

05/11/15 Weekly Workload Update

Another week with the backlog going in the right direction! Last week there were reductions in the backlog for virtually every program, except Medicaid. However, with the effort underway to get FFM and SSP requests registered, some jump in the MAGI Medicaid backlog is to be expected. In April over 20,000 case determinations were completed. What an effort and what a team!

The goal of clearing the backlog before the implementation of Medicaid Expansion remains a significant challenge but I believe it is an achievable goal, so I have to ask everyone to stick with it. It has been a cross-country race with much of it uphill for the last few months. We are approaching the final laps and it will take a hard push for the next couple of months to get us across the line, but you have shown the colors of champions who will not flag or fail in the effort, despite the obstacles.

The newest twist in the obstacle course is the formal notification from the Food and Nutrition Service (FNS) that, because of the backlog of SNAP applications, we are at risk of a sanction. In order to avoid a potential fiscal penalty, all SNAP expedited applications and all initial applications over 90 days old must be eliminated by June 5. In addition, the stale recertification applications must be reduced by half. The balance of the SNAP application backlog must be cleared out by July 5th. Of course we must also stay current with the new stuff coming through the office door every day. A dashboard showing progress on addressing the SNAP backlog is now included with this weekly update.

Field Services leadership and Program Integrity are finalizing a corrective action plan to be submitted to FNS detailing the steps and actions that need to be taken to meet the June and July targets. Fortunately, you've already taken a big bite out of the SNAP expedite backlog as well as solid reductions in new and renewal applications. I know DPA can and will beat the clock.

While addressing the backlog would be a priority under any circumstance, getting it cleared out in advance of Medicaid Expansion adds fuel to the fire. The Department is currently in the midst of hearings with the House Finance Committee that may determine the immediate fate of Expansion. However, DPA will continue to act under the assumption that Expansion will occur, though the go-live target has shifted to August 1. However, we can't let a new implementation date for Expansion be a distraction or a reason for dialing back on the effort to get ARIES prepped or the backlog cleaned up. We must keep up the pace.

The status of the State's operating budget is likely to be another hazard on the race course. DPA's Fiscal Year 2016 budget has seen millions of dollars in reductions with big cuts by the legislature to the Field Services component. We've already realized the impact of the projected cuts with the loss of funds intended to support non-permanent positions after June 30th. However, I want to encourage staff in non-permanent positions to stick with us. I know that the uncertainty is unsettling, but as part of the Expansion legislation we requested funding for a total of 23 non-permanent and new permanent positions to support the smoothest possible implementation of Expansion. Also, the experience that non-permanent employees gain in the coming weeks will give them a leg up for any future recruitment to fill vacant permanent positions.

I know that much of this is not the best of news. There are, however, activities underway that will provide some relief. For instance, soon the new scanning protocol will be in place and we continue to birddog FNS about those darn waivers, they said would be expedited. Ultimately though, what gives me hope and gets me to the office every day are the people reading this message.

5/11/2015 Weekly Workload: Medicaid and All Other Programs (Including New and Recertification Applications)

Program	12/1/2014	5/4/2015	5/11/2015
Medicaid	6,325	8,941	9,066
All Other Programs	3,662	2,621	2,426
Total	9,987	11,562	11,492

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

5/11/2015 Weekly Workload: Medicaid and All Other Programs by Application Type

	All Other Programs				Medicaid				Total Case Counts	
	Applications		Reviews/Recerts		Applications		Reviews/Recerts		5/4/15	5/11/15
	5/4/15	5/11/15	5/4/15	5/11/15	5/4/15	5/11/15	5/4/15	5/11/15		
Case Count	1533	1457	1088	969	8921	9046	20	20	11562	11492
Average Days	56.22	54.73	46.3	48.63	125.27	125.5	73.05	76		
Median Days	51	48	39	40	109	108	60	64.5		

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

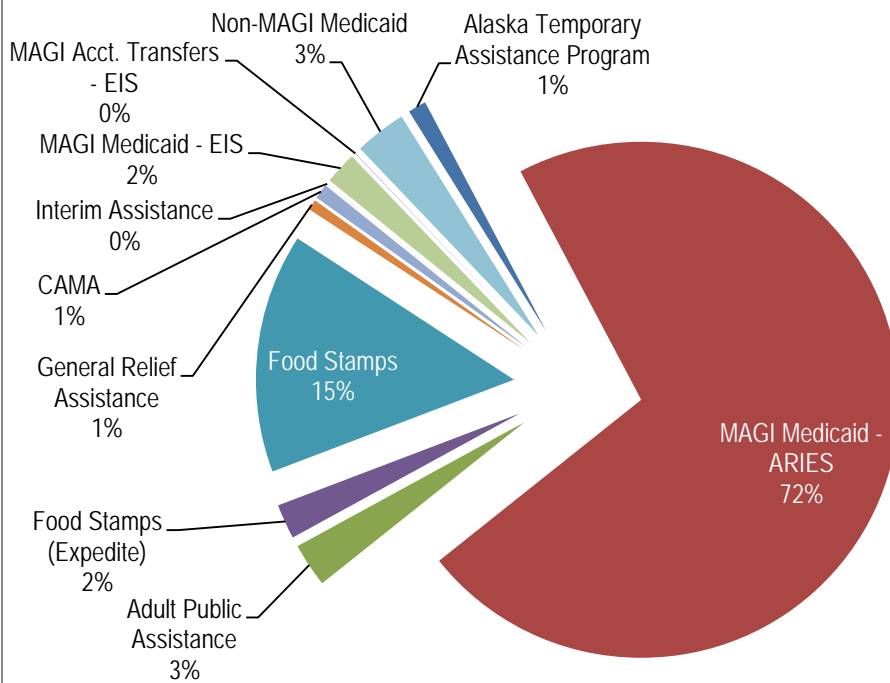
5/11/2015 Weekly Workload by Program

Program	Applications			Reviews/Recerts			Totals		
	5/4/15	5/11/15	Pct. Change	5/4/15	5/11/15	Pct. Change	5/4/15	5/11/15	Pct. Change
Alaska Temporary Assistance Program	116	104	-10.3%	17	13	-23.5%	133	117	-12.0%
Adult Public Assistance	243	251	3.3%	74	34	-54.1%	317	285	-10.1%
Food Stamps (Expedites)	251	230	-8.4%	-	-	N/A	251	230	-8.4%
Food Stamps	761	714	-6.2%	973	902	-7.3%	1,734	1,616	-6.8%
General Assistance (including Senior Benefits)	76	75	-1.3%	-	-	*	76	75	-1.3%
CAMA	85	81	-4.7%	24	20	-16.7%	109	101	-7.3%
Interim Assistance	1	2	100.0%	-	-	*	1	2	100.0%
MAGI Med. (ARIES)	8,329	8,497	2.0%	-	-	N/A	8,329	8,497	2.0%
MAGI Med. (EIS)	231	209	-9.5%	3	5	66.7%	234	214	-8.5%
MAGI Med. Acct. Transfers (EIS)	4	5	25.0%	-	-	N/A	4	5	25.0%
Non-MAGI Med.	357	335	-6.2%	17	15	-11.8%	374	350	-6.4%
Total	10,454	10,503	0.5%	1,108	989	-10.7%	11,562	11,492	-0.6%

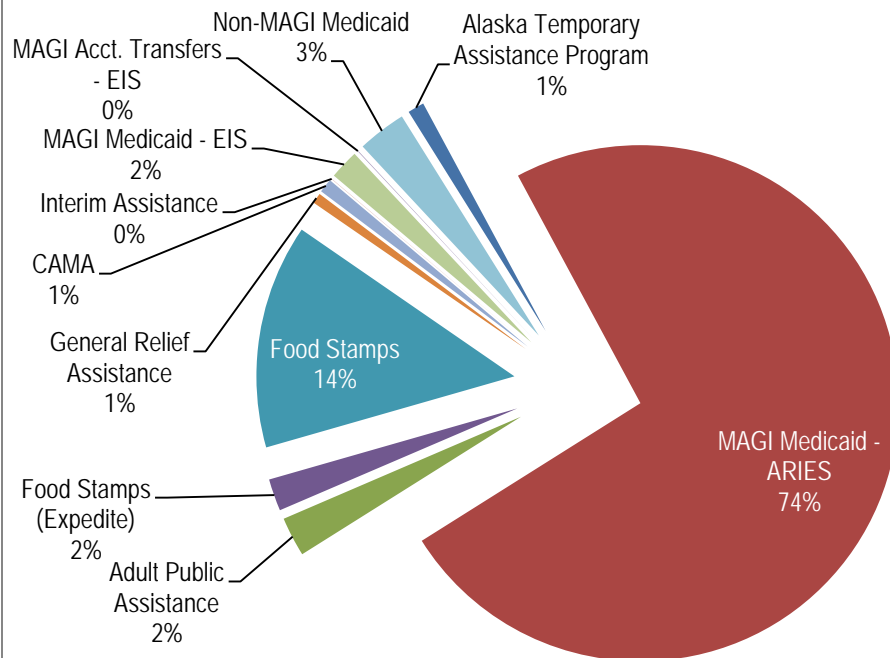
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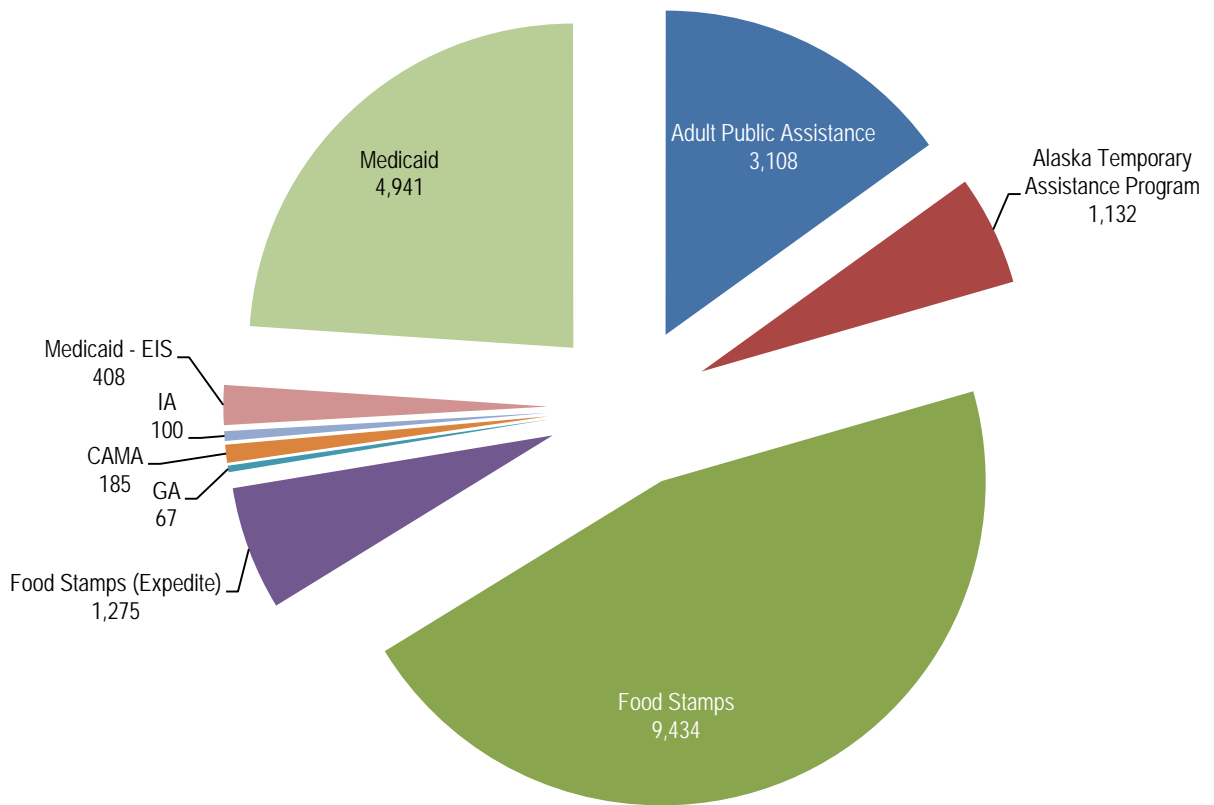
5/4/2015 Weekly Workload Composition



5/11/2015 Weekly Workload Composition



Total Application Determinations by Program, April 2015



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%

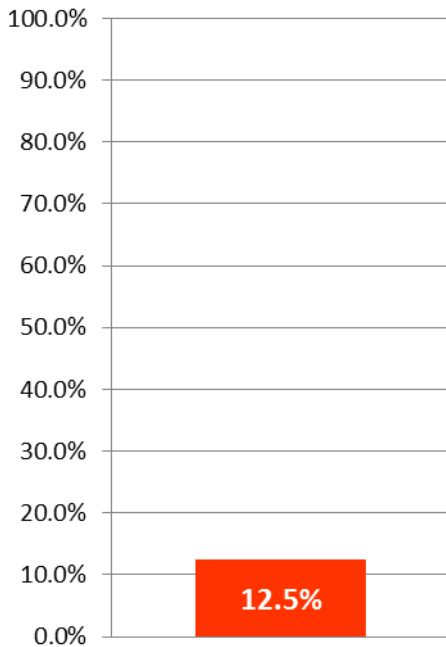
Within 60 days (by July 5th)

- Eliminate all remaining backlog applications

Program	30 Day Goal	As of 05/11/15	% of Goal Achieved
Food Stamp Expedites	251	21	8.4%
Food Stamp Non-Expedites over 90 days	108	14	13.0%
Food Stamp Recertifications	487	71	14.6%
Total Number of Applications	846	106	12.5%

Program	60 Day Goal	As of 05/11/15	% of Goal Achieved
Food Stamp Expedites	251	21	8.4%
Food Stamp Non-Expedites	761	47	6.2%
Food Stamp Recertifications	973	71	7.3%
Total Number of Applications	1,985	139	7.0%

SNAP Backlog 30 Day Goal



SNAP Backlog 60 Day Goal

