

03/04/15 - Weekly Workload Report

Well, it looks like the curve we were turning last week turned out to be a switchback. The jump in our backlog this week is related to the batch of stale account transfers that were recently registered. Some of the transfers were reports of change and others were referrals for service. It is always difficult to absorb a large batch of work like the recent one, especially when some of the work might already be out of time frames. Fortunately, everyone's efforts over the preceding week kept the backlog from growing even more.

In addition to interest from CMS about how we are addressing the workload challenge, the headquarters for the Food and Nutrition (FNS) Service in D.C., has Alaska on the radar. Our recent meetings with CMS have provided some interesting ideas for addressing the current backlog, suppressing future ones and preparing for the implementation of Medicaid expansion. Regular monthly meetings will also be arranged with FNS to discuss ways and means to handle the workload. We have just submitted the first of several waiver requests to FNS and the next order of business is requesting expedited processing of the waiver requests.

One thing really making a difference in addressing this body of work has been voluntary overtime. Knowing that this is time away from family, hobbies, pets, and a score of other things we'd all rather be doing, makes the time everyone volunteers all the more precious. Since July 2014, staff has volunteered over 26,000 hours of overtime. Voluntary overtime was the highest in February, the shortest month of the year! If that level of effort can be sustained, the backlog's days are numbered. Thank you all for doing so much for so many Alaskans!

3/2/2015 Weekly Workload: Medicaid and All Other Programs (Includes New and Recertification Applications)

Program	12/1/2014	2/23/2015	3/2/2015
Medicaid	6,325	7,441	7,668
All Other Programs	3,662	3,243	3,355
Total	9,987	10,684	11,023

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

3/2/2015 Weekly Workload: Medicaid and All Other Programs by Application Type

	All Other Programs				Medicaid				Total Case Counts	
	Applications		Reviews/Recerts		Applications		Reviews/Recerts			
	2/23/15	3/2/15	2/23/15	3/2/15	2/23/15	3/2/15	2/23/15	3/2/15	2/23/15	3/2/15
Case Count	2403	2362	840	993	7400	7634	41	34	10684	11023
Average Days	53.04	54.46	54.44	49.89	118.37	117.16	69	66.29		
Median Days	47	48	47	44	98	98	58	58		

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

Prepared by: Alaska Department of Health and Social Services, Division of Public Assistance, Research and Analysis Unit.

Date Prepared: March 2, 2015

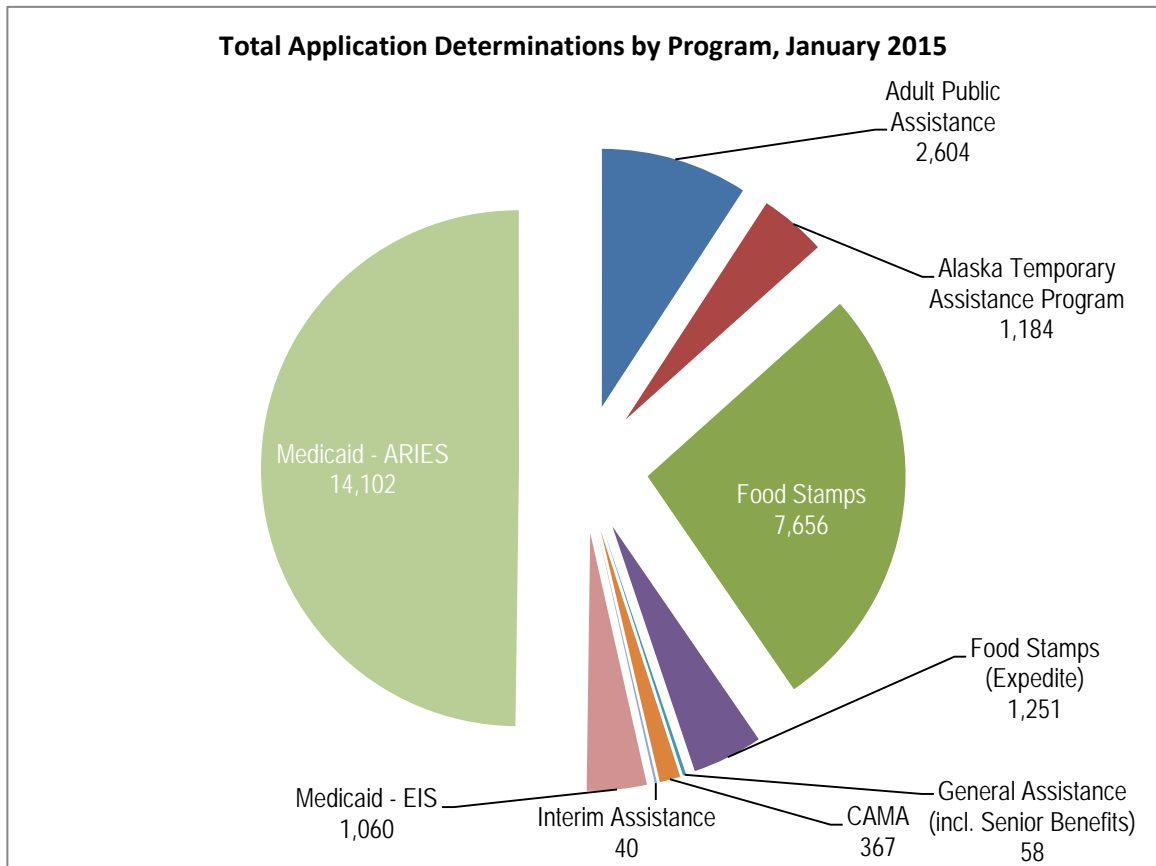
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3/2/2015 Weekly Workload by Program

Program	Applications			Reviews/Recerts			Totals		
	2/23/15	3/2/15	Pct. Change	2/23/15	3/2/15	Pct. Change	2/23/15	3/2/15	Pct. Change
Alaska Temporary Assistance Program	171	158	-7.6%	18	28	55.6%	189	186	-1.6%
Adult Public Assistance	250	267	6.8%	28	32	14.3%	278	299	7.6%
Food Stamps (Expedites)	989	944	-4.6%	-	-	N/A	989	944	-4.6%
Food Stamps	806	792	-1.7%	776	919	18.4%	1,582	1,711	8.2%
General Assistance (incl. Senior Benefits)	119	126	5.9%	1	-	-100.0%	120	126	5.0%
CAMA	68	73	7.4%	17	14	-17.6%	85	87	2.4%
Interim Assistance	-	2	*	-	-	*	-	2	*
MAGI Med. (ARIES)	6,260	6,576	5.0%	-	-	N/A	6,260	6,576	5.0%
MAGI Med. (EIS)	760	662	-12.9%	1	1	0.0%	761	663	-12.9%
MAGI Med. Acct. Transfers (EIS)	3	2	-33.3%	-	-	N/A	3	2	-33.3%
Non-MAGI Med.	377	394	4.5%	40	33	-17.5%	417	427	2.4%
Total	9,803	9,996	2.0%	881	1,027	16.6%	10,684	11,023	3.2%

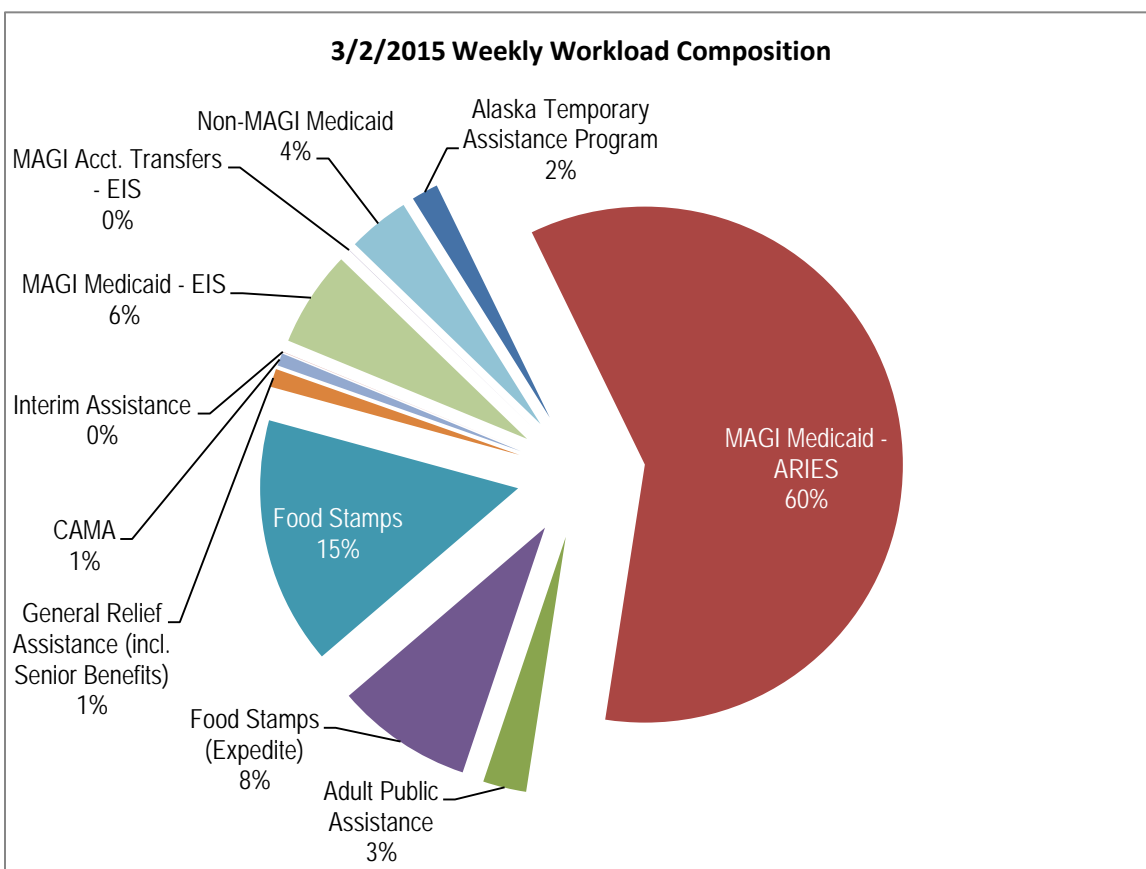
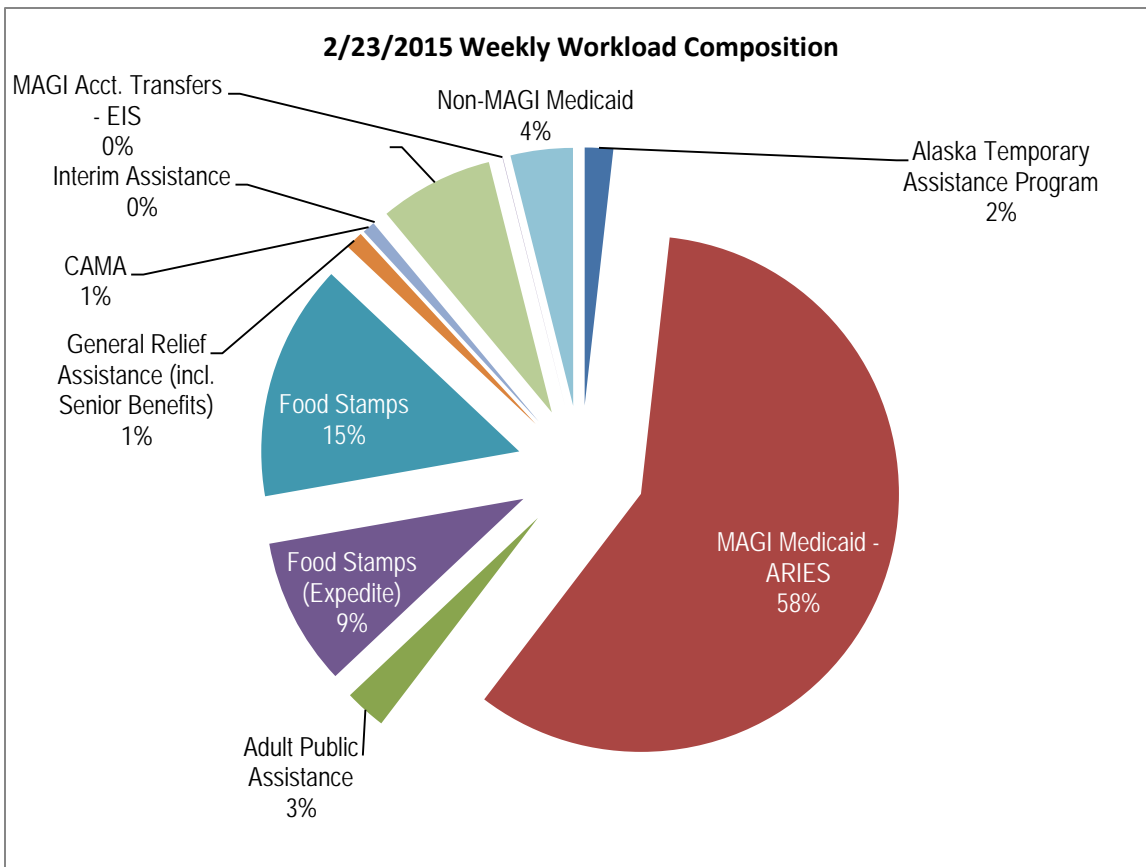
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 *Cannot be divided by 0.



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