

Alaska Department of Health & Social Services - Division of Public Assistance
Application Timeliness by District Office
SFY15 YTD - May 2015

District Office	Food Stamps Expedite Applications Division Target: 95.5% Timely				Food Stamps Initial Applications Division Target: 97% Timely			
	Total Apps	Timely Apps	Percent Timely	Performance	Total Apps	Timely Apps	Percent Timely	Performance
Mat-Su	2,551	1,707	66.9%	-28.6%	6,473	4,590	71%	-26%
Gambell	356	201	56.5%	-39.0%	1,862	1,042	56%	-41%
Muldoon/Eagle River	594	273	46.0%	-49.5%	1,808	1,026	57%	-40%
LTC TEFRA Waiver	151	94	62.3%	-33.2%	523	318	61%	-36%
Coastal Field Office #2	641	308	48.0%	-47.5%	1,877	1,092	58%	-39%
Denali KidCare	7	5	71.4%	-24.1%	30	19	63%	-34%
Kodiak	9	7	77.8%	-17.7%	52	33	63%	-34%
Coastal Field Office #1	728	425	58.4%	-37.1%	1,993	1,146	58%	-39%
Fairbanks NSB	2,472	1,622	65.6%	-29.9%	6,613	4,272	65%	-32%
Fairbanks APA	0	n/a	n/a	n/a	0	n/a	n/a	n/a
Nome	116	79	68.1%	-27.4%	1,009	745	74%	-23%
Kotzebue	2	0	0.0%	-95.5%	18	16	89%	-8%
Juneau District Office	750	568	75.7%	-19.8%	2,263	1,847	82%	-15%
Sitka	88	58	65.9%	-29.6%	334	268	80%	-17%
Ketchikan	1,021	864	84.6%	-10.9%	2,545	2,260	89%	-8%
Bethel	449	186	41.4%	-54.1%	1,993	1,121	56%	-41%
Homer	4	2	50.0%	-45.5%	25	24	96%	-1%
Kenai	1,430	1,073	75.0%	-20.5%	3,994	3,113	78%	-19%
Statewide	11,369	7,472	65.7%	-29.8%	33,412	22,932	68.6%	-28%

Alaska Department of Health & Social Services - Division of Public Assistance
Application Timeliness by District Office
SFY15 YTD - May 2015

District Office	Food Stamps Recert Applications 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
Mat-Su	11,228	7,665	68.3%	-31.4%	1,501	1,189	79%	-11%
Gambell	291	179	61.5%	-38.2%	663	467	70%	-20%
Muldoon/Eagle River	2,476	1,683	68.0%	-31.7%	749	499	67%	-23%
LTC TEFRA Waiver	573	326	56.9%	-42.8%	44	26	59%	-31%
Coastal Field Office #2	1,748	1,055	60.4%	-39.3%	395	283	72%	-18%
Denali KidCare	4	0	0.0%	-99.7%	8	6	75%	-15%
Kodiak	11	8	72.7%	-27.0%	19	17	89%	-1%
Coastal Field Office #1	2,463	1,005	40.8%	-58.9%	333	222	67%	-23%
Fairbanks NSB	10,034	4,601	45.9%	-53.8%	911	649	71%	-19%
Fairbanks APA	0	n/a	n/a	n/a	0	n/a	n/a	n/a
Nome	1,635	1,106	67.6%	-32.1%	293	206	70%	-20%
Kotzebue	39	35	89.7%	-10.0%	1	1	100%	10%
Juneau District Office	3,266	2,693	82.5%	-17.2%	326	244	75%	-15%
Sitka	377	334	88.6%	-11.1%	51	50	98%	8%
Ketchikan	4,264	3,822	89.6%	-10.1%	460	413	90%	0%
Bethel	3,146	2,142	68.1%	-31.6%	70	51	73%	-17%
Homer	22	15	68.2%	-31.5%	44	42	95%	5%
Kenai	6,141	3,813	62.1%	-37.6%	721	531	74%	-16%
Statewide	47,718	30,482	63.9%	-35.8%	6,589	4,896	74.3%	-16%

Alaska Department of Health & Social Services - Division of Public Assistance
Application Timeliness by District Office
SFY15 YTD - May 2015

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
Mat-Su	1,031	923	90%	-8%	7,700	3,183	41%	-51%
Gambell	118	95	81%	-17%	2,922	1,051	36%	-56%
Muldoon/Eagle River	594	466	78%	-20%	2,612	1,232	47%	-45%
LTC TEFRA Waiver	46	33	72%	-26%	2,225	930	42%	-50%
Coastal Field Office #2	196	156	80%	-18%	3,830	1,282	33%	-59%
Denali KidCare	0	n/a	n/a	n/a	1,432	356	25%	-67%
Kodiak	2	2	100%	2%	258	88	34%	-58%
Coastal Field Office #1	220	108	49%	-49%	2,028	536	26%	-66%
Fairbanks NSB	553	466	84%	-14%	5,597	1,621	29%	-63%
Fairbanks APA	0	n/a	n/a	n/a	2	1	50%	-42%
Nome	226	197	87%	-11%	936	407	43%	-49%
Kotzebue	1	1	100%	2%	64	46	72%	-20%
Juneau District Office	145	123	85%	-13%	1,423	729	51%	-41%
Sitka	15	15	100%	2%	314	166	53%	-39%
Ketchikan	286	271	95%	-3%	2,288	1,368	60%	-32%
Bethel	113	99	88%	-10%	1,984	665	34%	-58%
Homer	2	2	100%	2%	402	283	70%	-22%
Kenai	406	342	84%	-14%	3,576	1,430	40%	-52%
Statewide	3,954	3,299	83.4%	-15%	39,595	15,375	38.8%	-53%

Alaska Division of Public Assistance - Timeliness Performance
Application Timeliness by District Office
SFY15 YTD - May 2015

District Office	Medicaid Recert 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
Mat-Su	426	380	89%	-3%	3,163	1,787	56%	-14%
Gambell	52	26	50%	-42%	2,280	1,154	51%	-19%
Muldoon/Eagle River	144	70	49%	-43%	2,454	1,600	65%	-5%
LTC TEFRA Waiver	2,322	1,739	75%	-17%	1,397	631	45%	-25%
Coastal Field Office #2	34	20	59%	-33%	859	511	59%	-11%
Denali KidCare	5	4	80%	-12%	5	1	20%	-50%
Kodiak	0	n/a	n/a	n/a	180	111	62%	-8%
Coastal Field Office #1	166	60	36%	-56%	1,187	498	42%	-28%
Fairbanks NSB	326	237	73%	-19%	3,163	1,490	47%	-23%
Fairbanks APA	0	n/a	n/a	n/a	0	n/a	n/a	n/a
Nome	26	16	62%	-30%	432	266	62%	-8%
Kotzebue	3	3	100%	8%	52	39	75%	5%
Juneau District Office	133	100	75%	-17%	1,092	770	71%	1%
Sitka	0	n/a	n/a	n/a	99	86	87%	17%
Ketchikan	180	168	93%	1%	1,172	776	66%	-4%
Bethel	52	42	81%	-11%	679	258	38%	-32%
Homer	2	1	50%	-42%	195	179	92%	22%
Kenai	252	223	88%	-4%	2,339	1,324	57%	-13%
Statewide	4,123	3,089	74.9%	-17%	20,752	11,481	55.3%	-15%

Alaska Department of Health & Social Services - Division of Public Assistance
Application Timeliness by District Office
SFY15 YTD - May 2015

APA Review Applications				
Division Target: 96% Timely				
District Office	Total Apps	Timely Apps	Percent Timely	Performance
Mat-Su	1,511	1,395	92%	-4%
Gambell	45	32	71%	-25%
Muldoon/Eagle River	468	362	77%	-19%
LTC TEFRA Waiver	912	679	74%	-22%
Coastal Field Office #2	127	96	76%	-20%
Denali KidCare	0	n/a	n/a	n/a
Kodiak	0	n/a	n/a	n/a
Coastal Field Office #1	427	146	34%	-62%
Fairbanks NSB	950	812	85%	-11%
Fairbanks APA	0	n/a	n/a	n/a
Nome	109	90	83%	-13%
Kotzebue	23	23	100%	4%
Juneau District Office	424	385	91%	-5%
Sitka	0	n/a	n/a	n/a
Ketchikan	530	512	97%	1%
Bethel	173	145	84%	-12%
Homer	5	3	60%	-36%
Kenai	600	542	90%	-6%
Statewide	6,304	5,222	82.8%	-13%

Alaska Department of Health & Social Services - Division of Public Assistance
Application Cycle Time
SFY15 YTD - May 2015

District Office	Food Stamps Applications Division Target: 17 Days			ATAP Applications Division Target: 19 Days			Medicaid (without APA) Applications Division Target: 13 Days		
	Total Apps	Average Cycle Time (Days)	Performance	Total Apps	Average Cycle Time (Days)	Performance	Total Apps	Average Cycle Time (Days)	Performance
Mat-Su	7,647	26	-9	1,416	23	-4	8,022	23	-10
Gambell	5,351	33	-16	660	27	-8	3,344	27	-14
Muldoon/Eagle River	2,543	35	-18	620	28	-9	2,780	28	-15
LTC TEFRA Waiver	437	39	-22	44	34	-15	954	205	-192
Coastal Field Office #2	1,295	32	-15	288	29	-10	3,824	167	-154
Denali KidCare	65	23	-6	10	14	5	2,062	104	-91
Kodiak	220	23	-6	22	20	-1	307	233	-220
Coastal Field Office #1	1,862	40	-23	312	32	-13	2,095	241	-228
Fairbanks NSB	7,302	29	-12	973	26	-7	6,344	213	-200
Fairbanks APA	0	n/a	n/a	0	n/a	n/a	0	n/a	n/a
Nome	1,041	25	-8	274	24	-5	1,002	173	-160
Kotzebue	321	12	5	2	6	13	112	34	-21
Juneau District Office	2,199	17	0	309	18	1	1,447	156	-143
Sitka	471	15	2	43	14	5	374	45	-32
Ketchikan	2,938	12	5	465	14	5	2,310	87	-74
Bethel	2,153	32	-15	71	23	-4	2,194	175	-162
Homer	525	15	2	73	16	3	495	79	-66
Kenai	3,475	24	-7	726	23	-4	3,971	179	-166
Statewide	39,845	27	-10	6,308	24	-5	41,637	173	-160

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.

Alaska Department of Health & Social Services - Division of Public Assistance
Application Cycle Time
SFY15 YTD - May 2015

District Office	Medicaid (with APA) Applications Division Target: 52 Days			APA Applications Division Target: 68 Days		
	Total Apps	Average Cycle Time (Days)	Performance	Total Apps	Average Cycle Time (Days)	Performance
Mat-Su	1,799	54	-2	1,660	54	14
Gambell	1,228	49	3	1,294	57	11
Muldoon/Eagle River	863	43	9	832	44	24
LTC TEFRA Waiver	1,953	47	5	531	52	16
Coastal Field Office #2	410	55	-3	308	47	21
Denali KidCare	16	51	1	2	32	36
Kodiak	92	43	9	69	26	42
Coastal Field Office #1	574	65	-13	437	56	12
Fairbanks NSB	1,535	58	-6	1,323	53	15
Fairbanks APA	3	48	4	0	n/a	n/a
Nome	167	42	10	152	44	24
Kotzebue	25	49	3	24	42	26
Juneau District Office	609	43	9	519	40	28
Sitka	67	25	27	80	29	39
Ketchikan	728	35	17	474	36	32
Bethel	365	53	-1	315	53	15
Homer	139	16	36	111	14	54
Kenai	1,412	50	2	1,045	40	28
Statewide	11,986	50	2	9,177	49	19

Alaska Department of Health & Social Services - Division of Public Assistance
Timely Benefit Issuance by District Office
SFY15 YTD - May 2015

District Office	Food Stamps Benefits Division Target: 90% Issued Timely				ATAP Benefits Division Target: 86% Issued Timely			
	Total Issued	Issued Timely	Percent Timely	Performance	Total Issued	Issued Timely	Percent Timely	Performance
Mat-Su	92,259	82,171	89%	-1%	9,349	8,313	89%	3%
Gambell	6,296	5,061	80%	-10%	842	671	80%	-6%
Muldoon/Eagle River	22,093	19,293	87%	-3%	4,411	3,776	86%	0%
LTC TEFRA Waiver	7,489	6,684	89%	-1%	348	302	87%	1%
Coastal Field Office #2	13,136	11,121	85%	-5%	1,890	1,595	84%	-2%
Denali KidCare	45	29	64%	-26%	1	n/a	#VALUE!	#VALUE!
Kodiak	111	103	93%	3%	2	2	100%	14%
Coastal Field Office #1	22,487	18,264	81%	-9%	1,908	1,518	80%	-6%
Fairbanks NSB	79,504	67,240	85%	-5%	5,245	4,589	87%	1%
Fairbanks APA	0	n/a	n/a	n/a	0	n/a	n/a	n/a
Nome	10,283	8,832	86%	-4%	1,765	1,514	86%	0%
Kotzebue	354	324	92%	2%	0	n/a	n/a	n/a
Juneau District Office	21,589	20,004	93%	3%	1,338	1,152	86%	0%
Sitka	3,254	2,936	90%	0%	188	174	93%	7%
Ketchikan	33,096	30,924	93%	3%	2,512	2,305	92%	6%
Bethel	23,630	20,715	88%	-2%	854	761	89%	3%
Homer	127	121	95%	5%	17	16	94%	8%
Kenai	43,016	37,588	87%	-3%	4,113	3,596	87%	1%
Statewide	378,841	331,474	87.5%	-3%	34,787	30,289	87.1%	1%

Timely Benefit Issuance is ongoing cases whose benefits were issued by the regular run.

The Benefit Issuance report is run 45 days after the end of each month.

Alaska Department of Health & Social Services - Division of Public Assistance
Timely Benefit Issuance by District Office
SFY15 YTD - May 2015

District Office	Medicaid Benefits Division Target: 89% Issued Timely				APA Benefits Division Target: 97% Issued Timely			
	Total Issued	Issued Timely	Percent Timely	Performance	Total Issued	Issued Timely	Percent Timely	Performance
Mat-Su	110,802	106,857	96%	7%	50,804	49,029	97%	0%
Gambell	7,418	6,294	85%	-4%	1,342	1,164	87%	-10%
Muldoon/Eagle River	33,099	31,428	95%	6%	15,817	15,257	96%	-1%
LTC TEFRA Waiver	75,691	70,438	93%	4%	32,233	31,091	96%	-1%
Coastal Field Office #2	16,675	15,670	94%	5%	5,489	5,192	95%	-2%
Denali KidCare	70,886	65,907	93%	4%	2	2	100%	3%
Kodiak	538	473	88%	-1%	41	35	85%	-12%
Coastal Field Office #1	29,088	26,786	92%	3%	13,160	12,103	92%	-5%
Fairbanks NSB	88,001	83,217	95%	6%	33,126	31,747	96%	-1%
Fairbanks APA	0	n/a	n/a	n/a	0	n/a	n/a	n/a
Nome	11,916	11,212	94%	5%	3,362	3,200	95%	-2%
Kotzebue	372	327	88%	-1%	66	62	94%	-3%
Juneau District Office	25,029	23,885	95%	6%	12,769	12,369	97%	0%
Sitka	2,773	2,645	95%	6%	15	15	100%	3%
Ketchikan	37,948	36,499	96%	7%	15,135	14,750	97%	0%
Bethel	27,458	25,734	94%	5%	4,685	4,371	93%	-4%
Homer	52	46	88%	-1%	13	12	92%	-5%
Kenai	52,089	49,402	95%	6%	21,302	20,530	96%	-1%
Statewide	589,927	556,870	94.4%	5%	209,396	200,953	96.0%	-1%