

NCDHHS/COUNTY MEMORANDUM OF AGREEMENT COUNTY PERFORMANCE MEASURE DATA METHODOLOGY

MEASURE TYPE	NO.	MEASURE DESCRIPTION	DENOMINATOR DESCRIPTION	NUMERATOR DESCRIPTION	REPORTING PERIODS	PAGE #s
CHILD SUPPORT SERVICES						
GROWTH	CS 1	The county will achieve its given annual percentage of paternities established for children born out of wedlock.	Number of children in the caseload as of the end of the preceding fiscal year who were born out-of-wedlock	Number of children in the caseload in the fiscal year who were born out-of-wedlock with paternity established or acknowledged	Reports are generated in the month after the last day of the month. EXAMPLE: Data for the month of January is as of January 31, 2018; Report is generated in February.	3-5
GROWTH	CS 2	The county will achieve its given annual percentage of child support cases that are under an order.	Number of IV-D Cases	Number of IV-D Cases with support orders	Reports are generated in the month after the last day of the month. EXAMPLE: Data for the month of January is as of January 31, 2018; Report is generated in February.	3-5
GROWTH	CS 3	The county will achieve its given annual percentage of current child support paid.	Amount Owed for Current Support IV-D Cases	Amount Collected for current support in IV-D Cases	Reports are generated in the month after the last day of the month. EXAMPLE: Data for the month of January is as of January 31, 2018; Report is generated in February.	3-5
GROWTH	CS 4	The county will achieve its given annual percentage of cases that received a payment towards arrears.	Number of IV-D Cases with Arrears Due	Number of IV-D Cases Paying Toward Arrears	Reports are generated in the month after the last day of the month. EXAMPLE: Data for the month of January is as of January 31, 2018; Report is generated in February.	3-5
GROWTH	CS 5	The county will meet its annual goal of total child support collections.	Counties' goal for total collections as determined by the Child Support Services State office	Amount collected as reported using the XPTR report, IV-D Collections Report	Reports are generated in the month after the last day of the month. EXAMPLE: Data for the month of January is as of January 31, 2018; Report is generated in February.	3-5
ENERGY PROGRAMS						
FIXED	EP 1	The County will process 95% of Crisis Intervention Program (CIP) applications within one (1) business day for applicants with no heat or cooling source.	Total number of applications processed during the month	Total number of timely applications processed within one (1) business day for applicants with no heat or cooling source (accounting for weekend and holidays)	Reports are generated in the month following the actual report month. EXAMPLE: Data for the month of January represents January 1 – January 31; Report is generated in February.	6
FIXED	EP 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.	Total number of applications processed during the month	Total number of timely applications processed within two (2) business days of the application date for applicants who have a heat or cooling source (accounting for weekend and holidays)	Reports are generated in the month following the actual report month. EXAMPLE: Data for the month of January represents January 1 – January 31; Report is generated in February.	6

NCDHHS/COUNTY MEMORANDUM OF AGREEMENT COUNTY PERFORMANCE MEASURE DATA METHODOLOGY

FOOD AND NUTRITION SERVICES						
FIXED	FNS 1	The County will process 95% of expedited FNS applications within 4 calendar days from the date of application.	Total number of expedited applications processed during the reporting period	Number of expedited applications processed timely	Reports are generated in the month following the actual report month. EXAMPLE: Data for the month of January represents January 1 – January 31; Report is generated in February.	7-8
FIXED	FNS 2	The County will process 95% of regular FNS applications within 25 days from the date of application.	Number of regular applications processed during the reporting period	Number of regular applications processed timely	Reports are generated in the month following the actual report month. EXAMPLE: Data for the month of January represents January 1 – January 31; Report is generated in February.	7-8
FIXED	FNS 3	The County will ensure that 95% of FNS recertifications are processed on time, each month.	Total number of recertifications processed during the reporting period	Total number of recertifications processed timely	Reports are generated in the month following the actual report month. EXAMPLE: Data for the month of January represents January 1 – January 31; Report is generated in February.	7-8
FIXED	FNS 4	The County will ensure that 90% of Program Integrity claims are established within 180 days of the date of discovery.	Total number of claims established during the reporting period	Total number of claims established less than or equal to 180 days	Reports are generated in the month following the actual report month. EXAMPLE: Data for the month of January represents January 1 – January 31; Report is generated in February.	7-8
WORK FIRST SERVICES						
FIXED	WF 3	The County will process 95% Work First applications within 45 days of receipt.	Total number of applications due in the reporting period	Total number of applications processed timely (accounting for weekend and holidays)	Reports are generated in the month following the actual report month. EXAMPLE: Data for the month of January represents January 1 – January 31; Report is generated in February.	9
FIXED	WF 4	The County will process 95% Work First recertifications no later than the last day of the current recertification period.	Total number of recertifications due in the reporting period	Number of recertifications processed by the due date (last day of the current period)	Reports are generated in the month following the actual report month. EXAMPLE: Data for the month of January represents January 1 – January 31; Report is generated in February.	9

NCDHHS/COUNTY MEMORANDUM OF AGREEMENT COUNTY PERFORMANCE MEASURE DATA SETS

**CHILD SUPPORT SERVICES
CALENDAR YEAR 2018**

CS 1: The county will achieve its given annual percentage of paternities established for children born out of wedlock.

JACKSON COUNTY	YOUR GOAL	IS THE GOAL ON TRACK?	STATE AVG (%)	COUNTY %	COUNTY DENOMINATOR	COUNTY NUMERATOR
JANUARY 2018	100.00%	NO	97.04%	97.80%	499	488
FEBRUARY 2018	100.00%	YES	98.16%	100.00%	499	499
MARCH 2018	100.00%	YES	99.41%	100.80%	499	503
APRIL 2018	100.00%	YES	100.63%	103.01%	499	514
MAY 2018	100.00%	YES	101.83%	104.81%	499	523
JUNE 2018	100.00%	YES	102.85%	106.21%	499	530
JULY 2018	100.00%	NO	89.22%	92.50%	520	481
AUGUST 2018	100.00%	NO	90.58%	92.69%	520	482
SEPTEMBER 2018	100.00%	NO	91.68%	93.27%	520	485
OCTOBER 2018	100.00%	YES	92.97%	93.65%	520	487
NOVEMBER 2018	100.00%	YES	93.99%	93.85%	520	488
DECEMBER 2018	100.00%	YES	94.96%	94.62%	520	492

CS 2: The county will achieve its given annual percentage of child support cases that are under an order.

JACKSON COUNTY	YOUR GOAL	IS THE GOAL ON TRACK?	STATE AVG (%)	COUNTY %	COUNTY DENOMINATOR	COUNTY NUMERATOR
JANUARY 2018	90.00%	YES	88.18%	91.93%	843	775
FEBRUARY 2018	90.00%	YES	87.91%	92.31%	845	780
MARCH 2018	90.00%	YES	87.77%	91.47%	856	783
APRIL 2018	90.00%	YES	87.88%	89.75%	868	779
MAY 2018	90.00%	NO	87.89%	88.47%	885	783
JUNE 2018	90.00%	NO	88.23%	88.22%	900	794
JULY 2018	88.22%	YES	85.73%	89.67%	881	790
AUGUST 2018	88.22%	YES	85.32%	89.43%	880	787
SEPTEMBER 2018	88.22%	YES	85.26%	90.94%	861	783
OCTOBER 2018	88.22%	YES	84.96%	91.02%	857	780
NOVEMBER 2018	88.22%	YES	84.89%	92.45%	848	784
DECEMBER 2018	88.22%	YES	85.27%	92.18%	844	778

NCDHHS/COUNTY MEMORANDUM OF AGREEMENT COUNTY PERFORMANCE MEASURE DATA SETS

CS 3: The county will achieve its given annual percentage of current child support paid.

JACKSON COUNTY	YOUR GOAL	IS THE GOAL ON TRACK?	STATE AVG (%)	COUNTY %	COUNTY DENOMINATOR	COUNTY NUMERATOR
JANUARY 2018	70.00%	YES	67.61%	72.95%	\$1,471,674	\$1,073,585
FEBRUARY 2018	70.00%	YES	67.48%	72.28%	\$1,686,099	\$1,218,742
MARCH 2018	70.00%	YES	67.63%	72.19%	\$1,898,471	\$1,370,541
APRIL 2018	70.00%	YES	67.66%	72.18%	\$2,112,572	\$1,524,897
MAY 2018	70.00%	YES	67.82%	72.39%	\$2,318,420	\$1,678,274
JUNE 2018	70.00%	YES	67.85%	72.29%	\$2,532,080	\$1,830,422
JULY 2018	70.00%	NO	68.69%	69.72%	\$201,226	\$140,294
AUGUST 2018	70.00%	YES	68.76%	71.58%	\$402,302	\$287,955
SEPTEMBER 2018	70.00%	YES	67.83%	70.94%	\$601,549	\$426,715
OCTOBER 2018	70.00%	YES	68.23%	71.43%	\$798,886	\$570,660
NOVEMBER 2018	70.00%	YES	68.17%	71.24%	\$997,670	\$710,754
DECEMBER 2018	70.00%	YES	68.06%	71.17%	\$1,198,242	\$852,815

CS 4: The county will achieve its given annual percentage of cases that received a payment towards arrears.

JACKSON COUNTY	YOUR GOAL	IS THE GOAL ON TRACK?	STATE AVG (%)	COUNTY %	COUNTY DENOMINATOR	COUNTY NUMERATOR
JANUARY 2018	70.00%	YES	59.63%	65.61%	660	433
FEBRUARY 2018	70.00%	YES	60.83%	66.37%	675	448
MARCH 2018	70.00%	YES	63.55%	68.48%	682	467
APRIL 2018	70.00%	YES	64.82%	69.74%	694	484
MAY 2018	70.00%	YES	66.42%	70.35%	705	496
JUNE 2018	70.00%	YES	67.30%	71.19%	722	514
JULY 2018	70.00%	YES	31.95%	31.84%	581	185
AUGUST 2018	70.00%	YES	42.92%	47.35%	585	277
SEPTEMBER 2018	70.00%	YES	46.23%	51.14%	612	313
OCTOBER 2018	70.00%	YES	51.99%	58.20%	622	362
NOVEMBER 2018	70.00%	YES	55.52%	61.56%	640	394
DECEMBER 2018	70.00%	YES	57.51%	63.62%	646	411

NCDHHS/COUNTY MEMORANDUM OF AGREEMENT COUNTY PERFORMANCE MEASURE DATA SETS

CS 5: The county will meet its annual goal of total child support collections.						
JACKSON COUNTY	YOUR GOAL	IS THE GOAL ON TRACK?	STATE AVG (%)	COUNTY %	COUNTY DENOMINATOR	COUNTY NUMERATOR
JANUARY 2018	\$2,390,510	NO	55.25%	55.60%	\$2,390,510	\$1,329,218
FEBRUARY 2018	\$2,390,510	NO	62.90%	62.90%	\$2,390,510	\$1,503,620
MARCH 2018	\$2,390,510	NO	72.76%	71.54%	\$2,390,510	\$1,710,098
APRIL 2018	\$2,390,510	NO	81.30%	80.04%	\$2,390,510	\$1,913,359
MAY 2018	\$2,390,510	NO	90.38%	88.24%	\$2,390,510	\$2,109,465
JUNE 2018	\$2,390,510	NO	98.69%	96.14%	\$2,390,510	\$2,298,156
JULY 2018	\$2,298,156	NO	8.17%	7.39%	\$2,298,156	\$169,937
AUGUST 2018	\$2,298,156	NO	16.27%	15.21%	\$2,298,156	\$349,568
SEPTEMBER 2018	\$2,298,156	NO	23.86%	23.61%	\$2,298,156	\$542,684
OCTOBER 2018	\$2,298,156	NO	32.20%	31.79%	\$2,298,156	\$730,571
NOVEMBER 2018	\$2,298,156	NO	40.19%	39.18%	\$2,298,156	\$900,523
DECEMBER 2018	\$2,298,156	NO	47.93%	47.13%	\$2,298,156	\$1,083,160

NCDHHS/COUNTY MEMORANDUM OF AGREEMENT COUNTY PERFORMANCE MEASURE DATA SETS

**ENERGY PROGRAMS
CALENDAR YEAR 2018**

EP 1: The County will process 95% of Crisis Intervention Program (CIP) applications within one (1) business day for applicants with no heat or cooling source.

JACKSON COUNTY	YOUR GOAL	WAS THE GOAL MET?	STATE AVG (%)	COUNTY %	COUNTY DENOMINATOR	COUNTY NUMERATOR
JANUARY 2018	95%	No	91%	90%	21	19
FEBRUARY 2018	95%	Yes	90%	100%	1	1
MARCH 2018	95%	N/A	93%	N/A	N/A	N/A
APRIL 2018	95%	Yes	92%	100%	1	1
MAY 2018	95%	N/A	87%	N/A	N/A	N/A
JUNE 2018	95%	N/A	87%	N/A	N/A	N/A
JULY 2018	95%	Yes	89%	100%	1	1
AUGUST 2018	95%	Yes	93%	100%	4	4
SEPTEMBER 2018	95%	Yes	91%	100%	2	2
OCTOBER 2018	95%	N/A	92%	N/A	N/A	N/A
NOVEMBER 2018	95%	Yes	94%	98%	111	109
DECEMBER 2018	95%	No	93%	94%	16	15

EP 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.

JACKSON COUNTY	YOUR GOAL	WAS THE GOAL MET?	STATE AVG (%)	COUNTY %	COUNTY DENOMINATOR	COUNTY NUMERATOR
JANUARY 2018	95%	Yes	95%	97%	155	151
FEBRUARY 2018	95%	Yes	95%	100%	7	7
MARCH 2018	95%	Yes	95%	100%	3	3
APRIL 2018	95%	No	96%	50%	2	1
MAY 2018	95%	Yes	97%	100%	1	1
JUNE 2018	95%	N/A	96%	N/A	N/A	N/A
JULY 2018	95%	Yes	97%	100%	6	6
AUGUST 2018	95%	Yes	97%	100%	5	5
SEPTEMBER 2018	95%	Yes	98%	100%	5	5
OCTOBER 2018	95%	Yes	98%	100%	9	9
NOVEMBER 2018	95%	Yes	97%	99%	80	79
DECEMBER 2018	95%	No	97%	90%	111	100

NCDHHS/COUNTY MEMORANDUM OF AGREEMENT COUNTY PERFORMANCE MEASURE DATA SETS

**FOOD AND NUTRITION SERVICES
CALENDAR YEAR 2018**

FNS 1: The County will process 95% of expedited FNS applications within 4 calendar days from the date of application.

JACKSON COUNTY	YOUR GOAL	WAS THE GOAL MET?	STATE AVG (%)	COUNTY %	COUNTY DENOMINATOR	COUNTY NUMERATOR
JANUARY 2018	95%	Yes	97%	96%	55	53
FEBRUARY 2018	95%	Yes	97%	100%	37	37
MARCH 2018	95%	Yes	98%	100%	40	40
APRIL 2018	95%	Yes	98%	100%	39	39
MAY 2018	95%	Yes	97%	100%	41	41
JUNE 2018	95%	Yes	97%	100%	33	33
JULY 2018	95%	No	97%	94%	35	33
AUGUST 2018	95%	Yes	98%	98%	48	47
SEPTEMBER 2018	95%	Yes	97%	97%	30	29
OCTOBER 2018	95%	Yes	96%	98%	45	44
NOVEMBER 2018	95%	Yes	97%	100%	49	49
DECEMBER 2018	95%	Yes	97%	100%	33	33

FNS 2: The County will process 95% of regular FNS applications within 25 days from the date of application

JACKSON COUNTY	YOUR GOAL	WAS THE GOAL MET?	STATE AVG (%)	COUNTY %	COUNTY DENOMINATOR	COUNTY NUMERATOR
JANUARY 2018	95%	No	97%	94%	98	92
FEBRUARY 2018	95%	Yes	98%	100%	79	79
MARCH 2018	95%	Yes	98%	100%	74	74
APRIL 2018	95%	Yes	98%	97%	75	73
MAY 2018	95%	Yes	98%	100%	87	87
JUNE 2018	95%	Yes	98%	97%	59	57
JULY 2018	95%	Yes	98%	96%	54	52
AUGUST 2018	95%	Yes	98%	97%	103	100
SEPTEMBER 2018	95%	Yes	96%	99%	80	79
OCTOBER 2018	95%	Yes	96%	100%	75	75
NOVEMBER 2018	95%	Yes	97%	96%	74	71
DECEMBER 2018	95%	Yes	97%	98%	55	54

NCDHHS/COUNTY MEMORANDUM OF AGREEMENT COUNTY PERFORMANCE MEASURE DATA SETS

FNS 3: The County will ensure that 95% of FNS recertifications are processed on time, each month.						
JACKSON COUNTY	YOUR GOAL	WAS THE GOAL MET?	STATE AVG (%)	COUNTY %	COUNTY DENOMINATOR	COUNTY NUMERATOR
JANUARY 2018	95%	Yes	95%	96%	170	163
FEBRUARY 2018	95%	Yes	98%	100%	236	235
MARCH 2018	95%	Yes	98%	99%	194	192
APRIL 2018	95%	Yes	98%	99%	212	210
MAY 2018	95%	Yes	98%	97%	164	159
JUNE 2018	95%	Yes	98%	96%	179	172
JULY 2018	95%	Yes	98%	99%	187	186
AUGUST 2018	95%	Yes	98%	98%	181	177
SEPTEMBER 2018	95%	Yes	96%	99%	191	190
OCTOBER 2018	95%	Yes	88%	99%	197	195
NOVEMBER 2018	95%	Yes	97%	98%	164	160
DECEMBER 2018	95%	Yes	97%	97%	136	132

FNS 4: The County will ensure that 90% of Program Integrity claims are established within 180 days of the date of discovery.						
JACKSON COUNTY	YOUR GOAL	WAS THE GOAL MET?	STATE AVG (%)	COUNTY %	COUNTY DENOMINATOR	COUNTY NUMERATOR
JANUARY 2018	90%	Yes	92%	100%	7	7
FEBRUARY 2018	90%	N/A	95%	N/A	N/A	N/A
MARCH 2018	90%	N/A	94%	N/A	N/A	N/A
APRIL 2018	90%	N/A	97%	N/A	N/A	N/A
MAY 2018	90%	N/A	95%	N/A	N/A	N/A
JUNE 2018	90%	Yes	96%	100%	2	2
JULY 2018	90%	Yes	97%	100%	1	1
AUGUST 2018	90%	Yes	98%	100%	13	13
SEPTEMBER 2018	90%	Yes	97%	100%	3	3
OCTOBER 2018	90%	Yes	97%	100%	3	3
NOVEMBER 2018	90%	Yes	96%	100%	1	1
DECEMBER 2018	90%	Yes	95%	100%	5	5

NCDHHS/COUNTY MEMORANDUM OF AGREEMENT COUNTY PERFORMANCE MEASURE DATA SETS

WORK FIRST SERVICES
CALENDAR YEAR 2018

WF 3: The County will process 95% Work First applications within 45 days of receipt.

JACKSON COUNTY	YOUR GOAL	WAS THE GOAL MET?	STATE AVG (%)	COUNTY %	COUNTY DENOMINATOR	COUNTY NUMERATOR
JANUARY 2018	95%	Yes	98%	100%	9	9
FEBRUARY 2018	95%	Yes	98%	100%	5	5
MARCH 2018	95%	Yes	99%	100%	5	5
APRIL 2018	95%	No	99%	86%	7	6
MAY 2018	95%	Yes	99%	100%	1	1
JUNE 2018	95%	No	98%	67%	3	2
JULY 2018	95%	Yes	99%	100%	9	9
AUGUST 2018	95%	Yes	98%	100%	6	6
SEPTEMBER 2018	95%	Yes	98%	100%	2	2
OCTOBER 2018	95%	Yes	96%	100%	2	2
NOVEMBER 2018	95%	Yes	99%	100%	3	3
DECEMBER 2018	95%	Yes	98%	100%	4	4

WF 4: The County will process 95% Work First recertifications no later than the last day of the current recertification period.

JACKSON COUNTY	YOUR GOAL	WAS THE GOAL MET?	STATE AVG (%)	COUNTY %	COUNTY DENOMINATOR	COUNTY NUMERATOR
JANUARY 2018	95%	Yes	98%	100%	1	1
FEBRUARY 2018	95%	Yes	96%	100%	2	2
MARCH 2018	95%	No	96%	0%	1	0
APRIL 2018	95%	Yes	99%	100%	2	2
MAY 2018	95%	Yes	94%	100%	2	2
JUNE 2018	95%	Yes	97%	100%	4	4
JULY 2018	95%	Yes	97%	100%	1	1
AUGUST 2018	95%	Yes	96%	100%	1	1
SEPTEMBER 2018	95%	N/A	96%	N/A	N/A	N/A
OCTOBER 2018	95%	N/A	97%	N/A	N/A	N/A
NOVEMBER 2018	95%	Yes	100%	100%	3	3
DECEMBER 2018	95%	Yes	100%	100%	1	1