Energy Programs (11/2019)

	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.	64	95.52%	3	4.48%	67
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.	357	99.44%	2	0.56%	359

Work First (11/2019)

	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.	54	<mark>100%</mark>	0	0%	54
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.	13	<mark>100%</mark>	0	0%	13

Food and Nutrition Services (11/2019)

	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	762	<mark>97.32%</mark>	21	2.68%	783

	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) 1,153 (SNAP) 5	<mark>97.46%</mark> <mark>100%</mark>	30 0	2.54% 0%	1,183 5
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.	2,934	<mark>97.60%</mark>	72	2.40%	3,006
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** 22	**# of claims more than 180 days** 0	**# of claims 180 days or less** 22	**% of claims 180 days or less** <mark>100%</mark>	N/A

APS Evaluation Timeliness (11/2019)

	# of Evaluations Completed	Evaluations Completed Within 30 Days	Evaluations Completed More Than 30 Days	% of Evaluations Completed Within 30 Days or Less
AS1	26	25	1	96%
	# 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 (11/2019)

Program/ Area Category	Total # of Applications	# of Approved	# Withdrawn	# Denied	# Overdue	Timely %
MAD	363	148	14	201	39	89%
All MA Applications other than MAD	2,338	1,282	43	1013	131	94%
All Combined MA Applications	2,701	1,430	57	1,214	170	93%