

# **State of Alaska FY2002 Governor's Operating Budget**

Department of Health and Social Services  
Public Assistance Field Services  
Component

## **Component: Public Assistance Field Services**

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### **Component Mission**

The mission of the Division of Public Assistance is to provide basic living expenses and self-sufficiency services to Alaskans in need.

### **Component Services Provided**

- Provides direct customer services in 17 offices statewide.
- Conducts intake, determines eligibility, authorizes benefits, and maintains cases for Food Stamps, Temporary Assistance, Medicaid, Adult Public Assistance, General Relief and Chronic and Acute Medical Assistance programs.
- Initiates and monitors self-sufficiency planning, assesses job readiness, coaches, links with resources, provides child care assistance and support services for recipients of the Alaska Temporary Assistance Program and the Food Stamp Employment and Training program.
- Makes referrals and links PA recipients to employers, employment services, and social, health, education, and training programs/organizations.
- Manages the Department's Work Services contracts, grants and RSAs to community service providers to furnish case management, job readiness and support services to Temporary Assistance recipients.
- Partners in the Alaska Job Center Network.
- Develops local initiatives designed to achieve the full range of Division goals and to promote the Division's guiding principles.

### **Component Goals and Strategies**

The challenge:

The Adult Public Assistance Program's sustained growth requires additional program development and resources. The decline in Food Stamp payment accuracy requires additional program development and resources. The Division must take a close look at our business processes to determine if we can improve efficiencies and shift resources. At the same time, we must take care to avoid depleting essential resources from the declining Temporary Assistance caseload. Strategies employed over the past three years successfully moved recipients with minimal barriers into employment. The challenge now is to serve recipients who have significant and long-term barriers to employment. Most continue to be subject to the 60 month time limit. These recipients require intensive, and often expensive services to achieve self-sufficiency.

Goals and Strategies:

- 1) **ACHIEVE A BALANCE IN MEETING THE FULL RANGE OF DIVISION GOALS, OBJECTIVES AND PERFORMANCE MEASURES**
  - Provide effective management and leadership
  - Develop additional data sources and reports
  - Conduct quarterly Continuous Improvement Reviews in District Offices
  - Implement Annual Action Plans
  - Closely monitor grants and contracts for compliance
  - Modify the role of the Eligibility Technician in the work services delivery process to allow them to focus on quality eligibility work
- 2) **IMPROVE EFFICIENCY, OUTCOMES, AND CUSTOMER SERVICE**
  - Implement business process improvements to gain maximum efficiency from available resources

- Conduct a study of job classes to improve operations by clarifying roles that reflect our post-welfare reform business, balance the workload and establish more defined career ladder opportunities
  - Conduct customer surveys to refine and improve our service delivery structure
  - Enhance partnerships within Job Centers and with community organizations to avoid duplication of services and maximize community resources
3. DEVELOP STAFF
- Enhance the Staff Development and Training Unit
  - Encourage local staff development initiatives
  - Provide learning opportunities for staff with leadership potential
  - Develop a staff mentorship program
  - Implement a recognition and reward system for exceptional staff

### **Key Component Issues for FY2001 – 2002**

- Maintain federally mandated Food Stamp Accuracy Rate: approximately 91%
- Achieve federally mandated work participation rates for 2 parent families
- Develop and initiate new strategies for working with Temporary Assistance recipients who have significant and substantial barriers to employment
- Respond to Denali KidCare enrollment levels far in excess of expectation
- Respond to the steady caseload growth of the Adult Public Assistance Program
- Move from implementation to maintenance and continuous improvement in the "One Stop" Job Centers
- Provide technical assistance for implementation of Native TANF programs
- Increase partnership role in helping disabled APA recipients move into the workforce

### **Major Component Accomplishments for FY2000**

- Exceeded federally mandated TANF all-families participation rate
- The Denali KidCare Office brought applications processing time frames to same day despite enrollment in excess of expectations
- Opened One Stop Job Centers in Fairbanks and the Anchorage Gambell
- Implemented system to monitor grants and contracts, and support work service providers
- Completed quarterly Continuous Improvement Reviews of local offices
- Updated Eligibility Technician and Workforce Development Specialist Performance Standards and developed standard performance evaluation forms
- Supported implementation of Native TANF programs
- Developed case review manual and training

### **Statutory and Regulatory Authority**

AS 47.27.005 - Alaska Temporary Assistance Program  
AS 47.25.-430-615 - Adult Public Assistance  
AS 47.25.975-990 - Food Stamps  
AS 47.07.010-900 - Medicaid  
AS 47.25.120-300 - General Relief Assistance  
AS 47.23.075 - Permanent Fund Dividend Hold Harmless  
AS 47.25.122 - Alaska Longevity Bonus Hold Harmless  
AS 47.10.230-260 - Title IV-E  
AS 47.04.010-080 - Public Assistance

### Key Performance Measures for FY2002

**Measure: Please see the performance measures under the Public Assistance Administration BRU.**  
*(Developed jointly with Legislature in FY2001.)*

#### Status of FY2001 Performance Measures

	<i>Achieved</i>	<i>On track</i>	<i>Too soon to tell</i>	<i>Not likely to achieve</i>	<i>Needs modification</i>
<ul style="list-style-type: none"><li>Please see the performance measures under the Public Assistance Administration BRU.</li></ul>		X			

**Public Assistance Field Services**  
**Component Financial Summary**

All dollars in thousands

	FY2000 Actuals	FY2001 Authorized	FY2002 Governor
<b>Non-Formula Program:</b>			
<b>Component Expenditures:</b>			
71000 Personal Services	19,161.2	20,531.5	20,969.9
72000 Travel	322.3	264.1	272.1
73000 Contractual	3,998.3	3,665.1	3,962.4
74000 Supplies	231.2	157.7	160.7
75000 Equipment	202.8	118.0	118.0
76000 Land/Buildings	0.0	0.0	0.0
77000 Grants, Claims	0.0	0.0	0.0
78000 Miscellaneous	0.0	0.0	0.0
<b>Expenditure Totals</b>	<b>23,915.8</b>	<b>24,736.4</b>	<b>25,483.1</b>
<b>Funding Sources:</b>			
1002 Federal Receipts	10,978.0	11,486.7	11,665.5
1003 General Fund Match	8,782.3	8,832.3	9,099.3
1004 General Fund Receipts	2,217.4	2,445.3	2,459.1
1007 Inter-Agency Receipts	1,938.1	1,800.5	2,259.2
1053 Investment Loss Trust Fund	0.0	171.6	0.0
<b>Funding Totals</b>	<b>23,915.8</b>	<b>24,736.4</b>	<b>25,483.1</b>

**Estimated Revenue Collections**

Description	Master Revenue Account	FY2000 Actuals	FY2001 Authorized	FY2001 Cash Estimate	FY2002 Governor	FY2003 Forecast
<b>Unrestricted Revenues</b>						
None.		0.0	0.0	0.0	0.0	0.0
<b>Unrestricted Total</b>		<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
<b>Restricted Revenues</b>						
Federal Receipts	51010	10,978.0	11,486.7	11,656.7	11,665.5	11,656.7
Interagency Receipts	51015	1,938.1	1,800.5	1,800.5	2,259.2	2,259.2
<b>Restricted Total</b>		<b>12,916.1</b>	<b>13,287.2</b>	<b>13,457.2</b>	<b>13,924.7</b>	<b>13,915.9</b>
<b>Total Estimated Revenues</b>		<b>12,916.1</b>	<b>13,287.2</b>	<b>13,457.2</b>	<b>13,924.7</b>	<b>13,915.9</b>

**Public Assistance Field Services**

**Proposed Changes in Levels of Service for FY2002**

- Field trainers and case managers will develop and train/use new skills and strategies to assist recipients with significant and long-term barriers to achieving self-sufficiency.
- The Federal Medicaid Infrastructure Grant program was established to support people with disabilities in securing and sustaining competitive employment. This FY2002 increment adds \$299.4 inter-agency receipts for RSA services to be funded by the Governor's Council on Disabilities and Special Education (GCDSE), recipient of the federal grant. The RSA funding will provide training and technical assistance supporting DPA eligibility determination workers to help them encourage and support Adult Public Assistance (APA) recipients to work.
- Denali KidCare has contributed to the success of welfare reform because parents were reluctant to leave welfare for work for fear of losing health coverage for their children. Parents are now able to take a job which does not provide dependent health coverage. The Division of Public Assistance provides staff who determine eligibility, and authorize benefits for the Denali KidCare Medicaid program. The FY2002 budget adds RSA funding for eligibility staff and support needed for caseload work that reached 17,390 in October 2000.

**Summary of Component Budget Changes**

**From FY2001 Authorized to FY2002 Governor**

*All dollars in thousands*

	<u>General Funds</u>	<u>Federal Funds</u>	<u>Other Funds</u>	<u>Total Funds</u>
<b>FY2001 Authorized</b>	<b>11,449.2</b>	<b>11,486.7</b>	<b>1,800.5</b>	<b>24,736.4</b>
<b>Adjustments which will continue current level of service:</b>				
-Transfer 278.0 for DPA Training Services RP 6-1-0002	108.0	170.0	0.0	278.0
-Year 2 Labor Costs - Net Change from FY2001	1.2	8.8	7.0	17.0
<b>Proposed budget increases:</b>				
-Enhance Employment Options for People with Disabilities	0.0	0.0	299.4	299.4
-Denali KidCare Eligibility Unit	0.0	0.0	152.3	152.3
<b>FY2002 Governor</b>	<b>11,558.4</b>	<b>11,665.5</b>	<b>2,259.2</b>	<b>25,483.1</b>

## Public Assistance Field Services

## Personal Services Information

Authorized Positions			Personal Services Costs	
	FY2001 Authorized	FY2002 Governor		
Full-time	403	409	Annual Salaries	16,241,774
Part-time	5	5	COLA	222,091
Nonpermanent	0	0	Premium Pay	0
			Annual Benefits	6,062,753
			<i>Less 6.91% Vacancy Factor</i>	<i>(1,556,718)</i>
			Lump Sum Premium Pay	0
<b>Totals</b>	<b>408</b>	<b>414</b>	<b>Total Personal Services</b>	<b>20,969,900</b>

## Position Classification Summary

Job Class Title	Anchorage	Fairbanks	Juneau	Others	Total
Accounting Clerk I	1	0	0	0	1
Administrative Assistant	3	1	1	0	5
Administrative Clerk I	0	0	0	1	1
Administrative Clerk II	26	10	3	14	53
Administrative Clerk III	8	2	1	10	21
Administrative Supervisor	2	1	0	1	4
Chf Pub Asst Fld Op	1	0	0	0	1
Elig Office Manager	0	0	0	1	1
Elig Technician I	31	5	5	13	54
Elig Technician II	67	19	5	52	143
Elig Technician III	18	7	4	9	38
Elig Technician IV	11	4	2	5	22
Public Assist Analyst I	4	0	0	0	4
Public Assist Analyst II	2	0	1	0	3
Public Asst Fld Svcs Mgr I	4	1	1	0	6
Public Asst Fld Svcs Mgr II	2	1	1	0	4
Publications Spec II	1	0	0	0	1
Social Worker I	1	0	0	0	1
Social Worker II	6	4	1	4	15
Social Worker IV	0	0	1	0	1
Training Specialist	7	0	0	0	7
Work Force Dev Spec I	10	2	1	7	20
Work Force Dev Spec II	2	1	0	1	4
Work Force Dev Spec III	2	0	0	0	2
Work Force Dev Spec IV	0	0	0	2	2
<b>Totals</b>	<b>209</b>	<b>58</b>	<b>27</b>	<b>120</b>	<b>414</b>