

MANDATED PERFORMANCE REQUIREMENTS MOU 10/2021 RESULTS

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

	<b>Standard Measure</b>	<b>County Performance Measure</b>	<b>Timely Applications</b>	<b>Timely %</b>	<b>Untimely Applications</b>	<b>Untimely %</b>	<b>Total Applications</b>
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.	<b>Data unavailable and still being validated</b>	<b>Data unavailable and still being validated</b>	<b>Data unavailable and still being validated</b>	<b>Data unavailable and still being validated</b>	<b>Data unavailable and still being validated</b>
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.	<b>Data unavailable and still being validated</b>	<b>Data unavailable and still being validated</b>	<b>Data unavailable and still being validated</b>	<b>Data unavailable and still being validated</b>	<b>Data unavailable and still being validated</b>

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**Work First (10/2021) – (WF 3-4)**

	<b>Standard Measure</b>	<b>County Performance Measure</b>	<b>Timely Applications</b>	<b>Timely %</b>	<b>Untimely Applications</b>	<b>Untimely %</b>	<b>Total Applications</b>
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	<b>100%</b>	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	<b>96.97%</b>	1	3.03%	33

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

	<b>Standard Measure</b>	<b>County Performance Measure</b>	<b>Timely Applications</b>	<b>Timely %</b>	<b>Untimely Applications</b>	<b>Untimely %</b>	<b>Total Applications</b>
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	<b>97.67%</b>	16	2.33%	687

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		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	<b>97.58%</b> <b>100%</b>	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	<b>99.03%</b>	9	1.24%	724
4	The County will ensure that 90% of <b>Program Integrity claims</b> are established within 180 days of the date of discovery.	The County will ensure that 90% of <b>Program Integrity claims</b> are established within 180 days of the date of discovery.	<b>Total # of PI Claims</b>  18	<b># of claims more than 180 days</b>  0	<b># of claims 180 days or less</b>  18	<b>% of claims 180 days or less</b>  <b>100%</b>	N/A

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**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%

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**MA Report Card Application Timeliness (10/2021)**

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

**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**