Energy Programs (10/2019)

	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.	20	100%	0	0%	20
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.	239	98.35%	4	1.65%	243

Work First (10/2019)

	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.	57	100%	0	0%	57
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.	9	100%	0	0%	9

Food and Nutrition Services (10/2019)

	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	877	97.77%	20	2.23%	897

		from the date of application.					
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) 1,092 (SNAP) 7	96.13% 87.50%	44 1	3.87% 12.50%	1,136 8
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.	3,893	98.43%	62	1.57%	3,955
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** 41	**# of claims more than 180 days** 0	**# of claims 180 days or less** 41	**% of claims 180 days or less** 100%	N/A

APS Evaluation Timeliness (10/2019)

	# 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	10	10	0	100%

MA Report Card Application Timeliness % (10/2019)

Program/ Area Category	Total # of Applications	# of Approved	# Withdrawn	# Denied	# Overdue	Timely %
MAD	398	142	17	239	42	**89%**
All MA Applications other than MAD	2,316	1,310	91	915	117	**94%**
All Combined MA Applications	2,714	1,452	108	1,154	159	**94%**