

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

Accuracy – FFY17 YTD			
Program	Percent		Difference
	Accurate	Target	
SNAP Benefits	94.1%	98.0%	-3.9%
SNAP Denials	57.7%	92.0%	-34.3%
Alaska Temporary Assistance Program (ATAP) Benefits	92.7%		
ATAP Denials	97.5%		
Medicaid Eligibility (MEQC)	TBD	93.0%	
Medicaid Denials (MEQC)	TBD	93.0%	
Adult Public Assistance (APA) Benefits	97.6%		
APA Denials	95.0%		

Timely Application Actions – SFY18 YTD			
Program	Percent		Difference
	Timely	Target	
SNAP Expedite applications	79.6%	95.5%	-15.9%
SNAP Initial applications	89.6%	97.0%	-7.4%
SNAP Recert applications	71.1%	99.7%	-28.6%
ATAP Initial applications	90.6%	90.0%	0.6%
ATAP Review applications	88.7%	98.0%	-9.3%
Medicaid Initial applications	48.2%	92.0%	-43.8%
Medicaid Review applications	83.3%	92.0%	-8.7%
APA Initial applications	75.9%	70.0%	5.9%
APA Review applications	89.9%	96.0%	-6.1%
GA Initial applications	92.1%	99.7%	-7.6%

Application Decision Cycle Time – SFY18 YTD			
Program	Average Days	Target	Difference
SNAP	18	17	1
ATAP	17	19	-2
Medicaid	231	45	186
APA	48	68	-20

Timely Benefit Issuance – SFY18 YTD			
Program	Percent		Difference
	Timely	Target	
SNAP	97.1%	93.0%	4.1%
Alaska Temporary Assistance Program	94.8%	91.0%	3.8%
Medicaid	94.1%	94.0%	0.1%
Adult Public Assistance	97.9%	97.0%	0.9%

Work Services Performance Measures – SFY18 YTD			
Performance Measure	Percent		Difference
	Meeting Measure	Target	
Obtain employment within 90 days	33%	27%	6.0%
Cases closed with earnings	44%	51%	-7.0%
Cases closed and not returned	86%	90%	-4.0%
All families work participation rate	42%	50%	-8.0%
Two-parent work participation rate	51%	90%	-39.0%

FS & MEQC Accuracy measures current through Mar-17
ATAP & APA Accuracy measures current through Mar-17
Timely Actions current through Dec-17
Application Decision Cycle Time current through Dec-17
Timely Benefit Issuance current through Nov-17
Work Services Performance Measures current through Dec-17

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

Accuracy								
Program	FFY10	FFY11	FFY12	FFY13	FFY14	FFY15	FFY16	FFY17ytd
SNAP Benefits	98.3%	99.3%	99.0%	98.8%	99.2%	99.6%	97.4%	94.1%
SNAP Denials	96.0%	98.9%	93.1%	92.8%	88.3%	59.9%	67.6%	57.7%
ATAP Benefits	97.4%	95.3%	94.8%	94.5%	93.2%	92.5%	88.8%	92.7%
ATAP Denials	98.0%	96.4%	99.1%	98.7%	98.7%	100.0%	98.2%	97.5%
Medicaid Eligibility (MEQC)	93.6%	92.5%	93.6%	91.7%	98.1%	92.9%	85.5%	TBD
Medicaid Denials (MEQC)	91.2%	99.5%	98.8%	95.0%	94.2%	100.0%	90.0%	TBD
APA Benefits	99.8%	96.3%	96.8%	99.8%	95.7%	97.3%	98.6%	97.6%
APA Denials	97.2%	95.8%	98.3%	98.3%	100.0%	99.2%	99.2%	95.0%
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	SFY10	SFY11	SFY12	SFY13	SFY14	SFY15	SFY16	SFY17	SFY18ytd
SNAP Expedite applications	90.2%	95.4%	94.9%	87.2%	84.2%	67.1%	82.4%	72.8%	79.6%
SNAP Initial applications	89.3%	96.1%	96.8%	92.0%	88.4%	69.4%	80.0%	74.9%	89.6%
SNAP Recert applications	86.1%	91.2%	96.7%	87.7%	86.0%	65.4%	76.5%	51.5%	71.1%
ATAP Initial applications	91.7%	90.1%	94.0%	90.6%	88.5%	75.3%	81.2%	85.9%	90.6%
ATAP Review applications	93.0%	92.0%	95.0%	94.5%	92.4%	83.9%	86.7%	85.5%	88.7%
Medicaid Initial applications	86.2%	90.8%	90.8%	86.7%	66.4%	37.8%	42.6%	51.4%	48.2%
Medicaid Review applications	93.6%	93.5%	95.0%	94.6%	93.8%	76.4%	87.7%	84.9%	83.3%
APA Initial applications	74.9%	70.4%	75.2%	76.3%	76.1%	55.6%	62.8%	65.4%	75.9%
APA Review applications	95.2%	94.5%	96.6%	96.4%	95.0%	84.1%	90.1%	84.6%	89.9%
GA Initial applications									92.1%

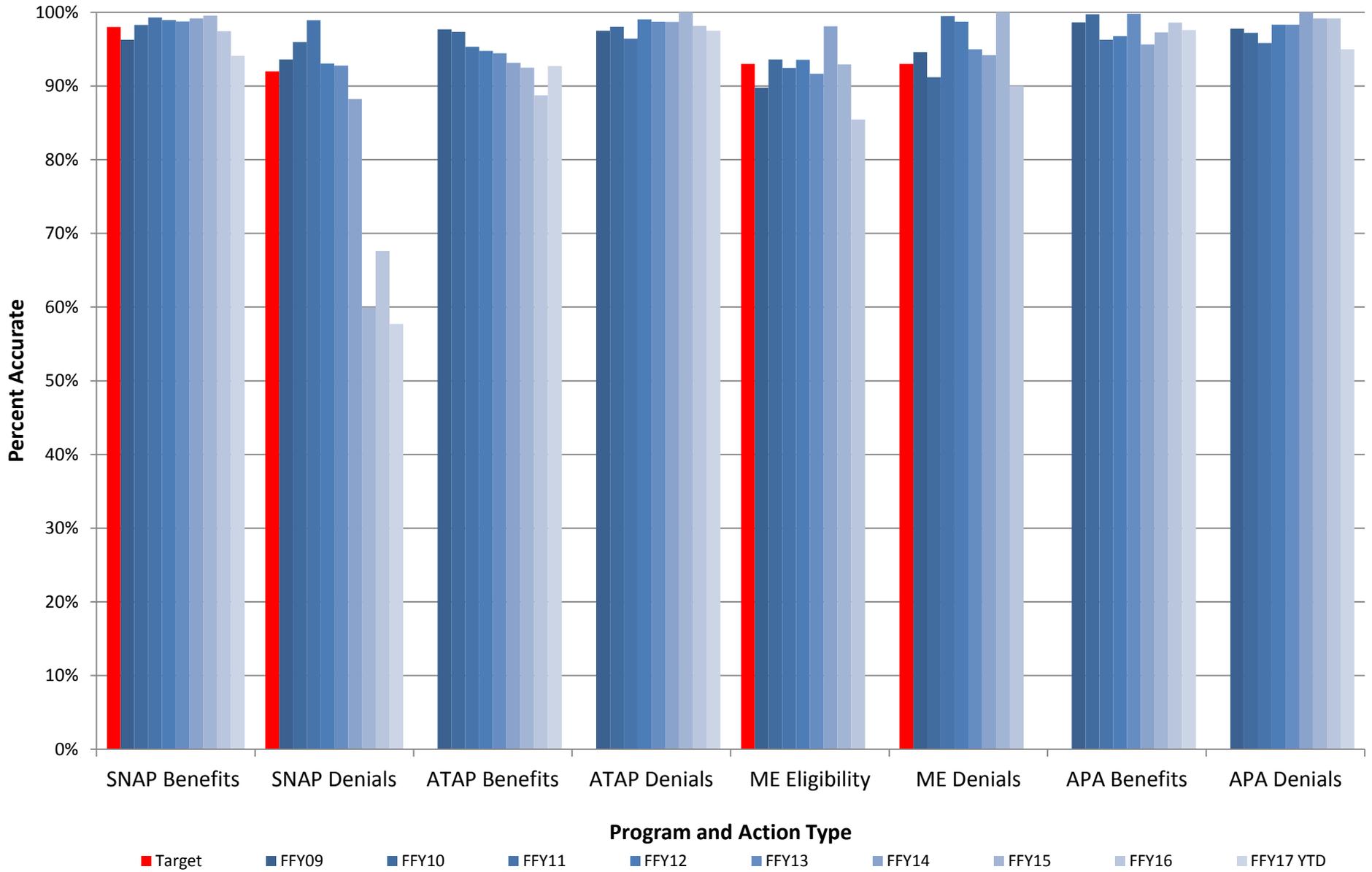
Application Decision Cycle Time									
Program	SFY10	SFY11	SFY12	SFY13	SFY14	SFY15	SFY16	SFY17	SFY18ytd
SNAP	12	10	9	12	12	27	18	20	18
ATAP	13	11	9	14	14	24	20	17	17
Medicaid	17	12	12	17	17	141	91	94	231
Medicaid with APA	27	37	26	26	26	50	44	46	
APA	33	45	32	33	33	48	45	48	48

Timely Ongoing Benefit Issuance									
Program	SFY10	SFY11	SFY12	SFY13	SFY14	SFY15	SFY16	SFY17YTD	SFY18ytd
SNAP	93.0%	93.0%	94.0%	93.0%	91.9%	87.6%	90.4%	87.3%	97.1%
ATAP	91.0%	90.0%	91.4%	90.8%	89.3%	87.0%	88.3%	89.6%	94.8%
Medicaid	94.0%	93.2%	94.2%	94.0%	92.6%	94.3%	92.0%	92.1%	94.1%
APA	97.5%	97.0%	96.1%	97.1%	97.4%	95.9%	96.8%	96.4%	97.9%

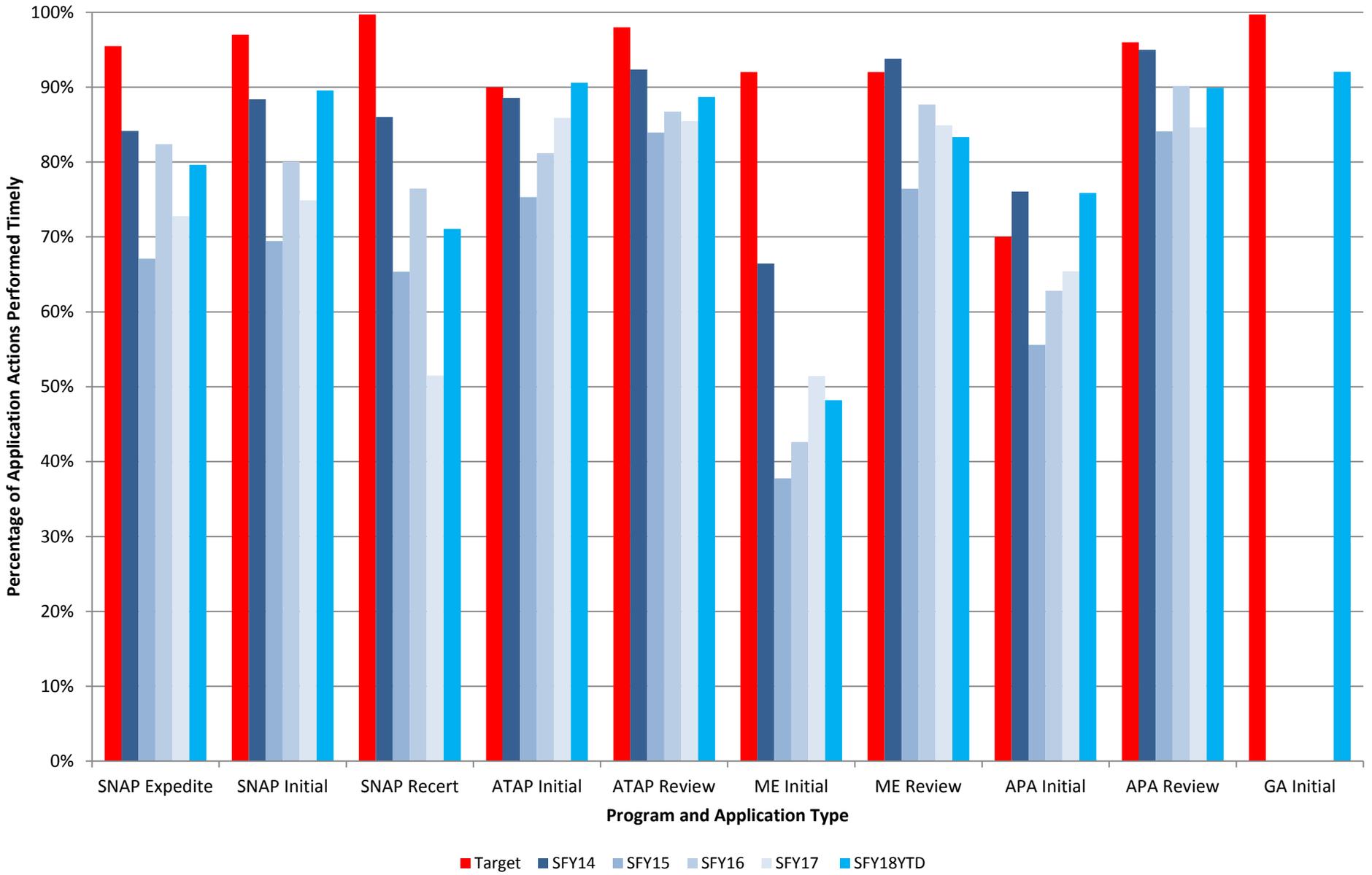
Work Services Performance Measures									
Performance Measure	SFY10	SFY11	SFY12	SFY13	SFY14	SFY15	SFY16	SFY17	SFY18ytd
Obtain employment within 90 days	21%	22%	22%	21%	27%	31%	30%	28%	33%
Cases closed with earnings	39%	43%	41%	39%	42%	43%	46%	45%	44%
Cases closed and not returned	85%	86%	82%	85%	83%	85%	85%	84%	86%
All families work participation rate	33%	37%	38%	34%	33%	37%	37%	38%	42%
Two-parent work participation rate	39%	43%	45%	38%	35%	43%	43%	43%	51%
Adults with Earnings ⁵	29%	30%	31%	-	-	-	-	-	-
Retain Employment After 4 Months ⁵	38%	35%	39%	-	-	-	-	-	-
Earnings Progression ⁵	29%	29%	28%	-	-	-	-	-	-
Increase Self-Sufficiency ⁵	2%	2%	2%	-	-	-	-	-	-

⁵ These performance measures are no longer in use.

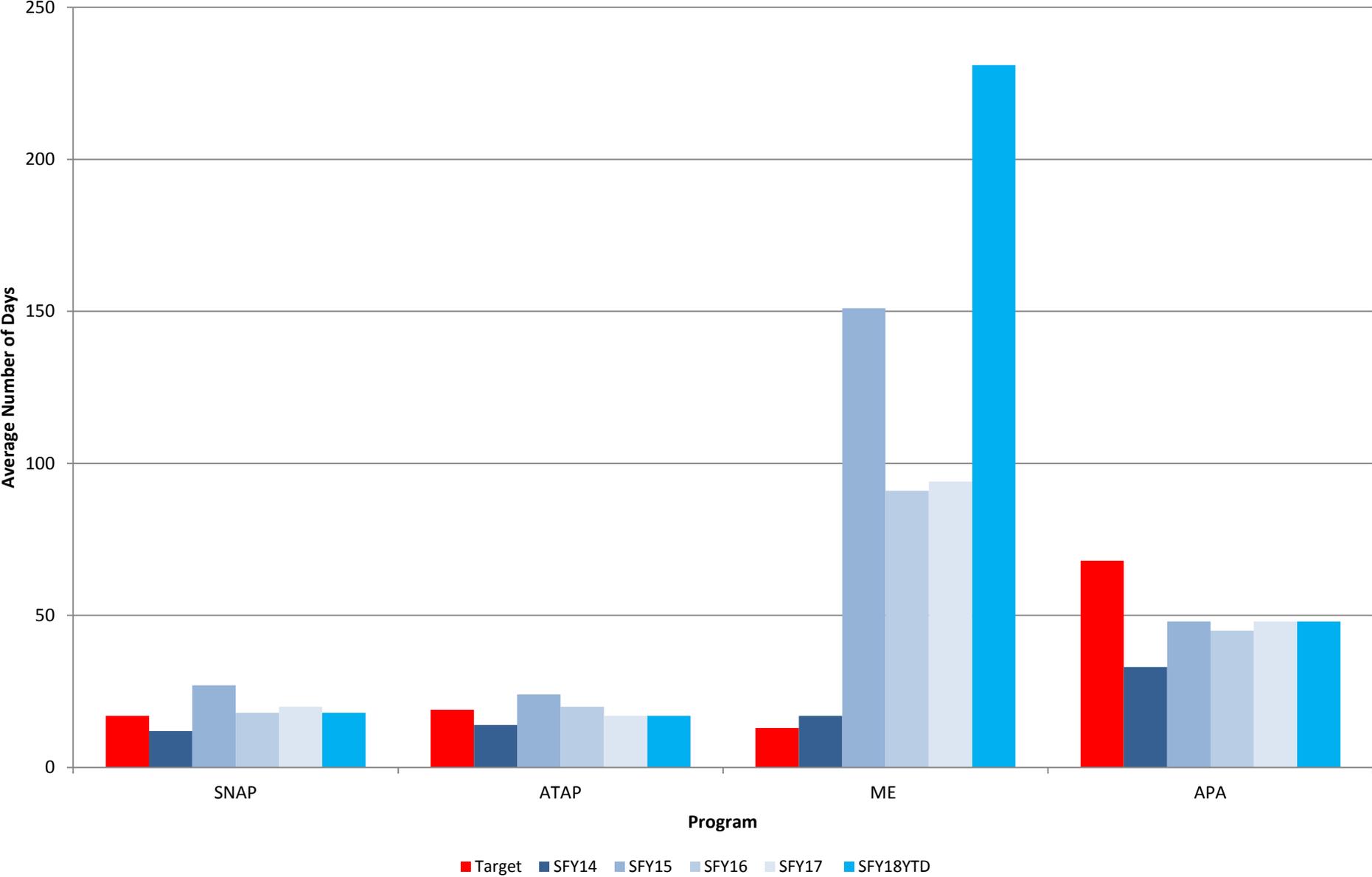
Accuracy Performance



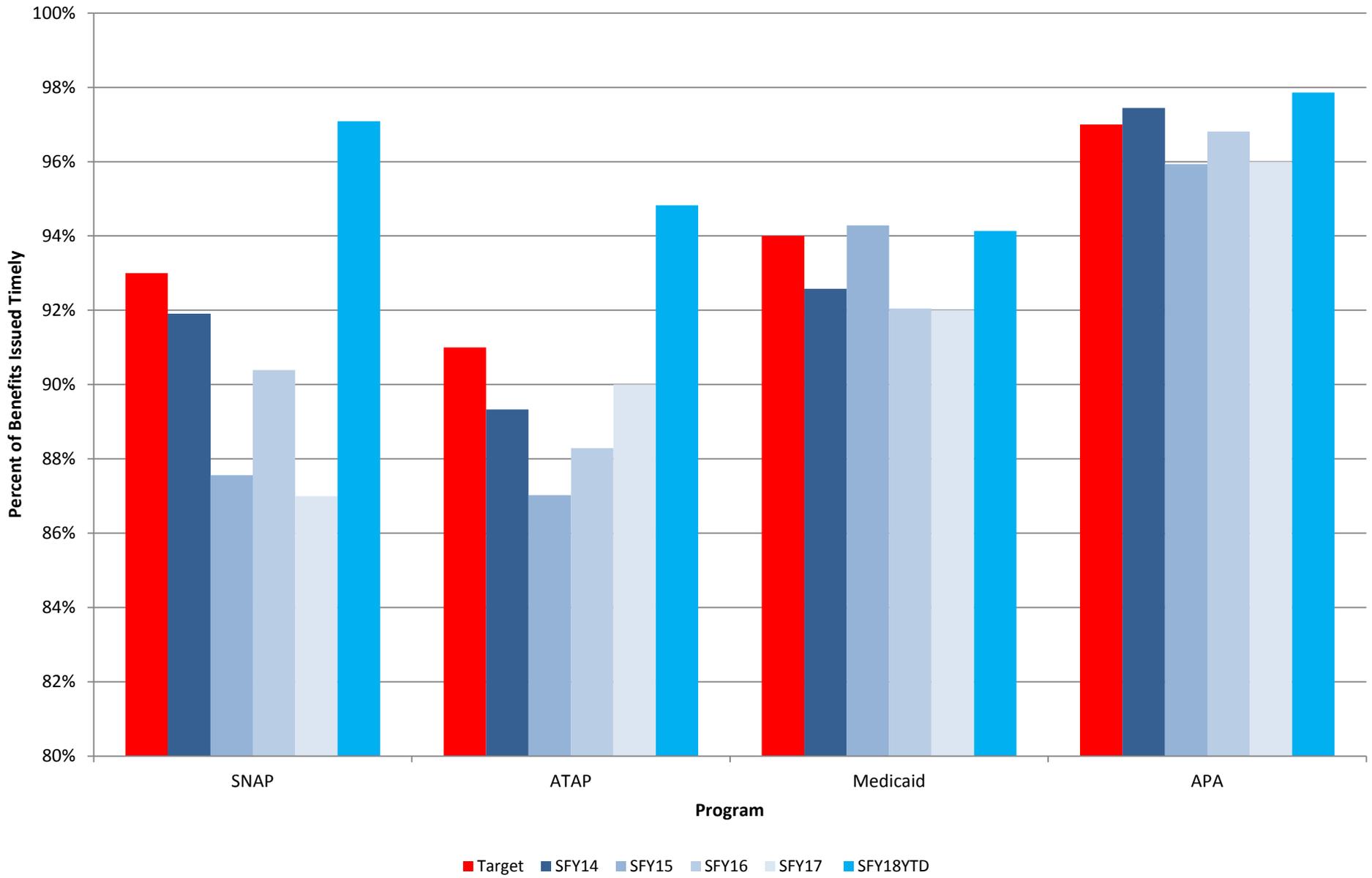
Timely Application Actions Performance



Application Cycle Time Performance



Timley Benefit Issuance Performance



Work Services Performance

