

MANDATED PERFORMANCE REQUIREMENTS MOU 03/2022 RESULTS

Energy Programs (03/2022) – (EP 1-2)

	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.	17	100%	0	0%	17
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.	390	99.74%	1	0.26%	391

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Work First (03/2022) – (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.	29	100%	0	0%	29
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.	38	100%	0	0%	38

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Food and Nutrition Services (03/2022) – (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 from the date of application.	1,070	98.62%	15	1.38%	1,085
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) 1,278 (SNAP) 7 Total = 1,285	95.16% 100% Total = 95.19%	65 0 Total = 4.81%	4.84% 0% Total = 4.81%	1,343 7 Total = 1,350
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.	3,968	95.68%	179	4.32%	4,147
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 Data Currently Unavailable	# of claims more than 180 days Data Currently Unavailable	# of claims 180 days or less Data Currently Unavailable	% of claims 180 days or less Data Currently Unavailable	N/A

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Adult Services Evaluation Timeliness (02/2022) – (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	40	40	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	16	16	0	100%

SAA and SAD Evaluation Timeliness (03/2022) – (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	18	18	0	0%	100%
	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 (03/2022)

Program/ Area Category	Total # of Applications	# of Approved	# Withdrawn	# Denied	# Overdue	Timely %
MAD	515	118	40	357	40	92
All MA Applications other than MAD	2,323	1,238	81	1,004	64	97
All Combined MA Applications	2,838	1,356	121	1,361	104	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