

MANDATED PERFORMANCE REQUIREMENTS MOU 09/2020 RESULTS

**Energy Programs (09/2020) – (EP 1-2)**

	<b>Standard Measure</b>	<b>County Performance Measure</b>	<b>Timely Applications</b>	<b>Timely %</b>	<b>Untimely Applications</b>	<b>Untimely %</b>	<b>Total Applications</b>
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.	14	100%	0	0%	14
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.	810	96.77%	27	3.23%	837

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**Work First (09/2020) – (WF 3-4)**

	<b>Standard Measure</b>	<b>County Performance Measure</b>	<b>Timely Applications</b>	<b>Timely %</b>	<b>Untimely Applications</b>	<b>Untimely %</b>	<b>Total Applications</b>
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.	46	100%	0	0%	46
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.	2	66.67%	1	33.33%	3

**Food and Nutrition Services (09/2020) – (FNS 1-4)**

	<b>Standard Measure</b>	<b>County Performance Measure</b>	<b>Timely Applications</b>	<b>Timely %</b>	<b>Untimely Applications</b>	<b>Untimely %</b>	<b>Total Applications</b>
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	564	92.92%	43	7.08%	607

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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) 911 (SNAP) 6	96.10% 100%	37 0	3.90% 0.00%	948 6
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.	3,655	100.00%	0	0.00%	3,655
4	The County will ensure that 90% of <b>Program Integrity claims</b> are established within 180 days of the date of discovery.	The County will ensure that 90% of <b>Program Integrity claims</b> are established within 180 days of the date of discovery.	<b>Total # of PI Claims</b>  <b>Data Currently Unavailable</b>	<b># of claims more than 180 days</b>  <b>Data Currently Unavailable</b>	<b># of claims 180 days or less</b>  <b>Data Currently Unavailable</b>	<b>% of claims 180 days or less</b>  <b>Data Currently Unavailable</b>	

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**Adult Services Evaluation Timeliness (09/2020) – (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	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	13	13	0	100%

**SAA and SAD Evaluation Timeliness (09/2020) – (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	13	13	0	0.00%	100%
	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	17	16	1	6%	94%

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**MA Report Card Application Timeliness (09/2020)**

<b>Program/ Area Category</b>	<b>Total # of Applications</b>	<b># of Approved</b>	<b># Withdrawn</b>	<b># Denied</b>	<b># Overdue</b>	<b>Timely %</b>
MAD	360	119	15	226	19	94%
All MA Applications other than MAD	2,642	1,557	105	980	142	94%
All Combined MA Applications	3,002	1,676	120	1,206	161	94%