

MANDATED PERFORMANCE REQUIREMENTS MOU 07/2022 RESULTS

Energy Programs (07/2022) – (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.	36	100%	0	0%	36
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.	567	100%	0	0%	567

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Work First (07/2022) – (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.	39	100%	0	0%	39

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Food and Nutrition Services (07/2022) – (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.	1,486	98.22%	27	1.78%	1,513
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) 1,641 (SNAP) 13 Total = 1,654	94.15% 100% Total = 94.19%	102 0 Total = 102	5.85% 0% Total = 5.81%	1,743 13 Total = 1,756
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.	3,420	76.73%	1,037	23.27%	4,457
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.	11	100%	0	0%	11

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Adult Services Evaluation Timeliness (06/2022) – (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	50	46	4	92%
	# of Evaluations Completed	Evaluations Completed Within 45 Days	Evaluations Completed More Than 45 Days	% of Evaluations Completed Within 45 Days or Less
AS2	15	15	0	100%

SAA and SAD Evaluation Timeliness (07/2022) – (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	17	16	1	6%	94%
	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	23	23	0	0%	100%

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MA Report Card Application Timeliness (07/2022)

Program/ Area Category	Total # of Applications	# of Approved	# Withdrawn	# Denied	# Overdue	Timely %
MAD	288	82	19	187	14	95
Other	1,739	1,150	82	507	69	96
Straight Through Other	1	0	0	1	1	0
All Combined MA Applications	2,028	1,232	101	695	84	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