

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		Annual Average
Month	Completion %	Month	Completion %	Month	Completion %	Month	Completion %	
July	100.00%	October	100.00%	January	100.00%	April	100.00%	94.50%
August	100.00%	November	100.00%	February	100.00%	May	100.00%	
September	67.00%	December	67.00%	March	100.00%	June	100.00%	
QTR Average	89.00%	QTR Average	89.00%	QTR Average	100.00%	QTR Average	100.00%	

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		Annual Average
Month	Completion %	Month	Completion %	Month	Completion %	Month	Completion %	
July	100.00%	October	100.00%	January	100.00%	April	100.00%	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%	

The highlighted months above are the only months APS evaluations with allegations of exploitation were completed.

Child Support Services

1. Percentage of paternitys 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		Annual Average	91.78%
July	90.54%	October	90.74%	January	91.55%	April	92.96%		
August	90.74%	November	91.35%	February	92.56%	May	92.35%		
September	90.54%	December	91.35%	March	92.76%	June	93.96%		
QTR Average	90.61%	QTR Average	91.15%	QTR Average	92.29%	QTR Average	93.09%		

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		Annual Average	96.81%
July	96.54%	October	97.23%	January	96.63%	April	97.38%		
August	97.14%	November	96.44%	February	96.90%	May	96.98%		
September	97.37%	December	96.51%	March	97.12%	June	95.49%		
QTR Average	97.02%	QTR Average	96.73%	QTR Average	96.88%	QTR Average	96.62%		

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		Annual Average	72.39%
July	74.24%	October	72.42%	January	71.87%	April	71.81%		
August	73.30%	November	72.22%	February	71.57%	May	72.15%		
September	72.84%	December	72.20%	March	71.78%	June	72.26%		
QTR Average	73.46%	QTR Average	72.28%	QTR Average	71.74%	QTR Average	72.07%		

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		Annual Average	62.73%
July	38.79%	October	57.94%	January	66.85%	April	72.39%		
August	49.52%	November	60.52%	February	68.51%	May	73.65%		
September	53.98%	December	64.09%	March	70.82%	June	75.69%		
QTR Average	47.43%	QTR Average	60.85%	QTR Average	68.73%	QTR Average	73.91%		

5. Total Disbursed Collections -- the actual amount of money sent to families that receive support and reimbursement to the State for public assistance.

Quarter 1		Quarter 2		Quarter 3		Quarter 4	
July	\$126,183.09	October	\$113,590.06	January	\$104,046.78	April	\$111,201.27
August	\$110,447.20	November	\$106,619.04	February	\$103,844.49	May	\$131,161.16
September	\$112,118.73	December	\$110,401.01	March	\$126,594.74	June	\$124,124.36
QTR Average	\$116,249.67	QTR Average	\$110,203.37	QTR Average	\$111,495.34	QTR Average	\$122,162.26
						Total Collections	
						\$1,380,182.12	

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	96.00%	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	98.67%	QTR Average	100.00%	QTR Average	100.00%	QTR Average	100.00%
						Annual Average	99.67%

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			Annual Average	
July	100.00%		October	100.00%		January	100.00%		April	100.00%		100.00%	
August	100.00%		November	100.00%		February	100.00%		May	100.00%		100.00%	
September	100.00%		December	100.00%		March	100.00%		June	100.00%		100.00%	
QTR Average		100.00%	QTR Average		100.00%	QTR Average		100.00%	QTR Average		100.00%	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			Annual Average	
July	100.00%		October	100.00%		January	100.00%		April	100.00%		100.00%	
August	100.00%		November	100.00%		February	100.00%		May	100.00%		100.00%	
September	100.00%		December	100.00%		March	100.00%		June	100.00%		100.00%	
QTR Average		100.00%	QTR Average		100.00%	QTR Average		100.00%	QTR Average		100.00%	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			Annual Average	
July	100.00%		October	100.00%		January	100.00%		April	100.00%		100.00%	
August	100.00%		November	100.00%		February	100.00%		May	100.00%		100.00%	
September	100.00%		December	100.00%		March	100.00%		June	100.00%		100.00%	
QTR Average		100.00%	QTR Average		100.00%	QTR Average		100.00%	QTR Average		100.00%	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	100.00%	January	100.00%	April	100.00%		
August	100.00%	November	100.00%	February	93.33%	May	100.00%		
September	100.00%	December	100.00%	March	100.00%	June	100.00%		
QTR Average		QTR Average		QTR Average		QTR Average		100.00%	
								99.44%	

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	100.00%	April	97.87%		
August	100.00%	November	100.00%	February	100.00%	May	100.00%		
September	94.59%	December	97.44%	March	100.00%	June	100.00%		
QTR Average		QTR Average		QTR Average		QTR Average		99.29%	
								99.16%	

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	97.20%	October	98.21%	January	98.58%	April	100.00%		
August	99.04%	November	100.00%	February	98.40%	May	98.41%		
September	99.47%	December	100.00%	March	96.47%	June	94.30%		
QTR Average		QTR Average		QTR Average		QTR Average		97.57%	
								98.34%	

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	100.00%
July	100.00%	October	100.00%	January	100.00%	April	100.00%		
August	100.00%	November		February	100.00%	May			
September		December	100.00%	March	100.00%	June			
QTR Average	100.00%	QTR Average	100.00%	QTR Average	100.00%	QTR Average	100.00%		

2. Special Assistance for the Disabled

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