NCDHHS/COUNTY MEMORANDUM OF AGREEMENT COUNTY PERFORMANCE MEASURE DATA METHODOLOGY

MEASURE TYPE	NO.	MEASURE DESCRIPTION	DENOMINATOR DESCRIPTION	NUMERATOR DESCRIPTION	REPORTING PERIODS	PAGE #s
CHILD SUPPORT SERVICES						
GROWTH	CS 1	The county will achieve its given annual percentage of paternities established for children born out of wedlock.	Number of children in the caseload as of the end of the preceding fiscal year who were born out-of-wedlock	Number of children in the caseload in the fiscal year who were born out-of-wedlock with paternity established or acknowledged	Reports are generated in the month after the last day of the month. EXAMPLE: Data for the month of January is as of January 31, 2018; Report is generated in February.	3-5
GROWTH	CS 2	The county will achieve its given annual percentage of child support cases that are under an order.	Number of IV-D Cases	Number of IV-D Cases with support orders	Reports are generated in the month after the last day of the month. EXAMPLE: Data for the month of January is as of January 31, 2018; Report is generated in February.	3-5
GROWTH	CS 3	The county will achieve its given annual percentage of current child support paid.	Amount Owed for Current Support IV-D Cases	Amount Collected for current support in IV-D Cases	Reports are generated in the month after the last day of the month. EXAMPLE: Data for the month of January is as of January 31, 2018; Report is generated in February.	3-5
GROWTH	CS 4	The county will achieve its given annual percentage of cases that received a payment towards arrears.	Number of IV-D Cases with Arrears Due	Number of IV-D Cases Paying Toward Arrears	Reports are generated in the month after the last day of the month. EXAMPLE: Data for the month of January is as of January 31, 2018; Report is generated in February.	3-5
GROWTH	CS 5	The county will meet its annual goal of total child support collections.	Counties' goal for total collections as determined by the Child Support Services State office	Amount collected as reported using the XPTR report, IV-D Collections Report	Reports are generated in the month after the last day of the month. EXAMPLE: Data for the month of January is as of January 31, 2018; Report is generated in February.	3-5
ENERGY PROGRAMS						
FIXED	EP 1	The County will process 95% of Crisis Intervention Program (CIP) applications within one (1) business day for applicants with no heat or cooling source.	Total number of applications processed during the month	Total number of timely applications processed within one (1) business day for applicants with no heat or cooling source (accounting for weekend and holidays)	Reports are generated in the month following the actual report month. EXAMPLE: Data for the month of January represents January 1 – January 31; Report is generated in February.	6
FIXED	EP 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.	Total number of applications processed during the month	Total number of timely applications processed within two (2) business days of the application date for applicants who have a heat or cooling source (accounting for weekend and holidays)	Reports are generated in the month following the actual report month. EXAMPLE: Data for the month of January represents January 1 – January 31; Report is generated in February.	6

FOOD AND NUTRITION SERVICES						
FIXED	FNS 1	The County will process 95% of expedited FNS applications within 4 calendar days from the date of application.	Total number of expedited applications processed during the reporting period	Number of expedited applications processed timely	Reports are generated in the month following the actual report month. EXAMPLE: Data for the month of January represents January 1 – January 31; Report is generated in February.	7-8
FIXED	FNS 2	The County will process 95% of regular FNS applications within 25 days from the date of application.	Number of regular applications processed during the reporting period	Number of regular applications processed timely	Reports are generated in the month following the actual report month. EXAMPLE: Data for the month of January represents January 1 – January 31; Report is generated in February.	7-8
FIXED	FNS 3	The County will ensure that 95% of FNS recertifications are processed on time, each month.	Total number of recertifications processed during the reporting period	Total number of recertifications processed timely	Reports are generated in the month following the actual report month. EXAMPLE: Data for the month of January represents January 1 – January 31; Report is generated in February.	7-8
FIXED	FNS 4	The County will ensure that 90% of Program Integrity claims are established within 180 days of the date of discovery.	Total number of claims established during the reporting period	Total number of claims established less than or equal to 180 days	Reports are generated in the month following the actual report month. EXAMPLE: Data for the month of January represents January 1 – January 31; Report is generated in February.	7-8
WORK FIRST SERVICES						
FIXED	WF 3	The County will process 95% Work First applications within 45 days of receipt.	Total number of applications due in the reporting period	Total number of applications processed timely (accounting for weekend and holidays)	Reports are generated in the month following the actual report month. EXAMPLE: Data for the month of January represents January 1 – January 31; Report is generated in February.	9
FIXED	WF 4	The County will process 95% Work First recertifications no later than the last day of the current recertification period.	Total number of recertifications due in the reporting period	Number of recertifications processed by the due date (last day of the current period)	Reports are generated in the month following the actual report month. EXAMPLE: Data for the month of January represents January 1 – January 31; Report is generated in February.	9

CHILD SUPPORT SERVICES
CALENDAR YEAR 2018

CS 1: The county will achieve its given annual percentage of paternities established for children born out of wedlock.

GUILFORD COUNTY	YOUR GOAL	IS THE GOAL ON TRACK?	STATE AVG (%)	COUNTY %	COUNTY DENOMINATOR	COUNTY NUMERATOR
JANUARY 2018	100.00%	YES	97.04%	96.93%	15625	15145
FEBRUARY 2018	100.00%	YES	98.16%	98.20%	15625	15343
MARCH 2018	100.00%	YES	99.41%	99.56%	15625	15557
APRIL 2018	100.00%	YES	100.63%	100.88%	15625	15762
MAY 2018	100.00%	YES	101.83%	102.28%	15625	15981
JUNE 2018	100.00%	YES	102.85%	103.56%	15625	16181
JULY 2018	100.00%	NO	89.22%	88.55%	15880	14062
AUGUST 2018	100.00%	NO	90.58%	90.18%	15880	14320
SEPTEMBER 2018	100.00%	NO	91.68%	91.64%	15880	14552
OCTOBER 2018	100.00%	YES	92.97%	93.17%	15880	14796
NOVEMBER 2018	100.00%	YES	93.99%	94.23%	15880	14963
DECEMBER 2018	100.00%	YES	94.96%	94.94%	15880	15076

CS 2: The county will achieve its given annual percentage of child support cases that are under an order.

GUILFORD COUNTY	YOUR GOAL	IS THE GOAL ON TRACK?	STATE AVG (%)	COUNTY %	COUNTY DENOMINATOR	COUNTY NUMERATOR
JANUARY 2018	83.83%	NO	88.18%	81.92%	20749	16997
FEBRUARY 2018	83.83%	NO	87.91%	81.87%	20781	17013
MARCH 2018	83.83%	NO	87.77%	81.62%	20860	17026
APRIL 2018	83.83%	NO	87.88%	81.43%	20912	17029
MAY 2018	83.83%	NO	87.89%	81.34%	20983	17068
JUNE 2018	83.83%	NO	88.23%	81.71%	20906	17082
JULY 2018	82.71%	NO	85.73%	81.53%	20927	17061
AUGUST 2018	86.03%	NO	85.32%	80.53%	21145	17028
SEPTEMBER 2018	86.03%	NO	85.26%	80.52%	21006	16915
OCTOBER 2018	82.71%	NO	84.96%	79.86%	21132	16877
NOVEMBER 2018	82.71%	NO	84.89%	79.90%	21108	16865
DECEMBER 2018	82.71%	NO	85.27%	80.43%	20920	16825

NCDHHS/COUNTY MEMORANDUM OF AGREEMENT COUNTY PERFORMANCE MEASURE DATA SETS

CS 3: The county will achieve its given annual percentage of current child support paid.

GUILFORD COUNTY	YOUR GOAL	IS THE GOAL ON TRACK?	STATE AVG (%)	COUNTY %	COUNTY DENOMINATOR	COUNTY NUMERATOR
JANUARY 2018	70.00%	YES	67.61%	74.71%	$20,437,649	$15,268,847
FEBRUARY 2018	70.00%	YES	67.48%	74.58%	$23,365,187	$17,425,998
MARCH 2018	70.00%	YES	67.63%	74.76%	$26,319,370	$19,677,583
APRIL 2018	70.00%	YES	67.66%	74.78%	$29,310,935	$21,918,353
MAY 2018	70.00%	YES	67.82%	74.86%	$32,315,300	$24,190,459
JUNE 2018	70.00%	YES	67.85%	74.86%	$35,297,471	$26,424,667
JULY 2018	70.00%	YES	68.69%	74.55%	$2,874,576	$2,143,014
AUGUST 2018	70.00%	YES	68.76%	75.06%	$5,754,202	$4,319,121
SEPTEMBER 2018	69.50%	YES	67.83%	74.39%	$8,638,130	$6,425,490
OCTOBER 2018	70.00%	YES	68.23%	74.88%	$11,523,976	$8,629,352
NOVEMBER 2018	70.00%	YES	68.17%	74.79%	$14,425,611	$10,788,312
DECEMBER 2018	70.00%	YES	68.06%	74.65%	$17,340,941	$12,945,227

CS 4: The county will achieve its given annual percentage of cases that received a payment towards arrears.

GUILFORD COUNTY	YOUR GOAL	IS THE GOAL ON TRACK?	STATE AVG (%)	COUNTY %	COUNTY DENOMINATOR	COUNTY NUMERATOR
JANUARY 2018	69.82%	YES	59.63%	62.50%	14913	9320
FEBRUARY 2018	69.82%	YES	60.83%	63.67%	15070	9595
MARCH 2018	69.82%	YES	63.55%	66.59%	15197	10119
APRIL 2018	69.82%	YES	64.82%	67.80%	15373	10423
MAY 2018	69.82%	YES	66.42%	69.08%	15564	10751
JUNE 2018	69.82%	NO	67.30%	69.68%	15717	10952
JULY 2018	69.68%	YES	31.95%	33.49%	13436	4500
AUGUST 2018	69.68%	YES	42.92%	45.88%	13700	6286
SEPTEMBER 2018	69.50%	NO	46.23%	49.14%	13963	6862
OCTOBER 2018	69.68%	YES	51.99%	54.95%	14190	7798
NOVEMBER 2018	69.68%	YES	55.52%	58.78%	14368	8445
DECEMBER 2018	69.68%	YES	57.51%	60.92%	14529	8851

NCDHHS/COUNTY MEMORANDUM OF AGREEMENT COUNTY PERFORMANCE MEASURE DATA SETS

CS 5: The county will meet its annual goal of total child support collections.						
GUILFORD COUNTY	YOUR GOAL	IS THE GOAL ON TRACK?	STATE AVG (%)	COUNTY %	COUNTY DENOMINATOR	COUNTY NUMERATOR
JANUARY 2018	$34,878,795	NO	55.25%	55.11%	$34,878,795	$19,220,968
FEBRUARY 2018	$34,878,795	NO	62.90%	62.72%	$34,878,795	$21,877,511
MARCH 2018	$34,878,795	NO	72.76%	72.44%	$34,878,795	$25,264,471
APRIL 2018	$34,878,795	NO	81.30%	80.80%	$34,878,795	$28,181,955
MAY 2018	$34,878,795	NO	90.38%	89.78%	$34,878,795	$31,313,011
JUNE 2018	$34,878,795	NO	98.69%	98.00%	$34,878,795	$34,180,845
JULY 2018	$34,180,845	NO	8.17%	8.06%	$34,180,845	$2,754,963
AUGUST 2018	$34,180,845	NO	16.27%	16.26%	$34,180,845	$5,558,137
SEPTEMBER 2018	$34,180,845	NO	23.86%	23.84%	$34,180,845	$8,149,993
OCTOBER 2018	$34,180,845	NO	32.20%	32.19%	$34,180,845	$11,002,791
NOVEMBER 2018	$34,180,845	NO	40.19%	40.00%	$34,180,845	$13,672,828
DECEMBER 2018	$3,418,045	NO	47.93%	46.58%	$3,418,045	$16,310,835

NCDHHS/COUNTY MEMORANDUM OF AGREEMENT COUNTY PERFORMANCE MEASURE DATA SETS

ENERGY PROGRAMS
CALENDAR YEAR 2018

EP 1: The County will process 95% of Crisis Intervention Program (CIP) applications within one (1) business day for applicants with no heat or cooling source.

GUILFORD COUNTY	YOUR GOAL	WAS THE GOAL MET?	STATE AVG (%)	COUNTY %	COUNTY DENOMINATOR	COUNTY NUMERATOR
JANUARY 2018	95%	No	91%	94%	18	17
FEBRUARY 2018	95%	No	90%	93%	14	13
MARCH 2018	95%	Yes	93%	100%	12	12
APRIL 2018	95%	Yes	92%	100%	20	20
MAY 2018	95%	Yes	87%	100%	7	7
JUNE 2018	95%	Yes	87%	95%	21	20
JULY 2018	95%	No	89%	86%	14	12
AUGUST 2018	95%	No	93%	91%	22	20
SEPTEMBER 2018	95%	Yes	91%	100%	14	14
OCTOBER 2018	95%	No	92%	85%	20	17
NOVEMBER 2018	95%	Yes	94%	97%	29	28
DECEMBER 2018	95%	No	93%	80%	5	4

EP 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.

GUILFORD COUNTY	YOUR GOAL	WAS THE GOAL MET?	STATE AVG (%)	COUNTY %	COUNTY DENOMINATOR	COUNTY NUMERATOR
JANUARY 2018	95%	Yes	95%	95%	435	412
FEBRUARY 2018	95%	Yes	95%	98%	303	297
MARCH 2018	95%	Yes	95%	99%	374	371
APRIL 2018	95%	Yes	96%	99%	278	276
MAY 2018	95%	Yes	97%	100%	217	216
JUNE 2018	95%	Yes	96%	99%	305	301
JULY 2018	95%	No	97%	94%	81	76
AUGUST 2018	95%	Yes	97%	96%	340	328
SEPTEMBER 2018	95%	Yes	98%	99%	203	201
OCTOBER 2018	95%	Yes	98%	97%	177	171
NOVEMBER 2018	95%	Yes	97%	99%	247	244
DECEMBER 2018	95%	Yes	97%	98%	161	157

NCDHHS/COUNTY MEMORANDUM OF AGREEMENT COUNTY PERFORMANCE MEASURE DATA SETS

FOOD AND NUTRITION SERVICES CALENDAR YEAR 2018						
FNS 1: The County will process 95% of expedited FNS applications within 4 calendar days from the date of application.						
GUILFORD COUNTY	YOUR GOAL	WAS THE GOAL MET?	STATE AVG (%)	COUNTY %	COUNTY DENOMINATOR	COUNTY NUMERATOR
JANUARY 2018	95%	Yes	97%	98%	1061	1042
FEBRUARY 2018	95%	Yes	97%	98%	841	827
MARCH 2018	95%	Yes	98%	98%	902	886
APRIL 2018	95%	Yes	98%	98%	855	834
MAY 2018	95%	Yes	97%	98%	868	848
JUNE 2018	95%	Yes	97%	98%	928	909
JULY 2018	95%	Yes	97%	99%	1024	1011
AUGUST 2018	95%	Yes	98%	98%	958	937
SEPTEMBER 2018	95%	Yes	97%	98%	801	781
OCTOBER 2018	95%	Yes	96%	97%	959	935
NOVEMBER 2018	95%	Yes	97%	97%	799	774
DECEMBER 2018	95%	Yes	97%	98%	539	527

FNS 2: The County will process 95% of regular FNS applications within 25 days from the date of application						
GUILFORD COUNTY	YOUR GOAL	WAS THE GOAL MET?	STATE AVG (%)	COUNTY %	COUNTY DENOMINATOR	COUNTY NUMERATOR
JANUARY 2018	95%	Yes	97%	99%	1184	1173
FEBRUARY 2018	95%	Yes	98%	99%	1080	1068
MARCH 2018	95%	Yes	98%	99%	1076	1069
APRIL 2018	95%	Yes	98%	99%	1131	1118
MAY 2018	95%	Yes	98%	98%	1362	1333
JUNE 2018	95%	Yes	98%	99%	1347	1331
JULY 2018	95%	Yes	98%	98%	1290	1262
AUGUST 2018	95%	Yes	98%	98%	1447	1422
SEPTEMBER 2018	95%	Yes	96%	98%	1099	1074
OCTOBER 2018	95%	Yes	96%	98%	1332	1304
NOVEMBER 2018	95%	Yes	97%	96%	1219	1175
DECEMBER 2018	95%	Yes	97%	96%	759	726

FNS 3: The County will ensure that 95% of FNS recertifications are processed on time, each month.

GUILFORD COUNTY	YOUR GOAL	WAS THE GOAL MET?	STATE AVG (%)	COUNTY %	COUNTY DENOMINATOR	COUNTY NUMERATOR
JANUARY 2018	95%	No	95%	91%	3751	3426
FEBRUARY 2018	95%	Yes	98%	98%	4155	4064
MARCH 2018	95%	Yes	98%	98%	3848	3762
APRIL 2018	95%	Yes	98%	97%	3288	3190
MAY 2018	95%	Yes	98%	97%	3816	3700
JUNE 2018	95%	Yes	98%	97%	4181	4054
JULY 2018	95%	Yes	98%	96%	3733	3593
AUGUST 2018	95%	Yes	98%	97%	4165	4046
SEPTEMBER 2018	95%	Yes	96%	97%	3418	3303
OCTOBER 2018	95%	Yes	88%	96%	3534	3388
NOVEMBER 2018	95%	No	97%	77%	1177	911
DECEMBER 2018	95%	No	97%	75%	61	46

FNS 4: The County will ensure that 90% of Program Integrity claims are established within 180 days of the date of discovery.

GUILFORD COUNTY	YOUR GOAL	WAS THE GOAL MET?	STATE AVG (%)	COUNTY %	COUNTY DENOMINATOR	COUNTY NUMERATOR
JANUARY 2018	90%	Yes	92%	100%	46	46
FEBRUARY 2018	90%	Yes	95%	100%	33	33
MARCH 2018	90%	Yes	94%	100%	25	25
APRIL 2018	90%	Yes	97%	100%	60	60
MAY 2018	90%	Yes	95%	100%	45	45
JUNE 2018	90%	Yes	96%	100%	47	47
JULY 2018	90%	Yes	97%	97%	37	36
AUGUST 2018	90%	Yes	98%	100%	34	34
SEPTEMBER 2018	90%	Yes	97%	100%	28	28
OCTOBER 2018	90%	Yes	97%	100%	31	31
NOVEMBER 2018	90%	Yes	96%	100%	29	29
DECEMBER 2018	90%	Yes	95%	100%	21	21

WORK FIRST SERVICES
CALENDAR YEAR 2018

WF 3: The County will process 95% Work First applications within 45 days of receipt.

GUILFORD COUNTY	YOUR GOAL	WAS THE GOAL MET?	STATE AVG (%)	COUNTY %	COUNTY DENOMINATOR	COUNTY NUMERATOR
JANUARY 2018	95%	Yes	98%	99%	79	78
FEBRUARY 2018	95%	Yes	98%	98%	46	45
MARCH 2018	95%	Yes	99%	98%	53	52
APRIL 2018	95%	Yes	99%	99%	70	69
MAY 2018	95%	Yes	99%	96%	53	51
JUNE 2018	95%	Yes	98%	100%	63	63
JULY 2018	95%	Yes	99%	97%	72	70
AUGUST 2018	95%	Yes	98%	99%	73	72
SEPTEMBER 2018	95%	Yes	98%	100%	65	65
OCTOBER 2018	95%	Yes	96%	100%	69	69
NOVEMBER 2018	95%	Yes	99%	100%	76	76
DECEMBER 2018	95%	Yes	98%	100%	59	59

WF 4: The County will process 95% Work First recertifications no later than the last day of the current recertification period.

GUILFORD COUNTY	YOUR GOAL	WAS THE GOAL MET?	STATE AVG (%)	COUNTY %	COUNTY DENOMINATOR	COUNTY NUMERATOR
JANUARY 2018	95%	Yes	98%	100%	23	23
FEBRUARY 2018	95%	No	96%	90%	20	18
MARCH 2018	95%	Yes	96%	96%	25	24
APRIL 2018	95%	Yes	99%	100%	16	16
MAY 2018	95%	No	94%	94%	18	17
JUNE 2018	95%	No	97%	73%	15	11
JULY 2018	95%	No	97%	94%	18	17
AUGUST 2018	95%	Yes	96%	100%	16	16
SEPTEMBER 2018	95%	No	96%	92%	13	12
OCTOBER 2018	95%	Yes	97%	100%	16	16
NOVEMBER 2018	95%	Yes	100%	100%	20	20
DECEMBER 2018	95%	Yes	100%	100%	13	13