Energy Programs (8/2019)

	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.	13	**92.86%**	1	**7.14%**	14
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.	205	99.03%	2	0.97%	207

Work First (8/2019)

	Standard Measure	County Performance Measure	Timely Applications	Timely %	Untimely Applications	Untimely %	Total Applications
1	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.	56	100%	0	0%	56
2	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.	Data unavailable in CSDW	Data unavailable in CSDW	Data unavailable in CSDW	Data unavailable in CSDW	Data unavailable in CSDW

Food and Nutrition Services (8/2019)

	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.	998	97.94%	21	2.06%	1,019
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) 1,529 (SNAP) 9	96.10% 81.82%	62 2	3.90% 18.18%	1,591 11
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.	Data unavailable in CSDW	Data unavailable in CSDW	Data unavailable in CSDW	Data unavailable in CSDW	Data unavailable in CSDW
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 unavailable in CSDW	**# of claims more than 180 days** Data unavailable in CSDW	**# of claims 180 days or less** Data unavailable in CSDW	**% of claims 180 days or less** Data unavailable in CSDW	Data unavailable in CSDW

APS Evaluation Timeliness (8/2019)

	# of Evaluations Completed	Evaluations Completed Within 30 Days	Evaluations Completed More Than 30 Days	% of Evaluations Completed Within 30 Days or Less
AS1	30	29	1	97%
	# of Evaluations Completed	Evaluations Completed Within 45 Days	Evaluations Completed More Than 45 Days	% of Evaluations Completed Within 45 Days or Less
AS2	7	7	0	100%

MA Report Card Application Timeliness % (8/2019)

Program/ Area Category	Total # of Applications	# of Approved	# Withdrawn	# Denied	# Overdue	Timely %
MAD	390	144	9	237	21	94%
All MA Applications other than MAD	2,552	1,594	40	918	86	96%
All Combined MA Applications	2,942	1,738	49	1,155	107	96%

MA Report Card Recertification Timeliness % (8/2019) (Last Update 7/2019)

Program/ Area Category	Total # of Applications	# Timely	# Un-Timely	Timely %
MAGI	Data unavailable in CSDW	Data unavailable in CSDW	Data unavailable in CSDW	Data unavailable in CSDW
Non-MAGI	Data unavailable in CSDW	Data unavailable in CSDW	Data unavailable in CSDW	Data unavailable in CSDW
All Combined MA Re-certifications	Data unavailable in CSDW	Data unavailable in CSDW	Data unavailable in CSDW	Data unavailable in CSDW

August 2019 Medicaid Report Card

COUNTY	PROGRAM		TOTAL		APPROVED	WITHDRAWN	DENIED	OVERDUE	APT	PPT
STATEWIDE	MAD		8938		3238	314	5386	379	48	95
STATEWIDE	OTHER		54076		32230	1927	19919	2449	27	95
STATEWIDE	TOTAL		63014		35468	2241	25305	2828	29	95
Guilford		MAD		390	144	9	237	21	51	94
Guilford		OTHER		2552	1594	40	918	86	21	96
Guilford		TOTAL		2942	1738	49	1155	107	25	96