

MANDATED PERFORMANCE REQUIREMENTS MOU 05/2020 RESULTS

Energy Programs (05/2020) – (EP 1-2)

	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.	3	75.00%	1	25.00%	4
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.	133	99.25%	1	0.75%	134

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Work First (05/2020) – (WF 3-4)

	Standard Measure	County Performance Measure	Timely Applications	Timely %	Untimely Applications	Untimely %	Total Applications
WF3	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.	38	100%	0	0%	38
WF4	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.	5	100%	0	0%	5

Food and Nutrition Services (05/2020) – (FNS 1-4)

	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	765	87.43%	110	12.57%	875

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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) 1,676 (SNAP) 6	89.01% 85.71%	207 1	10.99% 14.29%	1,883 7
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	0.00%	3	100.00%	3
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 13	# of claims more than 180 days 0	# of claims 180 days or less 13	% of claims 180 days or less 100%	

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Adult Services Evaluation Timeliness (05/2020) – (AS 1-2)

	# of Evaluations Completed	Evaluations Completed Within 30 Days	Evaluations Completed More Than 30 Days	% of Evaluations Completed Within 30 Days or Less
AS1	25	25	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%

SAA and SAD Evaluation Timeliness (05/2020) – (AS 3-4): Related to Economic Services

	Total # of SAA Applications for the Month	# of Applications Completed Within 45 Days	# of Untimely Applications	Untimely %	% of Applications Completed Within 45 Days (Timeliness)
AS3	24	11	13	56%	46%
	Total # of SAD Applications for the Month	# of Applications Completed Within 60 Days	# of Untimely Applications	Untimely %	% of Applications Completed Within 60 Days (Timeliness)
AS4	31	14	17	55%	45%

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MA Report Card Application Timeliness (05/2020)

Program/ Area Category	Total # of Applications	# of Approved	# Withdrawn	# Denied	# Overdue	Timely %
MAD	529	188	8	333	33	93%
All MA Applications other than MAD	2,686	1,665	56	965	127	95%
All Combined MA Applications	3,215	1,853	64	1,298	160	95%