

**Alaska Department of Health & Social Services - Division of Public Assistance**  
**Application Cycle Time**  
**SFY19 YTD through September 2018**

District Office	SNAP Expedite Applications Target: 7 Days			SNAP Applications Target: 30 Days			SNAP Recertifications Target: 30 Days		
	Total Apps	Average Cycle Time (Days)	Performance	Total Apps	Average Cycle Time (Days)	Performance	Total Apps	Average Cycle Time (Days)	Performance
Mat-Su	515	5	2	1,353	11	19	1,627	20	10
Gambell	963	8	-1	2,010	22	8	2,799	63	-33
Muldoon	513	8	-1	775	17	13	1,116	47	-17
LTC Office	8	30	-23	109	21	9	129	17	13
TEFRA Waiver	1	0	7	5	0	30	0	n/a	n/a
Kodiak	1	3	4	0	n/a	n/a	0	n/a	n/a
Coastal Field Office	29	3	4	240	13	17	208	37	-7
Fairbanks NSB	537	6	1	1,324	12	18	1,506	22	8
Nome	64	3	4	190	18	12	295	22	8
Juneau District Office	150	7	0	633	20	10	679	43	-13
DPA Non Field Staff	0	n/a	n/a	0	n/a	n/a	0	n/a	n/a
Ketchikan	149	6	1	549	15	15	805	42	-12
Bethel	136	6	1	515	19	11	1,064	52	-22
Kenai	364	4	3	807	12	18	1,180	21	9
Senior Benefits Office	1	30	-23	0	n/a	n/a	3	47	-17
<b>Statewide</b>	<b>3,431</b>	<b>9</b>	<b>-2</b>	<b>8,510</b>	<b>15</b>	<b>15</b>	<b>11,411</b>	<b>36</b>	<b>-6</b>

Decision Cycle Time is the average number of days from application date to decision date.  
Only applications with an approval or denial decision are included.

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	APA Applications Target: 68 Days			ATAP Applications Target: 19 Days			ATAP Recertifications Target: 30 days		
District Office	Total Apps	Average Cycle Time (Days)	Performance	Total Apps	Average Cycle Time (Days)	Performance	Total Apps	Average Cycle Time (Days)	Performance
Mat-Su	494	33	35	296	11	8	144	12	18
Gambell	971	61	7	455	19	0	211	19	11
Muldoon	305	38	30	234	17	2	99	18	12
LTC Office	196	32	36	10	20	-1	11	17	13
TEFRA Waiver	1	1	67	1	1	18	0	n/a	n/a
Kodiak	0	n/a	n/a	0	n/a	n/a	0	n/a	n/a
Coastal Field Office	98	72	-4	54	8	11	34	9	21
Fairbanks NSB	479	52	16	292	14	5	91	13	17
Nome	50	40	28	61	20	-1	38	15	15
Juneau District Office	234	39	29	91	13	6	50	17	13
DPA Non Field Staff	0	n/a	n/a	0	n/a	n/a	0	n/a	n/a
Ketchikan	187	28	40	111	15	4	44	14	16
Bethel	138	46	22	18	14	5	10	17	13
Kenai	328	32	36	167	14	5	102	9	21
Senior Benefits Office	0	n/a	n/a	0	n/a	n/a	0	n/a	n/a
<b>Statewide</b>	<b>3,481</b>	<b>39</b>	<b>29</b>	<b>1,790</b>	<b>14</b>	<b>5</b>	<b>834</b>	<b>14</b>	<b>16</b>

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	<b>ME Applications without APA Target: 13 Days</b>			<b>ME Applications with APA Target: 52 Days</b>			<b>ME Recertifications with APA Target: 30 Days</b>		
<b>District Office</b>	<b>Total Apps</b>	<b>Average Cycle Time (Days)</b>	<b>Performance</b>	<b>Total Apps</b>	<b>Average Cycle Time (Days)</b>	<b>Performance</b>	<b>Total Apps</b>	<b>Average Cycle Time (Days)</b>	<b>Performance</b>
Mat-Su	872	43	-30	258	38	14	102	21	9
Gambell	1,465	61	-48	451	72	-20	87	51	-21
Muldoon	460	68	-55	113	49	3	44	47	-17
LTC Office	188	304	-291	511	55	-3	527	35	-5
TEFRA Waiver	29	304	-291	60	126	-74	128	10	20
Kodiak	6	337	-324	0	n/a	n/a	0	n/a	n/a
Coastal Field Office	80	270	-257	48	107	-55	25	88	-58
Fairbanks NSB	919	110	-97	272	72	-20	83	55	-25
Nome	85	95	-82	32	32	20	4	60	-30
Juneau District Office	328	65	-52	99	64	-12	28	53	-23
DPA Non Field Staff	57	90	-77	0	n/a	n/a	0	n/a	n/a
Ketchikan	233	43	-30	101	47	5	53	73	-43
Bethel	195	123	-110	97	58	-6	31	34	-4
Kenai	659	133	-120	170	43	9	59	12	18
Senior Benefits Office	0	n/a	n/a	0	n/a	n/a	0	n/a	n/a
<b>Statewide</b>	<b>5,576</b>	<b>146</b>	<b>-133</b>	<b>2,212</b>	<b>64</b>	<b>-12</b>	<b>1,171</b>	<b>45</b>	<b>-15</b>

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	<b>SB Applications</b> <b>Target: 30 days</b>		
<b>District Office</b>	<b>Total Apps</b>	<b>Average Cycle Time (Days)</b>	<b>Performance</b>
Mat-Su	0	n/a	n/a
Gambell	0	n/a	n/a
Muldoon	0	n/a	n/a
LTC Office	0	n/a	n/a
TEFRA Waiver	0	n/a	n/a
Kodiak	0	n/a	n/a
Coastal Field Office	0	n/a	n/a
Fairbanks NSB	0	n/a	n/a
Nome	0	n/a	n/a
Juneau District Office	0	n/a	n/a
DPA Non Field Staff	0	n/a	n/a
Ketchikan	0	n/a	n/a
Bethel	0	n/a	n/a
Kenai	0	n/a	n/a
Senior Benefits Office	2,181	27	3
<b>Statewide</b>	<b>2,181</b>	<b>27</b>	<b>3</b>