05/25/15 Weekly Workload Update

DPA! DPA! DPA Rocks! Last week saw an almost 6% drop in the overall backlog, the best too date. Despite the ongoing work to register the outstanding FFM and SSP applications, the rate of processing backlogged MAGI-Medicaid applications kept backlog growth to a minimum. Outstanding work has been done on the SNAP backlog with very good progress across the board.

Naturally, we are also having a bit of rain on our parade. Due to federally-facilitated marketplace defects many accounts simply were not transferred to states. The FFM also didn't transmit accounts for some applicants who requested full eligibility determinations by the state after they were determined eligible for a Qualified Health Plan (QHP). Lastly, about 53,000 duplicate accounts were transferred to states. The short story is we can expect about another 815 FFM transfers, some which may go back to August of 2014. Fortunately the defects have been isolated and the last of them will be addressed by late summer.

The really good news is truly in the numbers. If the current effort is sustained, even with the additional work provided by CMS, the SNAP backlog can be eliminated and much of the workload for the other programs significantly reduced by the end of June. It will continue to be a bit of slog with the MAGI-Medicaid applications, but User Acceptance Testing for the next release of ARIES is ongoing well and, when put into production, the efficiency improvements to the system will be a boon for ARIES users. Thank you all!

5/25/2015 Weekly Workload: Medicaid and All Other Programs
(Including New and Recertification Applications)

Program	12/1/2014	5/18/2015	5/25/2015
Medicaid	6,325	9,429	9,383
All Other Programs	3,662	2,080	1,467
Total	9,987	11,509	10,850

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

5/25/2015 Weekly Workload: Medicaid and All Other Programs by Application Type

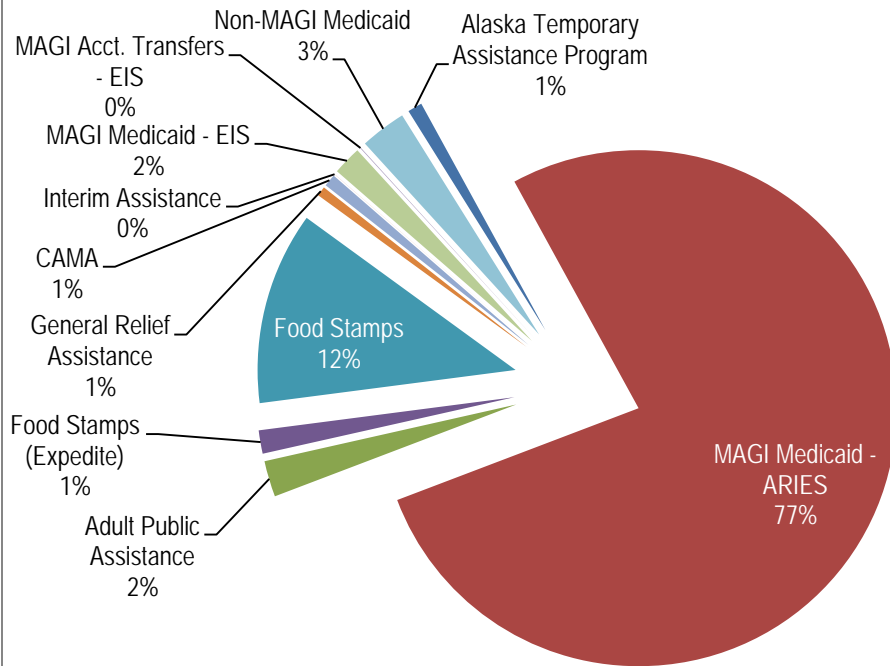|	All Other Programs				Medicaid				Total Case Counts	
	Applications		Reviews/Recerts		Applications		Reviews/Recerts			
	5/18/15	5/25/15	5/18/15	5/25/15	5/18/15	5/25/15	5/18/15	5/25/15	5/18/15	5/25/15
Case Count	1255	954	825	513	9397	9356	32	27	11509	10850
Average Days	55.77	56.83	48.99	51.45	126.63	128.62	66.63	73.56		
Median Days	52	53	45	48	110	112	52.5	60		

NOTE: EIS applications or cases in "Received" status; ARIES applications in "Complete" or "Received" status.
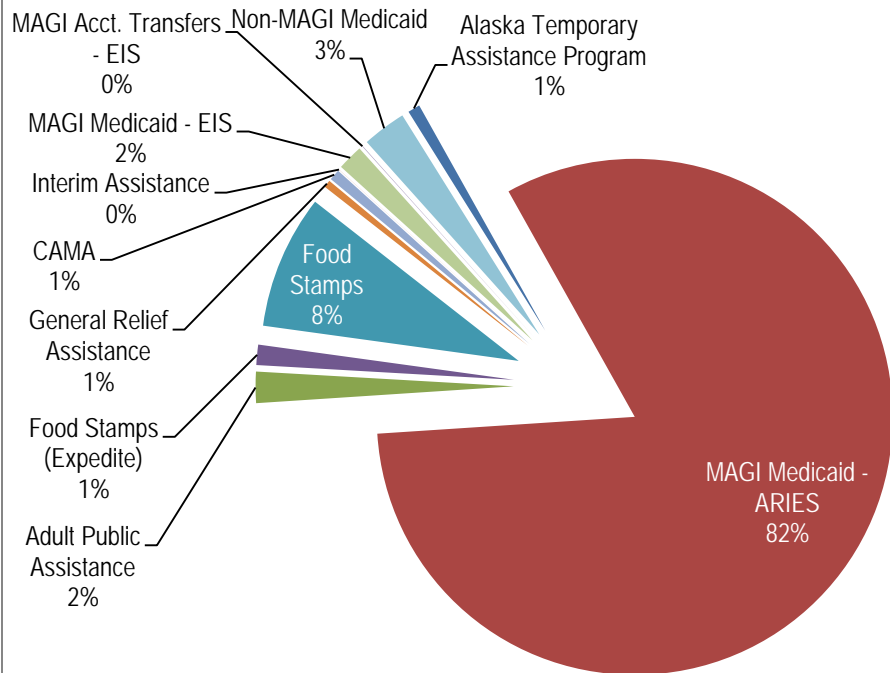
5/25/2015 Weekly Workload by Program

Program	Applications			Reviews/Recerts			Totals		
	5/18/15	5/25/15	Pct. Change	5/18/15	5/25/15	Pct. Change	5/18/15	5/25/15	Pct. Change
Alaska Temporary Assistance Program	96	75	-21.9%	8	8	0.0%	104	83	-20.2%
Adult Public Assistance	232	194	-16.4%	27	18	-33.3%	259	212	-18.1%
Food Stamps (Expedites)	169	138	-18.3%	-	-	N/A	169	138	-18.3%
Food Stamps	610	432	-29.2%	779	477	-38.8%	1,389	909	-34.6%
General Assistance (including Senior Benefits)	69	50	-27.5%	-	-	*	69	50	-27.5%
CAMA	78	64	-17.9%	11	10	-9.1%	89	74	-16.9%
Interim Assistance	1	1	0.0%	-	-	*	1	1	0.0%
MAGI Med. (ARIES)	8,886	8,906	0.2%	-	-	N/A	8,886	8,906	0.2%
MAGI Med. (EIS)	200	167	-16.5%	7	8	14.3%	207	175	-15.5%
MAGI Med. Acct. Transfers (EIS)	5	4	-20.0%	-	-	N/A	5	4	-20.0%
Non-MAGI Med.	306	279	-8.8%	25	19	-24.0%	331	298	-10.0%
Total	10,652	10,310	-3.2%	857	540	-37.0%	11,509	10,850	-5.7%

NOTE: EIS applications or cases in "Received" status; ARIES applications in "Complete" or "Received" status.
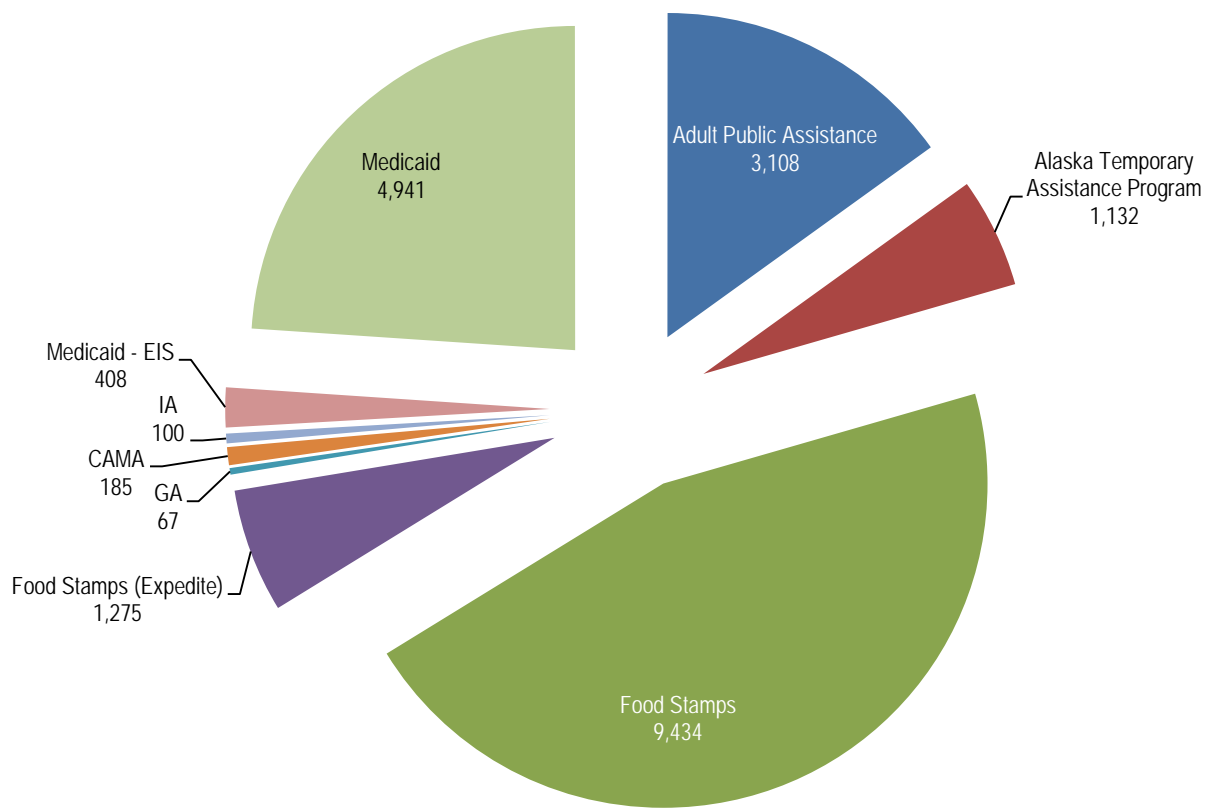**Cannot be divided by 0.*

5/18/2015 Weekly Workload Composition

MAGI Acct. Transfers - EIS
0%

Non-MAGI Medicaid
3%

Alaska Temporary Assistance Program
1%

MAGI Medicaid - EIS
2%

Interim Assistance
0%

CAMA
1%

General Relief Assistance
1%

Food Stamps
12%

Food Stamps (Expedite)
1%

Adult Public Assistance
2%

MAGI Medicaid - ARIES
77%

5/25/2015 Weekly Workload Composition

MAGI Acct. Transfers - EIS
0%

Non-MAGI Medicaid
3%

Alaska Temporary Assistance Program
1%

MAGI Medicaid - EIS
2%

Interim Assistance
0%

CAMA
1%

General Relief Assistance
1%

Food Stamps
8%

Food Stamps (Expedite)
1%

Adult Public Assistance
2%

MAGI Medicaid - ARIES
82%

Total Application Determinations by Program, April 2015

Adult Public Assistance
3,108

Alaska Temporary
Assistance Program
1,132

Medicaid
4,941

Medicaid - EIS
408

IA
100

CAMA
185

GA
67

Food Stamps (Expedite)
1,275

Food Stamps
9,434

Weekly Progress on SNAP Backlog

In its May 6, 2015 letter to DPA, the Food and Nutrition Service requires us to meet the following benchmarks related to the SNAP backlog:

Within 30 days (by June 5th)
- Eliminate all expedite applications
- Eliminate all initial applications over 90 days old
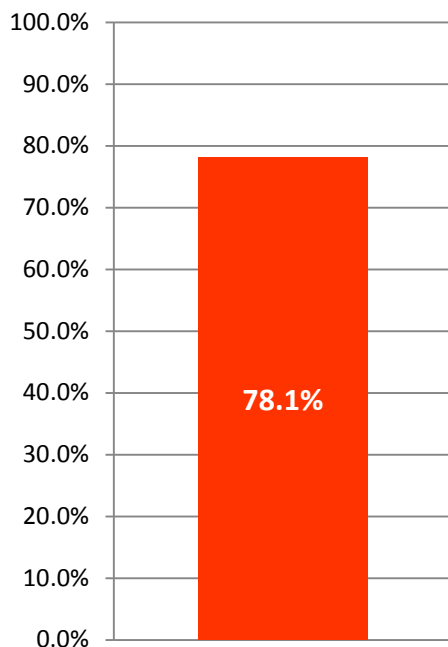- Reduce the recertification application backlog by at least 50%

Within 60 days (by July 5th)
- Eliminate all remaining backlog applications

Program	30 Day Goal Remaining Apps (As of 5/4/2015)	As of 5/25/2015 Remaining Apps	% of Goal Achieved
Food Stamp Expedites	251	138	45.0%
Food Stamp Non-Expedites over 90 days	66	38	42.4%
Food Stamp Recertifications	487	0	100.0%
Total Number of Applications	804	176	78.1%

Program	60 Day Goal Remaining Apps (As of 5/4/2015)	As of 5/25/2015 Remaining Apps	% of Goal Achieved
Food Stamp Expedites	251	138	45.0%
Food Stamp Non-Expedites	761	432	43.2%
Food Stamp Recertifications	973	477	51.0%
Total Number of Applications	1,985	1,047	47.3%

SNAP Backlog 30 Day Goal

78.1%

SNAP Backlog 60 Day Goal

47.3%