

13 MANDATED PERFORMANCE REQUIREMENTS MOU 9/2019 RESULTS

Energy Programs (9/2019)

	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.	11	84.62%	2	15.38%	13
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.	189	100%	0	0%	189

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Work First (9/2019)

	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.	69	100%	0	0%	69
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.	7	100%	0	0%	7

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Food and Nutrition Services (9/2019)

	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.	874	96.15%	35	3.85%	909
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) 1,135 (SNAP) 14	96.10% 100%	46 0	3.90% 0%	1,181 14
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.	2,745	96.59%	97	3.41%	2,842
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 96	# of claims more than 180 days 0	# of claims 180 days or less 96	% of claims 180 days or less 100%	N/A

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APS Evaluation Timeliness (9/2019)

	# of Evaluations Completed	Evaluations Completed Within 30 Days	Evaluations Completed More Than 30 Days	% of Evaluations Completed Within 30 Days or Less
AS1	30	30	0	100%
	# of Evaluations Completed	Evaluations Completed Within 45 Days	Evaluations Completed More Than 45 Days	% of Evaluations Completed Within 45 Days or Less
AS2	13	13	0	100%

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MA Report Card Application Timeliness % (9/2019)

Program/ Area Category	Total # of Applications	# of Approved	# Withdrawn	# Denied	# Overdue	Timely %
MAD	320	123	9	188	22	93%
All MA Applications other than MAD	2,456	1,459	54	943	98	96%
All Combined MA Applications	2,776	1,582	63	1,131	120	95%

MA Report Card Recertification Timeliness % (9/2019)

Program/ Area Category	Total # of Applications	# Timely	# Un-Timely	Timely %
MAGI	27,501	5,259	22,242	19%
Non-MAGI	1,116	1,080	36	97%
All Combined MA Re-certifications	28,617	6,339	22,278	22%