

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

<b>Accuracy – FFY17 YTD</b>			
<b>Program</b>	<b>Percent Accurate</b>	<b>Target</b>	<b>Difference</b>
SNAP Benefits	94.2%	98.0%	-3.8%
SNAP Denials	58.9%	92.0%	-33.1%
Alaska Temporary Assistance Program (ATAP) Benefits	92.6%		
ATAP Denials	98.2%		
Medicaid Eligibility (MEQC)	TBD	93.0%	
Medicaid Denials (MEQC)	TBD	93.0%	
Adult Public Assistance (APA) Benefits	97.6%		
APA Denials	95.0%		

<b>Timely Application Actions – SFY19YTD</b>			
<b>Program</b>	<b>Percent Timely</b>	<b>Target</b>	<b>Difference</b>
SNAP Expedite applications	80.9%	95.5%	-14.6%
SNAP Initial applications	88.0%	97.0%	-9.0%
SNAP Recert applications	66.6%	99.7%	-33.1%
ATAP Initial applications	86.0%	90.0%	-4.0%
ATAP Review applications	88.8%	98.0%	-9.2%
Medicaid Initial applications	46.6%	92.0%	-45.4%
Medicaid Review applications	82.1%	92.0%	-9.9%
APA Initial applications	72.0%	70.0%	2.0%
APA Review applications	87.5%	96.0%	-8.5%
GA Initial applications	94.6%	99.7%	-5.1%

<b>Application Decision Cycle Time – SFY19YTD</b>			
<b>Program</b>	<b>Average Days</b>	<b>Target</b>	<b>Difference</b>
SNAP	17	17	-0.1%
ATAP	14	19	-5.4%
Medicaid without APA	246	13	233.5%
Medicaid With APA	55	52	3.4%
APA	37	68	-30.7%
SB	26	30	-3.6%

<b>Timely Benefit Issuance – SFY19YTD</b>			
<b>Program</b>	<b>Percent Timely</b>	<b>Target</b>	<b>Difference</b>
SNAP	88.3%	93.0%	-4.7%
Alaska Temporary Assistance Program	91.3%	91.0%	0.3%
Medicaid	94.4%	94.0%	0.4%
Adult Public Assistance	97.2%	97.0%	0.2%

<b>Work Services Performance Measures – SFY19YTD</b>			
<b>Performance Measure</b>	<b>Percent Meeting</b>		
	<b>Measure</b>	<b>Target</b>	<b>Difference</b>
Obtain employment within 90 days	31%	27%	4.0%
Cases closed with earnings	35%	51%	-16.0%
Cases closed and not returned	86%	90%	-4.0%
All families work participation rate	49%	50%	-1.0%
Two-parent work participation rate	57%	90%	-33.0%
Job Development	12%	10%	2.0%

<i>MEQC Accuracy measures current through</i>	Mar-17
<i>APA Accuracy measures current through</i>	Mar-17
<i>FS Accuracy measures current through</i>	Sep-17
<i>ATAP Accuracy measures current through</i>	Jun-17
<i>Timely Actions current through</i>	Nov-18
<i>Application Decision Cycle Time current through</i>	Nov-18
<i>Timely Benefit Issuance current through</i>	Oct-18
<i>Work Services Perf Measures current through</i>	Nov-18

**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%	94.2%
SNAP Denials	96.0%	98.9%	93.1%	92.8%	88.3%	59.9%	67.6%	58.9%
ATAP Benefits	97.4%	95.3%	94.8%	94.5%	93.2%	92.5%	88.8%	92.6%
ATAP Denials	98.0%	96.4%	99.1%	98.7%	98.7%	100.0%	98.2%	98.2%
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	SFY11	SFY12	SFY13	SFY14	SFY15	SFY16	SFY17	SFY18	SFY19YTD
SNAP Expedite applications	95.4%	94.9%	87.2%	84.2%	67.1%	82.4%	72.8%	79.7%	80.9%
SNAP Initial applications	96.1%	96.8%	92.0%	88.4%	69.4%	80.0%	74.9%	86.9%	88.0%
SNAP Recert applications	91.2%	96.7%	87.7%	86.0%	65.4%	76.5%	51.5%	68.4%	66.6%
ATAP Initial applications	90.1%	94.0%	90.6%	88.5%	75.3%	81.2%	85.9%	87.6%	86.0%
ATAP Review applications	92.0%	95.0%	94.5%	92.4%	83.9%	86.7%	85.5%	88.0%	88.8%
Medicaid Initial applications	90.8%	90.8%	86.7%	66.4%	37.8%	42.6%	51.4%	53.7%	46.6%
Medicaid Review applications	93.5%	95.0%	94.6%	93.8%	76.4%	87.7%	84.9%	83.5%	82.1%
APA Initial applications	70.4%	75.2%	76.3%	76.1%	55.6%	62.8%	65.4%	73.0%	72.0%
APA Review applications	94.5%	96.6%	96.4%	95.0%	84.1%	90.1%	84.6%	89.5%	87.5%
GA Initial applications								91.0%	94.6%

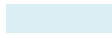
Application Decision Cycle Time									
Program	SFY11	SFY12	SFY13	SFY14	SFY15	SFY16	SFY17	SFY18	SFY19YTD
SNAP	10	9	12	12	27	18	20	18	17
ATAP	11	9	14	14	24	20	17	19	14
Medicaid without APA	12	12	17	17	141	91	94	169	246
Medicaid with APA	37	26	26	26	50	44	46	65	55
APA	45	32	33	33	48	45	48	43	37
SB	-	-	-	-	-	-	-	-	26

Timely Ongoing Benefit Issuance									
Program	SFY11	SFY12	SFY13	SFY14	SFY15	SFY16	SFY17	SFY18	SFY19YTD
SNAP	93.0%	94.0%	93.0%	91.9%	87.6%	90.4%	87.3%	93.7%	88.3%
ATAP	90.0%	91.4%	90.8%	89.3%	87.0%	88.3%	89.6%	91.8%	91.3%
Medicaid	93.2%	94.2%	94.0%	92.6%	94.3%	92.0%	92.1%	93.8%	94.4%
APA	97.0%	96.1%	97.1%	97.4%	95.9%	96.8%	96.4%	97.2%	97.2%

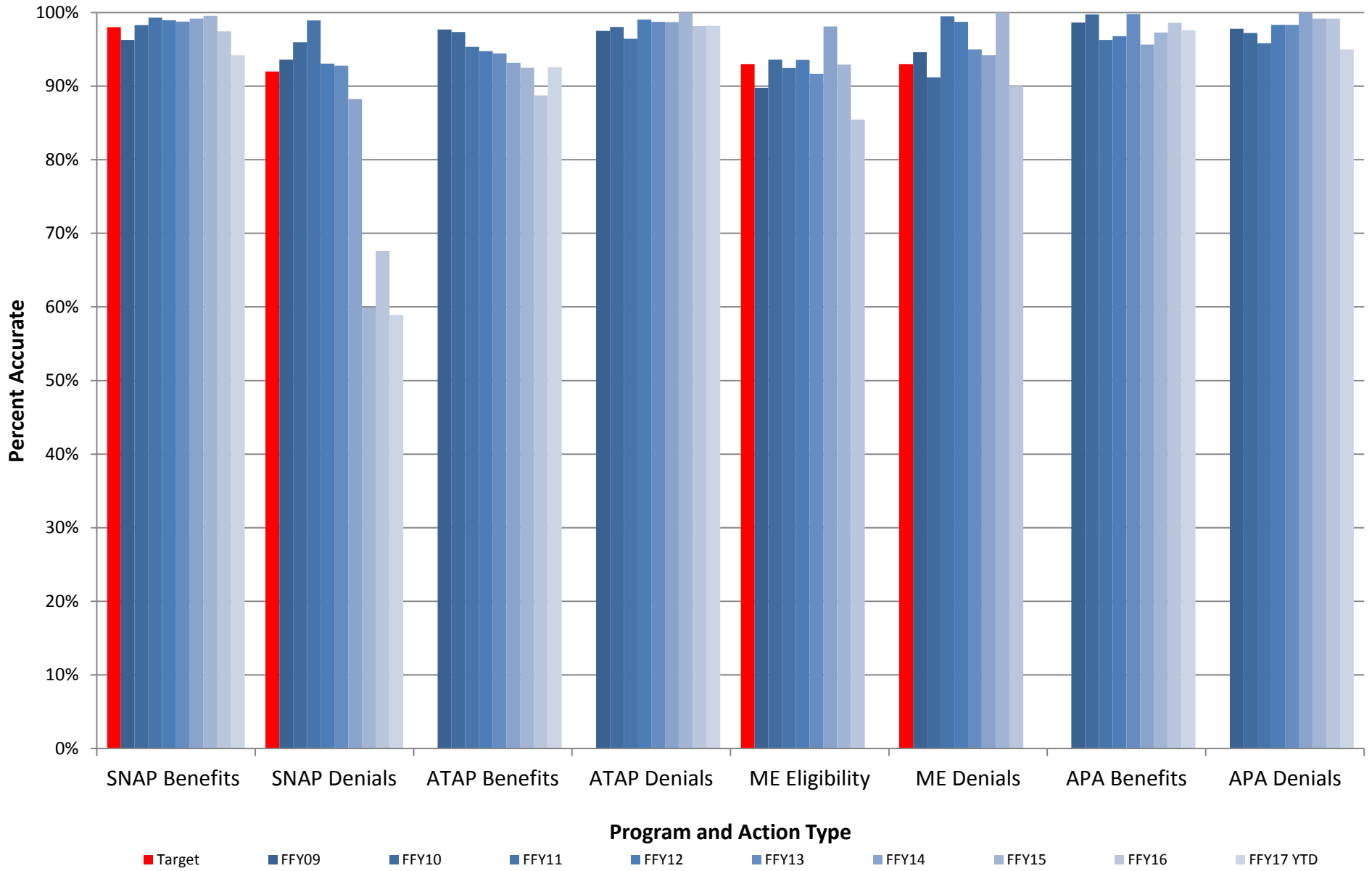
Work Services Performance Measures									
Performance Measure	SFY11	SFY12	SFY13	SFY14	SFY15	SFY16	SFY17	SFY18	SFY19YTD
Obtain employment within 90 days	22%	22%	21%	27%	31%	30%	28%	32%	31%
Cases closed with earnings	43%	41%	39%	42%	43%	46%	45%	44%	35%
Cases closed and not returned	86%	82%	85%	83%	85%	85%	84%	85%	86%
All families work participation rate	37%	38%	34%	33%	37%	37%	38%	42%	49%
Two-parent work participation rate	43%	45%	38%	35%	43%	43%	43%	51%	57%
Job Development <sup>#</sup>	-	-	-	-	-	-	-	-	12%
Adults with Earnings <sup>§</sup>	30%	31%	-	-	-	-	-	-	-
Retain Employment After 4 Months <sup>§</sup>	35%	39%	-	-	-	-	-	-	-
Earnings Progression <sup>§</sup>	29%	28%	-	-	-	-	-	-	-
Increase Self-Sufficiency <sup>§</sup>	2%	2%	-	-	-	-	-	-	-

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

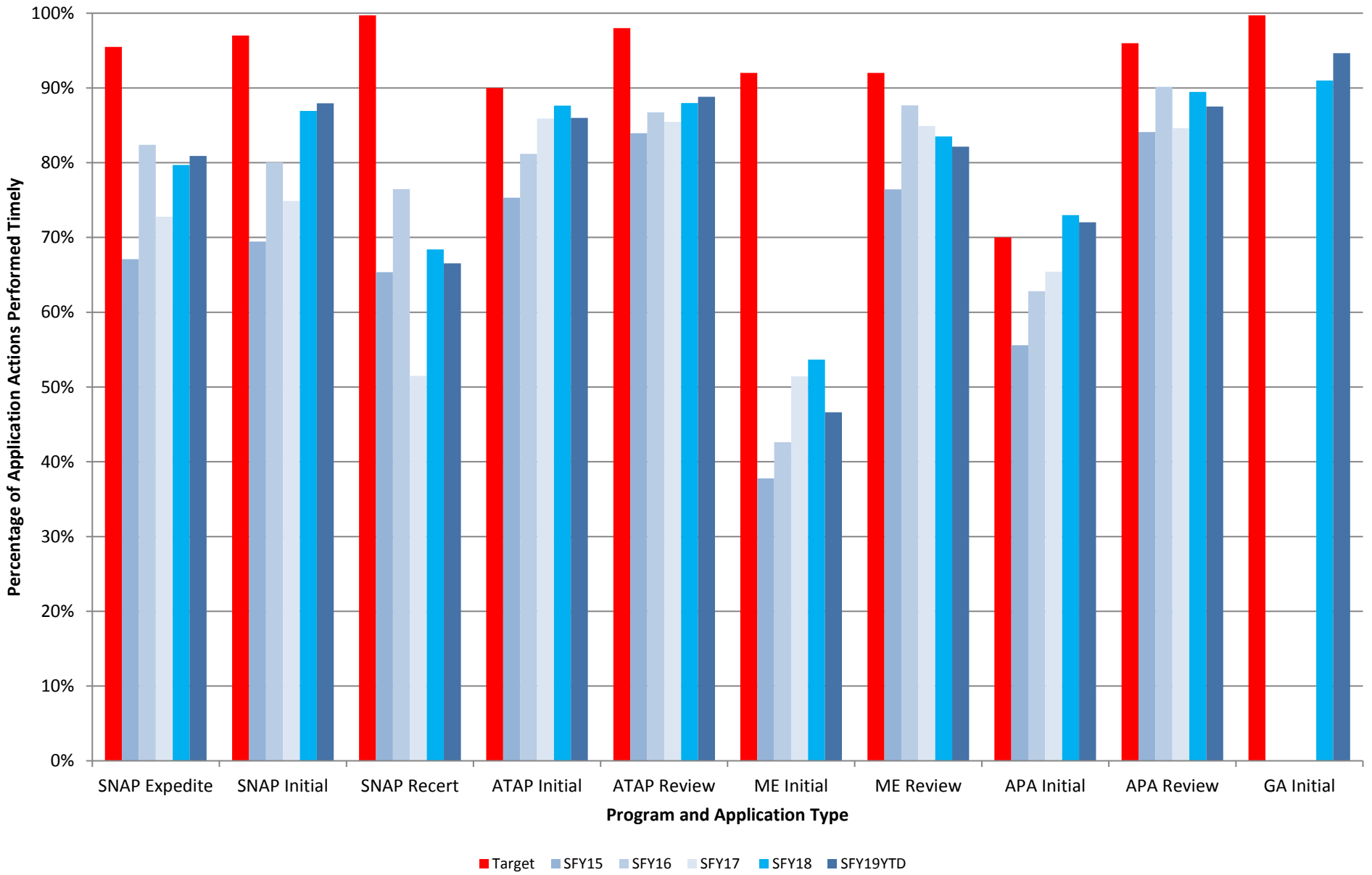
<sup>§</sup> These performance measures are no longer in use.



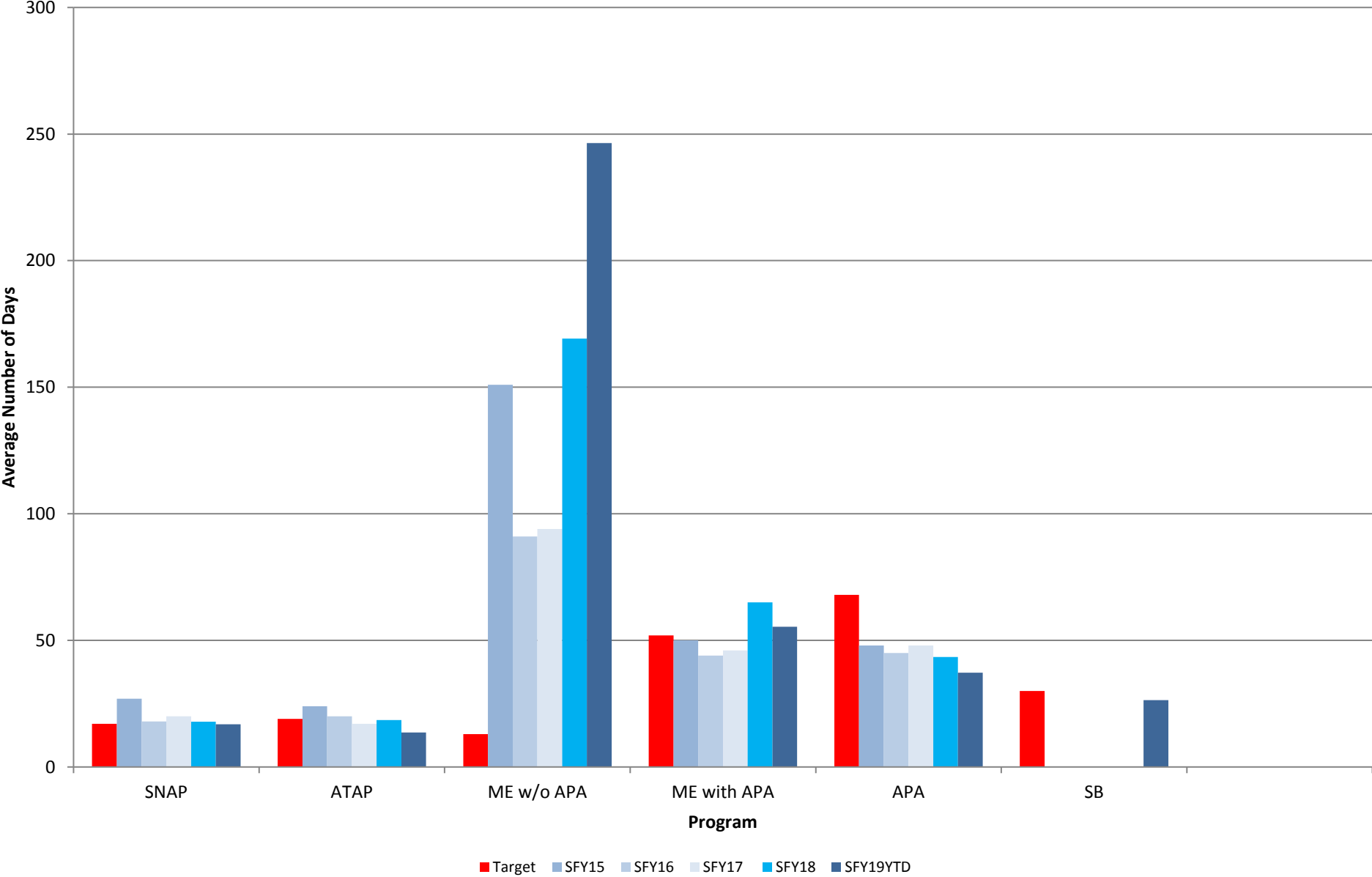
## Accuracy Performance



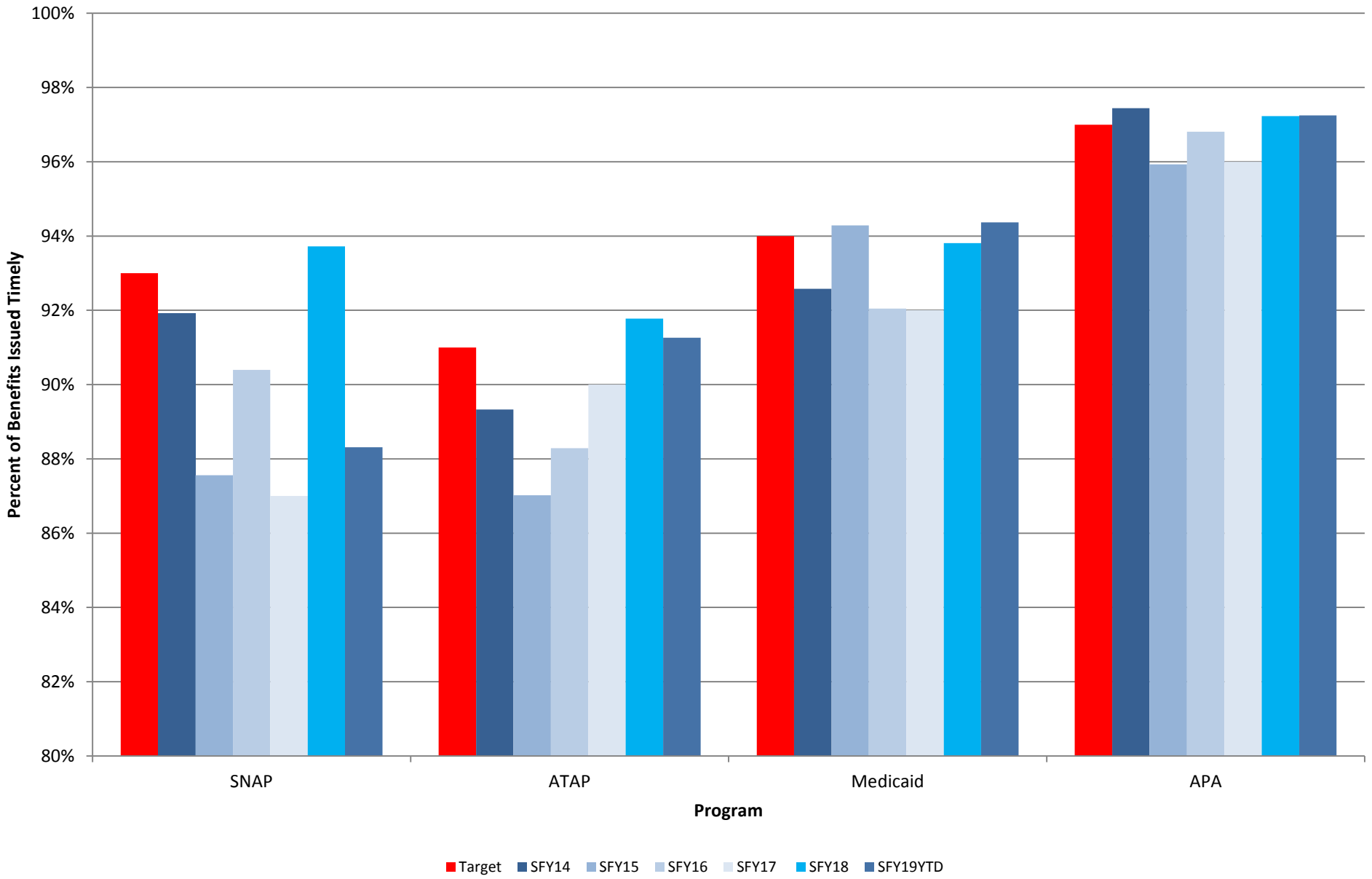
# Timely Application Actions Performance



# Application Cycle Time Performance



# Timley Benefit Issuance Performance



# Work Services Performance

