

**Alaska Department of Health & Social Services - Division of Public Assistance**  
**Application Timeliness by District Office**  
**SFY18 YTD Through September 2017**

District Office	SNAP Expedite Applications Division Target: 95.5% Timely				SNAP Initial Applications Division Target: 97% Timely			
	Total Apps	Timely Apps	Percent Timely	Performance	Total Apps	Timely Apps	Percent Timely	Performance
Senior Benefits Office	0	n/a	n/a	n/a	2	2	100%	3%
Mat-Su	346	346	100.0%	4.5%	1,057	990	94%	-3%
Gambell	735	529	72.0%	-23.5%	1,554	1,381	89%	-8%
Muldoon/Eagle River	363	271	74.7%	-20.8%	705	661	94%	-3%
LTC TEFRA Waiver	6	4	66.7%	-28.8%	69	58	84%	-13%
Coastal Field Office #2	1	1	100.0%	4.5%	9	9	100%	3%
Kodiak	1	0	0.0%	-95.5%	7	5	71%	-26%
Coastal Field Office #1	61	46	75.4%	-20.1%	7	5	71%	-26%
Fairbanks NSB	423	316	74.7%	-20.8%	1,212	1,083	89%	-8%
Nome	53	48	90.6%	-4.9%	171	154	90%	-7%
Juneau District Office	101	74	73.3%	-22.2%	404	356	88%	-9%
Sitka	0	n/a	n/a	n/a	1	1	100%	3%
Ketchikan	97	62	63.9%	-31.6%	334	285	85%	-12%
Bethel	105	76	72.4%	-23.1%	431	337	78%	-19%
Kenai	291	256	88.0%	-7.5%	657	631	96%	-1%
<b>Statewide</b>	<b>2,583</b>	<b>1,993</b>	<b>77.2%</b>	<b>-18.3%</b>	<b>6,948</b>	<b>6,226</b>	<b>89.6%</b>	<b>-7%</b>

**Alaska Department of Health & Social Services - Division of Public Assistance**  
**Application Timeliness by District Office**  
**SFY18 YTD Through September 2017**

District Office	SNAP Recerts Division Target: 99.7% Timely				ATAP Initial Applications Division Target: 90% Timely			
	Total Apps	Timely Apps	Percent Timely	Performance	Total Apps	Timely Apps	Percent Timely	Performance
Senior Benefits Office	0	0	n/a	n/a	2	1	50%	-40%
Mat-Su	122	74	60.7%	-39.0%	333	321	96%	6%
Gambell	286	72	25.2%	-74.5%	372	338	91%	1%
Muldoon/Eagle River	115	34	29.6%	-70.1%	232	219	94%	4%
LTC TEFRA Waiver	9	2	22.2%	-77.5%	8	4	50%	-40%
Coastal Field Office #2	0	0	n/a	n/a	3	3	100%	10%
Kodiak	0	n/a	n/a	n/a	3	0	0%	-90%
Coastal Field Office #1	192	45	23.4%	-76.3%	114	94	82%	-8%
Fairbanks NSB	383	139	36.3%	-63.4%	310	251	81%	-9%
Nome	128	62	48.4%	-51.3%	79	63	80%	-10%
Juneau District Office	69	22	31.9%	-67.8%	77	68	88%	-2%
Sitka	0	n/a	n/a	n/a	0	n/a	n/a	n/a
Ketchikan	86	25	29.1%	-70.6%	82	74	90%	0%
Bethel	154	71	46.1%	-53.6%	7	6	86%	-4%
Kenai	68	50	73.5%	-26.2%	227	217	96%	6%
<b>Statewide</b>	<b>1,612</b>	<b>596</b>	<b>37.0%</b>	<b>-62.7%</b>	<b>1,849</b>	<b>1,659</b>	<b>89.7%</b>	<b>0%</b>

**Alaska Department of Health & Social Services - Division of Public Assistance**  
**Application Timeliness by District Office**  
**SFY18 YTD Through September 2017**

District Office	ATAP Review Applications Division Target: 98% Timely				Medicaid Initial Applications Division Target: 92% Timely			
	Total Apps	Timely Apps	Percent Timely	Performance	Total Apps	Timely Apps	Percent Timely	Performance
Senior Benefits Office	0	0	n/a	n/a	1	1	100%	8%
Mat-Su	47	46	98%	0%	1,756	1,034	59%	-33%
Gambell	37	31	84%	-14%	1,958	1,201	61%	-31%
Muldoon/Eagle River	21	17	81%	-17%	801	586	73%	-19%
LTC TEFRA Waiver	3	2	67%	-31%	751	334	44%	-48%
Coastal Field Office #2	0	0	n/a	n/a	307	31	10%	-82%
Kodiak	0	n/a	n/a	n/a	52	27	52%	-40%
Coastal Field Office #1	16	12	75%	-23%	855	117	14%	-78%
Fairbanks NSB	31	24	77%	-21%	1,491	768	52%	-40%
Nome	17	14	82%	-16%	135	48	36%	-56%
Juneau District Office	14	10	71%	-27%	691	318	46%	-46%
Sitka	0	n/a	n/a	n/a	10	3	30%	-62%
Ketchikan	17	17	100%	2%	526	258	49%	-43%
Bethel	3	2	67%	-31%	404	187	46%	-46%
Kenai	34	32	94%	-4%	1,259	688	55%	-37%
<b>Statewide</b>	<b>240</b>	<b>207</b>	<b>86.3%</b>	<b>-12%</b>	<b>10,997</b>	<b>5,601</b>	<b>50.9%</b>	<b>-41%</b>

**Alaska Division of Public Assistance - Timeliness Performance**  
**Application Timeliness by District Office**  
**SFY18 YTD Through September 2017**

District Office	Medicaid Renewal Applications Division Target: 92% Timely				APA Initial Applications Division Target: 70% Timely			
	Total Apps	Timely Apps	Percent Timely	Performance	Total Apps	Timely Apps	Percent Timely	Performance
Senior Benefits Office	1	1	100%	8%	0	0	n/a	n/a
Mat-Su	120	99	83%	-10%	872	632	72%	2%
Gambell	86	63	73%	-19%	1,683	1,330	79%	9%
Muldoon/Eagle River	47	45	96%	4%	712	637	89%	19%
LTC TEFRA Waiver	618	525	85%	-7%	374	283	76%	6%
Coastal Field Office #2	0	0	n/a	n/a	13	13	100%	30%
Kodiak	0	n/a	n/a	n/a	6	6	100%	30%
Coastal Field Office #1	42	21	50%	-42%	497	223	45%	-25%
Fairbanks NSB	108	87	81%	-11%	1,081	794	73%	3%
Nome	10	7	70%	-22%	114	85	75%	5%
Juneau District Office	45	28	62%	-30%	387	321	83%	13%
Sitka	0	n/a	n/a	n/a	0	n/a	n/a	n/a
Ketchikan	48	43	90%	-2%	355	238	67%	-3%
Bethel	26	19	73%	-19%	240	182	76%	6%
Kenai	93	79	85%	-7%	518	408	79%	9%
<b>Statewide</b>	<b>1,244</b>	<b>1,017</b>	<b>81.8%</b>	<b>-10%</b>	<b>6,852</b>	<b>5,152</b>	<b>75.2%</b>	<b>5%</b>

**Alaska Department of Health & Social Services - Division of Public Assistance**  
**Application Timeliness by District Office**  
**SFY18 YTD Through September 2017**

District Office	APA Review Applications Division Target: 96% Timely				GA Applications Division Target: 99.7% Timely			
	Total Apps	Timely Apps	Percent Timely	Performance	Total Apps	Timely Apps	Percent Timely	Performance
Senior Benefits Office	0	0	n/a	n/a	957	852	89%	-7%
Mat-Su	176	169	96%	0%	166	161	97%	1%
Gambell	153	134	88%	-8%	351	339	97%	1%
Muldoon/Eagle River	76	74	97%	1%	166	165	99%	3%
LTC TEFRA Waiver	178	157	88%	-8%	21	21	100%	4%
Coastal Field Office #2	0	0	n/a	n/a	1	1	100%	4%
Kodiak	0	n/a	n/a	n/a	0	0	n/a	n/a
Coastal Field Office #1	44	26	59%	-37%	47	31	66%	-30%
Fairbanks NSB	140	137	98%	2%	210	198	94%	-2%
Nome	28	21	75%	-21%	46	43	93%	-3%
Juneau District Office	65	62	95%	-1%	73	72	99%	3%
Sitka	0	n/a	n/a	n/a	1	1	100%	4%
Ketchikan	65	62	95%	-1%	79	75	95%	-1%
Bethel	40	36	90%	-6%	48	46	96%	0%
Kenai	111	110	99%	3%	110	106	96%	0%
<b>Statewide</b>	<b>1,076</b>	<b>988</b>	<b>91.8%</b>	<b>-4%</b>	<b>2,276</b>	<b>2,111</b>	<b>92.8%</b>	<b>-3%</b>