

13 MANDATED PERFORMANCE REQUIREMENTS MOU 7/2019 RESULTS

Energy Programs (7/2019)

	Standard Measure	County Performance Measure	Timely Applications	Timely %	Untimely Applications	Untimely %	Total Applications
1	The County will process 95% of Crisis (CIP) applications within one (1) business day for applicants with no heat or cooling source.	The County will process 95% of (CIP) applications within one (1) business day for applicants with no heat or cooling source.	8	100%	0	0.00%	8
2	The County will process 95% of Crisis Intervention Program (CIP) applications within two (2) business days of the application date for applicants who have a heat or cooling source.	The County will process 95% of Crisis Intervention Program (CIP) applications within two (2) business days of the application date for applicants who have a heat or cooling source.	203	100%	0	0.00%	203

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Work First (7/2019)

	Standard Measure	County Performance Measure	Timely Applications	Timely %	Untimely Applications	Untimely %	Total Applications
1	The County will process 95% Work First applications within 45 days of receipt.	The County will process 95% Work First applications within 45 days of receipt.	48	100%	0	0%	48
2	The County will process 95% Work First re-certifications no later than the last day of the current recertification period.	The County will process 95% Work First Re-certifications no later than the last day of the current recertification period.	Data unavailable in CSDW	Data unavailable in CSDW	Data unavailable in CSDW	Data unavailable in CSDW	Data unavailable in CSDW

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Food and Nutrition Services (7/2019)

	Standard Measure	County Performance Measure	Timely Applications	Timely %	Untimely Applications	Untimely %	Total Applications
1	95% of expedited FNS applications within 4 calendar days from the date of application.	The County will process 95% of expedited FNS applications within 4 calendar days from the date of application.	1,150	97.38%	31	2.62%	1,181
2	The County will process 95% of regular FNS applications within 25 days from the date of application.	The County will process 95% of regular FNS applications within 25 days from the date of application.	(FNS) 1,374 (SNAP) 8	96.42% 100%	51 0	3.58% 0.00%	1,425 8
3	95% of FNS recertifications are processed on time, each month.	The County will ensure that 95% of FNS recertifications are processed on time, each month.	3,578	91.11%	349	8.89%	3,927
4	The County will ensure that 90% of Program Integrity claims are established within 180 days of the date of discovery.	The County will ensure that 90% of Program Integrity claims are established within 180 days of the date of discovery.	Total # of PI Claims 32	# of claims more than 180 days 0	# of claims 180 days or less 32	% of claims 180 days or less 100%	32

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APS Evaluation Timeliness (7/2019)

	# of Evaluations Completed	Evaluations Completed Within 30 Days	Evaluations Completed More Than 30 Days	% of Evaluations Completed Within 30 Days or Less
AS1	46	44	2	96%
	# of Evaluations Completed	Evaluations Completed Within 45 Days	Evaluations Completed More Than 45 Days	% of Evaluations Completed Within 45 Days or Less
AS2	12	12	0	100%

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MA Report Card Application Timeliness % (7/2019)

Program/ Area Category	Total # of Applications	# of Approved	# Withdrawn	# Denied	# Overdue	Timely %
MAD	363	152	12	199	14	96%
All MA Applications other than MAD	2463	1380	65	1018	112	95%
All Combined MA Applications	2826	1532	77	1217	126	95%

MA Report Card Recertification Timeliness % (7/2019)

Program/ Area Category	Total # of Applications	# Timely	# Un-Timely	Timely %
MAGI	21,992	6,051	15,941	28%
Non-MAGI	1,278	1,238	40	97%
All Combined MA Re-certifications	23,270	7,289	15,981	31%

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July 2019 Medicaid Report Card

COUNTY	PROGRAM	TOTAL	APPROVED	WITHDRAWN	DENIED	OVERDUE	APT	PPT
STATEWIDE	MAD	9179	3150	328	5701	400	49	95
STATEWIDE	OTHER	51840	29385	1921	20534	2400	27	95
STATEWIDE	TOTAL	61019	32535	2249	26235	2800	30	95
Guilford	MAD	363	152	12	199	14	51	96
Guilford	OTHER	2463	1380	65	1018	112	22	95
Guilford	TOTAL	2826	1532	77	1217	126	26	95