Energy Programs (03/2020)

	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.	10	100%	0	0.00%	10
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.	295	97.04%	9	2.96%	304

Work First (03/2020)

	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.	30	<mark>100%</mark>	0	0.00%	30
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.	3	<mark>100%</mark>	0	0.00%	3

Food and Nutrition Services (03/2020)

	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.	824	<mark>96.83%</mark>	27	3.17%	851

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) 987 (SNAP) 5	97.72% 100.00%	23 0	2.28% 0.00%	1,010 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.	1,621	96.37%	61	3.63%	1,682
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**	**# of claims more than 180 days**	**# of claims 180 days or less**	**% of claims 180 days or less**	
			30	0	30	100%	N/A

MANDATED PERFORMANCE REQUIREMENTS MOU 03/2020 RESULTS

APS Evaluation Timeliness (03/2020)

	# of Evaluations Completed	Evaluations Completed Within 30 Days	Evaluations Completed More Than 30 Days	% of Evaluations Completed Within 30 Days or Less
AS1	31	30	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	6	6	0	100%

MA Report Card Application Timeliness (03/2020)

Program/ Area Category	Total # of Applications	# of Approved	# Withdrawn	# Denied	# Overdue	Timely %
MAD	707	160	49	498	84	88%
All MA Applications other than MAD	2,485	1,377	107	1,001	187	92%
All Combined MA Applications	3,192	1,537	156	1,499	271	91%