

MOU REQUIREMENT INFORMATIONAL GRID

Mandated Performance Requirements	Program Area	Purpose of Program	County Performance Measure/Benchmarks	Measure Description
EP 1	Crisis Intervention Program (CIP)	Energy Program assists individuals and families who are experiencing a heating and cooling related crisis. These households must be in danger of experiencing a life-threatening or health-related emergency.	The County will process 95% of Crisis Intervention Program (CIP) applications within one (1) business day for applicants with no heat or cooling source.	The purpose of this program is to ensure that eligible individuals in a household without a heating or cooling source receive relief as soon as possible.
EP 2	Crisis Intervention Program (CIP)	Energy Program assists individuals and families who are experiencing a heating and cooling related crisis. These households must be in danger of experiencing a life-threatening or health-related emergency.	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.	Ensure that eligible households who are in danger of losing a heating or cooling source receive financial assistance to avert the crisis
WF 3	Work First Family Assistance (WFFA)	Provides a cash assistance benefit to temporarily assist families in a crisis. This is a short-term financial assistance program to help them gain employment and become self-sufficient.	The County will process 95% Work First applications within 45 days of receipt.	Ensure that eligible families receive Work First benefits in a timely manner.
WF 4	Work First Family Assistance (WFFA)	Provides a cash assistance benefit to temporarily assist families in a crisis. This is a short-term	The County will process 95% Work First recertifications	Ensure that Work First families continue to receive assistance and benefits

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		financial assistance program to help them gain employment and become self-sufficient.	no later than the last day of the current recertification period.	without unnecessary interruption.
FNS 1	Food Nutrition Services (FNS)	Designed to promote the general welfare and to safeguard the health and well-being of the nation's population by raising the levels of nutrition among low-income households.	The County will process 95% of expedited FNS applications within 4 calendar days from the date of application.	Ensure all expedited FNS applications are processed within required emergency timeframes. Expedited applications are households with no income, or their monthly expenses exceed their countable monthly earnings.
FNS 2	Food Nutrition Services (FNS)	Designed to promote the general welfare and to safeguard the health and well-being of the nation's population by raising the levels of nutrition among low-income households.	The County will process 95% of regular FNS applications within 25 days from the date of application	Ensure all regular FNS applications are processed within required timeframes.
FNS 3	Food Nutrition Services (FNS)	Designed to promote the general welfare and to safeguard the health and well-being of the nation's population by raising the levels of nutrition among low-income households.	The County will ensure that 95% of FNS recertifications are processed on time, each month.	Ensure that eligible families have their recertification benefits processed in a timely manner without interruption.
FNS 4	Food Nutrition Services (FNS)	Designed to promote the general welfare and to safeguard the health and well-being of the nation's population by raising the levels of nutrition among low-income households.	The County will ensure that 90% of Program Integrity claims are established within 180 days of the date of discovery.	Ensure allegations of fraud are addressed promptly. The Program Integrity Unit completes investigations on individuals and households where Intentional Program Violation(s) (IPV) may be taking place.

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AS 1	Adult Protective Services (APS)	Provides services that are designed to protect elderly and disabled adults from domestic violence, abuse, neglect and exploitation.	The County will complete 85% of APS evaluations involving allegations of abuse or neglect within 30 days of the report.	Responding quickly to allegations of adult maltreatment is essential to case decision-making to protect the adult. State law requires that a prompt and thorough evaluation is made of all reports of adult maltreatment.
AS 2	Adult Protective Services (APS)	Provides services that are designed to protect elderly and disabled adults from domestic violence, abuse, neglect and exploitation.	The County will complete 85% of APS evaluations involving allegations of exploitation within 45 days of the report.	Protecting a disabled adult from exploitation is critical to ensuring their safety and well-being. State law requires a prompt and thorough evaluation is made of all reports of adult exploitation.
AS 3	Special Assistance for the Aged (SAA) (Automatically receive Medicaid)	This is a Supplemental Security Income (SSI) state supplement that pays cash benefits to eligible beneficiaries who reside in licensed facilities authorized to receive SA payments.	The County will process 85% of SAA applications within 45 calendar days of the application date.	Ensure eligible individuals receive supplemental payments to support stable living arrangements.
AS 4	Special Assistance for the Disabled (SAD) (Automatically receive Medicaid)	This is a Supplemental Security Income (SSI) state supplement that pays cash benefits to eligible beneficiaries who reside in licensed facilities authorized to receive SA payments.	The County will process 85% of SAD applications within 60 calendar days of the application date.	Ensure eligible individuals receive supplemental payments to support stable living arrangements.