Section Number: 50-1
Effective Date: January 1, 2012

Subject: **Reports**

Purpose: To provide guidance on the reports available to supervisors to assist them in managing their work.

INTRODUCTION

There are a number of different types of reports available as a resource to supervisors and front-line staff. In this section they are listed into general groupings of targeted information.

The larger groups are arranged according to the function of the report, such as tools to help manage caseloads and monitor timeliness and accuracy.   Each of these groups is further arranged according the type of information contained in it such as information pertaining to individual worker actions.

Within each sub-grouping, the reports are listed alphabetically. They are accessed through different sources including Document Direct, SysOps webpage, EIS, and the DPAweb. Some reports are available only to supervisors while others are available to frontline workers. Access to each report is detailed in the respective report section under "How to Access this Information."

For detailed information about various features of Document Direct, go to the DPAweb page, click *Sysops* (top of the page) and in the left hand column click *Document Direct Power Point.*

- Direct link to Document Direct user's guide power point.

    https://dpasysops.dhss.alaska.gov/production/DocDir/DocDirect_files/frame.htm

- Direct link to Sysops interface users guide:

    http://dpaweb.hss.state.ak.us/node/403

Additional information about each report are discussed in their respective sections as outlined in the following page.

LIST OF REPORTS (organized by section)

50-1.1 CASELOAD MANAGEMENT TOOLS

    A. Caseload Management Information
       1. Online Caseload Report
       2. Caseload & Issuance by program (MRO 13)
       3. Mass Change Reports (by program)

    B. Tracking Individual Worker Activity
       1. Action History
       2. Transaction Log

    C. Office/regional Statistics
       1. Initial Apps by Office Charts
       2. Initial Apps by Office Table

    D. Client Information
       1. Social Security Interfaces
          a. SVES/State Online Query (SOLQ) – INME 13
          b. PFD/SSI/SDX and Wage Information – INME 9
          c. 1619b List (APA)
       2. FDPIR Client List

50-1.2 TIMELINESS INFORMATION

    A. Caseload Information
       1. Delay reason Code Report
       2. Monthly Application and MMR Report
       3. Unacted-pended Report

    B. Office/Regional Information
       1. Application Timeliness Performance/Cycle Time (History)
       2. Initial Apps by Office Chart
       3. Initial Apps by office Table
       4. Profile/Performance by Office

50-1.3 ACCURACY REPORTS

    A. Casework Accuracy
        1. Case Review Tool
        2. Food Stamp Certification Period Error Report

    B. Office/Regional Statistics
        1. Case Review System Benefit Accuracy by Office
        2. Child Care Accuracy Project – FFY07
        3. FS Benefit Accuracy by Office
        4. FS Closure Accuracy by Office
        5. Medicaid PERM Accuracy Project
        6. Profile/Performance by Office
        7. TA Benefit Accuracy by Office

50-1.4 STATEWIDE STATISTICS

        1. Diversion Chart (Work Services)
        2. FS National Ranking – Accuracy
        3. FS Benefit Accuracy by Month (History)
        4. FS Closure Accuracy by Month (History)
        5. TA Benefit Accuracy by Month (History)

50-1.5 HEATING ASSISTANCE REPORTS

    A. Report for Use by DPA Eligibility Staff
        1. HAP (Heating Assistance Program) awards to date

    B. Reports for Use by HAP Personnel
        1. Application Status and Productivity Report
        2. List of Pending or inactive Applications

50-1.6 GENERAL INFORMATION

        1. Caseload & Issuance by program
        2. Fee Agent list
        3. 60 Month Report
        4. Statewide Monthly Caseload and Benefit Summary
        5. Tribal health Agency Staff List for Medicaid Verification

50-1.7 DPA Reports

50-1.8 EIS Reports