

MANDATED PERFORMANCE REQUIREMENTS MOU 10/2021 RESULTS

Energy Programs (10/2021) – (EP 1-2) *Data unavailable and still being validated*

	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.	Data unavailable and still being validated				
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.	Data unavailable and still being validated				

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Work First (10/2021) – (WF 3-4)

	Standard Measure	County Performance Measure	Timely Applications	Timely %	Untimely Applications	Untimely %	Total Applications
WF3	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.	33	100%	0	0%	33
WF4	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.	32	96.97%	1	3.03%	33

Food and Nutrition Services (10/2021) – (FNS 1-4)

	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	671	97.67%	16	2.33%	687

MANDATED PERFORMANCE REQUIREMENTS MOU 10/2021 RESULTS

		from the date of application.					
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) 929 (SNAP) 6	97.58% 100%	23 0	2.42% 0%	952 6
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.	717	99.03%	9	1.24%	724
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 18	# of claims more than 180 days 0	# of claims 180 days or less 18	% of claims 180 days or less 100%	N/A

MANDATED PERFORMANCE REQUIREMENTS MOU 10/2021 RESULTS

Adult Services Evaluation Timeliness (10/2021) – (AS 1-2)

	# of Evaluations Completed	Evaluations Completed Within 30 Days	Evaluations Completed More Than 30 Days	% of Evaluations Completed Within 30 Days or Less
AS1	44	43	1	98%
	# of Evaluations Completed	Evaluations Completed Within 45 Days	Evaluations Completed More Than 45 Days	% of Evaluations Completed Within 45 Days or Less
AS2	20	20	0	100%

SAA and SAD Evaluation Timeliness (10/2021) – (AS 3-4): Related to Economic Services

	Total # of SAA Applications for the Month	# of Applications Completed Within 45 Days	# of Untimely Applications	Untimely %	% of Applications Completed Within 45 Days (Timeliness)
AS3	13	12	1	8%	92%
	Total # of SAD Applications for the Month	# of Applications Completed Within 60 Days	# of Untimely Applications	Untimely %	% of Applications Completed Within 60 Days (Timeliness)
AS4	13	13	0	0%	100%

MANDATED PERFORMANCE REQUIREMENTS MOU 10/2021 RESULTS

MA Report Card Application Timeliness (10/2021)

Program/ Area Category	Total # of Applications	# of Approved	# Withdrawn	# Denied	# Overdue	Timely %
MAD	337	58	11	268	18	94
All MA Applications other than MAD	1,998	1,186	86	726	68	96
All Combined MA Applications	2,335	1,244	97	994	86	96

Acronyms:

EP= Energy Programs

WF= Work First

FNS= Food Nutrition Services

MAD= Medical Assistance for the Disabled

MAA= Medical Assistance for the Aged (65 yrs. old and older)

SAD= Special Assistance for the Disabled

SAA= Special Assistance for the Aged

APS= Adult Protective Services