

**Alaska DHSS – Division of Public Assistance  
Internal Performance Measures: Year-to-Date Performance**

<b>Accuracy – FFY19 YTD</b>			
<b>Program</b>	<b>Percent Accurate</b>	<b>Target</b>	<b>Difference</b>
SNAP Benefits	92.3%	98.0%	-5.7%
SNAP Denials	60.9%	92.0%	-31.2%
ATAP Benefits	TBD		
ATAP Denials	TBD		
Medicaid Eligibility (MEQC)	TBD	93.0%	
Medicaid Denials (MEQC)	TBD	93.0%	
APA Benefits	TBD		
APA Denials	TBD		

<b>Timely Application Actions – SFY21 YTD</b>			
<b>Program</b>	<b>Percent Timely</b>	<b>Target</b>	<b>Difference</b>
SNAP Expedite applications	78.0%	95.5%	-17.5%
SNAP Initial applications	71.2%	97.0%	-25.8%
SNAP Recert applications	63.4%	99.7%	-36.3%
ATAP Initial applications	79.2%	90.0%	-10.8%
ATAP Review applications	78.9%	98.0%	-19.1%
Medicaid Initial applications	68.8%	92.0%	-23.2%
Medicaid Review applications	77.2%	92.0%	-14.8%
APA Initial applications	75.7%	70.0%	5.7%
APA Review applications	68.7%	96.0%	-27.3%
GA Initial applications	84.9%	99.7%	-14.8%

<b>Application Decision Cycle Time – SFY21 YTD</b>			
<b>Program</b>	<b>Average Days</b>	<b>Target</b>	<b>Difference</b>
SNAP	18	17	0.7%
ATAP	19	19	-0.4%
Medicaid without APA	36	13	22.9%
Medicaid With APA	55	52	2.8%
APA	23	68	-44.5%
SB	26	30	-3.5%

<b>Timely Benefit Issuance – SFY21 YTD</b>			
<b>Program</b>	<b>Percent Timely</b>	<b>Target</b>	<b>Difference</b>
SNAP	93.8%	93.0%	0.8%
Alaska Temporary Assistance Program	91.4%	91.0%	0.4%
Medicaid	94.5%	94.0%	0.5%
Adult Public Assistance	97.1%	97.0%	0.1%

<b>Work Services Performance Measures – SFY21 YTD</b>			
<b>Performance Measure</b>	<b>Percent Meeting</b>		
	<b>Measure</b>	<b>Target</b>	<b>Difference</b>
Obtain employment within 90 days	21%	27%	-6.0%
Cases closed with earnings	28%	51%	-23.0%
Cases closed and not returned	86%	90%	-4.0%
All families work participation rate	33%	50%	-17.0%
Two-parent work participation rate	44%	90%	-46.0%
Job Development	8%	10%	-2.0%

*MEQC Accuracy measures current through*  
*APA Accuracy measures current through*  
*SNAP Accuracy measures current through* Jun-19  
*ATAP Accuracy measures current through*  
*Timely Actions current through* Feb-21  
*Application Decision Cycle Time current through* Feb-21  
*Timely Benefit Issuance current through* Jan-21  
*Work Services Perf Measures current through* Feb-21

**Alaska DH&SS – Division of Public Assistance  
Internal Performance Measures: Historic Performance**

Accuracy										
Program	FFY10	FFY11	FFY12	FFY13	FFY14	FFY15	FFY16	FFY17	FFY18	FFY19YTD
SNAP Benefits	98.3%	99.3%	99.0%	98.8%	99.2%	99.6%	97.4%	94.2%	93.4%	92.3%
SNAP Denials	96.0%	98.9%	93.1%	92.8%	88.3%	59.9%	67.6%	58.9%	68.6%	60.9%
ATAP Benefits	97.4%	95.3%	94.8%	94.5%	93.2%	92.5%	88.8%	92.6%	TBD	TBD
ATAP Denials	98.0%	96.4%	99.1%	98.7%	98.7%	100.0%	98.2%	98.2%	TBD	TBD
Medicaid Eligibility (MEQC)	93.6%	92.5%	93.6%	91.7%	98.1%	92.9%	85.5%	TBD	TBD	TBD
Medicaid Denials (MEQC)	91.2%	99.5%	98.8%	95.0%	94.2%	100.0%	90.0%	TBD	TBD	TBD
APA Benefits	99.8%	96.3%	96.8%	99.8%	95.7%	97.3%	98.6%	97.6%	TBD	TBD
APA Denials	97.2%	95.8%	98.3%	98.3%	100.0%	99.2%	99.2%	95.0%	TBD	TBD
CHIP Payments (PERM)*	-	95.5%	-	-	*-	-	-	*-	-	-
Non-CHIP Payments (PERM)*	-	100.0%	-	-	*-	-	-	*-	-	-

\* PERM reviews occur every third year, but were suspended for FFY 2014 and FFY 2017.

Timely Application Actions										
Program	SFY12	SFY13	SFY14	SFY15	SFY16	SFY17	SFY18	SFY19	SFY20	SFY21YTD
SNAP Expedite applications	94.9%	87.2%	84.2%	67.1%	82.4%	72.8%	79.7%	87.0%	92.9%	78.0%
SNAP Initial applications	96.8%	92.0%	88.4%	69.4%	80.0%	74.9%	86.9%	91.5%	92.6%	71.2%
SNAP Recert applications	96.7%	87.7%	86.0%	65.4%	76.5%	51.5%	68.4%	80.9%	92.0%	63.4%
ATAP Initial applications	94.0%	90.6%	88.5%	75.3%	81.2%	85.9%	87.6%	90.6%	94.1%	79.2%
ATAP Review applications	95.0%	94.5%	92.4%	83.9%	86.7%	85.5%	88.0%	91.6%	94.9%	78.9%
Medicaid Initial applications	90.8%	86.7%	66.4%	37.8%	42.6%	51.4%	53.7%	48.6%	70.6%	68.8%
Medicaid Review applications	95.0%	94.6%	93.8%	76.4%	87.7%	84.9%	83.5%	79.6%	88.5%	77.2%
APA Initial applications	75.2%	76.3%	76.1%	55.6%	62.8%	65.4%	73.0%	81.4%	84.6%	75.7%
APA Review applications	96.6%	96.4%	95.0%	84.1%	90.1%	84.6%	89.5%	93.7%	97.5%	68.7%
GA Initial applications							91.0%	95.1%	96.5%	84.9%

Application Decision Cycle Time										
Program	SFY12	SFY13	SFY14	SFY15	SFY16	SFY17	SFY18	SFY19	SFY20	SFY21YTD
SNAP	9	12	12	27	18	20	18	12	9	18
ATAP	9	14	14	24	20	17	19	12	14	19
Medicaid without APA	12	17	17	141	91	94	169	171	34	36
Medicaid with APA	26	26	26	50	44	46	65	62	60	55
APA	32	33	33	48	45	48	43	29	31	23
SB	-	-	-	-	-	-	-	20	28	26

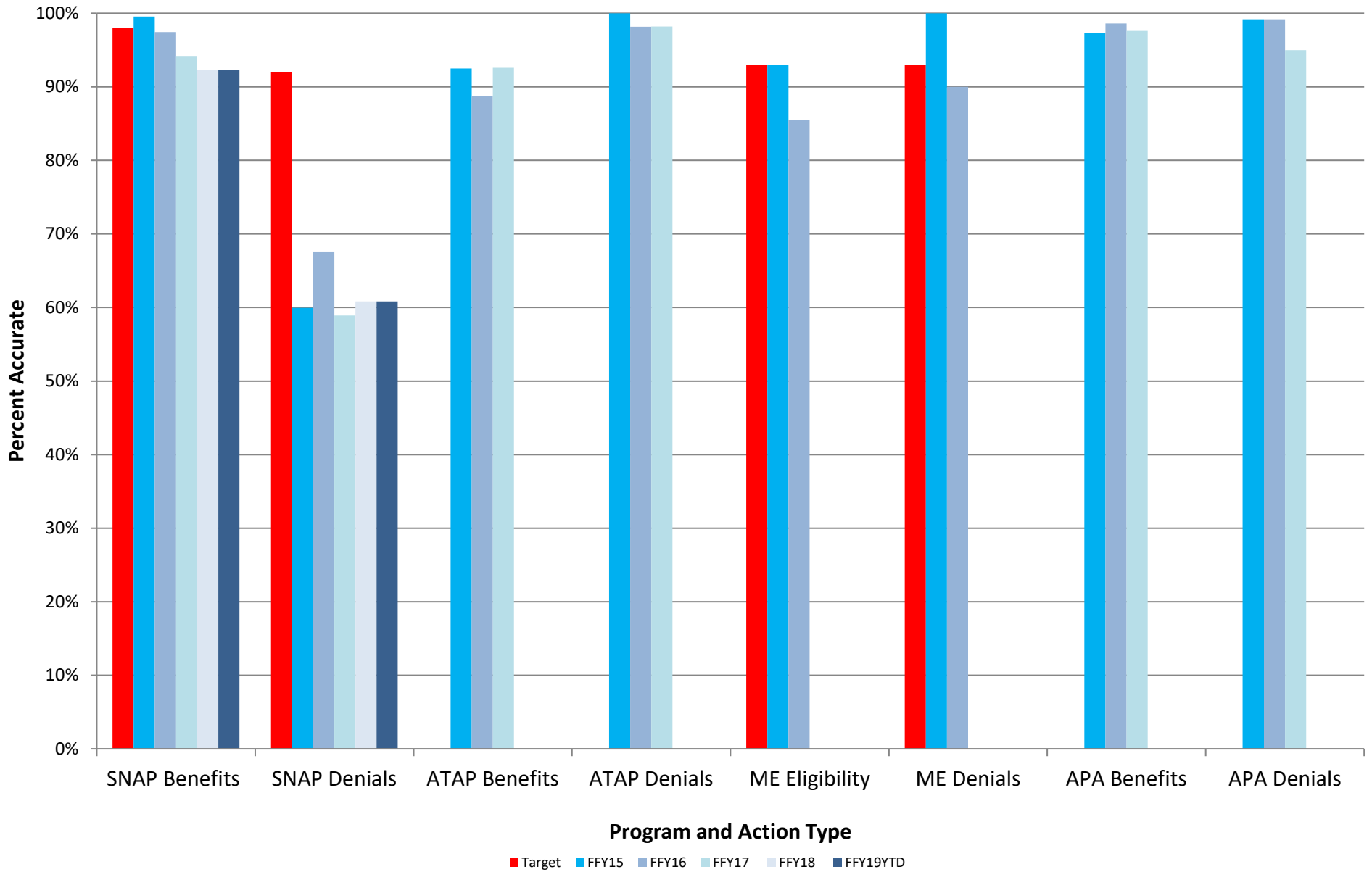
Timely Ongoing Benefit Issuance										
Program	SFY12	SFY13	SFY14	SFY15	SFY16	SFY17	SFY18	SFY19	SFY20	SFY21YTD
SNAP	94.0%	93.0%	91.9%	87.6%	90.4%	87.3%	93.7%	93.0%	95.3%	93.8%
ATAP	91.4%	90.8%	89.3%	87.0%	88.3%	89.6%	91.8%	92.2%	92.4%	91.4%
Medicaid	94.2%	94.0%	92.6%	94.3%	92.0%	92.1%	93.8%	94.6%	95.5%	94.5%
APA	96.1%	97.1%	97.4%	95.9%	96.8%	96.4%	97.2%	97.7%	97.9%	97.1%

Work Services Performance Measures										
Performance Measure	SFY12	SFY13	SFY14	SFY15	SFY16	SFY17	SFY18	SFY19	SFY20	SFY21YTD
Obtain employment within 90 days	22%	21%	27%	31%	30%	28%	32%	31%	27%	21%
Cases closed with earnings	41%	39%	42%	43%	46%	45%	44%	36%	37%	28%
Cases closed and not returned	82%	85%	83%	85%	85%	84%	85%	83%	83%	86%
All families work participation rate	38%	34%	33%	37%	37%	38%	42%	49%	43%	33%
Two-parent work participation rate	45%	38%	35%	43%	43%	43%	51%	62%	56%	44%
Job Development <sup>#</sup>	-	-	-	-	-	-	-	14%	14%	8%
Adults with Earnings <sup>§</sup>	31%	-	-	-	-	-	-	-	-	-
Retain Employment After 4 Months <sup>§</sup>	39%	-	-	-	-	-	-	-	-	-
Earnings Progression <sup>§</sup>	28%	-	-	-	-	-	-	-	-	-
Increase Self-Sufficiency <sup>§</sup>	2%	-	-	-	-	-	-	-	-	-

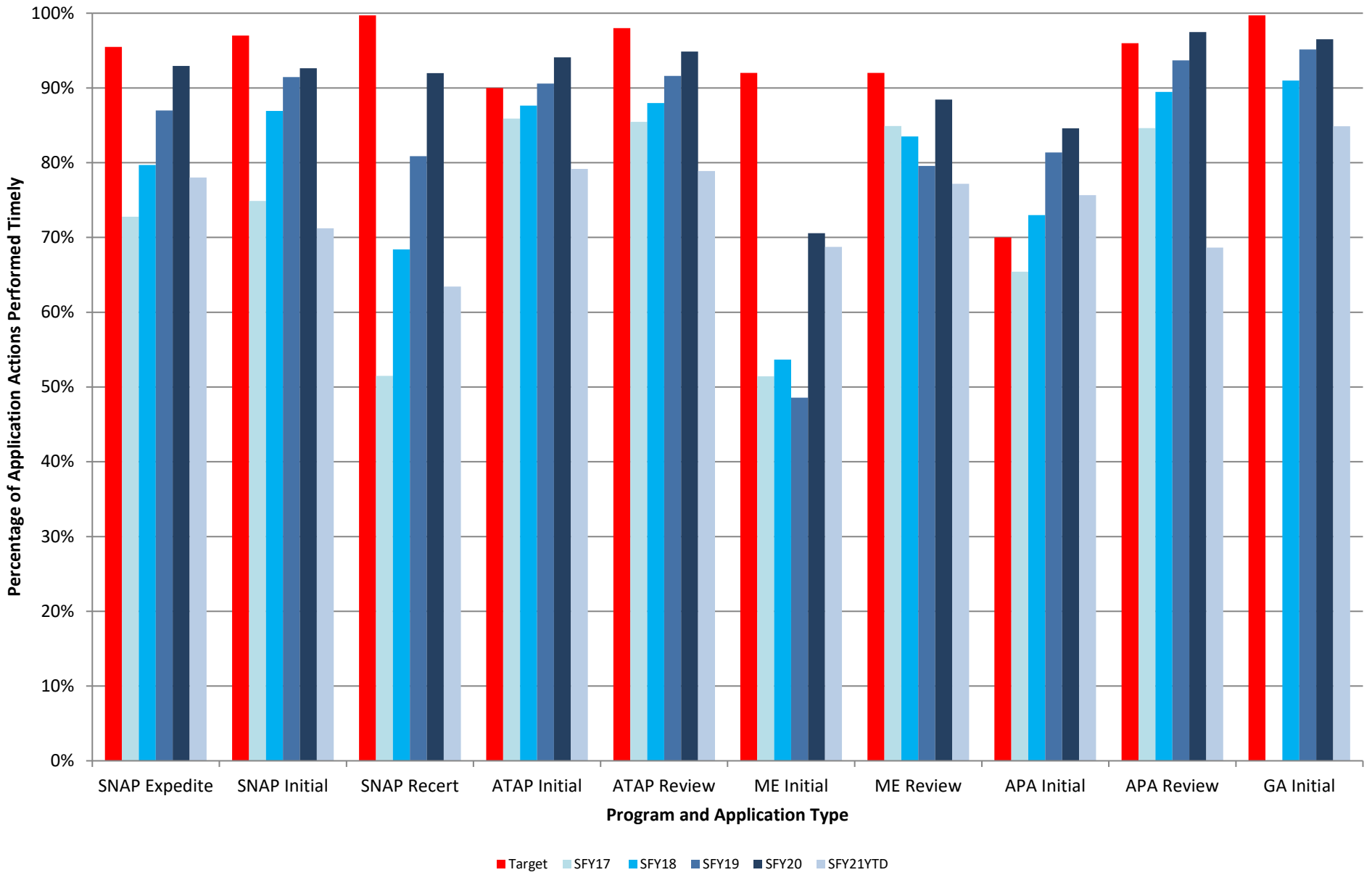
<sup>#</sup> This performance measure started in SFY19

<sup>§</sup> These performance measures are no longer in use.

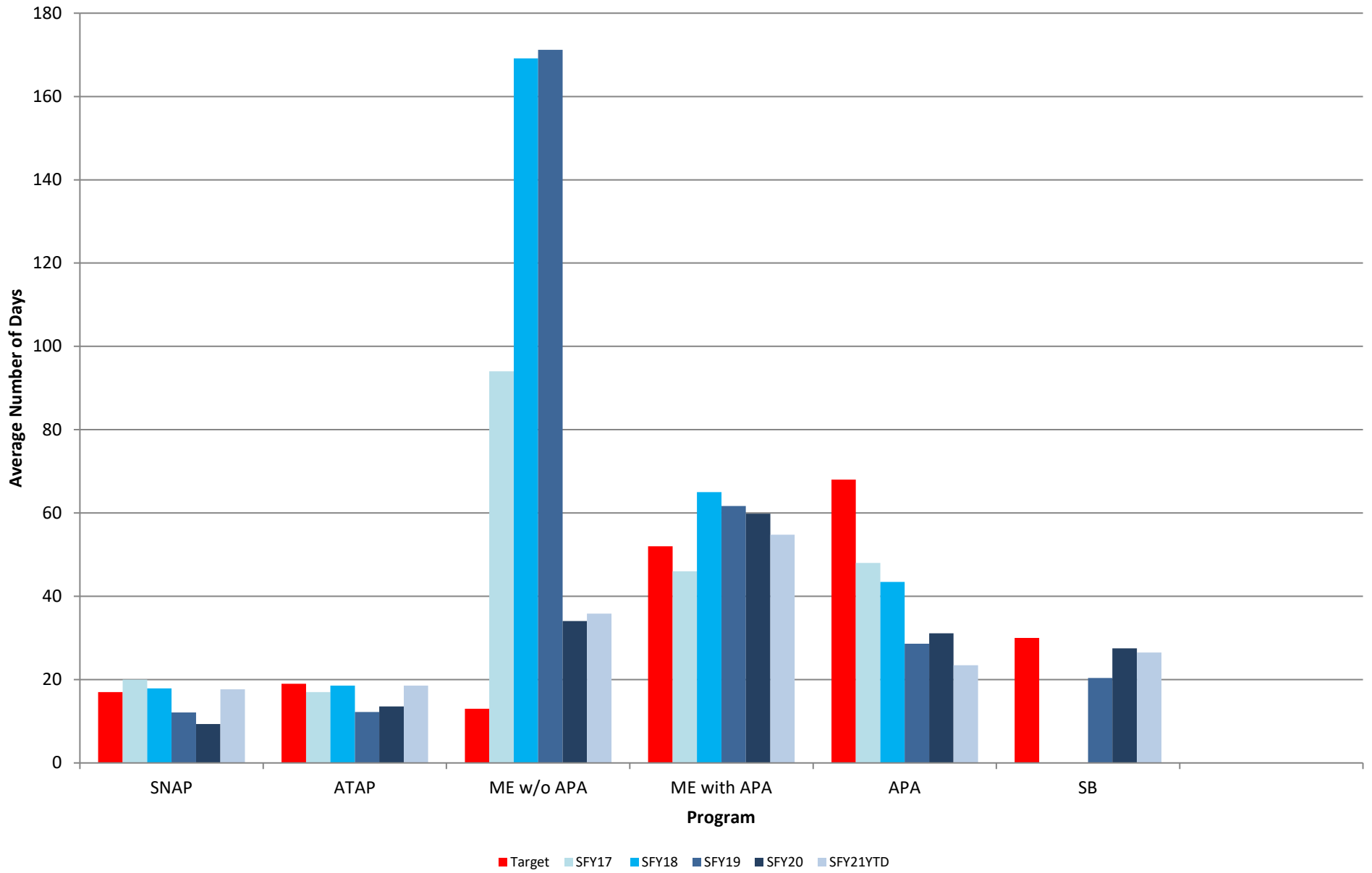
## Accuracy Performance



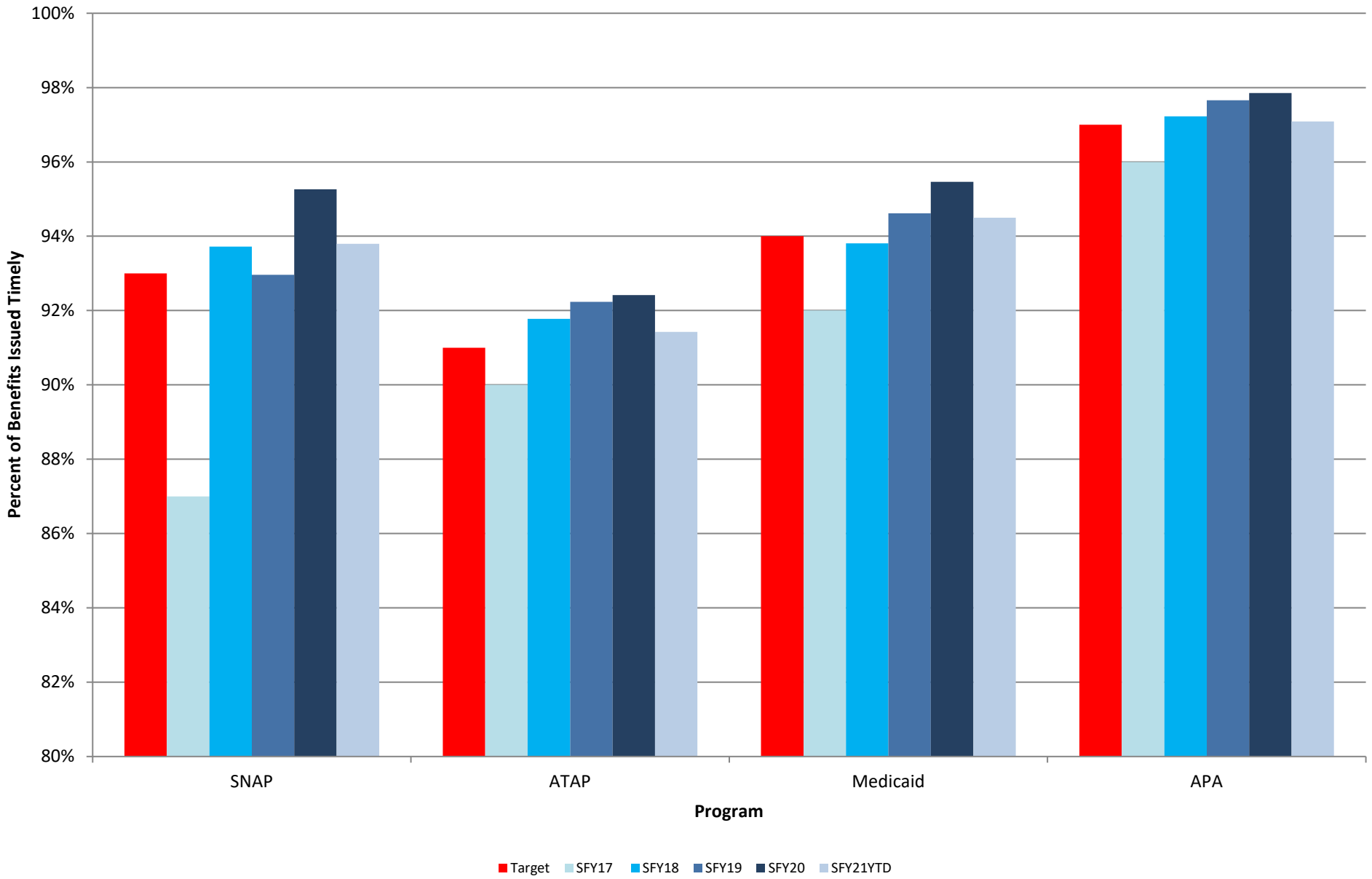
# Timely Application Actions Performance



# Application Cycle Time Performance



# Timley Benefit Issuance Performance



# Work Services Performance

