- 2. OAAC**
- 3. Senior Centers (etc.)**
- 4. Create initial metrics to be reviewed for appropriateness at 6-month intervals to allow dynamic corrections.**