Section Number: 50-1.2
Effective Date: January 1, 2012

Subject: Timeliness Information

A. Caseload Information

1. Delay Reason Code Report

Purpose/Description/Utility of report:

The Caseload Detail section of this report lists the applications and reviews/recerts that were worked outside of regular time limits during the previous month. Timely actions are not listed in the Caseload Detail. The reports are grouped by functional team caseloads and some are listed in the remaining individual (ET III, Regional Case Reader, and ET IV) CARCS.

- Used to assess and address issues that hinder timely action.
- The report runs on the third day of every month listing untimely actions from the previous month.
- Reports include the date of application, the date worked , program type and include a code indicating the reason for the delayed action, the PCN of the worker who took the action, current status and benefit month
- The Delayed Action Codes are as follows:
    - AG   Agency Caused delay
    - AR   Agency Caused delay due to case being reopened for reconsideration after denial
    - CI   Client-caused delay due to client missing or rescheduling interview
    - CV   Client-caused delay due to requested verification not received timely
    - TP   Delay due to a required action by a third party (APA, IA and AP-related programs only)

How to access this report
- Go to the DPA web page
- Click on Document Direct under Quicklinks
- Select ViewDirect for zOS Server
- Log on username using your EIS ID (the HPA identification) and password is the same as the first EIS password
- Click Report
- Select Delay Reason Code Report

- Select Desired date of the report
- Select the Region under Details
- Click Magnifying glass and type in desired worker name
- Direct link to Document direct:
  https://documents.state.ak.us:443/ddrint/servlet/ddrint

  * *For additional information about using document direct, consult the Document Direct PowerPoint on the SysOps home page*

2. **Monthly Application and MMR Report Series**

Purpose/Description/Utility of report:

Monthly Application Report (MRM1A) – Provides number of received, pended, authorized, denied, and unacted apps for every program including recerts. It also provides the date of the oldest unacted and pended apps. Lists reflect the actions of individual workers, grouped by functional team.

Timely issuance Reports – (HESTIR1P) – Shows the number apps by number of days that apps have been in unacted, pended, authorized, and denied status.

How to access these reports:

- Go to the DPA web page
- Click on Document Direct under Quicklinks
- Click on the ViewDirect for zOS server
- Log on username using your EIS ID (the HPA identification) and password is the same as the first EIS password
- Keep clicking on the ⊞ button for a particular month.
- Once you get here, you need to scroll down and click on the ⬇ button to get to the other reports.

  HESM054P   *MONTHLY APPLICATION AND MMR REPORT*
          Apr 2, 2011 9:58:02 PM *Available*

- Direct link to Document direct
  https://documents.state.ak.us:443/ddrint/servlet/ddrint

  * *For additional information about using document direct, consult the Document Direct PowerPoint on the SysOps home page*

3. Unacted-Pended report

Purpose/Description/Utility of report:

- Helps to determine the overall timeliness of benefits issuance
- Helps with planning for issuance of timely benefits and immediate need
- Helps teams manage work flow
- Used to help in distributing work flow in the event that redistribution of work is necessary to ensure timely issuance of benefits

Best Practices

- Check regularly (recommended daily), look for trends and problem areas
- Ensure that all team members access this information, one method is to print copies for distribution to functional team members
- Highlight problem cases and request progress reports
- Offer assistance with difficult or problematic cases

How to access this report:

- Go to the DPA web page
- Click on Document Direct under Quicklinks
- Click on the ViewDirect for zOS server
- Log on username using your EIS ID (the HPA identification) and password is the same as the first EIS password
- Click Report
- Select Unacted Report
- Select Desired date of the report
- Select the Region
- Click on the magnifying glass and type in name of the ET
- Direct link to Document direct:
     https://documents.state.ak.us:443/ddrint/servlet/ddrint

   For additional information about using document direct, consult the Document Direct PowerPoint on the SysOps home page

B. Office/Regional Statistics

1. Application Timeliness Performance

Purpose/Description/Utility of report:

This report is used to monitor overall timeliness by office and region. The data presented is cumulative for the current fiscal year-to-date from the monthly reports. Clicking on (History) will give information for previous fiscal years.

Limitations:

The information is presented only in a cumulative year-to-date format. Determining improvements in timeliness performance is difficult on a month-to-month basis as changes, especially in the latter months of the year, may not appear significant. The data on page 1, *Percent of Timely Action re*presents the percentage of cases that meet or do not meet the target date for timeliness. Page 2 *Cycle Time* presents the data in number of days it takes to process applications recertifications, and renewals.

Best Practices:

This report should be checked monthly by team leaders and regional managers. A lack of timeliness in a number of programs may be an indication of a need to streamline office practices. Information concerning whether or not delays could be caused by specific Eligibility Workers can be made by cross-checking this report with the **Unacted Pended Report.**

Link: *https://documents.state.ak.us:443/ddrint/servlet/ddrint*

How to access this report:

- Open the DPA web site: http://dpaweb.hss.state.ak.us/
- Click on DPA Reports in the right hand column of links
- Select Application Timeliness by Office
- Clicking on (History) will give past year summaries

* Information concerning whether or not delays could be caused by specific Eligibility Workers or teams can be made by cross-checking this report with the ***Unacted Pended Report.***

2. Initial Apps by Office chart

Purpose/Description/Utility of report:

This group of reports is approximately 175 pages. In the collection, the number of initial applications for every office, region, and statewide is presented in graphic form followed by a summary table.   The information covers two full calendar years from the month selected.

The reports are presented in the following format:

- District offices are listed first

- Under each office is the following information, 1 chart or graph per page:

  - All programs (Graph)
  - APA Initial Applications (Graph)
  - ATAP Initial Applications (Graph)
  - Food Stamp Initial Applications (Graph)
  - General Relief Initial Applications (Graph)
  - Medicaid Initial Applications (Graph)
  - 24-month summary for all programs (Numerical Chart)

To find a specific office or region, Use the **Bookmarks** tab on the left-hand side of the page.

Limitations:

All programs are listed separately, combination cases are not represented. Initial applications only are represented, but there is no information contained in this report that indicates the number of approved or denied applications or individuals redirected to other resources as a result of preliminary eligibility assessment.

Best Practices:

Managers and team leaders should consult this regularly for planning purposes in order to allocate intake/maintenance resources where needed to address peak periods of activity and for planning leave for staff.

How to access this report:

- Open the DPA web site: http://dpaweb.hss.state.ak.us/
- Click on DPA Reports in the right hand column of links
- Select Initial Apps by Office Chart

3. Initial Apps by Office Table

Purpose/Description/Utility of report:

This is a numerical chart of the number of initial applications received in an office and region by month. It contains similar information to that found in the Initial Applications by Office Chart report, but includes additional details.   Separate reports are presented for the five most recent (state) fiscal years.

The sections of the report contain the following statistical information:

- Total number of applications for all programs by office monthly for the fiscal year chosen
- Summary of ATAP 1-Parent and 2-Parent households
- ATAP 2-Parent households
- ATAP 1-Parent households
- Medicaid
- Interim Assistance
- GRA – GRM
- Food Stamps
- APA
- Statewide Summary by Region of ATAP, APA, FS, Medicaid, Senior Benefits and DKC

Limitations:

All programs are listed separately, combination cases are not represented. Initial applications only are represented, but there is no information contained in this report that indicates the number of approved or denied applications or individuals redirected to other resources as a result of preliminary eligibility assessment.

Best Practices:

Managers and team leaders should consult this regularly for planning purposes in order to allocate intake/maintenance resources where needed to address peak periods of activity and for planning leave for staff.   This report is unique because it includes GA and interim assistance information.

How to access this report:

- Open the DPA web site: http://dpaweb.hss.state.ak.us/
- Click on DPA Reports in the right hand column of links
- Select Initial Apps by office Table for the year desired

4. Profile/Performance by Office

Purpose/Description/Utility of report:

Profile:

This is a demographic report that reflects the demographic information of the population served by region and office. The chart at the beginning of the report includes the yearly allotments authorized by an office in a given fiscal year by program, and by geographical areas (cities, boroughs and villages). The second half of the report consists of graphs that represent caseload size and program allotments dating back to 2001 for TA, FS, and ME. Page 4 of the reports for each office indicates the percentages of single-program and combination cases.

Performance:

It is a graphic representation of Program benefit issuance and denial accuracy rates, application timeliness, and application cycle time for the current FY to date and historical information. Overall accuracy rates in chart form accompany each of the graphs.

Scope of report:

This is a very general report, but the demographic information in the profile can help in understanding caseload distribution. The graphs provide an easily-referenced snapshot of historical office performance.

Best Practices:

Consulting the information on combination cases could be a useful tool for equitable caseload distribution planning.

How to access this report:

- Open the DPA web site: http://dpaweb.hss.state.ak.us/
- Click on DPA Reports in the right hand column of links
- In the DPA Reports – Statewide Menu Click "DPA Offices"
- Select Office under each region
- Direct link: http://dpaweb.hss.state.ak.us/node/view/355