

MANDATED PERFORMANCE REQUIREMENTS MOU 06/2022 RESULTS

Energy Programs (06/2022) – (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.	37	100%	0	0%	37
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.	467	100%	0	0%	467

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Work First (06/2022) – (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.	30	100%	0	0%	30
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.	35	100%	0	0%	35

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Food and Nutrition Services (06/2022) – (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.	1,507	99.28%	11	0.72%	1,518
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) 1,570 (SNAP) 10 Total = 1,580	97.39% 100% Total = 97.41%	42 0 Total = 2.59%	2.61% 0% Total = 2.59%	1,612 10 Total = 1,622
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.	3,792	94.75%	210	5.25%	4,002
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.	15	100%	0	0%	15

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Adult Services Evaluation Timeliness (05/2022) – (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	42	42	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	10	10	0	100%

SAA and SAD Evaluation Timeliness (06/2022) – (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	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	14	12	2	14%	86%

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MA Report Card Application Timeliness (06/2022)

Program/ Area Category	Total # of Applications	# of Approved	# Withdrawn	# Denied	# Overdue	Timely %
MAD	349	116	22	211	19	94
Other	1,732	1,103	77	552	66	96
Straight Through Other	1	0	0	1	0	100
All Combined MA Applications	2,082	1,219	99	764	85	95

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