

## Alaska Division of Public Assistance Internal Performance Measures

### Year-to-Date Performance by Category

<b><u>Benefit Accuracy</u><sup>1</sup></b>	<b><u>FY11 YTD</u></b>	<b><u>Target</u></b>	<b><u>Difference</u></b>
FS Benefits Accurate	99.3%	95%	4.3%
TA Benefits Accurate	95.3%		
ME Eligibility Accurate (MEQC)	92.5%	93%	-0.5%
FS Closures Accurate	98.9%	97%	1.9%
ME Closures Accurate (MEQC)	100.0%	93%	7.0%
SCHIP Accurate (PERM)	92.1%		
Non-SCHIP Accurate (PERM)	100.0%		
AP Benefits Accurate	96.3%		
AP Closures Accurate	95.8%		
<b><u>Timely Application Actions</u><sup>2</sup></b>	<b><u>FY12 YTD</u></b>	<b><u>Target</u></b>	<b><u>Difference</u></b>
FS Expedite Apps Timely	94.7%	95.5%	-0.8%
FS Initial Apps Timely	96.8%	97%	0%
FS Recert Apps Timely	92.8%	99.7%	-6.9%
TA Initial Apps Timely	94.9%	90%	5%
TA Review Apps Timely	96.3%	98%	-2%
ME Initial Apps Timely	92.4%	92%	0%
ME Review Apps Timely	95.5%	92%	3%
AP Initial Apps Timely	74.2%	70%	4%
AP Review Apps Timely	97.3%	96%	1%
<b><u>Application Decision Cycle Time (avg days)</u><sup>3</sup></b>	<b><u>FY12 YTD</u></b>	<b><u>Target</u></b>	<b><u>Difference</u></b>
FS Decision Time	9	17	8
TA Decision Time	9	19	10
ME/Non-AP Decision Time	12	13	1
ME/AP Decision Time	27	52	25
AP Decision Time	34	68	34
<b><u>Timely Ongoing Benefit Issuance</u><sup>4</sup></b>	<b><u>FY12 YTD</u></b>	<b><u>Target</u></b>	<b><u>Difference</u></b>
FS Ongoing Benefit Issuance Timely	93.7%	90%	4%
TA Ongoing Benefit Issuance Timely	91.6%	86%	6%
ME Ongoing Benefit Issuance Timely	94.3%	89%	5%
AP Ongoing Benefit Issuance Timely	97.5%	97%	0%
<b><u>Work Services</u><sup>5</sup></b>	<b><u>FY12 YTD</u></b>	<b><u>Target</u></b>	<b><u>Difference</u></b>
TA Obtain Empl within 60 Days	22%	27%	-5%
TA Adults With Earnings	31%	39%	-8%
TA Retain Employment 4 Mos	40%	43%	-3%
TA Earnings Progression	27%	33%	-6%
TA Cases that Closed with Earnings	41%	51%	-10%
TA Cases Close & Don't Return	82%	90%	-8%
TA Overall Participation Rate	38%	50%	-12%
TA 2-Parent Participation Rate	44%	90%	-46%
TA Increase Self-Sufficiency	2%	10%	-8%

<sup>1</sup> Benefit Accuracy based on federal fiscal year (October-September).

FS, TA and AP Accuracy through Sep 2011. PERM Accuracy through Mar 2011.

MEQC Eligibility Accuracy through Mar 2011.

<sup>2</sup> Timely Application Actions YTD through March-12

<sup>3</sup> Application Decision Cycle Time YTD through March-12

<sup>4</sup> Ongoing Benefit Timely Issuance YTD through March-12

<sup>5</sup> Work Services Summary YTD through March-12

## Alaska Division of Public Assistance Internal Performance Measures Year-to-Date Performance by Category

<b><u>Benefit Accuracy</u><sup>1</sup></b>	<b><u>FFY07</u></b>	<b><u>FFY08</u></b>	<b><u>FFY09</u></b>	<b><u>FFY10</u></b>	<b><u>FY11 YTD</u></b>	<b><u>FFY12 YTD</u></b>	<b><u>Target</u></b>	<b><u>Difference</u></b>
FS Benefits Accurate	96.1%	92.6%	96.3%	98.3%	99.3%	TBD	95%	4.3%
TA Benefits Accurate	99.0%	N/A	97.7%	97.4%	95.3%	TBD		
ME Eligibility Accurate (MEQC)	89.5%	96.2%	89.8%	93.6%	92.5%	TBD	93%	-0.5%
FS Closures Accurate	94.6%	91.9%	93.6%	96.0%	98.9%	TBD	97%	1.9%
ME Closures Accurate (MEQC)	97.0%	N/A	94.6%	91.2%	100.0%	TBD	93%	7.0%
SCHIP Accurate (PERM)		86.9%	N/A	N/A	92.1%	TBD		
Non-SCHIP Accurate (PERM)		98.0%	N/A	N/A	100.0%	TBD		
AP Benefits Accurate	97.6%	N/A	98.7%	99.8%	96.3%	TBD		
AP Closures Accurate	99.2%	N/A	97.8%	97.2%	95.8%	TBD		
<b><u>Application Timeliness</u><sup>2</sup></b>	<b><u>FY07</u></b>	<b><u>FY08</u></b>	<b><u>FY09</u></b>	<b><u>FY10</u></b>	<b><u>FY11</u></b>	<b><u>FY12 YTD</u></b>	<b><u>Target</u></b>	<b><u>Difference</u></b>
FS Expedite Apps Timely	96.4%	90.2%	89.6%	90.2%	95.4%	94.7%	95.5%	-0.8%
FS Initial Apps Timely	97.1%	89.3%	88.0%	89.3%	96.1%	96.8%	97.0%	-0.2%
FS Recert Apps Timely	99.1%	87.4%	87.5%	87.4%	91.2%	92.8%	100%	-6.9%
TA Initial Apps Timely	83.8%	75.1%	76.4%	75.1%	90.1%	94.9%	90.0%	4.9%
TA Review Apps Timely	95.6%	94.0%	94.2%	94.0%	92.0%	96.3%	98%	-1.7%
ME Initial Apps Timely	77.7%	79.5%	67.9%	79.5%	90.8%	92.4%	92%	0.4%
ME Review Apps Timely	88.6%	92.1%	90.5%	92.1%	93.5%	95.5%	92%	3.5%
AP Initial Apps Timely	61.5%	58.3%	59.0%	58.3%	70.4%	74.2%	70%	4.2%
AP Review Apps Timely	95.4%	95.8%	95.8%	95.8%	94.5%	97.3%	96%	1.3%
<b><u>Cycle Time (avg # days)</u><sup>3</sup></b>	<b><u>FY07</u></b>	<b><u>FY08</u></b>	<b><u>FY09</u></b>	<b><u>FY10</u></b>	<b><u>FY11</u></b>	<b><u>FY12 YTD</u></b>	<b><u>Target</u></b>	<b><u>Difference</u></b>
FS Decision Time	15	18	19	18	10	9	17	8
TA Decision Time	19	23	24	23	11	9	19	10
MA/AP Decision Time	24	22	58	50	12	12	13	1
ME/Non-AP Decision Time	70	50	28	22	37	27	52	25
AP Decision Time	78	55	67	55	45	34	68	34
<b><u>Timely Ongoing Benefit Issuance</u><sup>4</sup></b>	<b><u>FY07</u></b>	<b><u>FY08</u></b>	<b><u>FY09</u></b>	<b><u>FY10</u></b>	<b><u>FY11</u></b>	<b><u>FY12 YTD</u></b>	<b><u>Target</u></b>	<b><u>Difference</u></b>
FS Decision Time	90.4%	89.8%	89.4%	89.4%	93.0%	93.7%	90%	4%
TA Decision Time	87.6%	87.0%	86.1%	85.7%	90.0%	91.6%	86%	6%
MA/AP Decision Time	87.3%	86.8%	86.6%	90.9%	93.2%	94.3%	89%	5%
AP Decision Time	96.6%	96.6%	96.7%	96.4%	97.0%	97.5%	97%	0%
<b><u>Work Services</u><sup>5</sup></b>	<b><u>FY07</u></b>	<b><u>FY08</u></b>	<b><u>FY09</u></b>	<b><u>FY10</u></b>	<b><u>FY11</u></b>	<b><u>FY12 YTD</u></b>	<b><u>Target</u></b>	<b><u>Difference</u></b>
TA Obtain Empl within 60 Days*	34%	31%	26%	21%	22%	22%	27%	-5%
TA Adults With Earnings	34%	33%	31%	29%	30%	31%	40%	-9%
TA Retain Employment 4 Mos	33%	33%	34%	38%	35%	40%	43%	-3%
TA Earnings Progression	46%	42%	40%	29%	29%	27%	33%	-6%
TA Cases that Closed with Earnings	52%	53%	49%	39%	43%	41%	51%	-10%
TA Cases Close & Don't Return	87%	86%	85%	85%	86%	82%	90%	-8%
TA Overall Participation Rate	47%	42%	38%	33%	37%	38%	50%	-12%
TA 2-Parent Participation Rate	55%	48%	43%	39%	43%	44%	50%	-6%
TA Increase Self-Sufficiency	7%	2%	2%	2%	2%	2%	10%	-8%

<sup>1</sup> Benefit Accuracy based on federal fiscal year (October-September).  
FS, TA and AP Accuracy through Sep 2011. PERM Accuracy through Mar 2011.  
MEQC Eligibility Accuracy through Mar 2011.

<sup>2</sup> Timely Application Actions YTD through March-12

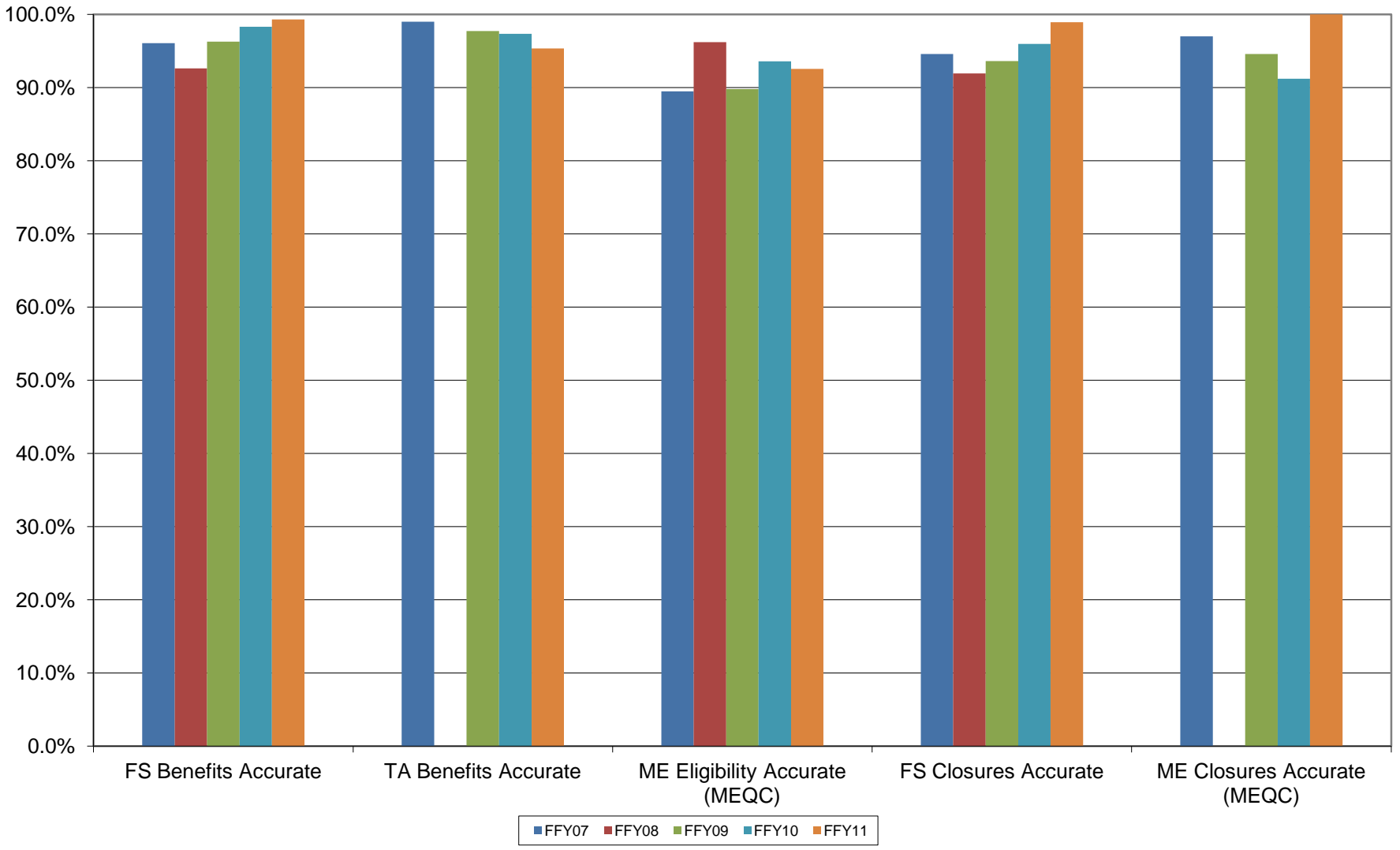
<sup>3</sup> Application Decision Cycle Time YTD through March-12

<sup>4</sup> Ongoing Benefit Timely Issuance YTD through March-12

<sup>5</sup> Work Services Summary YTD through March-12

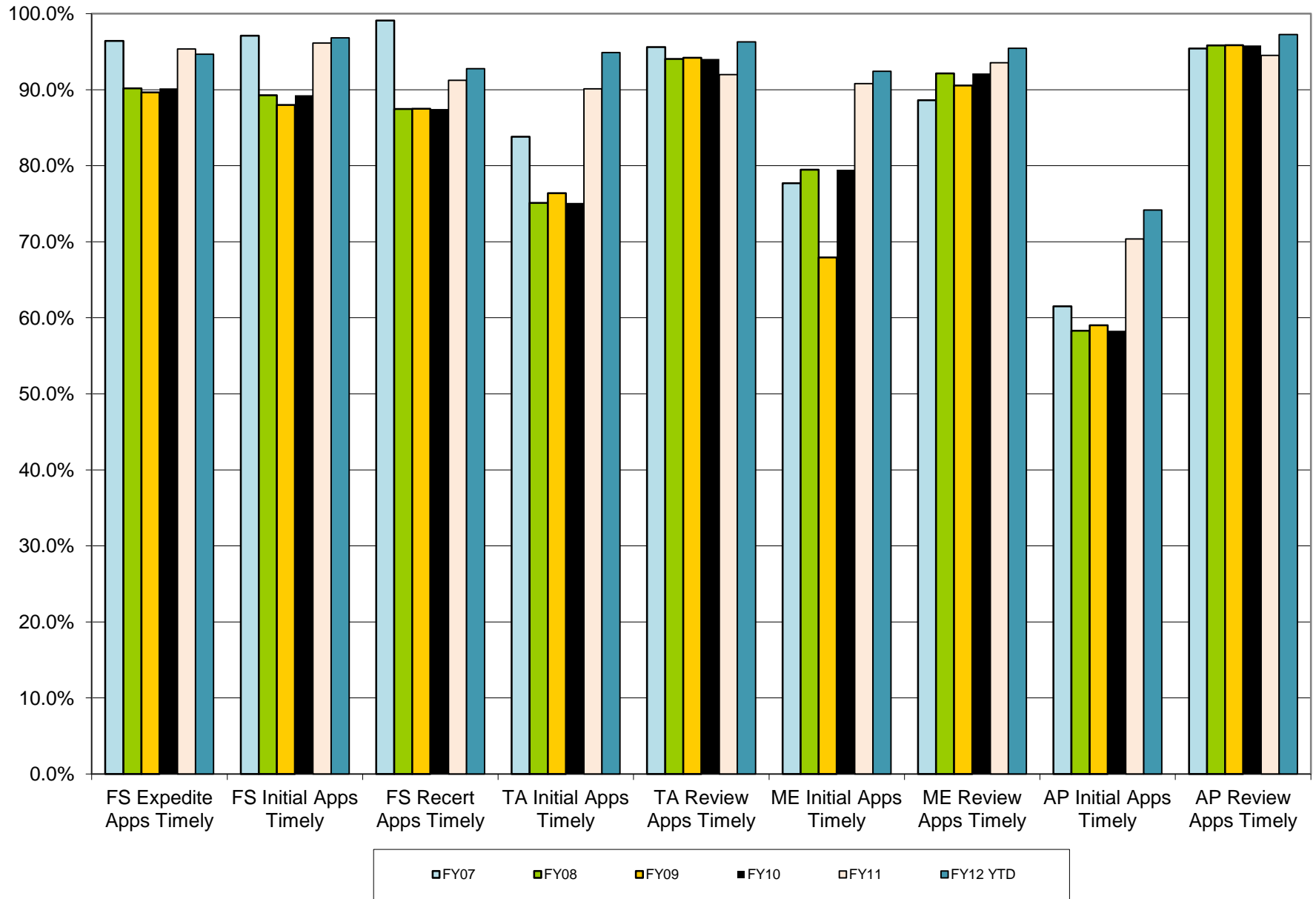
# Alaska Division of Public Assistance Benefit Accuracy Performance

FS & TA through the Sep 2011 Sample Month



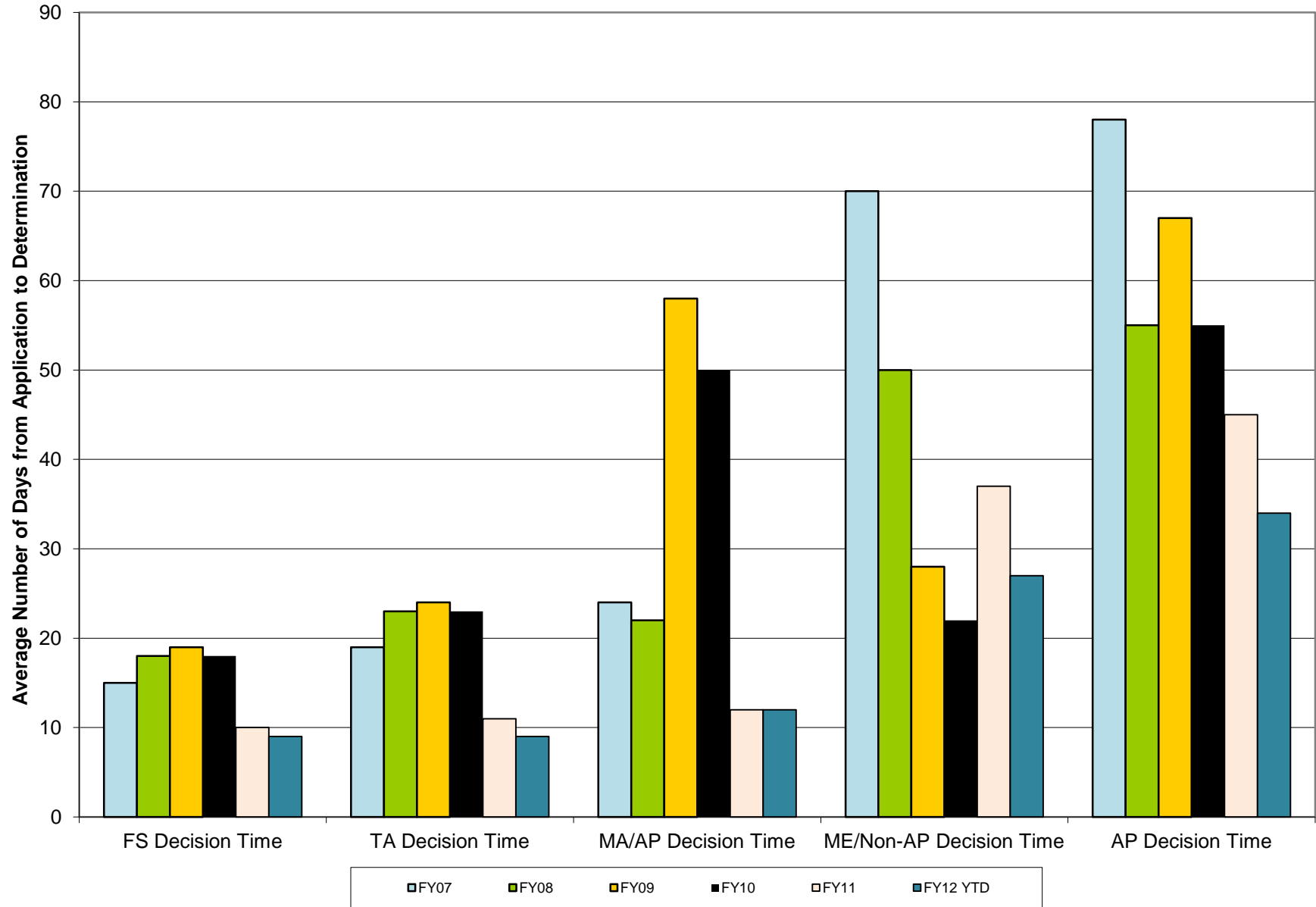
## Alaska Division of Public Assistance Timely Application Actions Performance

March 2012



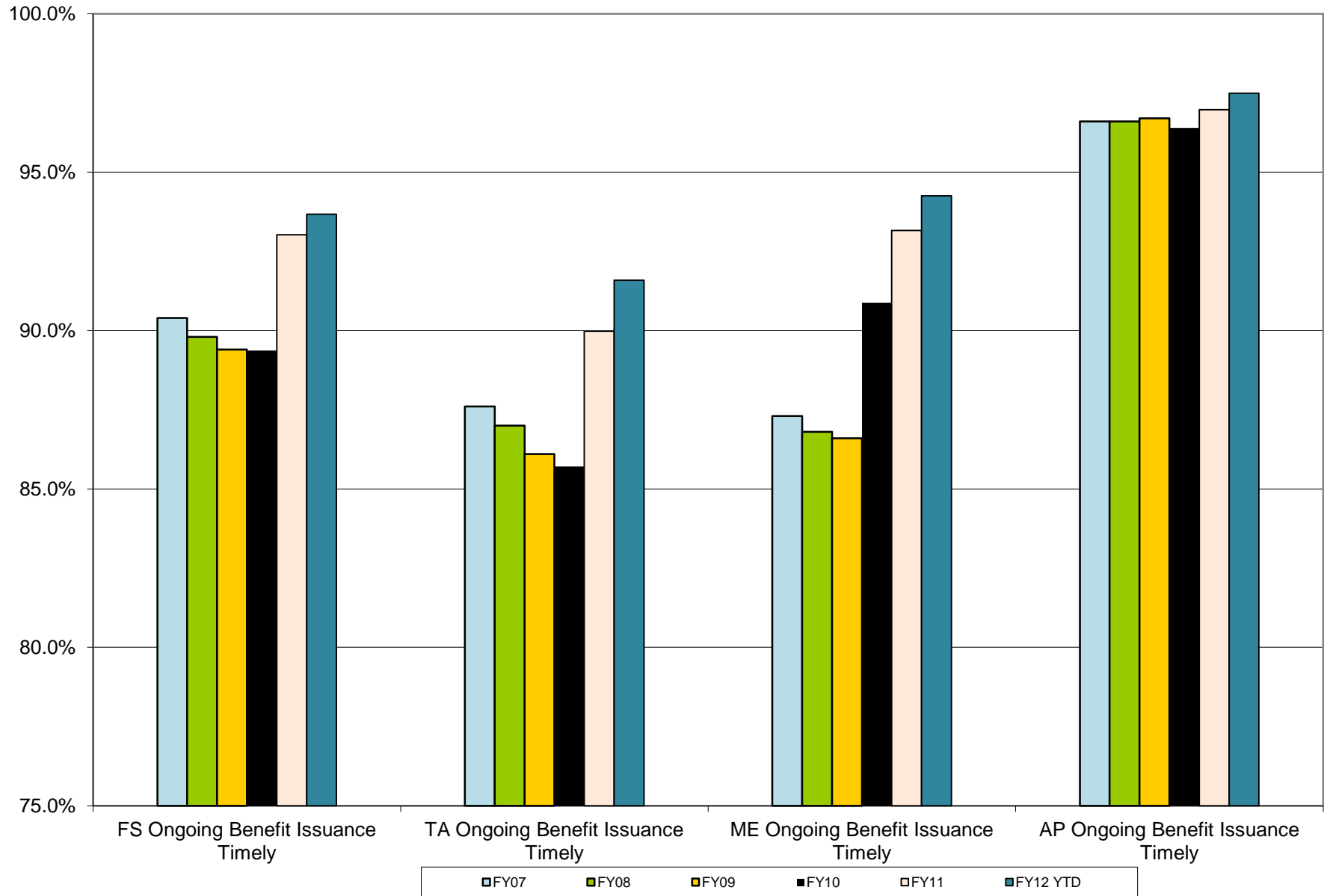
# Alaska Division of Public Assistance Application Decision Cycle Time Performance

March 2012



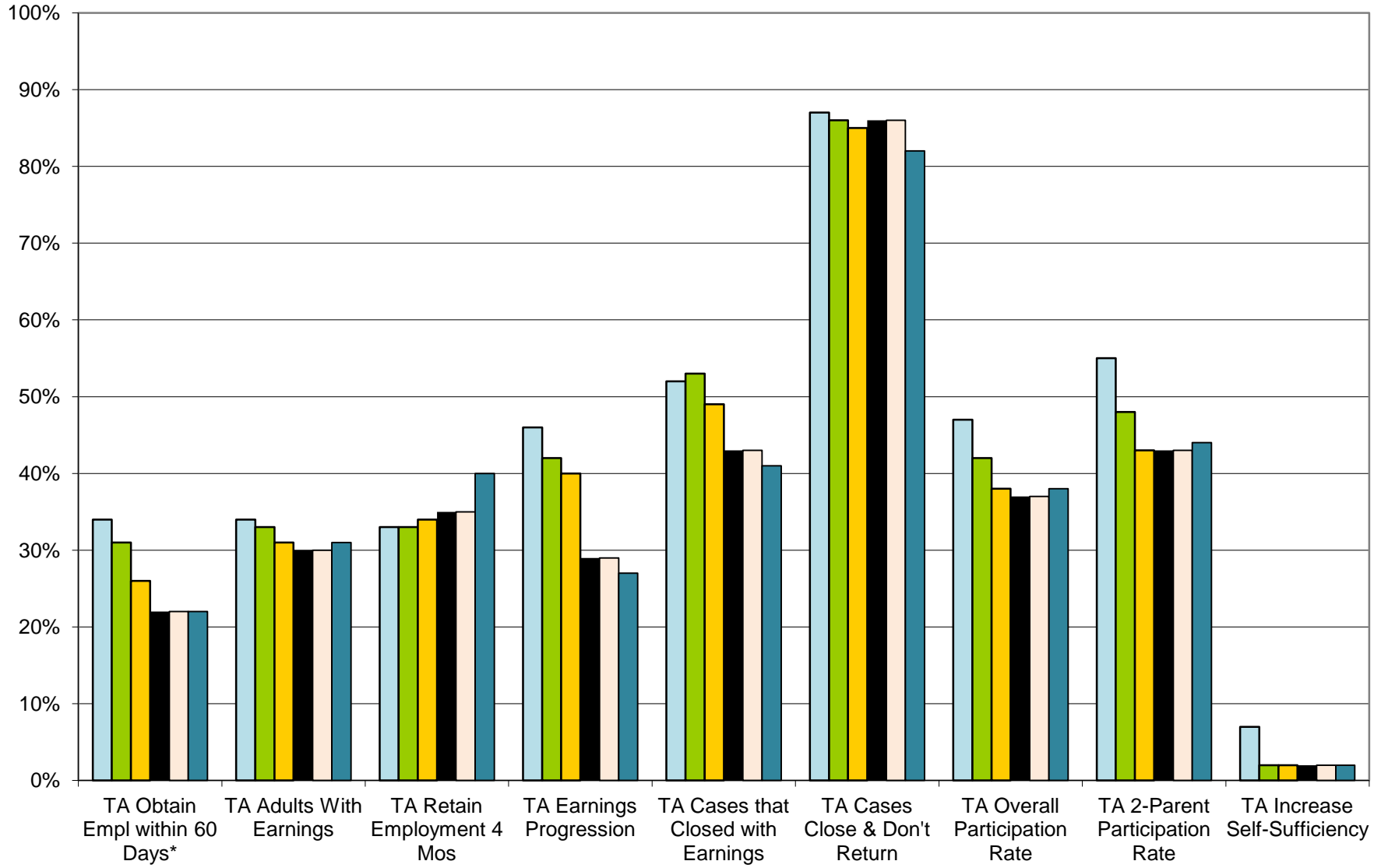
# Alaska Division of Public Assistance Percentage Timely Action Ongoing Cases

March 2012



# Alaska Division of Public Assistance Work Services Performance

March 2012



\* Measure changed from 30 to 60 Days in FY04

