

## 4/6/2015 Weekly Workload Update

Pushing through this large workload must seem like a Sisyphean endeavor. However, unlike Sisyphus, doomed to eternity in Hades, when we find ourselves going through H-E-double hockey sticks, we don't stop. We keep moving forward!

We can't stop, because the work done by DPA is so meaningful for so many. It has purpose that motivates us to do the right thing. Every action taken and every conversation imbued with compassion and delivered with respect makes a difference to those we help whether they are clients or co-workers. I believe this sense of purpose is one of the things that inspire us to do the work. It is certainly one stimulus for the more than 300 DPA staff and helpers from other divisions who volunteered for over 100,000 hours of overtime between January and March.

Over the preceding weeks, this report has mentioned singular events and reoccurring circumstances that confound the collective effort to eliminate the backlog. Every week, despite the thousands of actions taken statewide the backlog increases. While there are many contributing factors, our research staff confirmed the likelihood that hundreds of applications age out of timeframes each week. Between 3/30 and 4/6 just over 1,400 applications went out of timeframes. However, the fact the backlog only increased by 313 during that same period really demonstrates the effectiveness of everyone's efforts to get the work done.

With a very good probability that we will expand Medicaid this summer, focusing on reducing the backlog remains a very high priority. While there is progress, there is still much to do. To compound the challenges we face, I was recently notified by the Food and Nutrition Services (FNS) to expect a sanction letter due to the backlog of SNAP applications. FNS will only allow us 60 days from the date we receive the notification to clear the backlog SNAP applications. If a penalty is imposed, it will likely result in a reduction in the amount of administrative funds we receive from FNS. Loss of federal funds is something to be avoided under the best of circumstances and given what is happening to the state's operating budget the impacts of a fiscal penalty could be significant.

We are seeking support from FNS for recommendations and suggestions for addressing major backlogs from the many other states that have had similar experiences. At the next division Leadership meeting, we will be discussing the best way to provide an opportunity for all concerned, especially from those in the thick of the action, to offer additional suggestions and ideas on how best to work through the over 12,000 stale applications. Thank you all for the incredible amount of work you are performing and for your perseverance.

### 4/6/2015 Weekly Workload: Medicaid and All Other Programs (Includes New and Recertification Applications)

Program	3/30/2015	4/6/2015
Medicaid	9,071	9,239
All Other Programs	3,146	3,291
<b>Total</b>	<b>12,217</b>	<b>12,530</b>

*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: April 6, 2015*

*Source: EIS, ARIES*

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## 4/6/2015 Weekly Workload: Medicaid and All Other Programs by Application Type

	All Other Programs				Medicaid				Total Case Counts	
	Applications		Reviews/Recerts		Applications		Reviews/Recerts		3/30/15	4/6/15
	3/30/15	4/6/15	3/30/15	4/6/15	3/30/15	4/6/15	3/30/15	4/6/15		
Case Count	2192	2195	954	1096	9028	9206	43	33	12217	12530
Average Days	57.99	58.48	51.43	49.54	121.6	121.27	67.84	71.03		
Median Days	52	53	45	39	105	105	60	62		

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

## 4/6/2015 Weekly Workload by Program

Program	Applications			Reviews/Recerts			Totals		
	3/30/15	4/6/15	Pct. Change	3/30/15	4/6/15	Pct. Change	3/30/15	4/6/15	Pct. Change
Alaska Temporary Assistance Program	149	144	-3.4%	21	30	42.9%	170	174	2.4%
Adult Public Assistance	271	274	1.1%	48	96	100.0%	319	370	16.0%
Food Stamps (Expedites)	756	731	-3.3%	-	-	N/A	756	731	-3.3%
Food Stamps	812	843	3.8%	869	947	9.0%	1,681	1,790	6.5%
General Assistance (incl. Senior Benefits)	121	115	-5.0%	-	-	*	121	115	-5.0%
CAMA	83	87	4.8%	16	23	43.8%	99	110	11.1%
Interim Assistance	0	1	*	-	-	*	-	1	*
MAGI Med. (ARIES)	8,226	8,429	2.5%	-	-	N/A	8,226	8,429	2.5%
MAGI Med. (EIS)	400	352	-12.0%	-	-	*	400	352	-12.0%
MAGI Med. Acct. Transfers (EIS)	3	3	0.0%	-	-	N/A	3	3	0.0%
Non-MAGI Med.	399	422	5.8%	43	33	-23.3%	442	455	2.9%
<b>Total</b>	<b>11,220</b>	<b>11,401</b>	<b>1.6%</b>	<b>997</b>	<b>1,129</b>	<b>13.2%</b>	<b>12,217</b>	<b>12,530</b>	<b>2.6%</b>

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

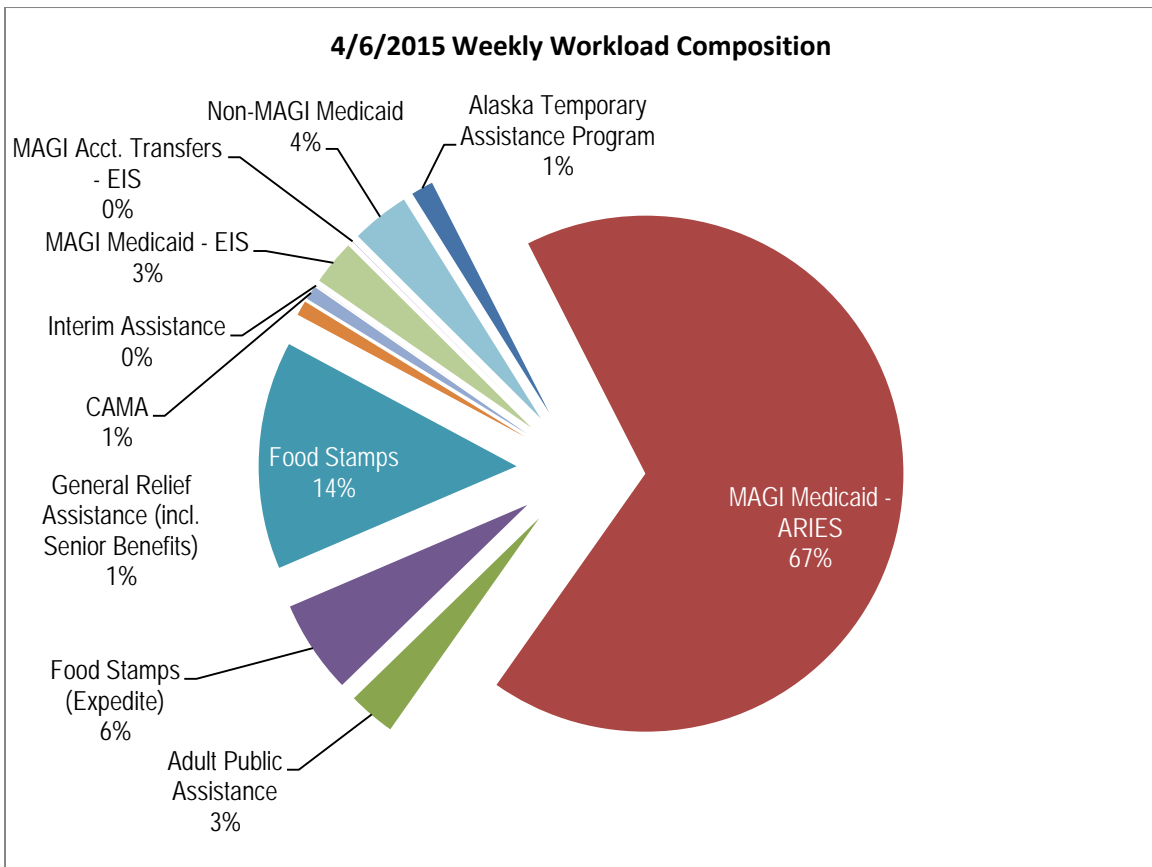
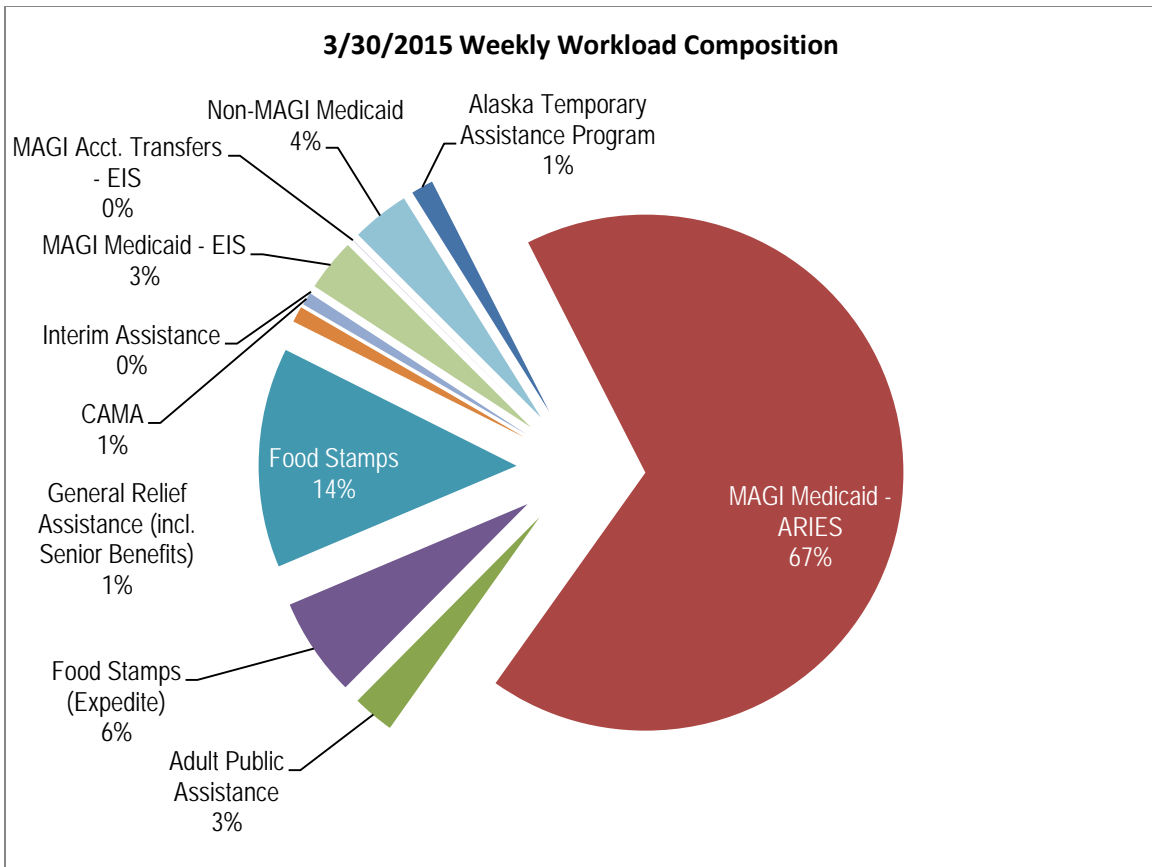
\*Cannot be divided by 0.

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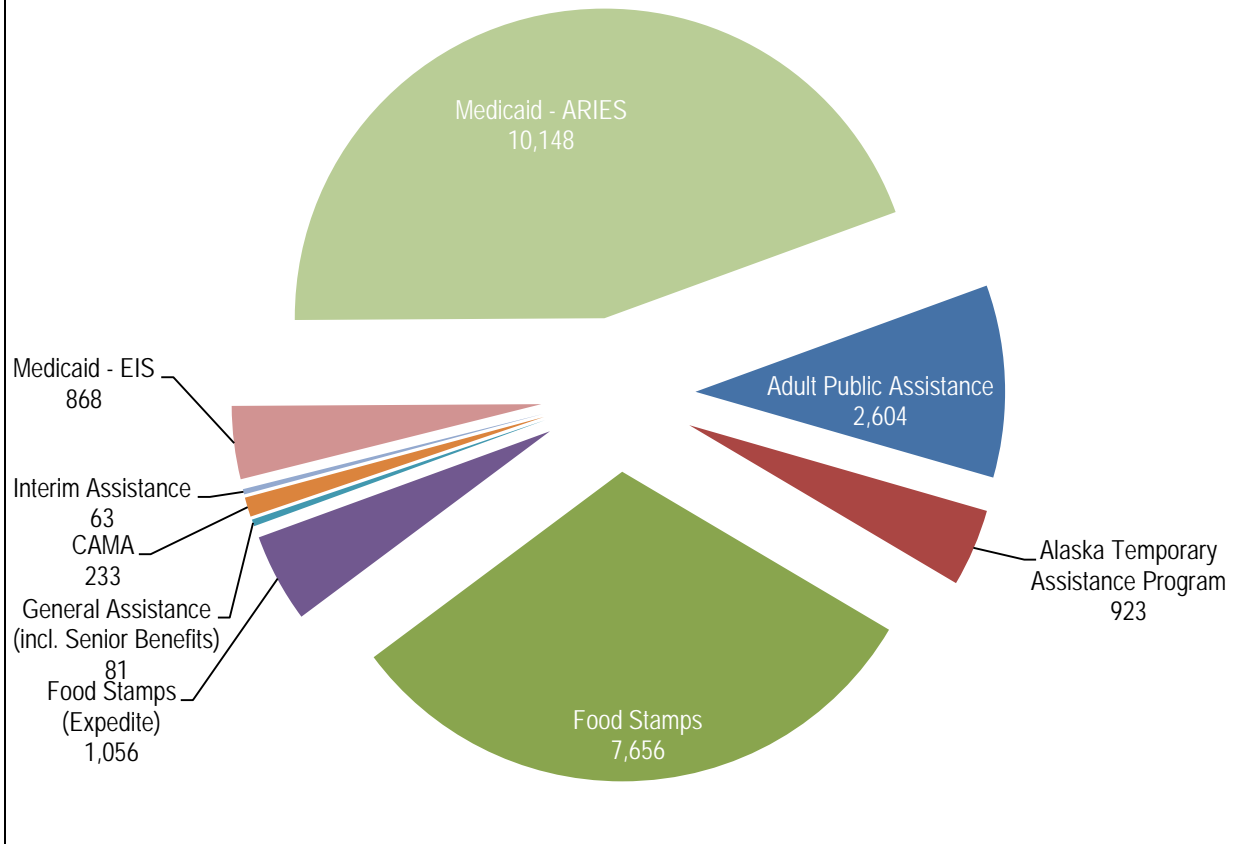
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### Total Application Determinations by Program, February 2015



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