

MANDATED PERFORMANCE REQUIREMENTS MOU 11/2021 RESULTS

Energy Programs (11/2021) – (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	Data unavailable and still being validated	Data unavailable and still being validated	Data unavailable and still being validated	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	Data unavailable and still being validated	Data unavailable and still being validated	Data unavailable and still being validated	Data unavailable and still being validated

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Work First (11/2021) – (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.	48	100%	0	0%	48
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.	24	96.00%	1	4.00%	25

Food and Nutrition Services (11/2021) – (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	576	97.46%	15	2.54%	591

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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) 753 (SNAP) 5	96.66% 100%	26 0	3.34% 0%	779 5
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.	361	98.63%	5	1.37%	366
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 34	# of claims more than 180 days 0	# of claims 180 days or less 34	% of claims 180 days or less 100%	N/A

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Adult Services Evaluation Timeliness (11/2021) – (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	54	54	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	14	14	0	100%

SAA and SAD Evaluation Timeliness (11/2021) – (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	14	12	2	14%	86%
	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	19	18	1	5%	95%

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MA Report Card Application Timeliness (11/2021)

Program/ Area Category	Total # of Applications	# of Approved	# Withdrawn	# Denied	# Overdue	Timely %
MAD	371	75	20	276	12	96
All MA Applications other than MAD	2,411	1,216	77	1,118	56	97
All Combined MA Applications	2,782	1,291	97	1,394	68	97

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