

State of Alaska FY2013 Governor's Operating Budget

Department of Health and Social Services Public Assistance Results Delivery Unit Budget Summary

Public Assistance Results Delivery Unit

Contribution to Department's Mission

Provide self-sufficiency and provide for basic living expenses to Alaskans in need.

Core Services

- Temporary financial assistance and work supports for needy families with children.
- Financial and medical aid for seniors and disabled Alaskans.
- Food assistance and nutrition education for low-income households.
- Child care subsidies for needy and low-income working families.
- License child care facilities and home care providers to promote safe, quality child care.
- Access to health care by determining eligibility for Medicaid and Denali KidCare.
- Home heating assistance for low income households.
- Administrative accountability and prevention of fraud and program abuse.

Results at a Glance

(Additional performance information is available on the web at <http://omb.alaska.gov/results>.)

End Result A: Low income families and individuals become economically self-sufficient.

Target #1: Increase the rate of self-sufficient individuals and families by 10%.

Status #1: In FY2011, the Alaska Temporary Assistance Program (including the Native Temporary Assistance for Needy Families Program) showed a 13% increase in the number of families receiving benefits.

Target #2: Reduce the proportion of the population that lives in impoverishment.

Status #2: In calendar year 2009, the percentage of food stamp families with incomes below the poverty threshold was reduced by 25% after receiving food supports, compared to 18% in 2008.

Strategy A1: Increase the percentage of temporary assistance families who leave the program with earnings and do not return for six months.

Target #1: 90% of temporary assistance families leave with earnings and do not return for six months.

Status #1: The FY2011 percentage of Alaska Temporary Assistance families who left the program with earnings and did not return for six months, was 86% which is 1% higher than in FY2010.

Strategy A2: Increase the percentage of temporary assistance families with earnings.

Target #1: 40% of temporary assistance families with earnings.

Status #1: The percent of Alaska Temporary Assistance families with earnings for FY2011 increased to 30% from 29% in FY2010.

Strategy A3: Increase the percentage of temporary assistance families meeting federal work participation rates.

Target #1: 50% of temporary assistance families meet federal work participation rates.

Status #1: In FY2011, 37% of all Alaska Temporary Assistance families met the federal participation requirements, exceeding the federal target of 33%.

Strategy A4: Improve the timeliness of benefit delivery.

Target #1: 95% of food stamp expedited service applications are processed within 5 days.

Status #1: In FY2011, 95% of emergency food stamp applications were processed within 5 days which is an increase from 90% in FY2010.

Target #2: 96% of new food stamp applications are processed within 30 days.

Status #2: In FY2011, 96% of new food stamp applications were processed within 30 days with an overall average processing time of 18 days, compared to 89% in FY2010.

Target #3: 99.5% of food stamp recertification applications are processed within 30 days.

Status #3: In FY2011, 91% of food stamp recertification applications were processed within 30 days, compared

to 87% in FY2010.

Target #4: 90% of temporary assistance applications are processed within 30 days.

Status #4: In FY2011, 90% of Alaska Temporary Assistance applications were processed within 30 days with an overall average processing time of 23 days. This is an increase from 75% in FY2010 with an overall average processing time of 21 days.

Target #5: 90% of Medicaid applications are processed within 30 days.

Status #5: In FY2011, 91% of Medicaid applications were processed within 30 days, a 11% increase from FY2010.

Strategy A5: Improve the accuracy of benefit delivery.

Target #1: 93% of food stamp benefits are accurate.

Status #1: In FFY2010, 98% of food stamp benefits were accurate compared to 96% in FFY2009.

Target #2: 95% of temporary assistance benefits are accurate.

Status #2: The FFY2010 Alaska Temporary Assistance benefit accuracy was 97%, compared to 98% in FFY2009.

Target #3: 93% of Medicaid eligibility determinations are accurate.

Status #3: In FFY2011, 99% of the Medicaid eligibility determinations were accurate compared to 94% in FFY2010.

Target #4: Food Stamp Program, Temporary Assistance and Medicaid eligibility benefits are accurate.

Status #4: In FFY2010, 98% of Food Stamp Program benefits, 97% of Temporary Assistance benefits and 94% of Medicaid eligibility determinations were accurate.

Strategy A6: Increase the percentage of subsidy children in licensed care.

Target #1: 76% of subsidy children are in licensed care.

Status #1: In FY2011, 76% of children receiving child care assistance were in licensed care, equal to 76% in FY2010.

Key RDU Challenges

- The number of people applying for public assistance continues to grow. In FY2011, the Food Stamp program grew more than 14% over FY2010. In addition, the Alaska Temporary Assistance caseload increased by 10% and the Medicaid caseload increased by almost 7% over FY2010.
- The goal to promote self-sufficiency by assisting individuals and families to move off public assistance and leave poverty through employment is difficult to achieve. Over 30% of Temporary Assistance families face significant challenges to self-reliance. These families require more intensive services.
- Loss of nearly \$7 million in the Temporary Assistance for Needy Families (TANF) Supplemental Bonus grant will adversely affect TANF transfers to the CCDF and SSBG as well as reduce funds used to support ATAP work services.
- Conserving the state's TANF program savings generated from the success of welfare reform, which is needed to support and sustain core business needs while maintaining safety net services and promoting self-sufficiency through employment.
- Addressing ongoing recruitment challenges as the workforce ages and dedicated employees with years of experience retire. This is particularly acute because complex program policies can take six months of experience or more to effectively administer and high caseloads for journey-level workers are created in the interim.
- Ensuring federal Supplemental Nutrition Assistance Program (SNAP) payment accuracy targets are met for Alaska's Food Stamp Program and that the division remains competitive in pursuing national performance bonus awards.
- Sustaining service delivery strategies, such as Families First! and implementing new tools and processes for effective screening of Temporary Assistance recipients to identify and address significant and substantial barriers to employment.
- Improving overall performance outcomes despite pressure from growing caseloads, strained staff resources, and the demands of federal program accountability requirements.
- Implementing goals in the department's Early Childhood Comprehensive Systems Plan to ensure that low-income families have access to quality child care and access to resources to help cover the cost of child care.
- Planning for and implementing changes in federal program policies, such as the provisions that will be included in

the reauthorization of Temporary Assistance for Needy Families block grant, Child Nutrition Programs, and the Affordable Care Act (Health Care Reform).

Significant Changes in Results to be Delivered in FY2013

- Exploration and testing of automated solutions to improve service delivery and administrative efficiency, such as using the Eligibility Information System (EIS) as a platform for Heating Assistance programs.
- Incorporation of new technologies, such as electronic document management and integrated phone systems into work processes to improve service delivery and administrative efficiency.

Major RDU Accomplishments in 2011

- Implemented new income qualifying standards for participation in the Child Care Assistance Program and family co-payment (out of pocket) levels. Previously, standards had not been updated since 2002. The new standards are based upon 2008 State Median Income levels.
- Alaska received two federal program performance bonus awards. Alaska received \$232,898 from the United States Department of Agriculture (USDA) for being one of the 10 states in the nation with the best Food Stamp Program payment accuracy in FFY2010. Alaska was also awarded a performance bonus award of nearly \$5 million from the United States Department of Health & Human Services, Centers for Medicare and Medicaid for increased enrollment in the Children's Health Insurance Program (Denali KidCare). The division's effort at outreach and collaboration with tribal health providers was a significant contribution to the state's efforts to increase enrollment. Currently, Alaska is ranked first in the nation in Food Stamp payment accuracy.
- New LEAN work processes were fully implemented in all the division's field offices. Work process changes have improved customer service, increased efficiency, and significantly reduced the length of time between receipt of applications and benefit issuances.
- Continued work with agency partners and community-based organizations to improve outreach to homeless populations and potentially eligible Food Stamp participants, including out-stationing staff to facilitate Medicaid enrollment and providing resources to help with the application process for other public assistance benefits.
- Provided technical assistance and ongoing support to Native Family Assistance Programs.

Contact Information
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**Public Assistance
RDU Financial Summary by Component**

All dollars shown in thousands

	FY2011 Actuals				FY2012 Management Plan				FY2013 Governor			
	UGF+DGF Funds	Other Funds	Federal Funds	Total Funds	UGF+DGF Funds	Other Funds	Federal Funds	Total Funds	UGF+DGF Funds	Other Funds	Federal Funds	Total Funds
Formula Expenditures												
ATAP	12,457.2	1,654.1	13,687.9	27,799.2	14,973.6	2,010.0	10,175.9	27,159.5	14,973.6	1,955.9	13,325.9	30,255.4
Adult Public Assistance	53,818.4	4,258.3	1,417.7	59,494.4	54,143.4	4,261.3	2,030.0	60,434.7	59,808.9	4,670.8	2,030.0	66,509.7
Child Care Benefits	9,454.9	136.4	31,357.5	40,948.8	9,238.5	325.0	37,571.8	47,135.3	9,238.5	325.0	37,682.1	47,245.6
General Relief Assistance	1,955.9	0.0	0.0	1,955.9	1,905.4	0.0	0.0	1,905.4	1,905.4	0.0	0.0	1,905.4
Tribal Assistance Programs	13,079.4	693.1	0.0	13,772.5	13,960.3	709.7	0.0	14,670.0	13,960.3	727.9	0.0	14,688.2
Senior Benefits Payment Program	21,112.1	0.0	0.0	21,112.1	22,453.4	0.0	0.0	22,453.4	23,072.2	0.0	0.0	23,072.2
PFD Hold Harmless	16,114.1	0.0	0.0	16,114.1	16,284.7	0.0	0.0	16,284.7	16,824.7	0.0	0.0	16,824.7
Non-Formula Expenditures												
Energy Assistance Program	5,135.1	0.0	14,739.8	19,874.9	13,026.9	0.0	16,046.9	29,073.8	13,036.5	0.0	16,089.4	29,125.9
Public Assistance Admin	719.4	250.6	2,315.3	3,285.3	1,915.1	297.4	3,177.3	5,389.8	1,981.6	300.6	2,887.5	5,169.7
Public Assistance Field Svcs	20,134.3	473.6	17,673.5	38,281.4	18,444.9	572.0	20,375.6	39,392.5	18,950.5	780.0	20,858.3	40,588.8
Fraud Investigation	976.3	0.0	876.7	1,853.0	862.3	0.0	1,083.4	1,945.7	883.0	0.0	1,106.8	1,989.8
Quality Control	618.3	0.0	1,005.6	1,623.9	975.9	0.0	895.6	1,871.5	1,001.0	0.0	920.7	1,921.7
Work Services	3,554.1	0.0	11,033.4	14,587.5	2,856.4	0.0	13,058.8	15,915.2	2,847.8	0.0	13,072.7	15,920.5
Women, Infants and Children	366.0	4,092.7	23,429.5	27,888.2	399.7	4,924.7	25,817.4	31,141.8	420.3	4,781.9	23,576.2	28,778.4
Totals	159,495.5	11,558.8	117,536.9	288,591.2	171,440.5	13,100.1	130,232.7	314,773.3	178,904.3	13,542.1	131,549.6	323,996.0

Public Assistance
Summary of RDU Budget Changes by Component
From FY2012 Management Plan to FY2013 Governor

All dollars shown in thousands

	<u>Unrestricted</u> <u>Gen (UGF)</u>	<u>Designated</u> <u>Gen (DGF)</u>	<u>Other Funds</u>	<u>Federal</u> <u>Funds</u>	<u>Total Funds</u>
FY2012 Management Plan	154,987.8	16,452.7	13,100.1	130,232.7	314,773.3
Adjustments which will continue current level of service:					
-ATAP	0.0	0.0	-54.1	0.0	-54.1
-Child Care Benefits	0.0	0.0	0.0	110.3	110.3
-Tribal Assistance Programs	0.0	0.0	18.2	0.0	18.2
-Senior Benefits Payment Program	14.0	0.0	0.0	0.0	14.0
-Energy Assistance Program	-7,990.4	0.0	0.0	42.5	-7,947.9
-Public Assistance Admin	66.5	0.0	3.2	-289.8	-220.1
-Public Assistance Field Svcs	505.6	0.0	208.0	482.7	1,196.3
-Fraud Investigation	20.7	0.0	0.0	23.4	44.1
-Quality Control	25.1	0.0	0.0	25.1	50.2
-Work Services	-8.6	0.0	0.0	13.9	5.3
-Women, Infants and Children	20.6	0.0	-142.8	-2,241.2	-2,363.4
Proposed budget increases:					
-ATAP	0.0	0.0	0.0	3,150.0	3,150.0
-Adult Public Assistance	5,665.5	0.0	409.5	0.0	6,075.0
-Senior Benefits Payment Program	604.8	0.0	0.0	0.0	604.8
-PFD Hold Harmless	0.0	540.0	0.0	0.0	540.0
-Energy Assistance Program	8,000.0	0.0	0.0	0.0	8,000.0
FY2013 Governor	161,911.6	16,992.7	13,542.1	131,549.6	323,996.0