

Attachment PA-XVI-9a

Initial Status Changes - FY2018 (6/1/2017-5/31/2018) (as of 4/14/2021)

Initial Status Changes Made in <= 30 Days

Initial Status Change	June 1, 2017-August 31, 2017	September 1, 2017-November 30, 2017	December 1, 2017-February 28, 2018	March 1, 2018-May 31, 2018
Approved	1,099	374	331	1,596
Denied	65	5	21	125
Exception	48	80	67	402
Incomplete	850	1,039	114	438
Withdrawal	0	0	0	8
Other Outcome	0	0	0	0
<i>Initial Status Changes Made in <= 30 Days</i>		2,062	533	2,569
<i>Total Submitted Applications *</i>		7,053	3,536	6,306
<i>Initial Status Changes Made in <= 30 Days, as Percent of Total</i>		29	15	41

* Count of Submitted Applications includes those updated from Pending to In Progress by staff to support data transfer.

Initial Status Changes Made in >30 and <= 60 Days

Initial Status Change	June 1, 2017-August 31, 2017	September 1, 2017-November 30, 2017	December 1, 2017-February 28, 2018	March 1, 2018-May 31, 2018
Approved	341	404	681	1,230
Denied	6	46	53	166
Exception	22	44	65	247
Incomplete	2,113	586	615	902
Withdrawal	0	0	0	1
Other Outcome	0	0	0	0
<i>Initial Status Changes Made in >30 and <= 60 Days</i>		2,482	1,414	2,546
<i>Total Submitted Applications *</i>		7,053	3,536	6,306
<i>Initial Status Changes Made in >30 and <= 60 Days, as Percent of Total</i>		35	40	40

* Count of Submitted Applications includes those updated from Pending to In Progress by staff to support data transfer.

Initial Status Changes Made in >60 and <= 90 Days

Initial Status Change	June 1, 2017-August 31, 2017	September 1, 2017-November 30, 2017	December 1, 2017-February 28, 2018	March 1, 2018-May 31, 2018
Approved	157	545	384	576
Denied	9	99	54	77
Exception	13	36	20	156
Incomplete	226	537	326	339
Withdrawal	0	0	0	0
Other Outcome	0	0	0	0
<i>Initial Status Changes Made in >60 and <= 90 Days</i>		405	784	1,148
<i>Total Submitted Applications *</i>		7,053	3,536	6,306
<i>Initial Status Changes Made in >60 and <= 90 Days, as Percent of Total</i>		6	22	18

* Count of Submitted Applications includes those updated from Pending to In Progress by staff to support data transfer.

Initial Status Changes Made in >90 and <= 120 Days

Initial Status Change	June 1, 2017-August 31, 2017	September 1, 2017-November 30, 2017	December 1, 2017-February 28, 2018	March 1, 2018-May 31, 2018
Approved	275	283	264	24
Denied	16	98	28	5
Exception	53	41	25	8
Incomplete	97	146	172	4
Withdrawal	0	0	0	0
Other Outcome	0	0	0	0
<i>Initial Status Changes Made in >90 and <= 120 Days</i>		441	489	41
<i>Total Submitted Applications *</i>		7,053	3,536	6,306
<i>Initial Status Changes Made in >90 and <= 120 Days, as Percent of Total</i>		6	14	1

* Count of Submitted Applications includes those updated from Pending to In Progress by staff to support data transfer.

Attachment PA-XVI-9a

Initial Status Changes Made in >120 Days

Initial Status Change	June 1, 2017-August 31, 2017	September 1, 2017-November 30, 2017	December 1, 2017-February 28, 2018	March 1, 2018-May 31, 2018
Approved	1,106	154	150	1
Denied	153	48	22	1
Exception	42	18	15	0
Incomplete	362	47	127	0
Withdrawal	0	0	2	0
Other Outcome	0	0	0	0
<i>Initial Status Changes Made in >120 Days</i>	1,663	267	316	2
<i>Total Submitted Applications *</i>	7,053	4,630	3,536	6,306
<i>Initial Status Changes Made in >120 Days, as Percent of Total</i>	24	6	9	0

* Count of Submitted Applications includes those updated from Pending to In Progress by staff to support data transfer.

Application Status Updates Summary

For applications submitted:	June 1, 2017-August 31, 2017	September 1, 2017-November 30, 2017	December 1, 2017-February 28, 2018	March 1, 2018-May 31, 2018
This percent had an initial status update within 30 days:	29.24 %	32.35 %	15.07 %	40.74 %
This percent had an initial status update in 31-60 days:	35.19 %	23.33 %	39.99 %	40.37 %
This percent had an initial status update in 61-90 days:	5.74 %	26.29 %	22.17 %	18.20 %
This percent had an initial status update in 91-120 days:	6.25 %	12.27 %	13.83 %	0.65 %
This percent had an initial status update in 121+ days:	23.58 %	5.77 %	8.94 %	0.03 %
<i>This many have yet to be decided, as of this report (April 14, 2021)</i>	0	0	0	0

Application Status Updates Summary - Approvals

For applications submitted:	June 1, 2017-August 31, 2017	September 1, 2017-November 30, 2017	December 1, 2017-February 28, 2018	March 1, 2018-May 31, 2018
This many were approved within 30 days:	1,099	374	331	1,596
This many were approved in 31-60 days:	341	404	681	1,230
This many were approved in 61-90 days:	157	545	384	576
This many were approved in 91-120 days:	275	283	264	24
This many were approved in 121+ days:	1,106	154	150	1
<i>This many were approved, in total:</i>	2,978	1,760	1,810	3,427

Application Status Updates Summary - Denials

For applications submitted:	June 1, 2017-August 31, 2017	September 1, 2017-November 30, 2017	December 1, 2017-February 28, 2018	March 1, 2018-May 31, 2018
This many were denied within 30 days:	65	5	21	125
This many were denied in 31-60 days:	6	46	53	166
This many were denied in 61-90 days:	9	99	54	77
This many were denied in 91-120 days:	16	98	28	5
This many were denied in 121+ days:	153	48	22	1
<i>This many were denied, in total:</i>	249	296	178	374

Application Status Updates Summary - Exceptions

For applications submitted:	June 1, 2017-August 31, 2017	September 1, 2017-November 30, 2017	December 1, 2017-February 28, 2018	March 1, 2018-May 31, 2018
This many were marked as exceptions within 30 days:	48	80	67	402
This many were marked as exceptions in 31-60 days:	22	44	65	247
This many were marked as exceptions in 61-90 days:	13	36	20	156
This many were marked as exceptions in 91-120 days:	53	41	25	8
This many were marked as exceptions in 121+ days:	42	18	15	0
<i>This many were marked as exceptions, in total:</i>	178	219	192	813

Application Status Updates Summary - Incompletes

For applications submitted:	June 1, 2017-August 31, 2017	September 1, 2017-November 30, 2017	December 1, 2017-February 28, 2018	March 1, 2018-May 31, 2018
This many were determined to be incomplete within 30 days:	850	1,039	114	438
This many were determined to be incomplete in 31-60 days:	2,113	586	615	902
This many were determined to be incomplete in 61-90 days:	226	537	326	339
This many were determined to be incomplete in 91-120 days:	97	146	172	4
This many were determined to be incomplete in 121+ days:	362	47	127	0
<i>This many were determined to be incomplete, in total:</i>	3,648	2,355	1,354	1,683

Attachment PA-XVI-9a

Application Status Updates Summary - Withdrawals

For applications submitted:	June 1, 2017-August 31, 2017	September 1, 2017-November 30, 2017	December 1, 2017-February 28, 2018	March 1, 2018-May 31, 2018
This many were withdrawn by customer within 30 days:	0	0	0	8
This many were withdrawn by customer in 31-60 days:	0	0	0	1
This many were withdrawn by customer in 61-90 days:	0	0	0	0
This many were withdrawn by customer in 91-120 days:	0	0	0	0
This many were withdrawn by customer in 121+ days:	0	0	2	0
<i>This many were withdrawn by customer, in total:</i>	<i>0</i>	<i>0</i>	<i>2</i>	<i>9</i>

Application Status Updates Summary - Other Outcomes

For applications submitted:	June 1, 2017-August 31, 2017	September 1, 2017-November 30, 2017	December 1, 2017-February 28, 2018	March 1, 2018-May 31, 2018
This many had other outcomes within 30 days:	0	0	0	0
This many had other outcomes in 31-60 days:	0	0	0	0
This many had other outcomes in 61-90 days:	0	0	0	0
This many had other outcomes in 91-120 days:	0	0	0	0
This many had other outcomes in 121+ days:	0	0	0	0
<i>This many had other outcomes, in total:</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>

Application Status Updates Summary - All Status Updates

For applications submitted:	June 1, 2017-August 31, 2017	September 1, 2017-November 30, 2017	December 1, 2017-February 28, 2018	March 1, 2018-May 31, 2018
This many had an initial status update within 30 days:	2,062	1,498	533	2,569
This many had an initial status update in 31-60 days:	2,482	1,080	1,414	2,546
This many had an initial status update in 61-90 days:	405	1,217	784	1,148
This many had an initial status update in 91-120 days:	441	568	489	41
This many had an initial status update in 121+ days:	1,663	267	316	2
<i>This many had an initial status update, in total:</i>	<i>7,053</i>	<i>4,630</i>	<i>3,536</i>	<i>6,306</i>

Attachment PA-XVI-9a

Initial Status Changes - FY2019 (6/1/2018-5/31/2019) (as of 4/14/2021)

Initial Status Changes Made in <= 30 Days

Initial Status Change	June 1, 2018-August 31, 2018	September 1, 2018-November 30, 2018	December 1, 2018-February 28, 2019	March 1, 2019-May 31, 2019
Approved	1,750	2,104	3,077	3,199
Denied	281	302	233	328
Exception	820	741	591	798
Incomplete	952	1,079	1,218	1,811
Withdrawal	2	1	0	2
Other Outcome	0	0	0	3
<i>Initial Status Changes Made in <= 30 Days</i>		4,227	5,119	6,141
<i>Total Submitted Applications *</i>		4,229	5,166	6,192
<i>Initial Status Changes Made in <= 30 Days, as Percent of Total</i>		98	99	99

* Count of Submitted Applications includes those updated from Pending to In Progress by staff to support data transfer.

Initial Status Changes Made in >30 and <= 60 Days

Initial Status Change	June 1, 2018-August 31, 2018	September 1, 2018-November 30, 2018	December 1, 2018-February 28, 2019	March 1, 2019-May 31, 2019
Approved	203	19	15	15
Denied	29	4	8	4
Exception	69	15	2	4
Incomplete	102	17	11	27
Withdrawal	0	0	0	0
Other Outcome	0	0	0	1
<i>Initial Status Changes Made in >30 and <= 60 Days</i>		403	36	51
<i>Total Submitted Applications *</i>		4,303	5,166	6,192
<i>Initial Status Changes Made in >30 and <= 60 Days, as Percent of Total</i>		1	1	1

* Count of Submitted Applications includes those updated from Pending to In Progress by staff to support data transfer.

Initial Status Changes Made in >60 and <= 90 Days

Initial Status Change	June 1, 2018-August 31, 2018	September 1, 2018-November 30, 2018	December 1, 2018-February 28, 2019	March 1, 2019-May 31, 2019
Approved	8	4	2	0
Denied	2	1	6	0
Exception	3	3	0	0
Incomplete	2	7	0	0
Withdrawal	0	0	0	0
Other Outcome	0	0	0	0
<i>Initial Status Changes Made in >60 and <= 90 Days</i>		15	8	0
<i>Total Submitted Applications *</i>		4,303	5,166	6,192
<i>Initial Status Changes Made in >60 and <= 90 Days, as Percent of Total</i>		0	0	0

* Count of Submitted Applications includes those updated from Pending to In Progress by staff to support data transfer.

Initial Status Changes Made in >90 and <= 120 Days

Initial Status Change	June 1, 2018-August 31, 2018	September 1, 2018-November 30, 2018	December 1, 2018-February 28, 2019	March 1, 2019-May 31, 2019
Approved	0	1	0	0
Denied	1	0	1	0
Exception	1	1	0	0
Incomplete	0	4	0	0
Withdrawal	0	0	0	0
Other Outcome	0	0	0	0
<i>Initial Status Changes Made in >90 and <= 120 Days</i>		2	1	0
<i>Total Submitted Applications *</i>		4,303	5,166	6,192
<i>Initial Status Changes Made in >90 and <= 120 Days, as Percent of Total</i>		0	0	0

* Count of Submitted Applications includes those updated from Pending to In Progress by staff to support data transfer.

Attachment PA-XVI-9a

Initial Status Changes Made in >120 Days

Initial Status Change	June 1, 2018-August 31, 2018	September 1, 2018-November 30, 2018	December 1, 2018-February 28, 2019	March 1, 2019-May 31, 2019
Approved	0	0	0	0
Denied	0	0	1	0
Exception	1	0	0	0
Incomplete	3	0	0	0
Withdrawal	0	0	1	0
Other Outcome	0	0	0	0
<i>Initial Status Changes Made in >120 Days</i>	<i>4</i>	<i>0</i>	<i>2</i>	<i>0</i>
<i>Total Submitted Applications *</i>	<i>4,229</i>	<i>4,303</i>	<i>5,166</i>	<i>6,192</i>
<i>Initial Status Changes Made in >120 Days, as Percent of Total</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>

* Count of Submitted Applications includes those updated from Pending to In Progress by staff to support data transfer.

Application Status Updates Summary

For applications submitted:	June 1, 2018-August 31, 2018	September 1, 2018-November 30, 2018	December 1, 2018-February 28, 2019	March 1, 2019-May 31, 2019
This percent had an initial status update within 30 days:	89.97 %	98.23 %	99.09 %	99.13 %
This percent had an initial status update in 31-60 days:	9.53 %	1.28 %	0.70 %	0.81 %
This percent had an initial status update in 61-90 days:	0.35 %	0.35 %	0.15 %	0.00 %
This percent had an initial status update in 91-120 days:	0.05 %	0.14 %	0.02 %	0.00 %
This percent had an initial status update in 121+ days:	0.09 %	0.00 %	0.04 %	0.00 %
<i>This many have yet to be decided, as of this report (April 14, 2021)</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>4</i>

Application Status Updates Summary - Approvals

For applications submitted:	June 1, 2018-August 31, 2018	September 1, 2018-November 30, 2018	December 1, 2018-February 28, 2019	March 1, 2019-May 31, 2019
This many were approved within 30 days:	1,750	2,104	3,077	3,199
This many were approved in 31-60 days:	203	19	15	15
This many were approved in 61-90 days:	8	4	2	0
This many were approved in 91-120 days:	0	1	0	0
This many were approved in 121+ days:	0	0	0	0
<i>This many were approved, in total:</i>	<i>1,961</i>	<i>2,128</i>	<i>3,094</i>	<i>3,214</i>

Application Status Updates Summary - Denials

For applications submitted:	June 1, 2018-August 31, 2018	September 1, 2018-November 30, 2018	December 1, 2018-February 28, 2019	March 1, 2019-May 31, 2019
This many were denied within 30 days:	281	302	233	328
This many were denied in 31-60 days:	29	4	8	4
This many were denied in 61-90 days:	2	1	6	0
This many were denied in 91-120 days:	1	0	1	0
This many were denied in 121+ days:	0	0	1	0
<i>This many were denied, in total:</i>	<i>313</i>	<i>307</i>	<i>249</i>	<i>332</i>

Application Status Updates Summary - Exceptions

For applications submitted:	June 1, 2018-August 31, 2018	September 1, 2018-November 30, 2018	December 1, 2018-February 28, 2019	March 1, 2019-May 31, 2019
This many were marked as exceptions within 30 days:	820	741	591	798
This many were marked as exceptions in 31-60 days:	69	15	2	4
This many were marked as exceptions in 61-90 days:	3	3	0	0
This many were marked as exceptions in 91-120 days:	1	1	0	0
This many were marked as exceptions in 121+ days:	1	0	0	0
<i>This many were marked as exceptions, in total:</i>	<i>894</i>	<i>760</i>	<i>593</i>	<i>802</i>

Application Status Updates Summary - Incompletes

For applications submitted:	June 1, 2018-August 31, 2018	September 1, 2018-November 30, 2018	December 1, 2018-February 28, 2019	March 1, 2019-May 31, 2019
This many were determined to be incomplete within 30 days:	952	1,079	1,218	1,811
This many were determined to be incomplete in 31-60 days:	102	17	11	27
This many were determined to be incomplete in 61-90 days:	2	7	0	0
This many were determined to be incomplete in 91-120 days:	0	4	0	0
This many were determined to be incomplete in 121+ days:	3	0	0	0
<i>This many were determined to be incomplete, in total:</i>	<i>1,059</i>	<i>1,107</i>	<i>1,229</i>	<i>1,838</i>

Attachment PA-XVI-9a

Application Status Updates Summary - Withdrawals

For applications submitted:	June 1, 2018-August 31, 2018	September 1, 2018-November 30, 2018	December 1, 2018-February 28, 2019	March 1, 2019-May 31, 2019
This many were withdrawn by customer within 30 days:	2	1	0	2
This many were withdrawn by customer in 31-60 days:	0	0	0	0
This many were withdrawn by customer in 61-90 days:	0	0	0	0
This many were withdrawn by customer in 91-120 days:	0	0	0	0
This many were withdrawn by customer in 121+ days:	0	0	1	0
<i>This many were withdrawn by customer, in total:</i>	2	1	1	2

Application Status Updates Summary - Other Outcomes

For applications submitted:	June 1, 2018-August 31, 2018	September 1, 2018-November 30, 2018	December 1, 2018-February 28, 2019	March 1, 2019-May 31, 2019
This many had other outcomes within 30 days:	0	0	0	3
This many had other outcomes in 31-60 days:	0	0	0	1
This many had other outcomes in 61-90 days:	0	0	0	0
This many had other outcomes in 91-120 days:	0	0	0	0
This many had other outcomes in 121+ days:	0	0	0	0
<i>This many had other outcomes, in total:</i>	0	0	0	4

Application Status Updates Summary - All Status Updates

For applications submitted:	June 1, 2018-August 31, 2018	September 1, 2018-November 30, 2018	December 1, 2018-February 28, 2019	March 1, 2019-May 31, 2019
This many had an initial status update within 30 days:	3,805	4,227	5,119	6,138
This many had an initial status update in 31-60 days:	403	55	36	50
This many had an initial status update in 61-90 days:	15	15	8	0
This many had an initial status update in 91-120 days:	2	6	1	0
This many had an initial status update in 121+ days:	4	0	2	0
<i>This many had an initial status update, in total:</i>	4,229	4,303	5,166	6,188

Attachment PA-XVI-9a

Initial Status Changes - FY2020 (6/1/2019-5/31/2020) (as of 4/14/2021)

Initial Status Changes Made in <= 30 Days

Initial Status Change	June 1, 2019-August 31, 2019	September 1, 2019-November 30, 2019	December 1, 2019-February 29, 2020	March 1, 2020-May 31, 2020
Approved	2,622	2,118	1,793	397
Denied	310	274	156	48
Exception	1,030	862	1,632	242
Incomplete	2,226	2,594	2,504	752
Withdrawal	1	1	1	1
Other Outcome	1	1	1	0
<i>Initial Status Changes Made in <= 30 Days</i>		6,190	6,087	1,440
<i>Total Submitted Applications *</i>		6,229	6,159	2,258
<i>Initial Status Changes Made in <= 30 Days, as Percent of Total</i>		99	99	64

* Count of Submitted Applications includes those updated from Pending to In Progress by staff to support data transfer.

Initial Status Changes Made in >30 and <= 60 Days

Initial Status Change	June 1, 2019-August 31, 2019	September 1, 2019-November 30, 2019	December 1, 2019-February 29, 2020	March 1, 2020-May 31, 2020
Approved	6	11	24	216
Denied	1	1	4	33
Exception	5	11	8	30
Incomplete	21	18	24	535
Withdrawal	0	0	0	0
Other Outcome	0	0	0	0
<i>Initial Status Changes Made in >30 and <= 60 Days</i>		33	60	814
<i>Total Submitted Applications *</i>		6,229	6,159	2,258
<i>Initial Status Changes Made in >30 and <= 60 Days, as Percent of Total</i>		1	1	36

* Count of Submitted Applications includes those updated from Pending to In Progress by staff to support data transfer.

Initial Status Changes Made in >60 and <= 90 Days

Initial Status Change	June 1, 2019-August 31, 2019	September 1, 2019-November 30, 2019	December 1, 2019-February 29, 2020	March 1, 2020-May 31, 2020
Approved	0	2	6	0
Denied	1	0	0	0
Exception	0	1	1	0
Incomplete	1	3	5	4
Withdrawal	0	0	0	0
Other Outcome	1	0	0	0
<i>Initial Status Changes Made in >60 and <= 90 Days</i>		3	12	4
<i>Total Submitted Applications *</i>		6,229	6,159	2,258
<i>Initial Status Changes Made in >60 and <= 90 Days, as Percent of Total</i>		0	0	0

* Count of Submitted Applications includes those updated from Pending to In Progress by staff to support data transfer.

Initial Status Changes Made in >90 and <= 120 Days

Initial Status Change	June 1, 2019-August 31, 2019	September 1, 2019-November 30, 2019	December 1, 2019-February 29, 2020	March 1, 2020-May 31, 2020
Approved	0	0	0	0
Denied	0	0	0	0
Exception	0	0	0	0
Incomplete	0	0	0	0
Withdrawal	0	0	0	0
Other Outcome	1	0	0	0
<i>Initial Status Changes Made in >90 and <= 120 Days</i>		1	0	0
<i>Total Submitted Applications *</i>		6,229	6,159	2,258
<i>Initial Status Changes Made in >90 and <= 120 Days, as Percent of Total</i>		0	0	0

* Count of Submitted Applications includes those updated from Pending to In Progress by staff to support data transfer.

Attachment PA-XVI-9a

Initial Status Changes Made in >120 Days

Initial Status Change	June 1, 2019-August 31, 2019	September 1, 2019-November 30, 2019	December 1, 2019-February 29, 2020	March 1, 2020-May 31, 2020
Approved	0	1	0	0
Denied	0	0	0	0
Exception	1	0	0	0
Incomplete	1	0	0	0
Withdrawal	0	0	0	0
Other Outcome	0	0	0	0
<i>Initial Status Changes Made in >120 Days</i>	<i>2</i>	<i>1</i>	<i>0</i>	<i>0</i>
<i>Total Submitted Applications *</i>	<i>6,229</i>	<i>5,898</i>	<i>6,159</i>	<i>2,258</i>
<i>Initial Status Changes Made in >120 Days, as Percent of Total</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>

* Count of Submitted Applications includes those updated from Pending to In Progress by staff to support data transfer.

Application Status Updates Summary

For applications submitted:	June 1, 2019-August 31, 2019	September 1, 2019-November 30, 2019	December 1, 2019-February 29, 2020	March 1, 2020-May 31, 2020
This percent had an initial status update within 30 days:	99.36 %	99.17 %	98.81 %	63.77 %
This percent had an initial status update in 31-60 days:	0.53 %	0.70 %	0.97 %	36.05 %
This percent had an initial status update in 61-90 days:	0.03 %	0.10 %	0.19 %	0.18 %
This percent had an initial status update in 91-120 days:	0.00 %	0.00 %	0.00 %	0.00 %
This percent had an initial status update in 121+ days:	0.03 %	0.02 %	0.00 %	0.00 %
<i>This many have yet to be decided, as of this report (April 14, 2021)</i>	<i>3</i>	<i>1</i>	<i>1</i>	<i>0</i>

Application Status Updates Summary - Approvals

For applications submitted:	June 1, 2019-August 31, 2019	September 1, 2019-November 30, 2019	December 1, 2019-February 29, 2020	March 1, 2020-May 31, 2020
This many were approved within 30 days:	2,622	2,118	1,793	397
This many were approved in 31-60 days:	6	11	24	216
This many were approved in 61-90 days:	0	2	6	0
This many were approved in 91-120 days:	0	0	0	0
This many were approved in 121+ days:	0	1	0	0
<i>This many were approved, in total:</i>	<i>2,628</i>	<i>2,132</i>	<i>1,823</i>	<i>613</i>

Application Status Updates Summary - Denials

For applications submitted:	June 1, 2019-August 31, 2019	September 1, 2019-November 30, 2019	December 1, 2019-February 29, 2020	March 1, 2020-May 31, 2020
This many were denied within 30 days:	310	274	156	48
This many were denied in 31-60 days:	1	1	4	33
This many were denied in 61-90 days:	1	0	0	0
This many were denied in 91-120 days:	0	0	0	0
This many were denied in 121+ days:	0	0	0	0
<i>This many were denied, in total:</i>	<i>312</i>	<i>275</i>	<i>160</i>	<i>81</i>

Application Status Updates Summary - Exceptions

For applications submitted:	June 1, 2019-August 31, 2019	September 1, 2019-November 30, 2019	December 1, 2019-February 29, 2020	March 1, 2020-May 31, 2020
This many were marked as exceptions within 30 days:	1,030	862	1,632	242
This many were marked as exceptions in 31-60 days:	5	11	8	30
This many were marked as exceptions in 61-90 days:	0	1	1	0
This many were marked as exceptions in 91-120 days:	0	0	0	0
This many were marked as exceptions in 121+ days:	1	0	0	0
<i>This many were marked as exceptions, in total:</i>	<i>1,036</i>	<i>874</i>	<i>1,641</i>	<i>272</i>

Application Status Updates Summary - Incompletes

For applications submitted:	June 1, 2019-August 31, 2019	September 1, 2019-November 30, 2019	December 1, 2019-February 29, 2020	March 1, 2020-May 31, 2020
This many were determined to be incomplete within 30 days:	2,226	2,594	2,504	752
This many were determined to be incomplete in 31-60 days:	21	18	24	535
This many were determined to be incomplete in 61-90 days:	1	3	5	4
This many were determined to be incomplete in 91-120 days:	0	0	0	0
This many were determined to be incomplete in 121+ days:	1	0	0	0
<i>This many were determined to be incomplete, in total:</i>	<i>2,249</i>	<i>2,615</i>	<i>2,533</i>	<i>1,291</i>

Attachment PA-XVI-9a

Application Status Updates Summary - Withdrawals

For applications submitted:	June 1, 2019-August 31, 2019	September 1, 2019-November 30, 2019	December 1, 2019-February 29, 2020	March 1, 2020-May 31, 2020
This many were withdrawn by customer within 30 days:	1	1	1	1
This many were withdrawn by customer in 31-60 days:	0	0	0	0
This many were withdrawn by customer in 61-90 days:	0	0	0	0
This many were withdrawn by customer in 91-120 days:	0	0	0	0
This many were withdrawn by customer in 121+ days:	0	0	0	0
<i>This many were withdrawn by customer, in total:</i>	1	1	1	1

Application Status Updates Summary - Other Outcomes

For applications submitted:	June 1, 2019-August 31, 2019	September 1, 2019-November 30, 2019	December 1, 2019-February 29, 2020	March 1, 2020-May 31, 2020
This many had other outcomes within 30 days:	1	1	1	0
This many had other outcomes in 31-60 days:	0	0	0	0
This many had other outcomes in 61-90 days:	1	0	0	0
This many had other outcomes in 91-120 days:	1	0	0	0
This many had other outcomes in 121+ days:	0	0	0	0
<i>This many had other outcomes, in total:</i>	3	1	1	0

Application Status Updates Summary - All Status Updates

For applications submitted:	June 1, 2019-August 31, 2019	September 1, 2019-November 30, 2019	December 1, 2019-February 29, 2020	March 1, 2020-May 31, 2020
This many had an initial status update within 30 days:	6,189	5,849	6,086	1,440
This many had an initial status update in 31-60 days:	33	41	60	814
This many had an initial status update in 61-90 days:	2	6	12	4
This many had an initial status update in 91-120 days:	0	0	0	0
This many had an initial status update in 121+ days:	2	1	0	0
<i>This many had an initial status update, in total:</i>	6,226	5,897	6,158	2,258

Attachment PA-XVI-9a

Initial Status Changes - FY2021 (6/1/2020-2/28/2021) (as of 4/14/2021)

Initial Status Changes Made in <= 30 Days

Initial Status Change	June 1, 2020-August 31, 2020	September 1, 2020-November 30, 2020	December 1, 2020-February 28, 2021
Approved	309	279	214
Denied	880	70	62
Exception	56	43	40
Incomplete	429	661	930
Withdrawal	1	1	2
Other Outcome	0	0	0
<i>Initial Status Changes Made in <= 30 Days</i>		1,054	1,248
<i>Total Submitted Applications *</i>		1,675	1,248
<i>Initial Status Changes Made in <= 30 Days, as Percent of Total</i>		100	100

* Count of Submitted Applications includes those updated from Pending to In Progress by staff to support data transfer.

Initial Status Changes Made in >30 and <= 60 Days

Initial Status Change	June 1, 2020-August 31, 2020	September 1, 2020-November 30, 2020	December 1, 2020-February 28, 2021
Approved	0	0	0
Denied	0	0	0
Exception	0	0	0
Incomplete	0	1	0
Withdrawal	0	0	0
Other Outcome	0	0	0
<i>Initial Status Changes Made in >30 and <= 60 Days</i>		1	0
<i>Total Submitted Applications *</i>		1,055	1,248
<i>Initial Status Changes Made in >30 and <= 60 Days, as Percent of Total</i>		0	0

* Count of Submitted Applications includes those updated from Pending to In Progress by staff to support data transfer.

Initial Status Changes Made in >60 and <= 90 Days

Initial Status Change	June 1, 2020-August 31, 2020	September 1, 2020-November 30, 2020	December 1, 2020-February 28, 2021
Approved	0	0	0
Denied	0	0	0
Exception	0	0	0
Incomplete	0	0	0
Withdrawal	0	0	0
Other Outcome	0	0	0
<i>Initial Status Changes Made in >60 and <= 90 Days</i>		0	0
<i>Total Submitted Applications *</i>		1,055	1,248
<i>Initial Status Changes Made in >60 and <= 90 Days, as Percent of Total</i>		0	0

* Count of Submitted Applications includes those updated from Pending to In Progress by staff to support data transfer.

Attachment PA-XVI-9a

Initial Status Changes Made in >90 and <= 120 Days

Initial Status Change	June 1, 2020-August 31, 2020	September 1, 2020-November 30, 2020	December 1, 2020-February 28, 2021
Approved	0	0	0
Denied	0	0	0
Exception	0	0	0
Incomplete	0	0	0
Withdrawal	0	0	0
Other Outcome	0	0	0
Initial Status Changes Made in >90 and <= 120 Days			
	0	0	0
Total Submitted Applications *			
	1,675	1,055	1,248
Initial Status Changes Made in >90 and <= 120 Days, as Percent of Total			
	0	0	0

* Count of Submitted Applications includes those updated from Pending to In Progress by staff to support data transfer.

Initial Status Changes Made in >120 Days

Initial Status Change	June 1, 2020-August 31, 2020	September 1, 2020-November 30, 2020	December 1, 2020-February 28, 2021
Approved	0	0	0
Denied	0	0	0
Exception	0	0	0
Incomplete	0	0	0
Withdrawal	0	0	0
Other Outcome	0	0	0
Initial Status Changes Made in >120 Days			
	0	0	0
Total Submitted Applications *			
	1,675	1,055	1,248
Initial Status Changes Made in >120 Days, as Percent of Total			
	0	0	0

* Count of Submitted Applications includes those updated from Pending to In Progress by staff to support data transfer.

Application Status Updates Summary

For applications submitted:	June 1, 2020-August 31, 2020	September 1, 2020-November 30, 2020	December 1, 2020-February 28, 2021
This percent had an initial status update within 30 days:	100.00 %	99.91 %	100.00 %
This percent had an initial status update in 31-60 days:	0.00 %	0.09 %	0.00 %
This percent had an initial status update in 61-90 days:	0.00 %	0.00 %	0.00 %
This percent had an initial status update in 91-120 days:	0.00 %	0.00 %	0.00 %
This percent had an initial status update in 121+ days:	0.00 %	0.00 %	0.00 %
This many have yet to be decided, as of this report (April 14, 2021)			
	0	0	0

Application Status Updates Summary - Approvals

For applications submitted:	June 1, 2020-August 31, 2020	September 1, 2020-November 30, 2020	December 1, 2020-February 28, 2021
This many were approved within 30 days:	309	279	214
This many were approved in 31-60 days:	0	0	0
This many were approved in 61-90 days:	0	0	0
This many were approved in 91-120 days:	0	0	0
This many were approved in 121+ days:	0	0	0
This many were approved, in total:			
	309	279	214

Attachment PA-XVI-9a

Application Status Updates Summary - Denials

For applications submitted:	June 1, 2020-August 31, 2020	September 1, 2020-November 30, 2020	December 1, 2020-February 28, 2021
This many were denied within 30 days:	880	70	62
This many were denied in 31-60 days:	0	0	0
This many were denied in 61-90 days:	0	0	0
This many were denied in 91-120 days:	0	0	0
This many were denied in 121+ days:	0	0	0
<i>This many were denied, in total:</i>	880	70	62

Application Status Updates Summary - Exceptions

For applications submitted:	June 1, 2020-August 31, 2020	September 1, 2020-November 30, 2020	December 1, 2020-February 28, 2021
This many were marked as exceptions within 30 days:	56	43	40
This many were marked as exceptions in 31-60 days:	0	0	0
This many were marked as exceptions in 61-90 days:	0	0	0
This many were marked as exceptions in 91-120 days:	0	0	0
This many were marked as exceptions in 121+ days:	0	0	0
<i>This many were marked as exceptions, in total:</i>	56	43	40

Application Status Updates Summary - Incompletes

For applications submitted:	June 1, 2020-August 31, 2020	September 1, 2020-November 30, 2020	December 1, 2020-February 28, 2021
This many were determined to be incomplete within 30 days:	429	661	930
This many were determined to be incomplete in 31-60 days:	0	1	0
This many were determined to be incomplete in 61-90 days:	0	0	0
This many were determined to be incomplete in 91-120 days:	0	0	0
This many were determined to be incomplete in 121+ days:	0	0	0
<i>This many were determined to be incomplete, in total:</i>	429	662	930

Application Status Updates Summary - Withdrawals

For applications submitted:	June 1, 2020-August 31, 2020	September 1, 2020-November 30, 2020	December 1, 2020-February 28, 2021
This many were withdrawn by customer within 30 days:	1	1	2
This many were withdrawn by customer in 31-60 days:	0	0	0
This many were withdrawn by customer in 61-90 days:	0	0	0
This many were withdrawn by customer in 91-120 days:	0	0	0
This many were withdrawn by customer in 121+ days:	0	0	0
<i>This many were withdrawn by customer, in total:</i>	1	1	2

Application Status Updates Summary - Other Outcomes

For applications submitted:	June 1, 2020-August 31, 2020	September 1, 2020-November 30, 2020	December 1, 2020-February 28, 2021
This many had other outcomes within 30 days:	0	0	0
This many had other outcomes in 31-60 days:	0	0	0
This many had other outcomes in 61-90 days:	0	0	0
This many had other outcomes in 91-120 days:	0	0	0
This many had other outcomes in 121+ days:	0	0	0
<i>This many had other outcomes, in total:</i>	0	0	0

Application Status Updates Summary - All Status Updates

For applications submitted:	June 1, 2020-August 31, 2020	September 1, 2020-November 30, 2020	December 1, 2020-February 28, 2021
This many had an initial status update within 30 days:	1,675	1,054	1,248
This many had an initial status update in 31-60 days:	0	1	0
This many had an initial status update in 61-90 days:	0	0	0
This many had an initial status update in 91-120 days:	0	0	0
This many had an initial status update in 121+ days:	0	0	0
<i>This many had an initial status update, in total:</i>	1,675	1,055	1,248