

**California Automated Response and Engagement System (CWS-CARES)
Resource Family Application (RFA) Project**



**RFA Key Performance Indicators:
Application Approval Time
Time to Complete Training & Orientation**

May 2022
Quick Guide 10b
Version 6.0



Revision History

Revision / Version #	Date of Release	Author	Summary of Changes
1.0	02/04/2022	Betty Hanna	Initial Draft
1.5	02/07/2022	Melissa Smith	Draft
2.0	02/08/2022	Melissa Smith	Inc. Alicia Sandoval's comments
2.5	02/11/2022	Melissa Smith	Inc. screenshot for seeing metric methodology
3.0	02/18/2022	Melissa Smith	ADA Compliance Check
4.0	2/23/2022	Lori Savageau	Final ADA Revision and Review
5.0	5/20/2022	Ericka Durant	Update KPI descriptions and updated screenshots
6.0	6/3/2022	Lori Savageau	ADA Revisions



RFA Key Performance Indicators: **Application Approval Time** **Time to Complete Training & Orientation**

Purpose of the Reports:

Application Approval Time:

This report allows end-users to measure the effectiveness of the CARES RFA system in reducing the time to complete application adjudication.

The **Application Approval Time** dashboard includes the following metrics:

- Total number of applications received
- Total number of applications adjudicated
- Total number of pending applications
- % of total applications submitted that were adjudicated in < 90 Days
- Average number of days to adjudicate application
- Median number of days to adjudicate application

Time to Complete Training and Orientation:

This report allows end-users to measure how long it is taking to complete training and orientation, and to identify how many applications are outstanding due to missing trainings and orientations.

The **Time to Complete Training and Orientation** dashboard includes the following metrics:

- Number of applications with trainings and orientation completed
- Number of applications with trainings and/or orientation outstanding
- Number of applications with trainings outstanding but with orientation completed as of the end of the reporting period
- Average Number of Days to Complete Training
- Median Number of Days to Complete Training (Application start date to Orientation & Training Completion)
- Average Number of Days to Complete Training (Orientation Date to Training Completion Date)
- Median Number of Days to Complete Training (Orientation Date to Training Completion Date)



Time to Complete Background Checks:

This report allows end-users to measure how long it is taking to complete background checks, and to identify how many applications are outstanding due to missing background checks.

The **Time to Complete Background Checks** dashboard includes the following metrics:

- Number of applications with background checks completed
- Number of applications with background checks outstanding
- Average Number of Days to background checks
- Median Number of Days to Complete background checks
- Average Number of Days to Complete background checks
- Median Number of Days to background checks
- Application Type

Time to Home Assessment:

This report allows end-users to measure how long it is taking to complete Home Assessments, and to identify how many applications are outstanding due to missing home assessments.

The **Time to Complete Home Assessment** dashboard includes the following metrics:

- Number of applications with home assessments completed
- Number of applications with home assessments outstanding
- Average Number of Days to complete home assessments
- Median Number of Days to Complete home assessments
- Average Number of Days to Complete home assessments
- Median Number of Days to home assessments
- Application Type

Time to Improve Length of Time to Approve a Standard Exemption

This report allows end-users to measure how long it is taking to approve standard exemptions and the number of days it takes for a decision on a standard exemption.

The **Improve Length of Time to Approve a Standard Exemption** dashboard includes the following metrics:

- Number of standard exemptions submitted
- Number of standard exemptions with decisions
- Number of standard exemptions outstanding
- Median Number of Days to decision for standard exemption
- Average Number of Days to decision for standard exemption



- Application Status
- Application Type

Time to Improve Length of Time to Approve a Simplified Exemption

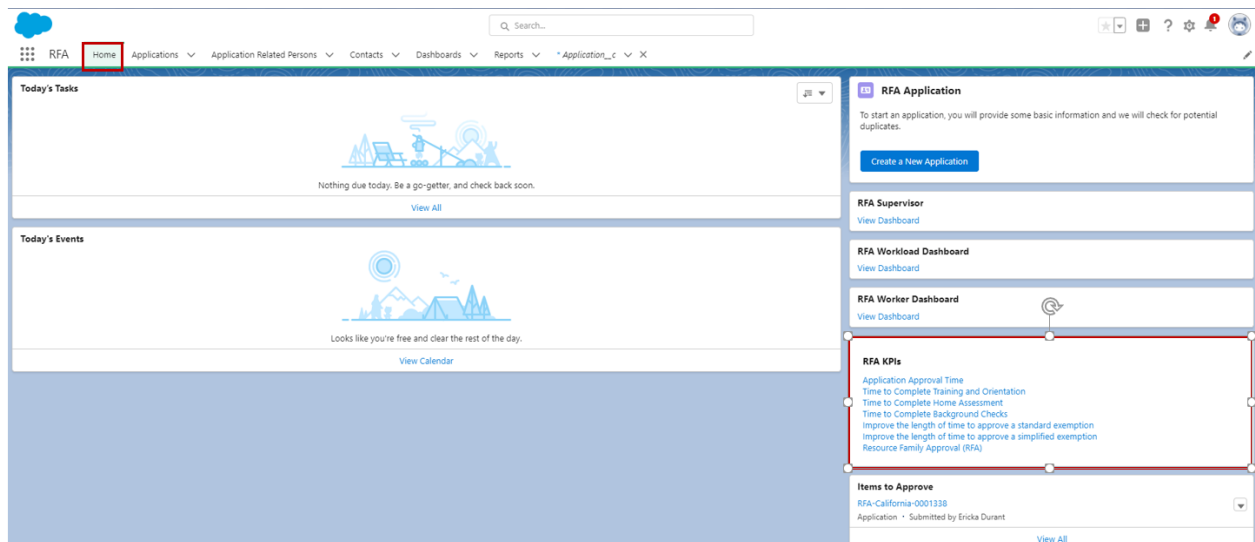
This report allows end-users to measure how long it is taking to approve simplified exemptions and the number of days it takes for a decision on a standard exemption.

The **Improve Length of Time to Approve a Standard Exemption** dashboard includes the following metrics:

- Number of simplified exemptions submitted
- Number of simplified exemptions with decisions
- Number of simplified exemptions outstanding
- Median Number of Days to decision for simplified exemption
- Average Number of Days to decision for simplified exemption
- Application Status
- Application Type

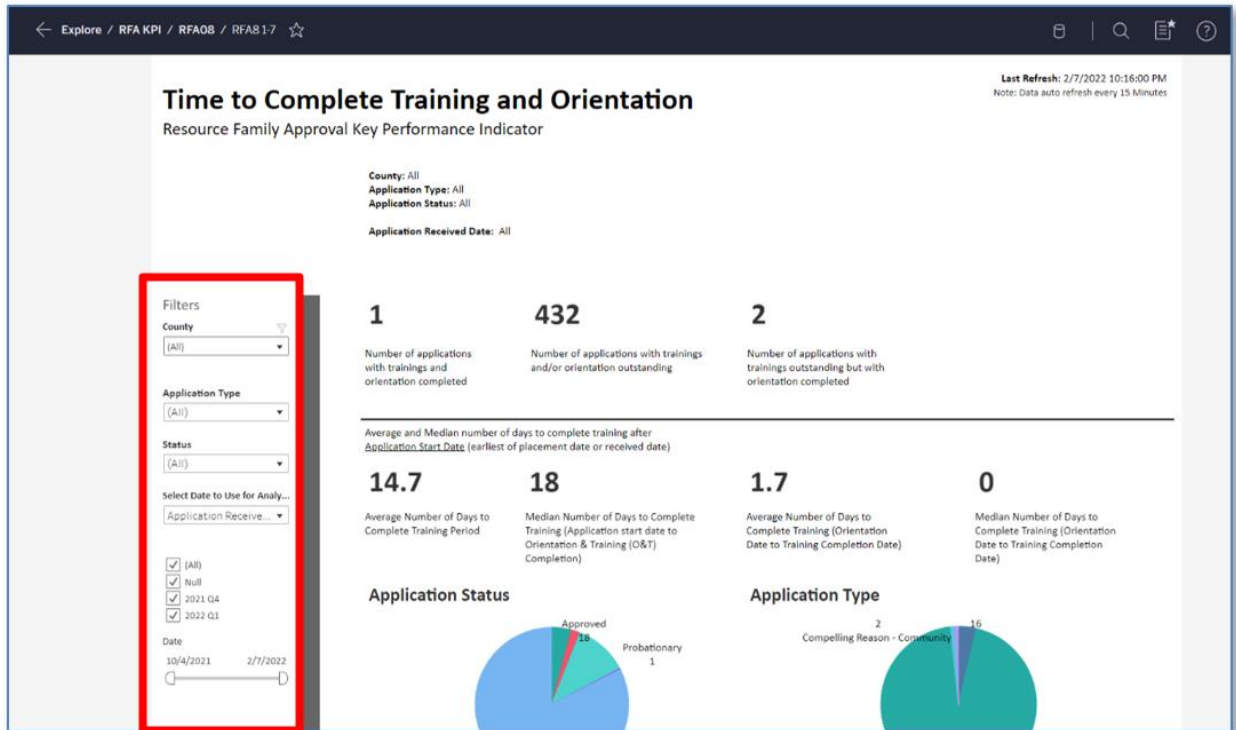
To Access the Reports

1. On the right-hand side of the **RFA Home Page**, there is a **RFA KPI** panel.
2. In that panel, click the hyperlink for the KPI that you would like to view. The **Report Dashboard** for the selected KPI will display.



To Filter Reports:

On the left-hand side of the report page are **Filters** that can be selected to narrow the report to specific data. The filters are the same for both reports, however, the values that are offered may differ.



On the **County** dropdown list, you can filter list by counties:

County

(All)

- (All)
- Null
- California
- Contra Costa
- Fresno
- Placer
- Riverside
- Santa Clara

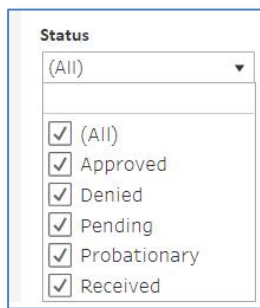
For **Application Type**, you can filter for the following types:

Application Type

(All)

- (All)
- Null
- Community
- Compelling Reason - Community
- Compelling Reason - NREFM
- PPA - NREFM

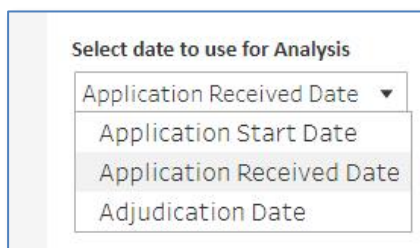
For **Status**, you have the following choices:



The screenshot shows a dropdown menu titled "Status". The menu is currently set to "(All)". Below the dropdown, there is a list of status options, each with a checked checkbox:

- (All)
- Approved
- Denied
- Pending
- Probationary
- Received

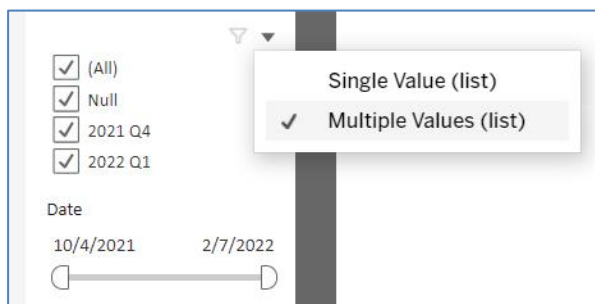
For **Select Date to Use for Analysis**, you can filter by these three choices:



The screenshot shows a dropdown menu titled "Select date to use for Analysis". The menu is currently set to "Application Received Date". Below the dropdown, there is a list of date options:

- Application Received Date (selected)
- Application Start Date
- Application Received Date
- Adjudication Date

For the **date range values** list, you can select a **Single Value** or **Multiple Values** by using the checkboxes or down arrow selections, as shown below:



The screenshot shows a filter interface for "date range values". On the left, there is a list of date range options, each with a checked checkbox:

- (All)
- Null
- 2021 Q4
- 2022 Q1

Below this list, there is a "Date" section with a date range from "10/4/2021" to "2/7/2022" and a date slider. On the right, a dropdown menu is open, showing two options:

- Single Value (list)
- Multiple Values (list)

In addition, a date slider is available so that specific start and end dates can be selected.

Interpreting Results:

Each metric will display counts based on the filters selected.

To interpret results, you can view the methodology by hovering your pointer over any result. A description of the metric, including the denominator and numerator, will be shown.

