

MANDATED PERFORMANCE REQUIREMENTS MOU 11/2020 RESULTS

**Energy Programs (11/2020) – (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.	24	80.00%	6	20%	30
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.	566	98.78%	7	1.22%	573

MANDATED PERFORMANCE REQUIREMENTS MOU 11/2020 RESULTS

**Work First (11/2020) – (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.	48	100%	0	0%	48
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.	31	100%	0	0.00%	31

**Food and Nutrition Services (11/2020) – (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	828	95.61%	38	4.39%	866

MANDATED PERFORMANCE REQUIREMENTS MOU 11/2020 RESULTS

		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) 1,394 (SNAP) 3	96.07% 100%	57 0	3.93% 0.00%	1,451 3
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.	1,101	92.37%	91	7.63%	1,192
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>  data currently unavailable	<b># of claims more than 180 days</b>  data currently unavailable	<b># of claims 180 days or less</b>  data currently unavailable	<b>% of claims 180 days or less</b>  data currently unavailable	  data currently unavailable

MANDATED PERFORMANCE REQUIREMENTS MOU 11/2020 RESULTS

**Adult Services Evaluation Timeliness (11/2020) – (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	23	22	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	9	9	0	100%

**SAA and SAD Evaluation Timeliness (11/2020) – (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	16	15	1	6%	94%
	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	5	5	0	0.00%	100%

MANDATED PERFORMANCE REQUIREMENTS MOU 11/2020 RESULTS

**MA Report Card Application Timeliness (11/2020)**

<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	375	98	14	263	22	94%
All MA Applications other than MAD	2,655	1,335	116	1,204	167	93%
All Combined MA Applications	3,030	1,433	130	1,467	189	93%