

MANDATED PERFORMANCE REQUIREMENTS MOU 10/2020 RESULTS

**Energy Programs (10/2020) – (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.	34	91.89%	3	8.11%	37
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.	782	97.38%	21	2.62%	803

MANDATED PERFORMANCE REQUIREMENTS MOU 10/2020 RESULTS

**Work First (10/2020) – (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.	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.	34	100%	0	0.00%	34

**Food and Nutrition Services (10/2020) – (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	835	94.99%	44	5.01%	879

MANDATED PERFORMANCE REQUIREMENTS MOU 10/2020 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) 1,154 (SNAP) 8	97.55% 100%	29 0	2.45% 0.00%	1,183 8
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.	3,677	97.51%	94	2.49%	3,771
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>  49	<b># of claims more than 180 days</b>  0	<b># of claims 180 days or less</b>  49	<b>% of claims 180 days or less</b>  100%	

MANDATED PERFORMANCE REQUIREMENTS MOU 10/2020 RESULTS

**Adult Services Evaluation Timeliness (10/2020) – (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	36	36	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	10	10	0	100%

**SAA and SAD Evaluation Timeliness (10/2020) – (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	20	19	1	0.00%	95%
	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%

MANDATED PERFORMANCE REQUIREMENTS MOU 10/2020 RESULTS

**MA Report Card Application Timeliness (10/2020)**

Program/ Area Category	Total # of Applications	# of Approved	# Withdrawn	# Denied	# Overdue	Timely %
MAD	386	129	11	246	26	93%
All MA Applications other than MAD	2,820	1,606	66	1,148	220	92%
All Combined MA Applications	3,206	1,735	77	1,394	246	92%