

As predicted, there has been another uptick in the backlog since last week. As mentioned previously, this appears to be a function of our focus on registering of the out of date applications and account transfers, and the aging of more recently received applications as well as factors we are still assessing. On a positive note, with open-enrollment closed we should see some relief from the numerous account transfers we've been receiving.

**2/16/2015 Weekly Workload: Medicaid and All Other Programs
(Includes New and Renewal/Recertification Applications)**

Program	12/1/2014	2/9/2015	2/16/2015
Medicaid	6,325	7,269	7,242
All Other Programs	3,662	3,300	3,413
Total	9,987	10,569	10,655

NOTE: EIS applications or cases in "Received" status; ARIES applications in "Complete" or "Received" status.

The prodigious amount of work being accomplished every month remains outstanding. As you'll see on the last pie chart, over 28,000 case actions were completed in January!

In the ongoing effort to secure as much help as possible, I have asked the other Division Directors with staff who recently migrated from DPA to temporarily assign these personnel to Field Services. Staff from support sections continue to provide assistance to nearby field offices. Our request for additional non-permanent positions is still under review by the Office of Management and Budget and every effort is being made to get those position established and filled as quickly as possible.

Our ARIES Project Management Office is working with Deloitte on the detailed plan to bring up Medicaid Expansion in ARIES and to bring forward a number of Release 2 system efficiencies recommended during site visits and the most recent ARIES Blitz. These should make it easier to handle intake for the expansion population.

While much effort is focused on the current backlog, we are also looking at how to avoid any future occurrences. We are exploring the option to become a determination state in which the Federally-Facilitated Marketplace makes eligibility determinations instead of assessments for people accessing Medicaid through the insurance marketplace. We are also pursuing numerous federal program waivers and intend to immediately pursue those that require no system changes or development of new such as postponement of interviews for certain SNAP expedited households, the ability to deny applications within 10 days if requested verification is not provided, and a waiver which enables the state to reinstate eligibility without a new application in certain situations.

Another assessment of our business process is also warranted. It is apparent that the work process that enabled the Division to weather the surge of applications during the recent economic downturn could neither suppress nor address the backlog. So many factors contributed the backlog. The delayed go-live of ARIES, a contingency plan that relied on complicated manual processing, working in two eligibility systems and the production time lost due to having so many staff involved in system design, testing, and statewide training on ARIES overwhelmed our business process. Clearly another look at our work processes and how to reconcile the flow of work with changing technology is critical. We hope to be able to invest SNAP bonus funds to contract with industry recognized leader in planning and implementing business process improvements. The following tables and charts further detail the work in front of us and the work successfully completed.

2/16/2015 Weekly Workload: Medicaid and All Other Programs by Application Type

	All Other Programs				Medicaid				Total Case Counts	
	Applications		Reviews/Recerts		Applications		Reviews/Recerts		2/9/15	2/16/15
	2/9/15	2/16/15	2/9/15	2/16/15	2/9/15	2/16/15	2/9/15	2/16/15		
Case Count	2241	2329	1059	1084	7240	7207	29	35	10569	10655
Average Days	50.88	50.85	50.22	49.12	117.71	118	79.93	81.46		
Median Days	51	47	43	41	102	101	67	73		

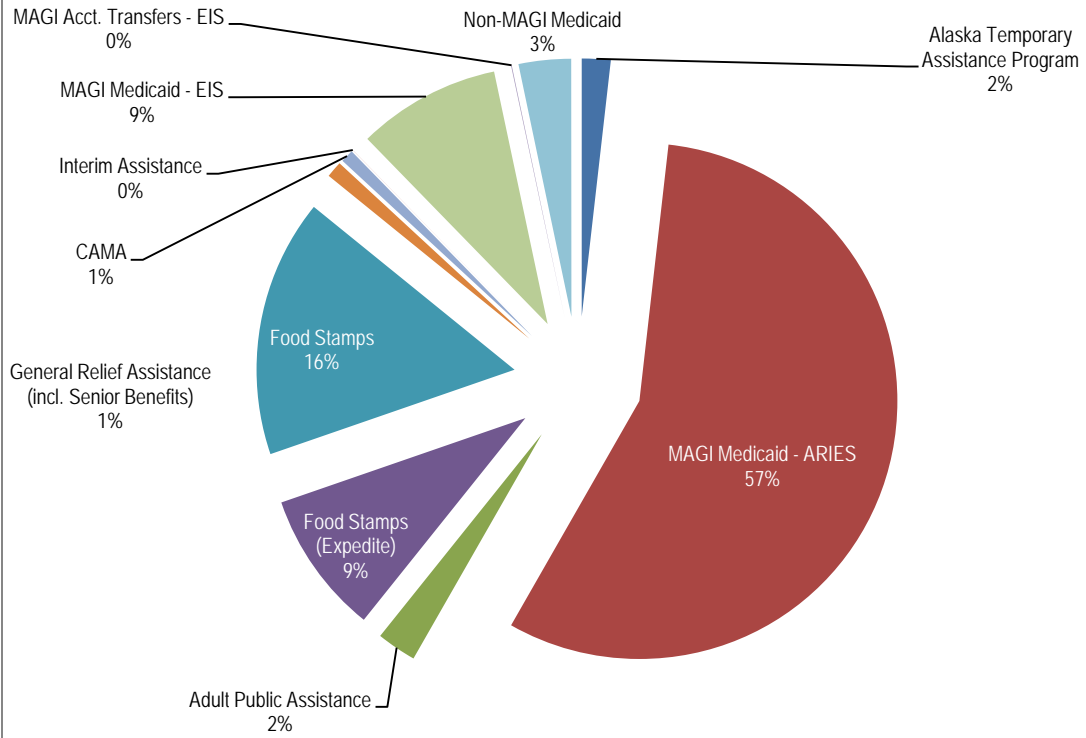
NOTE: EIS applications or cases in "Received" status; ARIES applications in "Complete" or "Received" status.

2/16/2015 Weekly Workload by Program

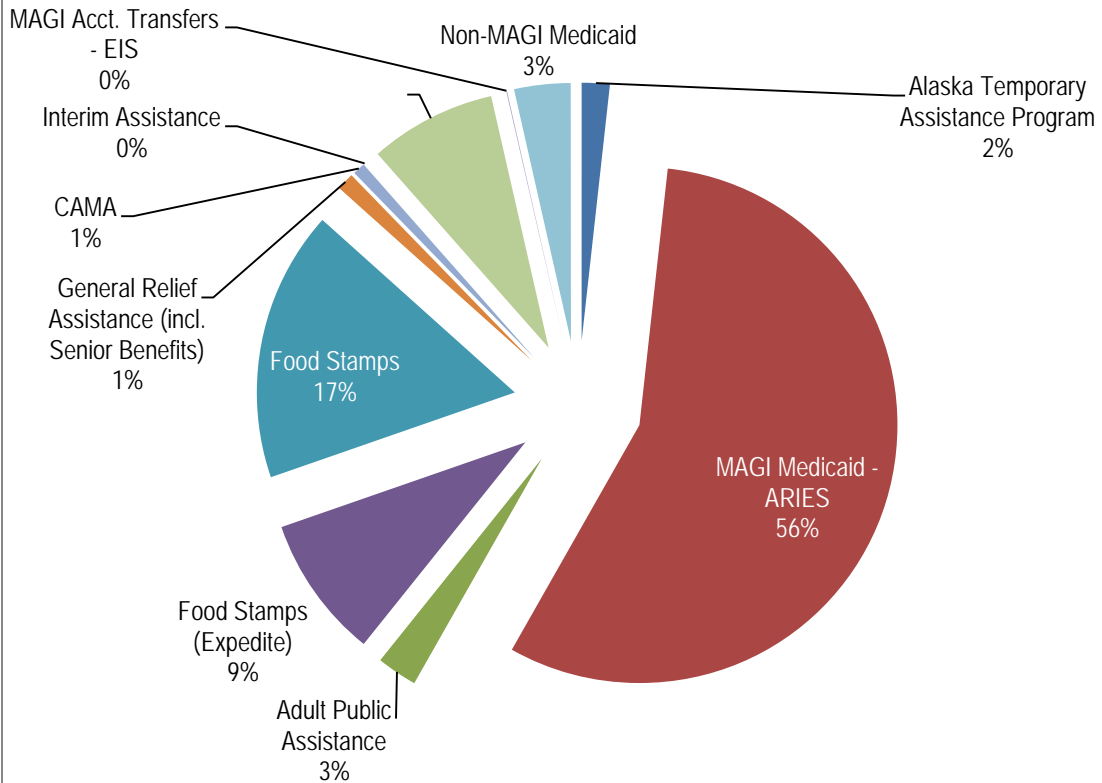
Program	Applications			Reviews/Recerts			Totals		
	2/9/15	2/16/15	Percent Change	2/9/15	2/16/15	Percent Change	2/9/15	2/16/15	Percent Change
Alaska Temporary Assistance Program	160	162	1.3%	30	25	-17%	190	187	-1.6%
Adult Public Assistance	218	232	6.4%	43	39	-9%	261	271	3.8%
Food Stamps (Expedites)	946	950	0.4%	-	-	N/A	946	950	0.4%
Food Stamps	742	807	8.8%	966	999	3%	1,708	1,806	5.7%
General Assistance (incl. Senior Benefits)	106	114	7.5%	2	2	0%	108	116	7.4%
CAMA	68	64	-5.9%	18	19	6%	86	83	-3.5%
Interim Assistance	1	-	-100.0%	-	-	0%	1	-	-100.0%
MAGI Med. (ARIES)	5,969	6,016	0.8%	-	-	N/A	5,969	6,016	0.8%
MAGI Med. (EIS)	947	844	-10.9%	-	-	N/A	947	844	-10.9%
MAGI Med. Acct. Transfers (EIS)	5	5	0.0%	-	-	N/A	5	5	0.0%
Non-MAGI Med.	319	342	7.2%	29	35	21%	348	377	8.3%
Total	9,481	9,536	0.6%	1,088	1,119	3%	10,569	10,655	0.8%

NOTE: EIS applications or cases in "Received" status; ARIES applications in "Complete" or "Received" status.

2/9/2015 Weekly Workload Composition



2/16/2015 Weekly Workload Composition



Total Application Determinations by Program, January 2015

