

**Alaska Department of Health & Social Services - Division of Public Assistance**  
**Application Cycle Time**  
**SFY19 YTD through December 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	1,000	4	3	2,625	10	20	3,443	18	12
Gambell	1,709	7	0	4,037	18	12	5,468	49	-19
Muldoon	879	7	0	1,631	15	15	2,330	38	-8
LTC Office	20	18	-11	179	19	11	244	15	15
TEFRA Waiver	2	0	7	14	2	28	0	n/a	n/a
Kodiak	1	3	4	0	n/a	n/a	0	n/a	n/a
Coastal Field Office	67	5	2	486	9	21	504	26	4
Fairbanks NSB	985	5	2	2,647	14	16	3,094	20	10
Nome	138	3	4	351	17	13	666	21	9
Juneau District Office	310	5	2	1,108	15	15	1,172	29	1
DPA Non Field Staff	0	n/a	n/a	0	n/a	n/a	0	n/a	n/a
Ketchikan	350	5	2	1,149	16	14	1,542	30	0
Bethel	265	5	2	888	16	14	1,999	36	-6
Kenai	708	4	3	1,608	12	18	2,443	19	11
Senior Benefits Office	1	30	-23	4	4	26	6	31	-1
<b>Statewide</b>	<b>6,435</b>	<b>7</b>	<b>0</b>	<b>16,727</b>	<b>13</b>	<b>17</b>	<b>22,911</b>	<b>28</b>	<b>2</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	963	42	26	587	11	8	286	13	17
Gambell	1,888	54	14	901	17	2	386	18	12
Muldoon	644	32	36	452	17	2	214	17	13
LTC Office	405	34	34	20	17	2	17	12	18
TEFRA Waiver	5	1	67	1	1	18	0	n/a	n/a
Kodiak	1	31	37	0	n/a	n/a	0	n/a	n/a
Coastal Field Office	199	28	40	108	7	12	73	8	22
Fairbanks NSB	893	39	29	538	13	6	188	12	18
Nome	85	55	13	107	21	-2	82	18	12
Juneau District Office	401	35	33	175	12	7	74	14	16
DPA Non Field Staff	0	n/a	n/a	0	n/a	n/a	0	n/a	n/a
Ketchikan	385	30	38	220	13	6	79	11	19
Bethel	264	36	32	33	13	6	20	14	16
Kenai	658	27	41	358	14	5	185	10	20
Senior Benefits Office	0	n/a	n/a	0	n/a	n/a	0	n/a	n/a
<b>Statewide</b>	<b>6,791</b>	<b>34</b>	<b>34</b>	<b>3,500</b>	<b>13</b>	<b>6</b>	<b>1,604</b>	<b>13</b>	<b>17</b>

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	ME Applications without APA Target: 13 Days			ME Applications with APA Target: 52 Days			ME Recertifications with APA 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	2,304	143	-130	528	44	8	203	67	-37
Gambell	4,011	115	-102	946	68	-16	217	43	-13
Muldoon	1,228	105	-92	260	52	0	97	36	-6
LTC Office	385	250	-237	981	55	-3	969	39	-9
TEFRA Waiver	258	421	-408	141	125	-73	237	12	18
Kodiak	11	234	-221	0	n/a	n/a	0	n/a	n/a
Coastal Field Office	583	414	-401	91	69	-17	45	59	-29
Fairbanks NSB	3,823	281	-268	548	72	-20	215	70	-40
Nome	337	240	-227	59	46	6	21	43	-13
Juneau District Office	1,150	204	-191	191	64	-12	66	60	-30
DPA Non Field Staff	162	206	-193	0	n/a	n/a	0	n/a	n/a
Ketchikan	678	75	-62	234	40	12	97	69	-39
Bethel	670	249	-236	200	52	0	54	34	-4
Kenai	1,382	156	-143	354	40	12	146	33	-3
Senior Benefits Office	1	13	0	1	120	-68	0	n/a	n/a
<b>Statewide</b>	<b>16,983</b>	<b>207</b>	<b>-194</b>	<b>4,534</b>	<b>65</b>	<b>-13</b>	<b>2,367</b>	<b>47</b>	<b>-17</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	4,276	25	5
<b>Statewide</b>	<b>4,276</b>	<b>25</b>	<b>5</b>