

05/04/2015 Weekly Workload Update

This is Public Service Appreciation Week. Have no doubt; there is no employee in state government more worthy of the public's appreciation than DPA. I talk to a clients or providers every day. Are many of them frustrated by late benefits or decisions and concerned about help for their family or patient? Certainly they are. But, the people I talk to are also typically very grateful for the help and compassion they receive from staff.

As grateful as our clients may be, no one appreciates someone in public service more than their co-worker. What a grand team we have in DPA. Catch someone doing a good thing and praise them (there are tons of opportunities to say thank you around us every day).

This weeks' numbers are evidence of your worthy service. This is the fourth consecutive week that the overall backlog has dropped. Way to go! Every action counts and everyone makes a difference.

While steady progress is being made, we are not out of the woods yet. As if the needs of thousands of Alaskans aren't enough motivation to slice through the backlog, I was advised late yesterday that, due to the backlog and the resulting timeliness issue, the Food and Nutrition Service (FNS) will sanction the Division. So, the ongoing efforts to address the backlog of SNAP applications, especially the expedited applications are well placed. FNS will set a deadline, 60 days from when we receive the sanction letter, to eliminate the backlog. A fiscal penalty (something we don't want to face after the cuts to our FY2016 operating budget) is likely if the backlog is not eradicated by the deadline. Avoiding a SNAP sanction, while dealing with a program-wide backlog, will be yet another challenge. But, everyone's efforts has already dropped the expedite backlog significantly since January. The interviews required for backlogged SNAP has the potential to create as bottleneck in our current system of work.

Last week I briefly mentioned the test of a revised workflow to accelerate the interview process. It stepped outside of the first contact resolution model in that one worker conducted the interviews and handed the completed "packet" to another ET for processing the eligibility determinations. The first ET completed and documented 18 interviews and the ET processing cases managed to complete action on 15 of the applications. A second test using a team comprised of an interviewer and two ETs to do the eligibility determinations completed interviews and processed 20 applications (expedited SNAP and SNAP-related combination in a day. Case reviews indicate zero to few errors as well. These tests seem very promising and Field Managers will be discussing it further to determine if the strategy merits wider deployment. With staff from other sections, such as Work Services, conducting interviews and dedicated staff assigned to the post interview eligibility determination, there could be potential for a rapid reduction of the SNAP-related backlog. Stay tuned.

**5/4/2015 Weekly Workload: Medicaid and All Other Programs
(Including New and Recertification Applications)**

Program	12/1/2014	4/27/2015	5/4/2015
Medicaid	6,325	9,020	8,941
All Other Programs	3,662	2,777	2,621
Total	9,987	11,797	11,562

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

5/4/2015 Weekly Workload: Medicaid and All Other Programs by Application Type

	All Other Programs				Medicaid				Total Case Counts	
	Applications		Reviews/Recerts		Applications		Reviews/Recerts		4/27/15	5/4/15
	4/27/15	5/4/15	4/27/15	5/4/15	4/27/15	5/4/15	4/27/15	5/4/15		
Case Count	1718	1533	1059	1088	8977	8921	43	20	11797	11562
Average Days	58.4	56.22	47.02	46.3	123.44	125.27	83.77	73.05		
Median Days	48	51	39	39	105	109	51	60		

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

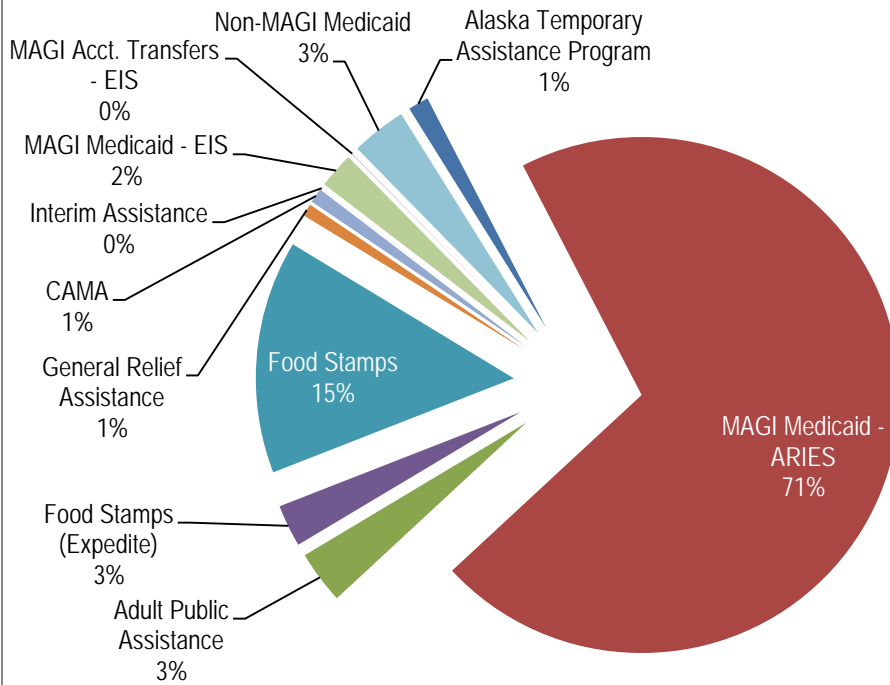
5/4/2015 Weekly Workload by Program

Program	Applications			Reviews/Recerts			Totals		
	4/27/15	5/4/15	Pct. Change	4/27/15	5/4/15	Pct. Change	4/27/15	5/4/15	Pct. Change
Alaska Temporary Assistance Program	122	116	-4.9%	29	17	-41.4%	151	133	-11.9%
Adult Public Assistance	288	243	-15.6%	103	74	-28.2%	391	317	-18.9%
Food Stamps (Expedites)	313	251	-19.8%	-	-	N/A	313	251	-19.8%
Food Stamps	820	761	-7.2%	903	973	7.8%	1,723	1,734	0.6%
General Assistance (including Senior Benefits)	91	76	-16.5%	-	-	*	91	76	-16.5%
CAMA	83	85	2.4%	24	24	0.0%	107	109	1.9%
Interim Assistance	1	1	0.0%	-	-	*	1	1	0.0%
MAGI Med. (ARIES)	8,343	8,329	-0.2%	-	-	N/A	8,343	8,329	-0.2%
MAGI Med. (EIS)	265	231	-12.8%	1	3	200.0%	266	234	-12.0%
MAGI Med. Acct. Transfers (EIS)	4	4	0.0%	-	-	N/A	4	4	0.0%
Non-MAGI Med.	365	357	-2.2%	42	17	-59.5%	407	374	-8.1%
Total	10,695	10,454	-2.3%	1,102	1,108	0.5%	11,797	11,562	-2.0%

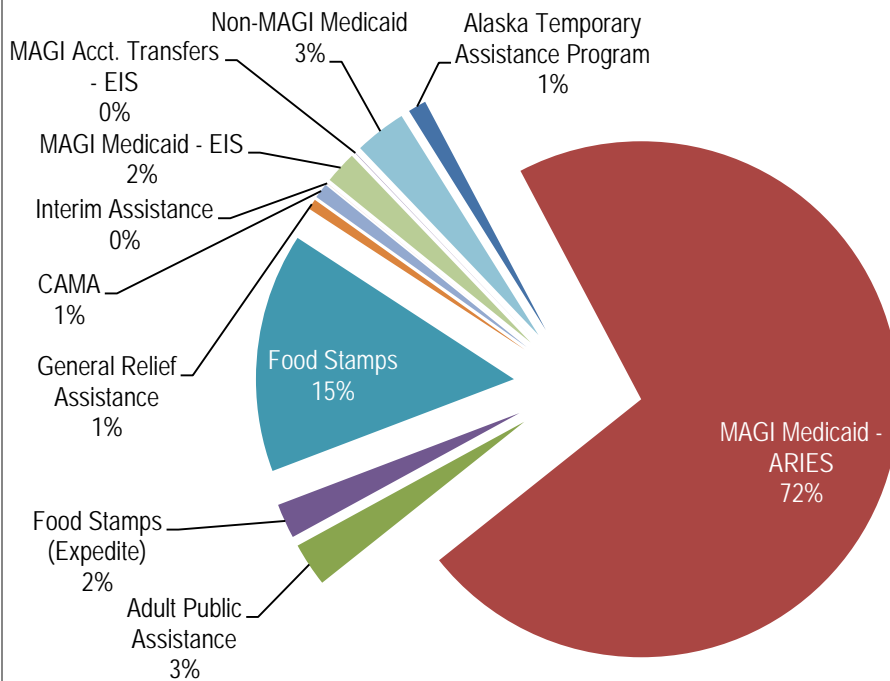
NOTE: EIS applications or cases in "Received" status; ARIES applications in "Complete" or "Received" status.

*Cannot be divided by 0.

4/27/2015 Weekly Workload Composition



5/4/2015 Weekly Workload Composition



Total Application Determinations by Program, March 2015

