



VISION

ALASKA INDIVIDUALS, FAMILIES AND COMMUNITIES ARE SAFE AND HEALTHY

MISSION

TO PROMOTE AND PROTECT THE HEALTH AND WELL-BEING OF ALASKANS

House Health & Social Services | Division Overview

Monica Windom | Director

Jessica Bogard | Administrative Operations Manager

Division of Public Assistance

February 6, 2018



FY2019 Governor's Request Public Assistance Overview

- **Mission:** To Promote self-sufficiency and provide for basic living expenses to Alaskans in need.
- **556 Positions: 547 PFT / 8 PPT / 1 NP**
- **\$299,028.3** (\$130,140.5 UGF) - FY2019 Governor Budget Request
- Total Unduplicated Recipients FY2017 **242,827+**

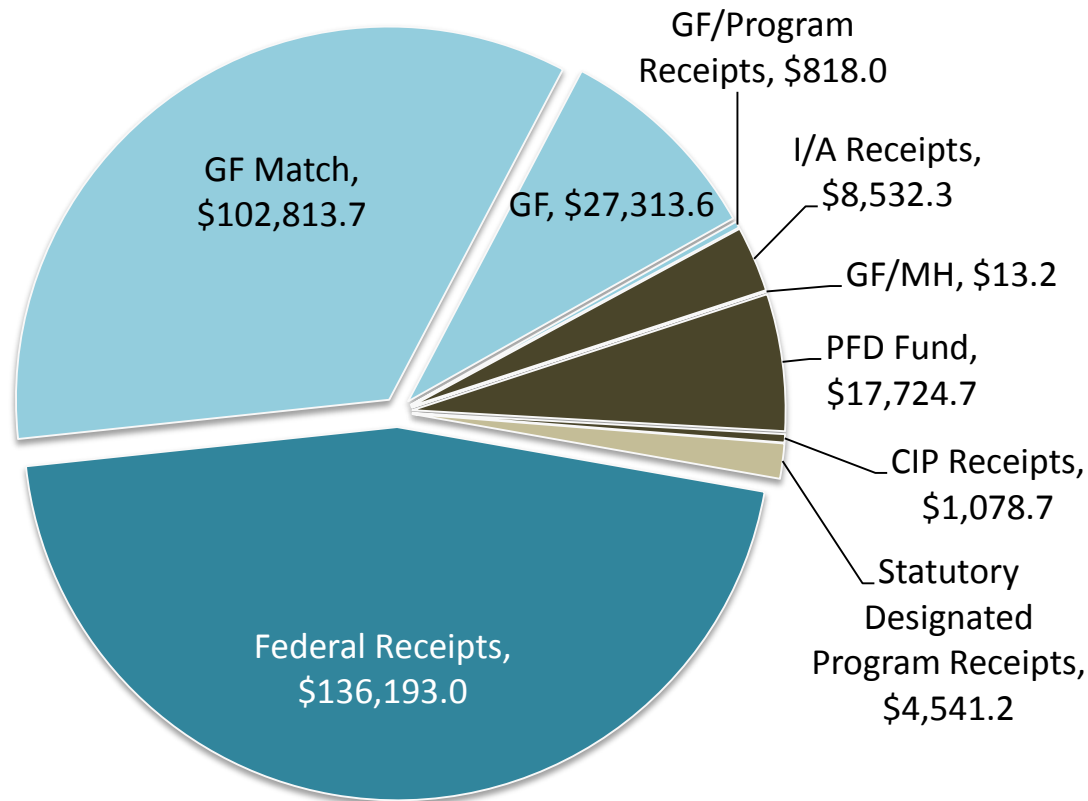


Allocation and/or Program	Funding (in thousands)	# of PCNs	# PFT PCN/ # Filled PFT	# PPT PCN/ # Filled PPT	# NP PCN/ # Filled NP	Rating of Importance to Mission	Rating of Effectiveness	Constitution Requirement	Federally Required	Required by Statute
Public Assistance (73)	\$299,028.3: \$130,140.5 UGF \$818.0 DGF \$136,193.0 Fed \$31,876.8 Other	556 Total PCNs	547 PFT PCNs/ 447 Filled	8 PPT PCNs/ 6 Filled	1 NP PCN/ 1 Filled					
Alaska Temporary Assistance Program (220)	\$23,745.2: \$1,267.5 UGF \$20,621.8 Fed \$1,855.9 Other	-	0	0	0	Critical	1	Yes	Yes 45 CFR 263	44.29, Department of Health and Social Services 47.27.005 - 085, Alaska Temporary Assistance Program
Adult Public Assistance (222)	\$62,386.9: \$55,646.1 UGF \$2,030.0 Fed \$4,710.8 Other	-	0	0	0	Critical	1	Yes	Yes 20 CFR 416.2099 (c) 42 CFR 435.119-138	44.29, Department of Health and Social Services 47.25.430 - 615, Adult Public Assistance
Child Care Benefits (1897)	\$43,957.2: \$7,738.9 UGF \$500.0 DGF \$35,393.2 Fed \$325.1 Other	37	37 PFT/ 30 PFT	0	0	Critical	1	No	Federally funded through a block grant	47.27.005 - 035, Alaska Temporary Assistance Program 47.25.001 - 095, Public Assistance 47.32, Centralized Licensing and Related Administrative Procedures 47.05.300 - 390, Criminal History; Registration
General Relief Assistance (221)	\$1,205.4: \$1,205.4 UGF	-	0	0	0	Critical	1	Yes	No	44.29, Department of Health and Social Services 47.25.120 - 300, General Relief Assistance
Tribal Assistance Programs (2336)	\$17,889.9: \$16,912.0 UGF \$977.9 Other	-	0	0	0	Critical	1	No	No	47.27.050, Grants and contracts for services 47.27.070, Alaska Native organizations' family assistance programs 47.27.200, Alaska Native family assistance grants 47.27.300, Regional public assistance programs
Senior Benefits Payment Program (2897)	\$19,986.1: \$19,986.1 UGF	-	0	0	0	Critical	1	No	No	47.45.301 - 309, Senior Benefits Payment Program
Permanent Fund Dividend Hold Harmless (225)	\$17,724.7: \$17,724.7 Other	-	0	0	0	Critical	1	No	No	43.23.075, Eligibility for public assistance 43.23.085, Eligibility for state programs

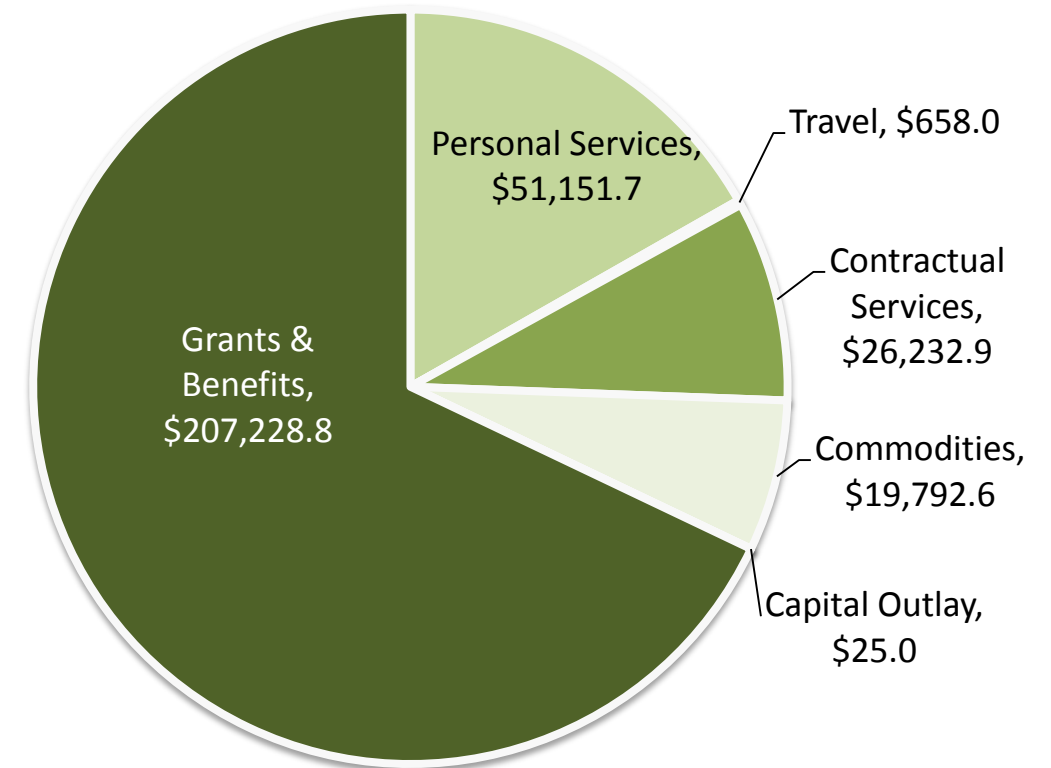
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Energy Assistance Program (226)	\$12,622.9: \$12,622.9 Fed	-	0	0	0	Critical	2	Yes	Yes 45 CFR 96.80-89	47.25.621 - 626, Alaska Affordable Heating Program
Public Assistance Administration (233)	\$5,950.7: \$1,733.8 UGF \$318.0 DGF \$2,820.3 Fed \$1,078.6 Other	36	35 PFT/ 26 PFT	0	1 NP/ 1 NP	Critical	2	No	No	43.23.075, Permanent Fund Dividend Hold Harmless 47.05.010 - 080, Public Assistance 47.07.010 - 900, Medicaid 47.25.001 - 095, Day Care Assistance and Child Care Grants 47.25.120 - 300, General Relief Assistance 47.25.430 - 615, Adult Public Assistance 47.25.975 - 990, Food Stamps 47.27.005 - 990, Alaska Temporary Assistance Program 47.32.010 - 900, Centralized Licensing and Related Administrative Procedures 47.45.301 - 309, Senior Benefits Program
Public Assistance Field Services (236)	\$49,069.7: \$22,954.1 UGF \$25,309.5 Fed \$806.1 Other	428	420 PFT/ 346 PFT	8 PPT/ 6 PPT	0	Critical	2	No	Yes SNAP- 7 CFR 273.9(a), 7 USC 2014 (c) Medicaid- 42 CFR 435.110, 42 CFR 435.118 (c)(2), 42 CFR 435.116(b)(2)	43.23.075, Permanent Fund Dividend Hold Harmless 47.05.010 - 080, Public Assistance 47.07.010 - 900, Medicaid 47.25.120 - 300, General Relief Assistance 47.25.430 - 615, Adult Public Assistance 47.25.975 - 990, Food Stamps 47.27.005, Alaska Temporary Assistance Program 47.45.301 - 309, Senior Benefits Program
Fraud Investigation (237)	\$2,005.0: \$832.4 UGF \$1,172.6 Fed	14	14 PFT/ 11 PFT	0	0	Critical	1	No	No	09.10.120, Administrative Hearings 47.25.500, Adult Public Assistance 47.25.975 - 990, Food Stamps 47.27.005 - 990, Alaska Temporary Assistance Program
Quality Control (234)	\$2,607.5: \$1,192.4 UGF \$1,415.1 Fed	22	22 PFT/ 19 PFT	0	0	Critical	1	No	Yes	n/a
Work Services (2337)	\$11,017.4: \$250.8 UGF \$10,766.6 Fed	8	8 PFT/ 6 PFT	0	0	Critical	1	No	No	47.27.005, Alaska Temporary Assistance Program
Women, Infants and Children (1013)	\$28,859.7: \$421.0 UGF \$24,041.0 Fed \$4,397.7 Other	11	11 PFT/ 9 PFT	0	0	Critical	1	No	Yes 7 CFR 246.7 (d)(1)	18.05-010 - 070, Administration of Public Health and Related Laws

FY2019 Governor's Budget, Revenue & Expenditure Authority

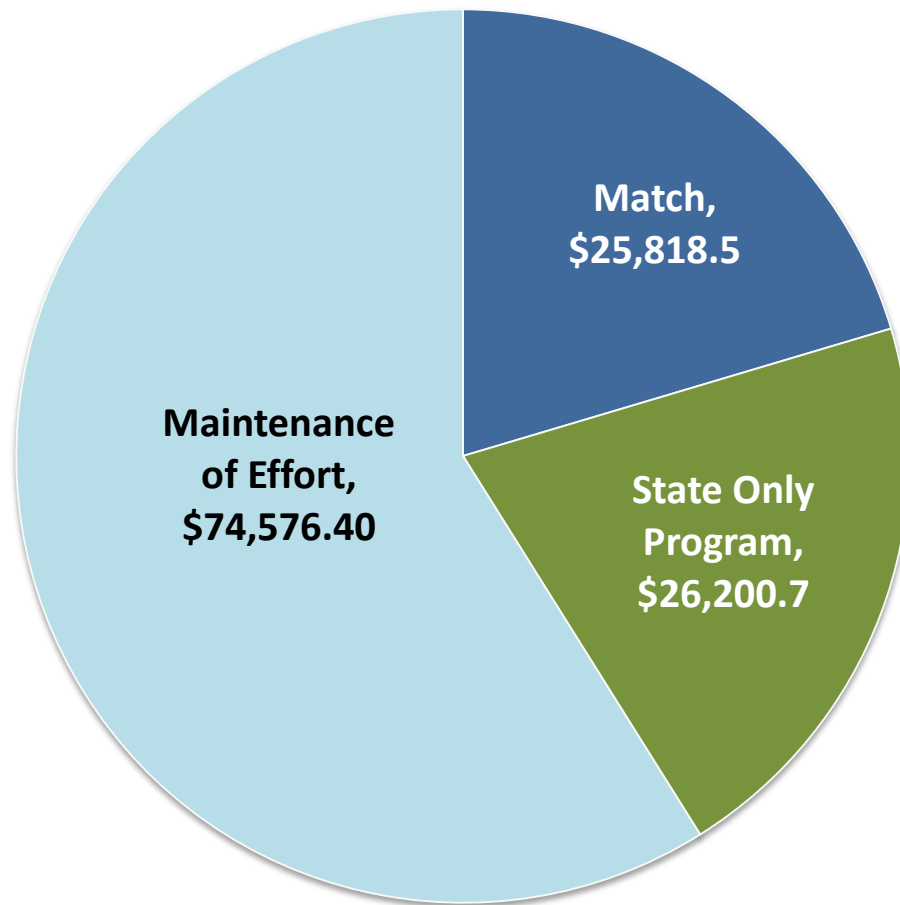
Revenue



Expenditure



How Division of Public Assistance Will Use FY2019 Unrestricted General Funds



If Maintenance of Effort (MOE) and Matching Requirements are **not** met, the State of Alaska loses approximately \$1.4 Billion in Federal Funding.

Funding loss would impact:

- (1) Medicaid
- (2) Temporary Assistance for Needy Families
- (3) Child Care Development



FY2019 Governor's Operating Budget Decrements / Increments

- SFY 2018 Supplemental Request, \$2,000.0
 - FFY 2018 TANF Maintenance of Effort Need
- SFY 2019 Governor's Request
 - Funding source change GF to GF/Match to align with how funds are spent
 - Senior Benefits in request but not yet extended in legislation
 - No decrement or increment requested



Budget Reductions & Impacts

Unrestricted General Fund Reduction*	\$35,700.5 ↓	21.53%↓
Permanent Full Time Position Decrease*	9 ↓	1.6% ↓

* - Since FY2015

- Assistance to Alaskans:
 - In order to meet the 58% reduction in budget authority for General Relief Assistance the division has implemented a screening process for burial assistance requests that has reduced the average monthly expenditures by \$100.0.
 - Senior Benefits payments to the seniors with the highest income tier remains at \$76 a month.
 - The Governor's budget request includes continued funding for the Senior Benefits payment program in SFY2019, however, absent extension by the Legislature the program will sunset at the end of SFY2018.



Budget Reductions & Impacts

Unrestricted General Fund Reduction*	\$35,700.5 ↓	21.53%↓
Permanent Full Time Position Decrease*	9 ↓	1.6% ↓

* - Since FY2015

- Impacts to Division Administration:
 - Reduction of \$2,313.6 in personal services. Efficiencies were expected with release 2 of the ARIES system. Work with the original contractor ended before release 2 was completed.
 - Although we worked extensively with a contractor to identify third party funds that could be used to meet Maintenance of Effort requirements for the Temporary Assistance for Needy Families block grant, a supplemental has been requested in order to meet that requirement in FFY18.



Temporary Assistance for Needy Families Maintenance of Effort

	10/1/2017-12/31/2017	1/1/2018-3/31/2018	4/1/2018-6/30/2018	7/1/2018-9/30/2018
Federal Fiscal Year	FFY 2018 Quarter 1	FFY 2018 Quarter 2	FFY 2018 Quarter 3	FFY 2018 Quarter 4
State Fiscal Year	SFY 2018 Quarter 2	SFY 2018 Quarter 3	SFY 2018 Quarter 4	SFY 2019 Quarter 1

	FFY 2016	FFY 2017	FFY 2018 Projection
Division of Public Assistance Funding			
Tribal Assistance Program Component UGF Authority	\$ 14,095.2	\$ 14,641.1	\$ 16,912.0
SFY 2019 Q1 Tribal Assistance Program			\$ 1,732.2
Alaska Temporary Assistance Component UGF Authority	\$ 13,901.0	\$ 6,901.0	\$ 1,267.5
<i>SFY 2018 Alaska Temporary Assistance Supplemental Request</i>			\$ 2,000.0
SFY 2019 Q1 Alaska Temporary Assistance			\$ 1,267.5
Child Care Benefits Component UGF Authority	\$ 2,739.3	\$ 3,544.8	\$ 3,554.8
Public Assistance Field Services Component UGF Authority	\$ 10.2	\$ 697.8	\$ 932.7
Work Services Component UGF Authority		\$ 26.1	
PFD Hold Harmless PFD Fund Authority	\$ 1,966.9	\$ 1,855.9	
Alaska Heating Assistance Program	\$ 966.9		
Sub-Total	\$ 33,679.5	\$ 27,666.7	\$ 27,666.7



Temporary Assistance for Needy Families

Maintenance of Effort

	FFY 2016	FFY 2017	FFY 2018 Projection
3rd Party/Separate State Program Funding			
AHFC: Empowering Choice Housing Program	\$ 190.3	\$ 256.4	\$ 256.4
AHFC: Family Self Sufficiency Program Classes		\$ 4.0	\$ 4.0
AHFC: Resident Services - Summer Camp Scholarships	\$ 35.9	\$ 32.0	\$ 32.0
Cook Inlet Tribal Council Fraud Unit	\$ 221.7		
AHFC: Resident Services - Adult Scholarships		\$ 10.0	\$ 10.0
Big Brothers Big Sisters		\$ 455.7	\$ 455.7
Boys & Girls Clubs Alaska		\$ 4,571.8	\$ 4,571.8
Food Banks Claims	\$ 2,482.8	\$ 2,757.8	\$ 2,757.8
OCS: Emergency Family Relief Support		\$ 416.8	\$ 416.8
OCS: Foster Care Special Needs		\$ 145.4	\$ 145.4
United Way of Anchorage- 2-1-1		\$ 74.6	\$ 74.6
United Way of Anchorage- Grants		\$ 218.9	\$ 218.9
Sub-Total	\$ 2,930.7	\$ 8,943.5	\$ 8,943.5
Combined Total	\$ 36,610.2	\$ 36,610.2	\$ 36,610.2

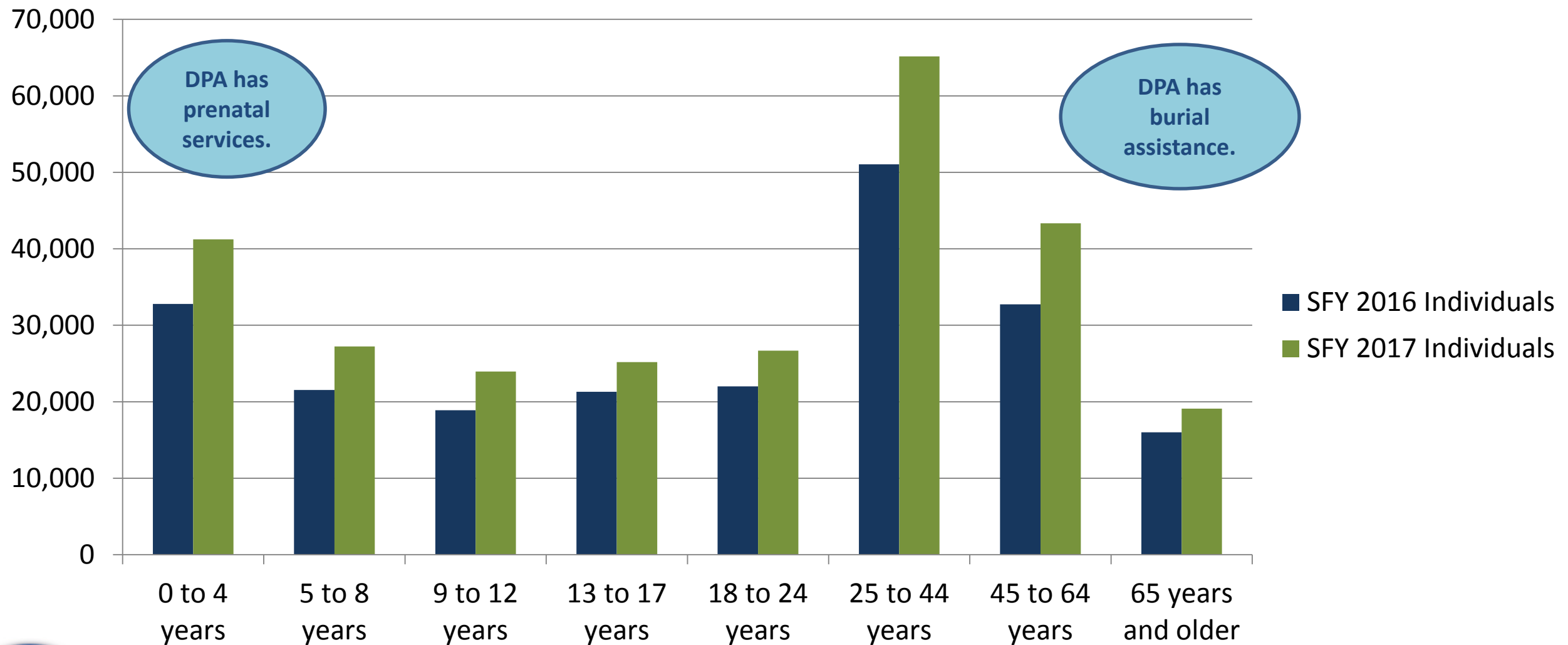


Other Challenges

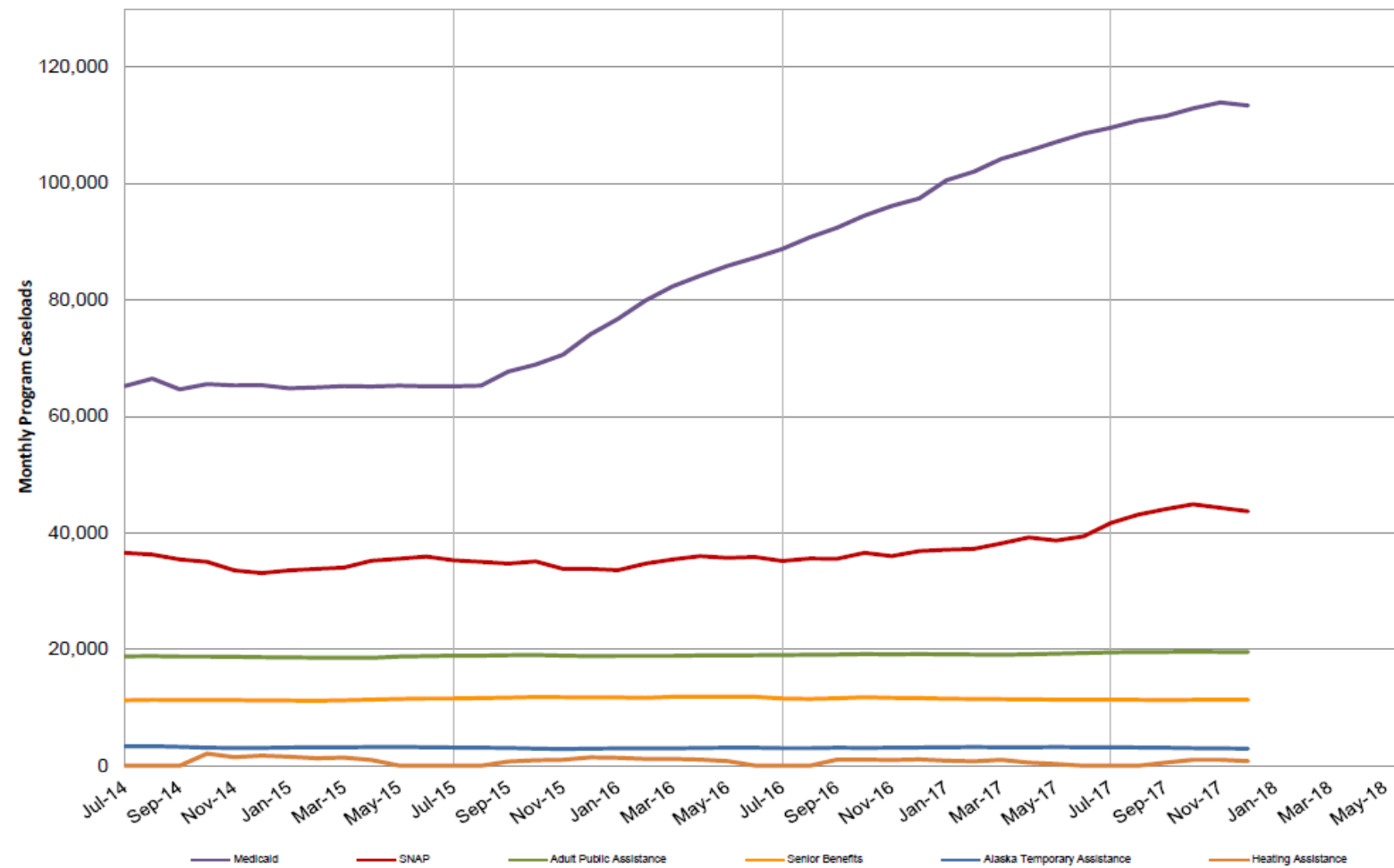
- Increased caseloads
- Continued backlog
- Employee retention and recruitment challenges
- Virtual Contact Center delays
- Electronic Document Imaging
- Staff still working in two systems



Who Public Assistance Serves

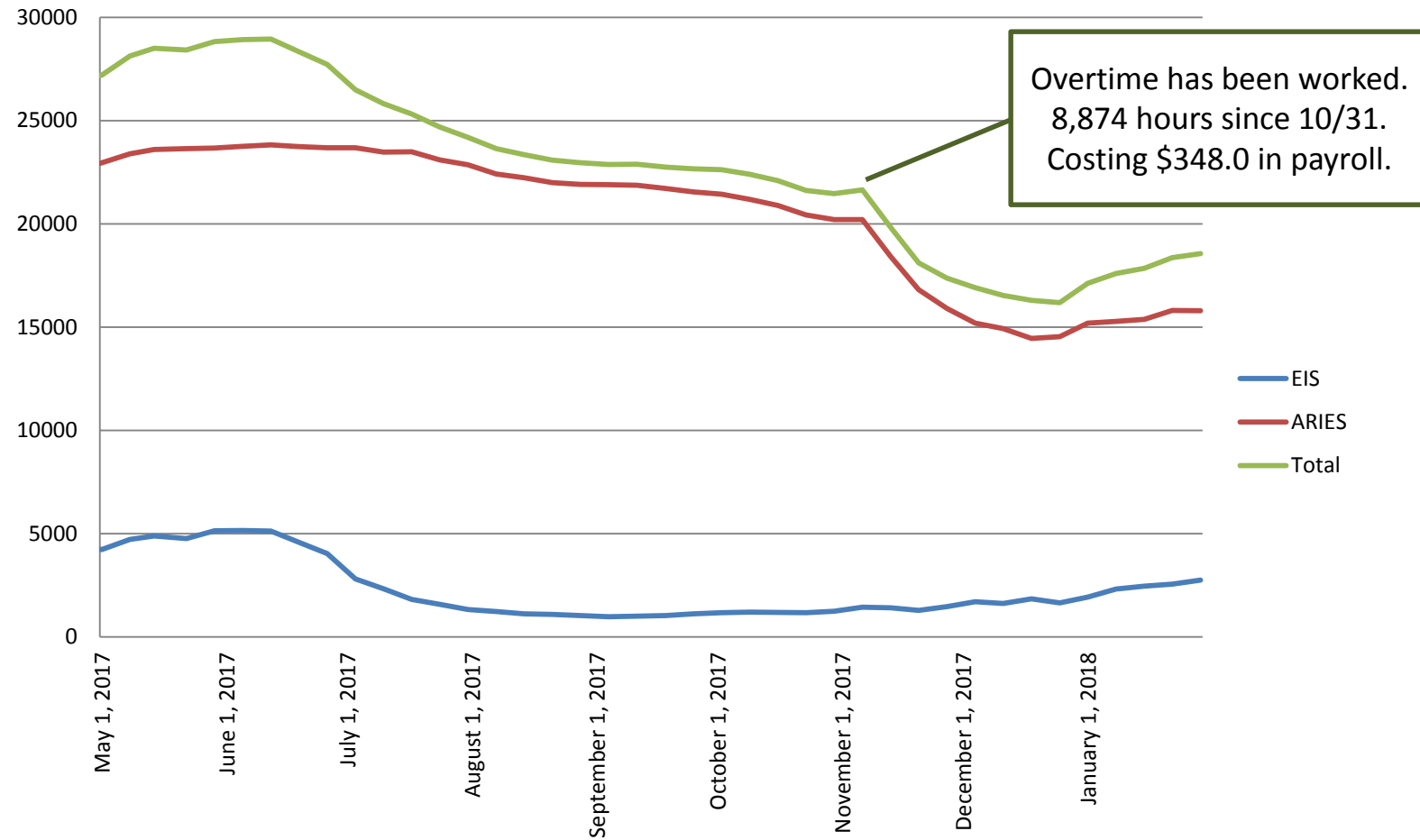


Caseloads



Backlog

All Backlog



Backlog Causes & Impacts

- Causes:
 - Caseloads have increased by 24% between SFY 2015 and SFY 2018.
 - Staff working in two systems.
- Impacts:
 - Applicants do not receive their benefits timely.
 - Increased turnover.
 - Increased overpayments because reported changes are not worked timely.
 - Increased fair hearings when recipients are overpaid and have to pay those benefits back.



Backlog Strategies

- Business Process Redesign began in 2016.
- Created backlog team in April 2017.
- Staff working overtime.
- Centers for Medicare & Medicaid Services (CMS) allowing staff to authorize Modified Adjusted Gross Income (MAGI) Medicaid based on Supplemental Nutrition Assistance Program eligibility.
- Advanced the review date on most Supplemental Nutrition Assistance Program cases and related programs by 6 months.



The chart displays the monthly count of apps from February 2015 to January 2018. The y-axis represents the 'Number of Apps' from 0 to 30,000. The x-axis shows dates in MM/YYYY format. The bars are stacked by year: 2014 (purple), 2015 (green), 2016 (yellow), and 2017 (blue). The total number of apps peaks in early 2017 at approximately 28,000 and then declines to around 16,000 by January 2018. The 2017 segment is only visible in the later months of the chart.

Date	2014	2015	2016	2017	Total
02/2015	12,500	2,500	0	0	15,000
03/2015	10,000	6,000	0	0	16,000
04/2015	7,500	9,000	0	0	16,500
05/2015	5,500	10,000	0	0	15,500
06/2015	4,000	9,500	0	0	13,500
07/2015	3,500	9,000	0	0	12,500
08/2015	2,800	9,500	0	0	12,300
09/2015	2,200	9,500	0	0	11,700
10/2015	1,800	9,500	0	0	11,300
11/2015	1,600	10,500	0	0	12,100
12/2015	1,400	12,400	0	0	13,800
01/2016	1,000	15,000	0	0	16,000
02/2016	800	15,000	1,200	0	17,000
03/2016	700	12,500	5,300	0	18,500
04/2016	600	11,200	7,500	0	19,300
05/2016	500	10,000	9,000	0	19,500
06/2016	400	9,200	10,600	0	20,200
07/2016	300	8,500	11,200	0	20,000
08/2016	200	8,500	12,300	0	21,000
09/2016	200	7,800	14,200	0	22,200
10/2016	200	7,200	15,500	0	22,900
11/2016	200	6,800	16,000	0	23,000
12/2016	200	6,800	16,500	0	23,500
01/2017	200	6,500	16,800	0	23,500
02/2017	200	6,500	17,500	1,800	25,000
03/2017	200	6,000	15,000	5,000	26,200
04/2017	200	6,000	13,800	6,000	26,000
05/2017	200	5,800	13,200	8,000	27,200
06/2017	200	5,500	12,500	9,300	27,500
07/2017	200	5,500	11,800	7,500	25,000
08/2017	200	5,200	10,500	6,600	22,500
09/2017	200	5,000	9,800	7,000	22,000
10/2017	200	3,500	7,200	6,500	17,400
11/2017	200	3,000	7,500	8,170	18,870
12/2017	200	1,980	5,330	8,170	15,680
01/2018	200	1,980	5,330	8,170	15,680

1,985



Employee Recruitment & Retention

- 54% of Office Assistant job class positions became vacant during the last 12 months.
- 31% of Eligibility Technician job class positions became vacant during the last 12 months. Qualified applicants are not applying.
- Takes 2 months or more to recruit and hire for an Eligibility Technician.
- Training a new Eligibility Technician is an investment.
 - Travel and training expenses are close to \$15,000.00 per Eligibility Technician.
 - With 31% of our Eligibility staff leaving this year, it will cost close to \$1.3 million to train new staff once those positions are filled.



Employee Recruitment & Retention

- 20% of filled Eligibility Technician job class positions are impacted by FMLA leave.
- SFY 2017's average monthly caseload per filled Eligibility Technician position is 107 cases higher than the next highest year during the reporting period of SFY 2013- 2017.
- SFY 2015 the division had the support of non-perm employees which reduced the average monthly caseload but did not impact the backlog long term.



Technology Challenges

- Virtual Contact Center
 - Stopped work with the original contractor
- Electronic Document Management
 - Was part of original VCC effort
- ARIES
 - Ended relationship with original contractor
 - Now working with 18F to make changes using agile development methods



Successes

- Moved to a new EBT contractor for SNAP and ATAP. New contractor will allow us to include other cash programs.
- WIC is moving from paper checks to an Electronic Benefit (eWIC). At interface testing phase.
- Improved Employment & Training Program for SNAP recipients
- Child Care Program Office getting closer to implementing new federal law.



Program Integrity

- The Fraud Control Unit's combined total dollar value of cost avoidance, fraud claims established, and direct savings from imposed disqualification periods for all SFY 2017 investigations totaled over \$4.3 million.
- The Claims Unit was able to collect over \$1.1 million of incorrect payments for all programs during SFY 2017.



QUESTIONS?

Thank You

