APPENDIX B

TAILORED PERFORMANCE DATA INDICATORS

This appendix contains tables that define the performance indicators and identify the types of data that will be reported through the site data collection tool.

Table 1 describes each indicator in terms of whether it is a count or a rate. If the indicator is a rate, the numerator and denominator for the rate are described also. As shown below, some indicators can be either a count or a rate depending upon whether an average is calculated, and many of the indicators are explicitly designed as comparisons either of counts or rates over multiple reporting months. These details are listed in the notes column for each applicable indicator.

Table 1: Performance Indicators

	A. Performance Indicator	B. Rate/ Count	C. Numerator	D. Denominator	E. Notes
1	Change in number of application received	Count	N/A	N/A	Comparison month to month
2	Change in the method of submission	Count	N/A	N/A	Comparison month to month
3	Percent of clients completing scheduled interviews;	Rate	Count of clients completing interviews scheduled within a month.	Count of clients with scheduled interviews within a month	
4	Time spent processing each application component;	Count or Rate	Total time spent on an application component	Total number of components completed	Can be a rate if averages are calculated
5	Timeliness of the application process;	Rate	Count of all applications processed in a timely manner within the month	Count of all applications processed within the month	
6	Change in denial rates and reasons (including procedural denials)	Rate	Count of all cases with a denial within a certain month OR Count of all cases with a denial for a certain reason within a certain month.	Count of all cases with eligibility determination within a month OR Count of all cases with a denial within a certain month	Comparison month to month
7	Change in the proportion of cases with client initiated changes	Rate	Count of all cases with changes initiated by a client within a certain month	Count of all cases active in a certain month	Comparison month to month
8	Change in number of fraud cases reported	Count	N/A	N/A	Comparison month to month

	A. Performance Indicator	B. Rate/ Count	C. Numerator	D. Denominator	E. Notes
9	Change in the number of workers assigned to various tasks (if relevant)	Count	N/A	N/A	Comparison month to month
10	Change in number of cases staff process	Count	N/A	N/A	Comparison month to month
11	Change in administrative costs by activity	Count or Rate	The cost of all activities in a category	The number of activities in a category	Can be a rate if averages are calculated

Table 2 identifies the information that will be collected from study sites using the data collection tool. Each piece of information below is needed either because it encompasses one of the indicators in table 1 (if the indicator is a simple count), or because it is necessary to calculate the indicator (if the indicator is a measure). This table lists the likelihood that study sites collect and report on each type of information, with the likelihood based on other work in the area of SNAP modernization and SNAP data collection and reporting capacity. The burden placed on sites to collect this information will depend on whether the sites already collect and report the information that the study team needs for other purposes, or if they will be collecting it for the first time. We will work with the states to determine what is available and how we can obtain additional information with the least amount of burden.

Table 2: Availability of Performance Data

	A. Collected Information	B. Likelihood of Being Collected by States/Offices	C. Likelihood of Existing Monthly Reports whose Results can be Used for our Collection
1	The number of applications received	High	Multiple means of accepting applications may mean that offices have to combine data sources.
2	The number of interviews scheduled	High	High
3a	The number of interviews conducted: walk in vs. scheduled	Moderate	Low
3b	The number of interviews conducted: In person vs. telephone	Moderate	Low
4	The number of staff dedicated to specific tasks (e.g., interviewing, verifying information, determining eligibility, etc.)	Likelihood depends on the timekeeping system. FTE data or HR data may be needed.	Managers may have to verify information manually, and may need to use FTE data which is not updated daily but based on job descriptions.

	A. Collected Information	B. Likelihood of Being Collected by States/Offices	C. Likelihood of Existing Monthly Reports whose Results can be Used for our Collection
5	The average number of days needed to process applications	Moderate	Low
6	The number of denials and the reasons for those denials	High	High
7	The number of cases reported to fraud unit	Likelihood depends on number of fraud cases.	Likelihood depends on number of fraud cases.
8	The number of cases with a client-initiated change	Likelihood depends on the client-initiated change methods	Moderate to low
9	Costs	High	Cost data may not be disaggregated to the staff action level. SNAP benefit data should be readily available.