

Energy Programs – Measured Monthly

1. The county will process 95% of Crisis Intervention Program (CIP) applications, with no heat or cooling source, or applications with a health-related crisis with a disconnect, final, or past due notice within one (1) business day from the date of application or date all verification is received, whichever comes first.

Quarter 1		Quarter 2		Quarter 3		Quarter 4		
July	100.00%	October	100.00%	January	100.00%	April	100.00%	
August	100.00%	November	100.00%	February	100.00%	May	100.00%	
September	100.00%	December	100.00%	March	100.00%	June	100.00%	
QTR Average	100.00%	QTR Average	100.00%	QTR Average	100.00%	QTR Average	100.00%	Annual Average 100.00%

2. The county will process 95% of Crisis Intervention Program (CIP) applications, that have heat or cooling source with a past due or final notice, within two (2) business days from the date of application or date all verification is received, whichever comes first

Quarter 1		Quarter 2		Quarter 3		Quarter 4		
July	100.00%	October	100.00%	January	100.00%	April	100.00%	
August	100.00%	November	100.00%	February	100.00%	May	100.00%	
September	100.00%	December	100.00%	March	100.00%	June	100.00%	
QTR Average	100.00%	QTR Average	100.00%	QTR Average	100.00%	QTR Average	100.00%	Annual Average 100.00%

Work First

1. The county will process 95% of Work First applications within 45 days of receipt.

Quarter 1		Quarter 2		Quarter 3		Quarter 4		
July	100.00%	October	100.00%	January	100.00%	April	100.00%	
August	100.00%	November	100.00%	February	100.00%	May	100.00%	
September	100.00%	December	100.00%	March	100.00%	June	100.00%	
QTR Average	100.00%	QTR Average	100.00%	QTR Average	100.00%	QTR Average	100.00%	Annual Average 100.00%

NOTE: The quarterly average will be inaccurate if the data from all three months within that quarter are not recorded.

Food and Nutrition

1. The county will process 95% of expedited FNS applications within the timeframe that allows the household to have access to the FNS benefits on or before the 7th calendar day from the date of application.

Quarter 1		Quarter 2		Quarter 3		Quarter 4		Annual Average
July	100.00%	October	97.14%	January	100.00%	April	100.00%	
August	98.00%	November	100.00%	February	97.50%	May	95.35%	
September	100.00%	December	100.00%	March	97.50%	June	100.00%	
QTR Average	99.33%	QTR Average	99.05%	QTR Average	98.33%	QTR Average	98.45%	
								98.79%

2. The county will process 95% of regular FNS applications within the timeframe that allows the household to have access to the FNS benefits on or before the 30th calendar day from the date of application.

Quarter 1		Quarter 2		Quarter 3		Quarter 4		Annual Average
July	100.00%	October	100.00%	January	98.51%	April	98.57%	
August	100.00%	November	100.00%	February	100.00%	May	100.00%	
September	98.78%	December	100.00%	March	100.00%	June	100.00%	
QTR Average	99.59%	QTR Average	100.00%	QTR Average	99.50%	QTR Average	99.52%	
								99.66%

3. The county will ensure that 95% of FNS recertifications are processed on time, each month

Quarter 1		Quarter 2		Quarter 3		Quarter 4		Annual Average
July	99.50%	October	100.00%	January	100.00%	April	100.00%	
August	99.43%	November	100.00%	February	100.00%	May	100.00%	
September	100.00%	December	100.00%	March	100.00%	June	100.00%	
QTR Average	99.64%	QTR Average	100.00%	QTR Average	100.00%	QTR Average	100.00%	
								99.91%

NOTE: The quarterly average will be inaccurate if the data from all three months within that quarter are not recorded.

Child Welfare

1. The county will ensure that 95% of all foster youth have a face-to-face visit with the social worker each month.

Quarter 1		Quarter 2		Quarter 3		Quarter 4	
July	100.00%	October	100.00%	January	100.00%	April	100.00%
August	100.00%	November	100.00%	February	100.00%	May	100.00%
September	100.00%	December	100.00%	March	100.00%	June	100.00%
QTR Average	100.00%	QTR Average	100.00%	QTR Average	100.00%	QTR Average	100.00%
*July and August low percentages are due to two youth on runaway status							Annual Average 100.00%

NOTE: The quarterly average will be inaccurate if the data from all three months within that quarter are not recorded.

Adult Protective Services

1. The county will complete 85% of APS evaluations involving allegations of abuse or neglect within 30 days of the report

Quarter 1		Quarter 2		Quarter 3		Quarter 4			
July	5@100%	October	14@100%	January	7@100%	April	5@100%		
August	10@100%	November	9 @ 88.88%	February	11@100%	May	7@100%		
September	10@100%	December	5@100%	March	8@100%	June	10@100%		
QTR Average #DIV/0!		QTR Average #DIV/0!		QTR Average #DIV/0!		QTR Average #DIV/0!		Annual Average	#DIV/0!

2. The county will complete 85% of APS evaluations involving allegations of exploitation within 45 days of the report.

Quarter 1		Quarter 2		Quarter 3		Quarter 4			
July	4@100%	October	0 reports in timeframe	January	3@100%	April	4@100%		
August	3@100%	November	5@100%	February	0@100%	May	1@100%		
September	1@100%	December	1@100%	March	5@100%	June	6@100%		
QTR Average #DIV/0!		QTR Average #DIV/0!		QTR Average #DIV/0!		QTR Average #DIV/0!		Annual Average	#DIV/0!

NOTE: The quarterly average will be inaccurate if the data from all three months within that quarter are not recorded.

Adult Protective Services - Special Assistance for the Aged and Disabled

1. Special Assistance for the Aged Applications

Quarter 1		Quarter 2		Quarter 3		Quarter 4		Annual Average
July	100.00%	October	100.00%	January	100.00%	April	100.00%	
August	100.00%	November	100.00%	February	100.00%	May	100.00%	
September	0.00%	December	100.00%	March	100.00%	June	100.00%	
QTR Average	67%	QTR Average	100%	QTR Average	100%	QTR Average	100%	92%

2. Special Assistance for the Disabled

Quarter 1		Quarter 2		Quarter 3		Quarter 4		Annual Average
July	100.00%	October	100.00%	January	100.00%	April	100.00%	
August	100.00%	November	100.00%	February	100.00%	May	100.00%	
September	0.00%	December	100.00%	March	100.00%	June	100.00%	
QTR Average	67%	QTR Average	100%	QTR Average	100%	QTR Average	100%	92%

NOTE: The quarterly average will be inaccurate if the data from all three months within that quarter are not recorded.

Child Support Services

1. Percentage of paternities established or acknowledged for children born out of wedlock. The county paternity establishment performance level must exceed 50% at the end of the State Fiscal Year (June 30).

Quarter 1		Quarter 2		Quarter 3		Quarter 4		
July	91.23%	October	97.37%	January	100.88%	April	103.80%	
August	93.57%	November	98.83%	February	101.46%	May	104.68%	
September	95.03%	December	98.54%	March	103.22%	June	104.97%	
QTR Average	93.28%	QTR Average	98.25%	QTR Average	101.85%	QTR Average	104.48%	Annual Average
								99.47%

2. Percentage of child support cases that have a court order establishing support obligations. The county support order establishment performance level must exceed 50% at the end of the State Fiscal Year (June 30).

Quarter 1		Quarter 2		Quarter 3		Quarter 4		
July	93.20%	October	93.55%	January	92.91%	April	93.76%	
August	92.61%	November	95.03%	February	92.25%	May	94.20%	
September	92.27%	December	94.77%	March	92.93%	June	92.68%	
QTR Average	92.69%	QTR Average	94.45%	QTR Average	92.70%	QTR Average	93.55%	Annual Average
								93.35%

3. Percentage of current child support paid. The county current collections performance level must exceed 40% at the end of the State Fiscal Year (June 30).

Quarter 1		Quarter 2		Quarter 3		Quarter 4		
July	69.15%	October	66.29%	January	65.42%	April	66.04%	
August	66.21%	November	65.66%	February	65.29%	May	66.38%	
September	66.02%	December	65.39%	March	65.38%	June	66.64%	
QTR Average	67.13%	QTR Average	65.78%	QTR Average	65.36%	QTR Average	66.35%	Annual Average
								66.16%

4. Percentage of cases received a payment toward arrears. The county arrearage collections performance level must exceed 40% at the end of the State Fiscal Year (June 30).

Quarter 1		Quarter 2		Quarter 3		Quarter 4		
July	34.04%	October	53.33%	January	58.89%	April	62.44%	
August	42.22%	November	53.85%	February	60.87%	May	63.74%	
September	48.18%	December	57.21%	March	61.61%	June	65.58%	
QTR Average	41.48%	QTR Average	54.80%	QTR Average	60.46%	QTR Average	63.92%	Annual Average
								55.16%

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