

MANDATED PERFORMANCE REQUIREMENTS MOU 12/2019 RESULTS

Energy Programs (12/2019)

	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.	32	88.89%	4	11.11%	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.	431	99.08%	4	0.92%	435

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Work First (12/2019)

	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.	58	100%	0	0%	58
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.	18	100%	0	0%	18

Food and Nutrition Services (12/2019)

	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	737	96.72%	25	3.28%	762

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		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) 952 (SNAP) 4	98.04% 80.00%	19 1	1.96% 20.00%	971 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.	2,741	96.68%	94	3.32%	2,835
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 25	# of claims more than 180 days 0	# of claims 180 days or less 25	% of claims 180 days or less 100%	N/A

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APS Evaluation Timeliness (12/2019)

	# of Evaluations Completed	Evaluations Completed Within 30 Days	Evaluations Completed More Than 30 Days	% of Evaluations Completed Within 30 Days or Less
AS1	17	17	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	7	7	0	100%

MA Report Card Application Timeliness (12/2019)

Program/ Area Category	Total # of Applications	# of Approved	# Withdrawn	# Denied	# Overdue	Timely %
MAD	391	137	9	245	19	95%
All MA Applications other than MAD	2,563	1,211	52	1300	118	95%
All Combined MA Applications	2,954	1,348	61	1,545	137	95%