

## Weekly Workload Update

### 2/9/2015 Weekly Workload: Medicaid and All Other Programs (Includes New and Renewal/Review. Applications)

<b>Program</b>	<b>12/1/2014</b>	<b>2/2/2015</b>	<b>2/9/2015</b>
<b>Medicaid</b>	6,325	7,278	7,269
<b>All Other Programs</b>	3,662	3,364	3,300
<b>Total</b>	<b>9,987</b>	<b>10,642</b>	<b>10,569</b>

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

Good news! This is the first week that indicates a positive trend in addressing the backlog. While the difference is not huge, it is encouraging. Given the tremendous level of effort and the advent of protected work times for staff, we can anticipate more progress in the next few weeks.

Bear in mind that there may still be applications or account transfers that were received over 30 days ago and have yet to be registered. It is also likely that we have more current applications that are on the cusp of becoming out of timeframes. So don't be discouraged by slippage in the numbers. Great work is being done by all. The fact that last month staff made over 20,000 eligibility determinations on applications in clear evidence of the great work done every day by DPA! Hip-Hip-Hurrah!

You'll notice that the above chart no longer shows the oldest application. Unfortunately, a number of instances have come to light in which the application received date was incorrectly entered in our systems. Staff registering applications should take care to compare the date stamp indicating when the application was received in the office with the date the client signed the application. To some extent the oldest application date is also skewed by pended APA applications. Until there is more confidence in the accuracy of the oldest application this information will not be on the dashboard.

The Department's [Healthy Alaska](#) webpage also includes a link about our workload. The site is focused on the [Medicaid application workload](#) and provides general information for applicants and contact phone numbers for pregnant women and for people experiencing medical emergencies. These numbers are managed by staff in the Field Services Support Unit and the Policy Unit in an effort to divert calls from field offices.

## 2/9/2015 Weekly Workload: Medicaid and All Other Programs by Application Type

	All Other Programs				Medicaid				Total Case Counts	
	Applications		Reviews/Recerts		Applications		Reviews/Recerts		2/2/2015	2/9/2015
	2/2/2015	2/9/2015	2/2/2015	2/9/2015	2/2/2015	2/9/2015	2/2/2015	2/9/2015		
<b>Case Count</b>	2232	2241	1132	1059	7244	7240	34	29	10642	10569
<b>Average Days</b>	51.28	50.88	50.21	50.22	114.2	117.71	82.82	79.93		
<b>Median Days</b>	52	51	46	43	98	102	61	67		

## 2/9/2015 Weekly Workload: Medicaid and All Other Programs by Application Type

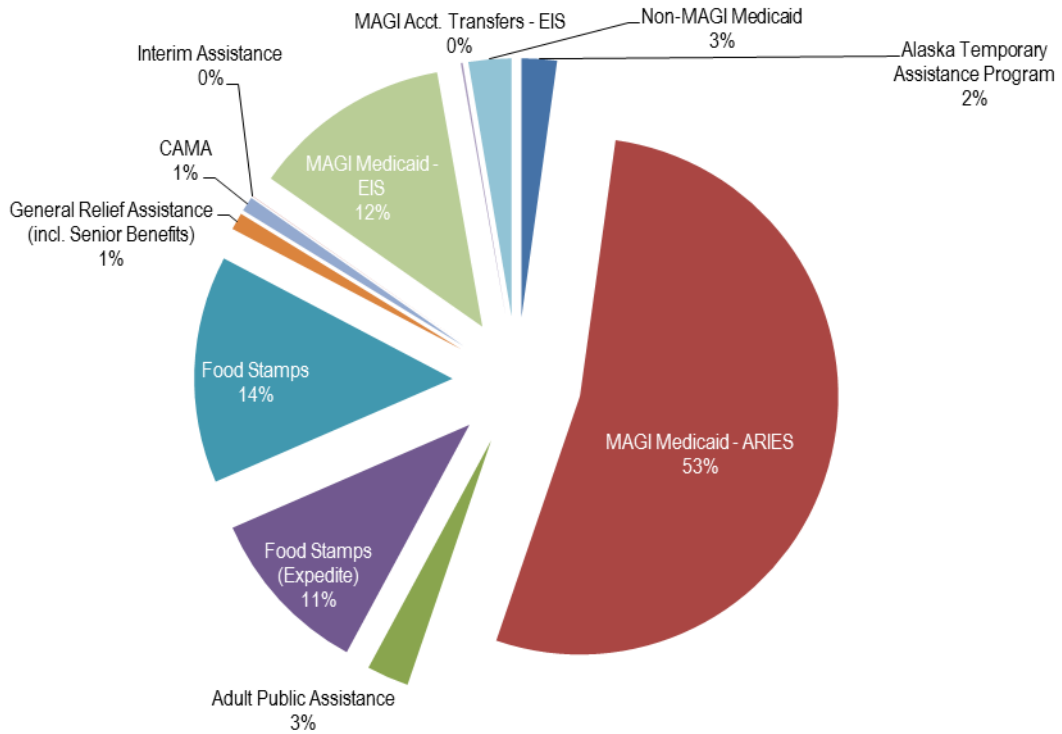
NOTE: EIS applications or cases in "Received" status; ARIES applications in "Complete" or "Received" status.

### 2/9/2015 Weekly Workload by Program

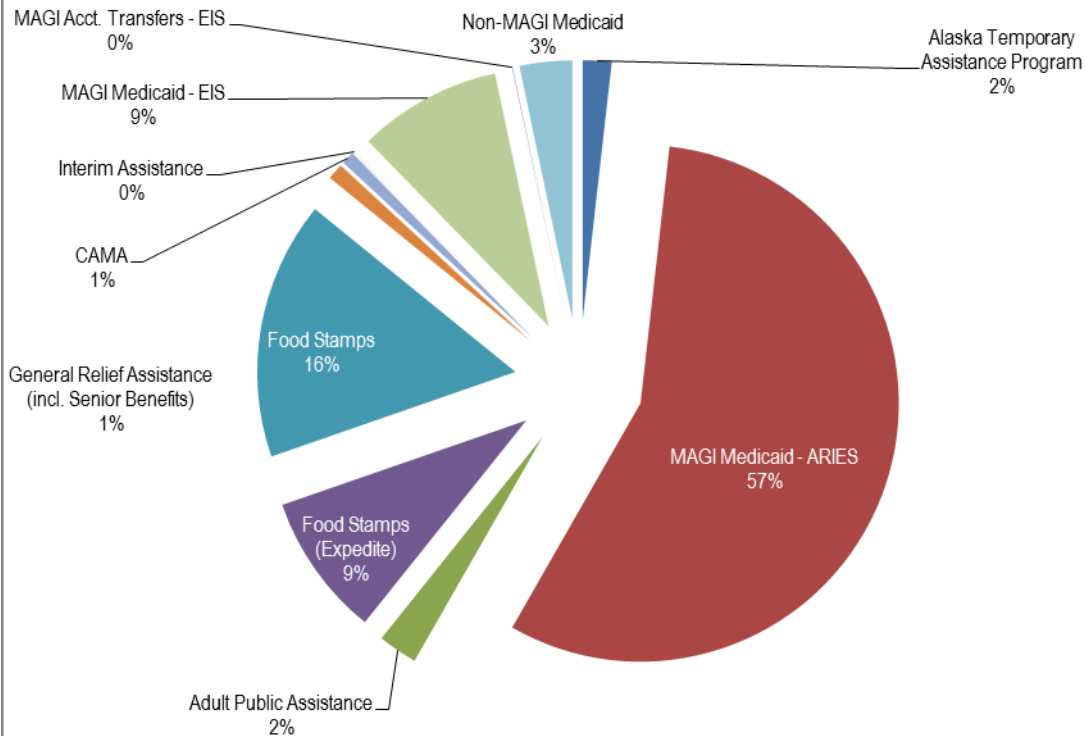
Program	Applications			Reviews/Recerts			Totals		
	2/2/2015	2/9/2015	Percent Change	2/2/2015	2/9/2015	Percent Change	2/2/2015	2/9/2015	Percent Change
Alaska Temporary Assistance Program	164	160	-2.4%	31	30	-3%	195	190	-2.6%
Adult Public Assistance	217	218	0.5%	50	43	-14%	267	261	-2.2%
Food Stamps (Expedites)	943	946	0.3%	-	-	N/A	943	946	0.3%
Food Stamps	736	742	0.8%	1,042	966	-7%	1,778	1,708	-3.9%
General Assistance (incl. Senior Benefits)	100	106	6.0%	-	2	N/A	100	108	8.0%
CAMA	71	68	-4.2%	9	18	100%	80	86	7.5%
Interim Assistance	1	1	0.0%	-	-	0%	1	1	0.0%
MAGI Med. (ARIES)	5,914	5,969	0.9%	-	-	N/A	5,914	5,969	0.9%
MAGI Med. (EIS)	1,024	947	-7.5%	-	-	N/A	1,024	947	-7.5%
MAGI Med. Acct. Transfers (EIS)	5	5	0.0%	-	-	N/A	5	5	0.0%
Non-MAGI Med.	301	319	6.0%	34	29	-15%	335	348	3.9%
<b>Total</b>	<b>9,476</b>	<b>9,481</b>	<b>0.1%</b>	<b>1,166</b>	<b>1,088</b>	<b>-7%</b>	<b>10,642</b>	<b>10,569</b>	<b>-0.7%</b>

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

### 2/2/2015 Weekly Workload Composition



### 2/9/2015 Weekly Workload Composition



### Total Application Determinations by Program, January 2015

