

Division of Public Assistance



Ron Kreher, Director
William Streur, Commissioner

Presented to the House Finance DHSS Budget Subcommittee July 22, 2013

Division of Public Assistance

Mission: We promote self sufficiency and provide basic living expenses to Alaskans in need



Overview~

- **Mission/Vision**
- **Organizational Structure**
- **Addressing Challenges**
- **Essential Services**
- **Division Challenges**
- **Results Based Budgeting**

Division of Public Assistance

Mission: We promote self sufficiency and provide basic living expenses to Alaskans in need



Vision:

In this decade DPA will be a national leader in best practices for the delivery of public assistance benefits and services. We continuously improve our business processes, effectively leverage technology, and enable our quality workforce to provide people-centered services



Division of Public Assistance

Mission: We promote self sufficiency and provide basic living expenses to Alaskans in need



Essential Services – A Safety Net for Vulnerable Alaskans

- Temporary financial assistance for low-income Alaskan families
- Employment assistance
- Financial & medical assistance for the elderly, blind, or disabled
- Food support and nutrition education
- Heating assistance
- Child care subsidies
- Access to health care
- Administrative accountability & fraud prevention

Handout #1

Directors Office
Division of Public Assistance
P.O. Box 110640
Juneau, AK 99811-0640

Phone: 465-3347
Fax: 465-5154

**Division of Public Assistance
– DIRECTOR'S OFFICE –
Policy & Program Development / Program Integrity & Analysis /
Field Services / DPA System Operations /
Administrative Services**

<http://dhss.alaska.gov/dpa>

**Aimee Olejasz – Division Operations Manager
Operations Support Section PCN 06 8213**

P.O. Box 110640 Phone: 465-8826
Juneau, AK 99811-0640 Faxes: 465-5154 or 5254

<u>Name</u>	<u>Position</u>	<u>PCN #</u>	<u>Phone #</u>
Ron Kreher	Director	068158	465-2680

<u>Name</u>	<u>Position</u>	<u>PCN #</u>	<u>Phone #</u>
Lisa Shrestha	AA II	068637	465-2680
Sharon Marvin	OA I	068122	465-3347

**Erin Walker-Tolles – Chief
Policy & Program Development PCN 06 8028**

P.O. Box 110640 Phone: 465-6161
Juneau, AK 99811-0640 Fax: 465-5254

**Mary Rikken – Chief
Program Integrity & Analysis PCN 06 8047**

P.O. Box 110640 Phone: 465-4952
Juneau, AK 99811-0640 Fax: 465-5840

**Miriha Scalf – Admin Operations Manager II
Administrative Services PCN 06 8123**

P.O. Box 110640 Phone: 465-1754
Juneau, AK 99811-0640 Fax: 465-5031

**Suzi Pulczynski – Chief of Field Services
Field Services Support Unit PCN 06 8121**

3601 C Street, Suite 460 Phone: 269-7875
Anchorage, AK 503 Fax: 269-3099

**Berry Kirksey – EIS Project Manager
EIS Replacement Project Office PCN 06 T023**

3601 C Street, Suite 1250 Phone: 269-7841
Anchorage, AK 99503 Fax: 561-7658

**Chris Renfro – WIC System Project Manager
Women, Infants, & Children's Program PCN 06 T022**

3601 C Street, Suite 434 Phone: 334-0867
Anchorage, AK 99503 Fax: 269-3099

Division of Public Assistance

Mission: We promote self sufficiency and provide basic living expenses to Alaskans in need



Key Division Challenges

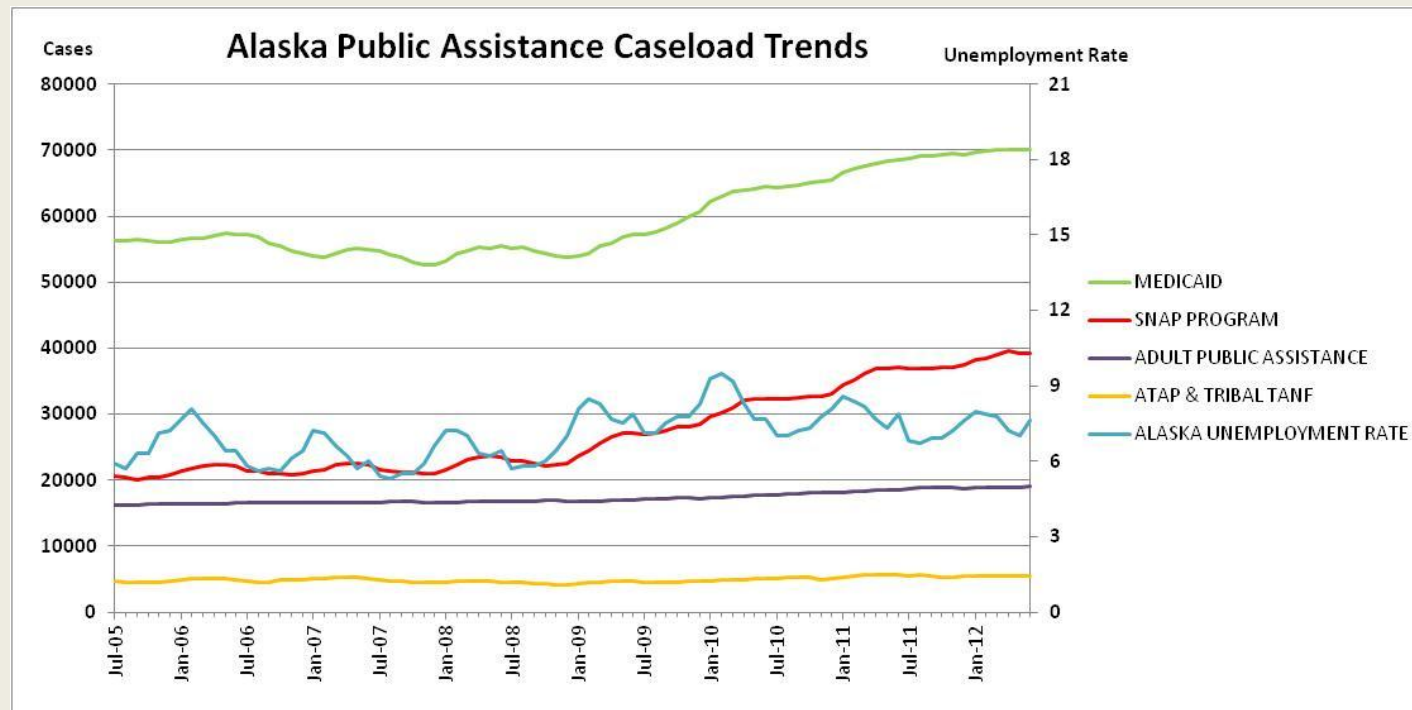
- The number of people applying for public assistance continues to grow

Division of Public Assistance

Mission: We promote self sufficiency and provide basic living expenses to Alaskans in need

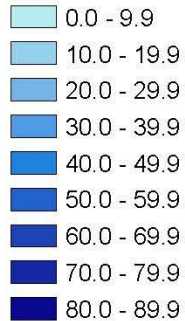


Key Division Challenges

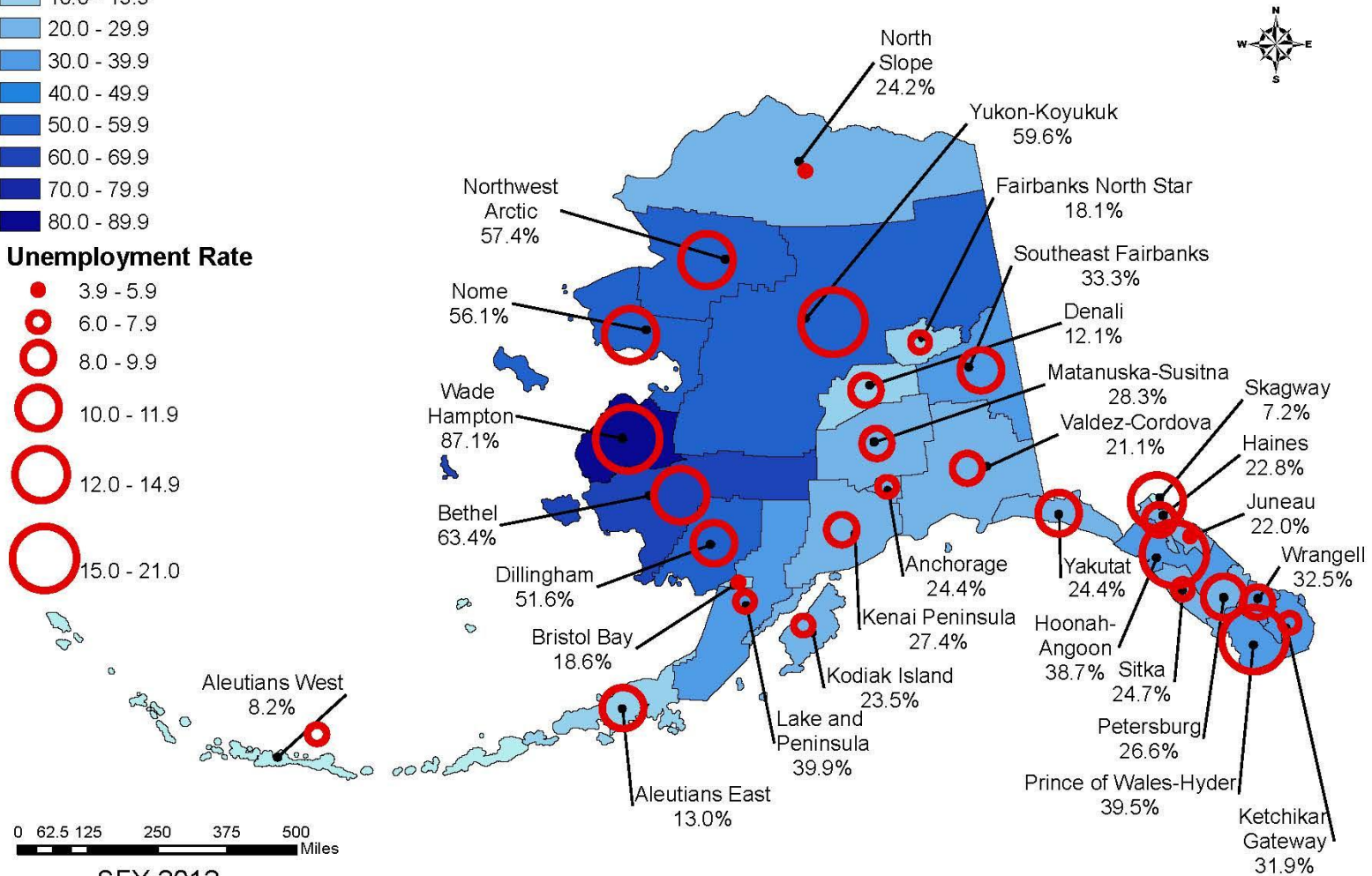
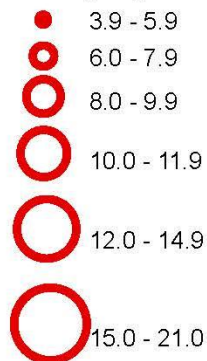


Division of Public Assistance Clients As a Percentage of Census Area Population & Unemployment Rate

% of Population



Unemployment Rate



0 62.5 125 250 375 500 Miles

SFY 2012

***Division of Public Assistance Clients
As a Percentage of Census Area Population
State Fiscal Year 2012***

Census Area	DPA Clients*	Population	DPA Clients as a Percent of Population
Aleutians East	413	3,172	13.0%
Aleutians West	453	5,546	8.2%
Anchorage	72,337	296,197	24.4%
Bethel	11,128	17,548	63.4%
Bristol Bay	192	1,035	18.6%
Denali	220	1,820	12.1%
Dillingham	2,555	4,947	51.6%
Fairbanks North Star	17,677	97,615	18.1%
Haines	598	2,620	22.8%
Hoonah-Angoon	832	2,148	38.7%
Juneau	7,099	32,290	22.0%
Kenai Peninsula	15,451	56,369	27.4%
Ketchikan Gateway	4,365	13,686	31.9%
Kodiak Island	3,265	13,870	23.5%
Lake and Peninsula	676	1,693	39.9%
Matanuska-Susitna	25,954	91,697	28.3%
Nome	5,455	9,730	56.1%
North Slope	2,317	9,584	24.2%
Northwest Arctic	4,392	7,651	57.4%
Petersburg	1,050	3,951	26.6%
Prince of Wales-Hyder	2,297	5,814	39.5%
Southeast Fairbanks	2,356	7,080	33.3%
Sitka	2,222	8,985	24.7%
Skagway	69	965	7.2%
Valdez-Cordova	2,067	9,783	21.1%
Wade Hampton	6,686	7,672	87.1%
Wrangell	783	2,411	32.5%
Yakutat	160	656	24.4%
Yukon-Koyukuk	3,368	5,655	59.6%
TOTAL	196,437	722,190	27.2%

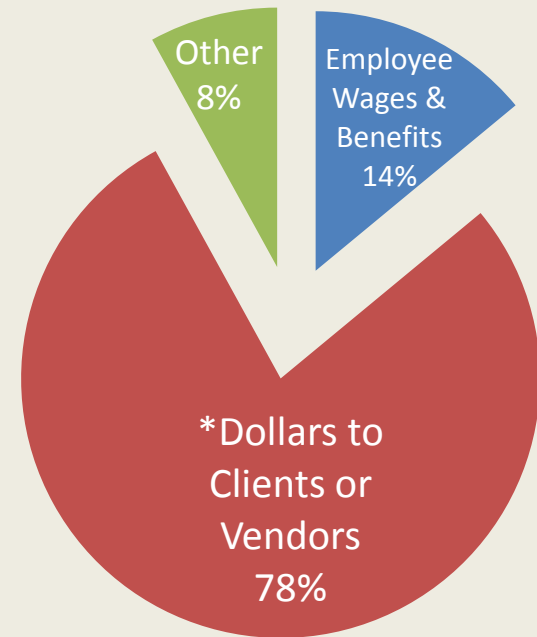
*Includes any unduplicated individual who received Temporary Assistance, Food Stamps, Adult Public Assistance, Senior Benefits, Child Care Assistance, or was Medicaid eligible during the year.

Division of Public Assistance

Mission: We promote self sufficiency and provide basic living expenses to Alaskans in need

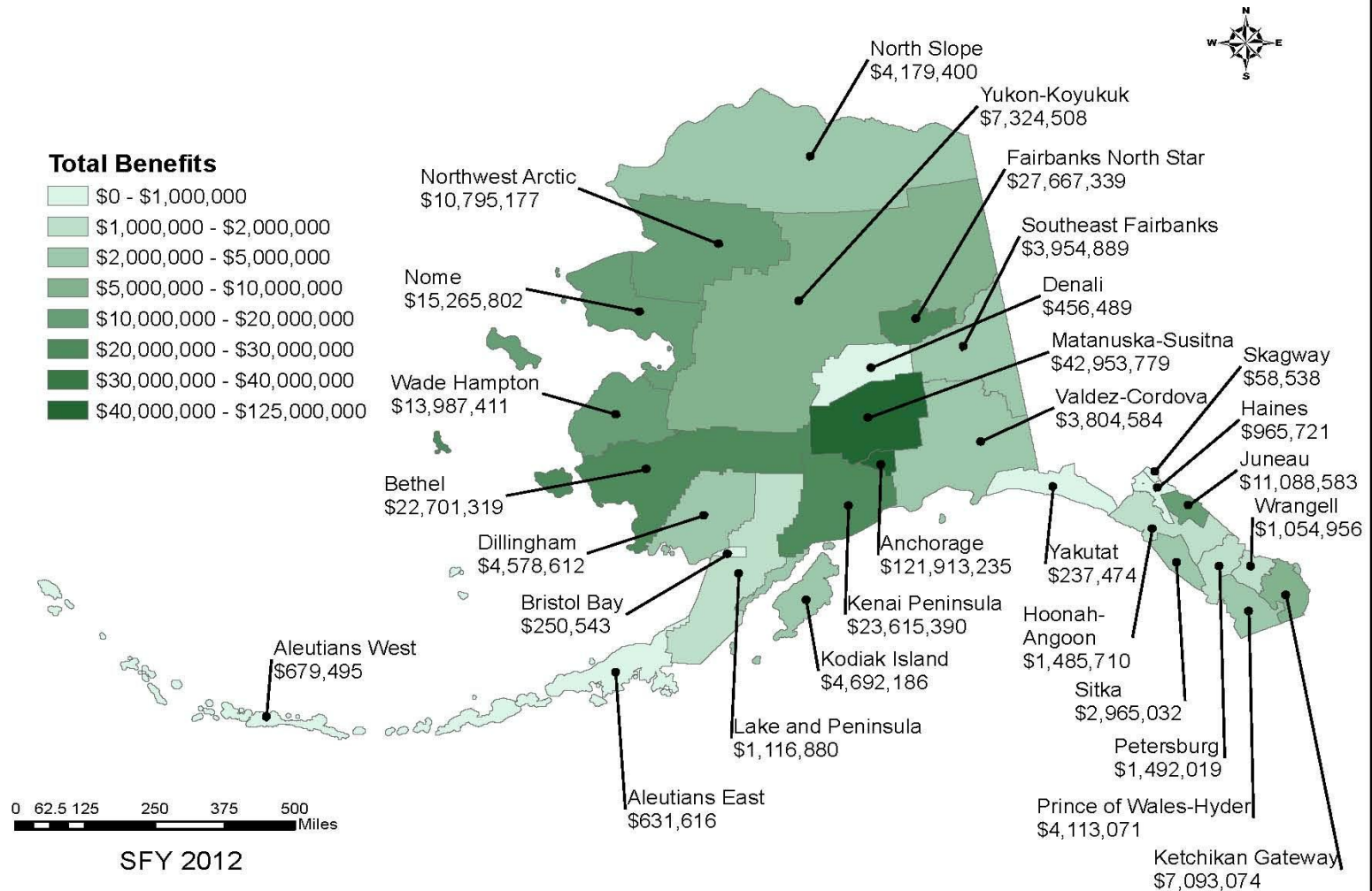


- Four of five DPA dollars go directly to clients or to community-based businesses, vendors and partners who are serving needy individuals and families



* Excludes federal SNAP (aka Food Stamps) benefits

Division of Public Assistance Benefits By Census Areas



Division of Public Assistance Benefits by Census Areas
State Fiscal Year 2012

<i>Census Areas</i>	<i>Temporary Assistance</i>	<i>Food Stamps</i>	<i>Adult Public Assistance</i>	<i>Senior Benefits</i>	<i>Child Care Assistance</i>	<i>Energy Assistance</i>	<i>TOTAL</i>
Aleutians East	\$ 67,222	\$ 476,027	\$ 43,526	\$ 34,900	\$ 591	\$ 9,350	\$ 631,616
Aleutians West	\$ 38,771	\$ 494,981	\$ 94,050	\$ 41,525	\$ 2,501	\$ 7,667	\$ 679,495
Anchorage	\$ 13,646,520	\$ 56,218,804	\$ 25,841,920	\$ 7,690,125	\$ 16,389,251	\$ 2,126,615	\$ 121,913,235
Bethel	\$ 8,903	\$ 19,558,567	\$ 2,068,537	\$ 1,060,450	\$ -	\$ 4,862	\$ 22,701,319
Bristol Bay	\$ -	\$ 181,438	\$ 51,680	\$ 17,425	\$ -	\$ -	\$ 250,543
Denali	\$ 24,171	\$ 243,116	\$ 71,156	\$ 26,475	\$ 12,097	\$ 79,474	\$ 456,489
Dillingham	\$ 2,447	\$ 3,628,012	\$ 688,880	\$ 257,300	\$ -	\$ 1,973	\$ 4,578,612
Fairbanks North Star	\$ 1,845,226	\$ 13,053,453	\$ 5,396,685	\$ 1,474,350	\$ 3,049,931	\$ 2,847,694	\$ 27,667,339
Haines	\$ 52,966	\$ 357,986	\$ 274,899	\$ 149,875	\$ 56,879	\$ 73,116	\$ 965,721
Hoonah-Angoon	\$ 19,274	\$ 1,052,280	\$ 271,383	\$ 117,750	\$ 900	\$ 24,123	\$ 1,485,710
Juneau	\$ 643,255	\$ 5,987,078	\$ 2,691,614	\$ 677,125	\$ 858,994	\$ 230,517	\$ 11,088,583
Kenai Peninsula	\$ 1,966,418	\$ 10,351,889	\$ 5,421,353	\$ 1,843,750	\$ 2,122,387	\$ 1,909,593	\$ 23,615,390
Ketchikan Gateway	\$ 480,293	\$ 4,048,882	\$ 1,419,183	\$ 485,575	\$ 548,300	\$ 110,841	\$ 7,093,074
Kodiak Island	\$ 225,445	\$ 2,168,299	\$ 878,205	\$ 471,175	\$ 727,098	\$ 221,964	\$ 4,692,186
Lake and Peninsula	\$ -	\$ 882,619	\$ 109,815	\$ 79,150	\$ -	\$ 45,296	\$ 1,116,880
Matanuska-Susitna	\$ 6,193,229	\$ 19,551,105	\$ 8,030,518	\$ 2,534,250	\$ 4,039,472	\$ 2,605,205	\$ 42,953,779
Nome	\$ 1,132,065	\$ 9,678,156	\$ 967,025	\$ 459,300	\$ 200	\$ 3,029,056	\$ 15,265,802
North Slope	\$ 288,313	\$ 3,161,210	\$ 269,857	\$ 83,925	\$ -	\$ 376,095	\$ 4,179,400
Northwest Arctic	\$ 1,170	\$ 7,117,003	\$ 611,014	\$ 244,475	\$ -	\$ 2,821,515	\$ 10,795,177
Petersburg	\$ 60,327	\$ 854,017	\$ 319,616	\$ 147,550	\$ 75,540	\$ 34,969	\$ 1,492,019
Prince of Wales-Hyder	\$ 518,551	\$ 2,404,653	\$ 683,959	\$ 331,925	\$ 105,542	\$ 68,441	\$ 4,113,071
Southeast Fairbanks	\$ 127,788	\$ 2,129,920	\$ 726,007	\$ 376,125	\$ 52,803	\$ 542,246	\$ 3,954,889
Sitka	\$ 193,264	\$ 1,619,452	\$ 602,253	\$ 197,325	\$ 278,687	\$ 74,051	\$ 2,965,032
Skagway	\$ -	\$ 18,571	\$ 13,196	\$ 9,100	\$ 6,077	\$ 11,594	\$ 58,538
Valdez-Cordova	\$ 320,244	\$ 1,713,751	\$ 716,135	\$ 333,150	\$ 184,814	\$ 536,490	\$ 3,804,584
Wade Hampton	\$ 648	\$ 12,576,467	\$ 923,593	\$ 483,150	\$ -	\$ 3,553	\$ 13,987,411
Wrangell	\$ 55,768	\$ 491,261	\$ 240,046	\$ 130,525	\$ 86,680	\$ 50,676	\$ 1,054,956
Yakutat	\$ -	\$ 169,252	\$ 49,147	\$ 19,075	\$ -	\$ -	\$ 237,474
Yukon-Koyukuk	\$ 57,126	\$ 5,751,595	\$ 1,017,473	\$ 482,550	\$ 5,292	\$ 10,472	\$ 7,324,508
TOTAL	\$ 27,969,404	\$ 185,939,844	\$ 60,492,725	\$ 20,259,375	\$ 28,604,036	\$ 17,857,448	\$ 341,122,832

Division of Public Assistance

Mission: We promote self sufficiency and provide basic living expenses to Alaskans in need



Effective Fraud Deterrence

- The Fraud unit's combined cost avoidance, direct savings and fraud claims recovered for all completed fraud investigations totaled over \$5.38 million, a 14% increase over the prior year.



Division of Public Assistance

Mission: We promote self sufficiency and provide basic living expenses to Alaskans in need



Key Division Challenges

- Provide timely, accurate and effective delivery of services despite:
 - Steady increase in the number of applications for assistance, the growing number of households and individuals qualifying for public assistance, and changes in federal program policies

Division of Public Assistance

Mission: We promote self sufficiency and provide basic living expenses to Alaskans in need



Addressing Division Challenges

Business Process

- New work process changes have improved customer service, increased efficiency, and significantly reduced the length of time between receipt of applications and benefit determinations



Division of Public Assistance

Mission: We promote self sufficiency and provide basic living expenses to Alaskans in need



Addressing Division Challenges

Program Integrity

- Alaska received the highest accuracy rate in the nation from the United States Department of Agriculture (USDA) and second place for accurate case closures and application denials



Division of Public Assistance

Mission: We promote self sufficiency and provide basic living expenses to Alaskans in need



Key Division Challenges

- The goal to promote self-sufficiency is more difficult to achieve
 - Significant % of the Temporary Assistance caseload face multiple or profound challenges to self-sufficiency and require services that are more intensive

Division of Public Assistance

Mission: We promote self sufficiency and provide basic living expenses to Alaskans in need



Addressing Division Challenges

Work Services

- “Families First” services aimed at addressing challenges and increase family’s income.
- “Work First” services are provided to emphasize quick entry into the work force.
- These Work First and Families First services are referred to as Work Services.

Division of Public Assistance

Mission: We promote self sufficiency and provide basic living expenses to Alaskans in need



Key Division Challenges

- Stabilize Alaska's child care rates
 - Regular increases to child care subsidy rates that keep pace with growing costs are essential to promote the support access to quality child care for low income families

Division of Public Assistance

Mission: We promote self sufficiency and provide basic living expenses to Alaskans in need



Key Division Challenges

- Age category of children, provider type, and the percentage of providers charging more than the state subsidy rate:

*	Child Care Center/Group Home	Child Care Home
	% of providers charging more than the state subsidy rate	% of providers charging more than the state subsidy rate
Infant	46.5	47.6
Toddler	54.9	47.6
Preschool	60.7	54.8
School-age	56.8	50.6

** 2013 Alaska Child Care Market Price Survey*

Division of Public Assistance

Mission: We promote self sufficiency and provide basic living expenses to Alaskans in need



Key Division Challenges

- Address recruitment and retention challenges
 - DPA's workforce is aging and dedicated employees with years of experience are retiring

Division of Public Assistance

Mission: We promote self sufficiency and provide basic living expenses to Alaskans in need



Addressing Division Challenges

Workforce

- Training line staff in all programs in twelve (12) weeks; the former training program took almost two years.



Division of Public Assistance

Mission: We promote self sufficiency and provide basic living expenses to Alaskans in need



Results Based Budgeting & Accountability

Division of Public Assistance

Mission: We promote self sufficiency and provide basic living expenses to Alaskans in need



DHSS Priority 3:

Safe & Responsible Individuals, Families & Communities

Division of Public Assistance

Mission: We promote self sufficiency and provide basic living expenses to Alaskans in need



Core Service 3.1- Strengthen Alaskan Families

Objective 3.1.2: Increase the number of Alaska families with access to safe, affordable child care

Effectiveness Measure 3.1.2.1a

- % of child care facilities in Alaska participating in Alaska Child Care Assistance Program which are licensed

Efficiency Measure 3.1.2.1b

- Average time from receipt of application to license issuance

Division of Public Assistance

Mission: We promote self sufficiency and provide basic living expenses to Alaskans in need



Core Service 3.1- Strengthen Alaskan Families

Objective 3.1.2: Increase the number of Alaska families with access to safe, affordable child care

Effectiveness Measure 3.1.2.2a

- % of Alaskan children participating in the Alaska Child Care Assistance Program who are cared for in licensed facilities

Efficiency Measure 3.1.2.2b

- Family work dollars earned per state dollar amount spent on child care assistance

Division of Public Assistance

Mission: We promote self sufficiency and provide basic living expenses to Alaskans in need



Core Service 3.1- Strengthen Alaskan Families

Objective 3.1.3: Increase the number of Alaska families with warm homes

Effectiveness Measure 3.1.3.1a

- % of low-income Alaskans that receive heating assistance

Efficiency Measure 3.1.3.1b

- Average application cycle time

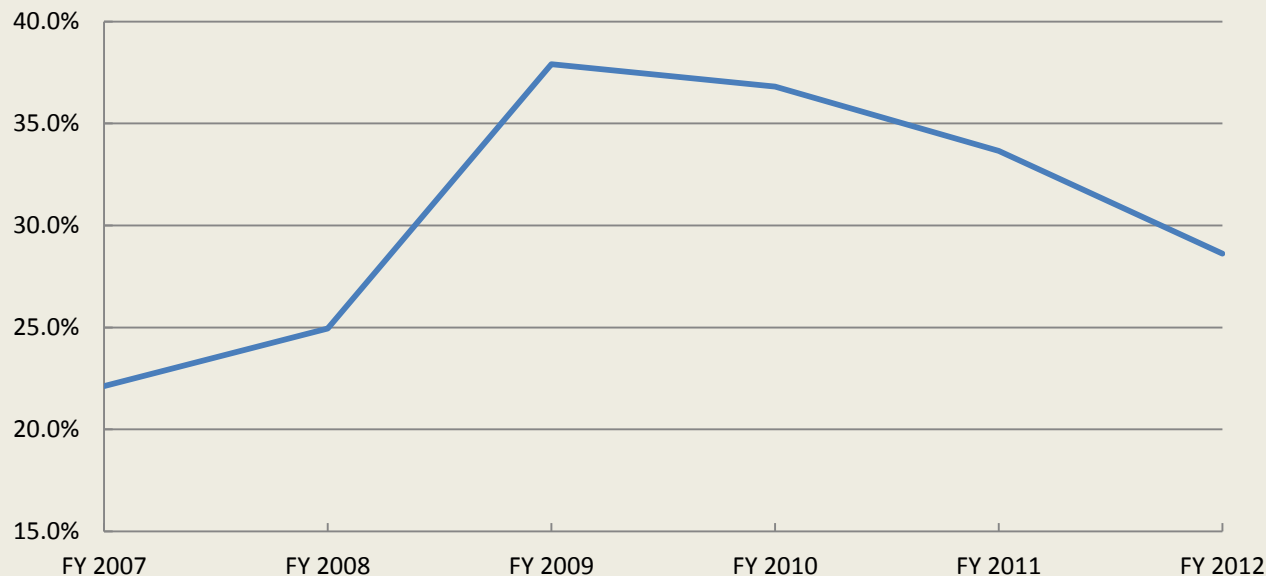
Division of Public Assistance

Mission: We promote self sufficiency and provide basic living expenses to Alaskans in need



3.1.3.1a: In FY2012, 28.6% of low-income Alaskans received heating assistance compared to 33.6% in FY2011

***Percent of low-income Alaskans that receive heating assistance**



Fiscal Year	Percent
FY 2012	28.6%
FY 2011	33.6%
FY 2010	36.8%
FY 2009	37.9%
FY 2008	24.9%
FY 2007	22.1%

* Numerator: Number of people in homes receiving heating assistance; Denominator: Estimate of the number of Alaskans living below 150% FPL

Division of Public Assistance

Mission: We promote self sufficiency and provide basic living expenses to Alaskans in need



Core Service 3.1- Strengthen Alaskan Families

Objective 3.1.4: Increase the number of Alaska families with food security

Effectiveness Measure 3.1.4.1a

- % of low-income Alaskans receiving supplemental nutrition benefits through the Food Stamp program

Efficiency Measure 3.1.4.1b and 3.1.4.1c

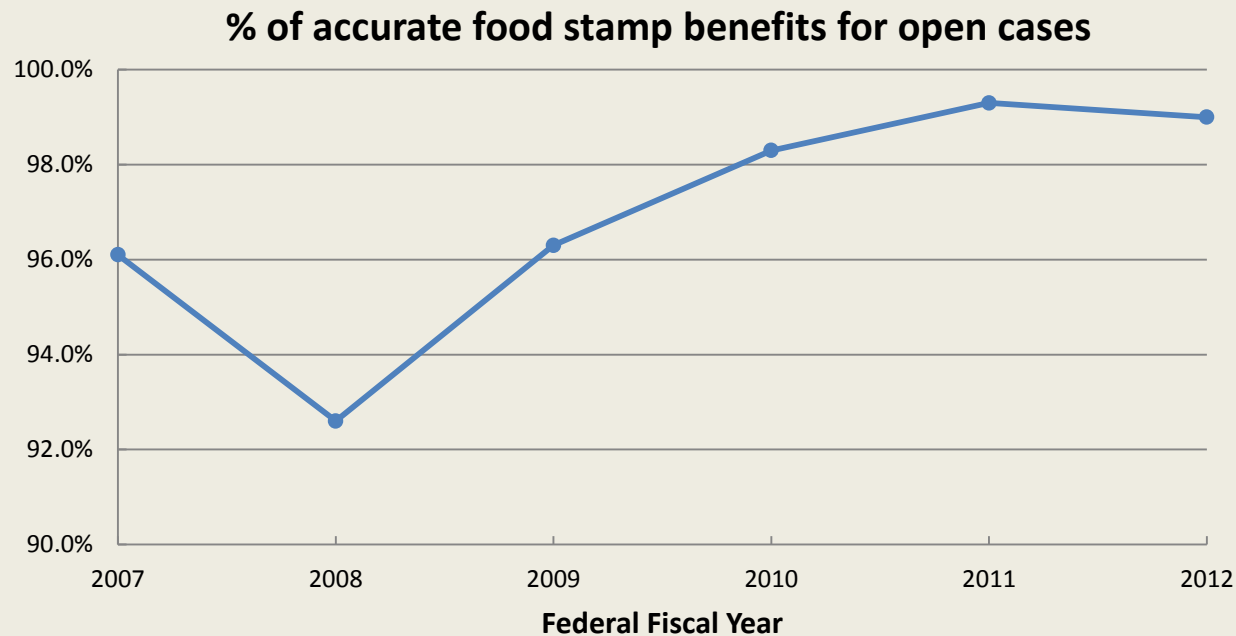
- Benefit accuracy rate for open Food Stamp cases
- Initial application cycle time

Division of Public Assistance

Mission: We promote self sufficiency and provide basic living expenses to Alaskans in need



3.1.4.1b: In FFY2012, 99% of food stamp benefits for open cases were accurate compared to 98.3% in FFY2010



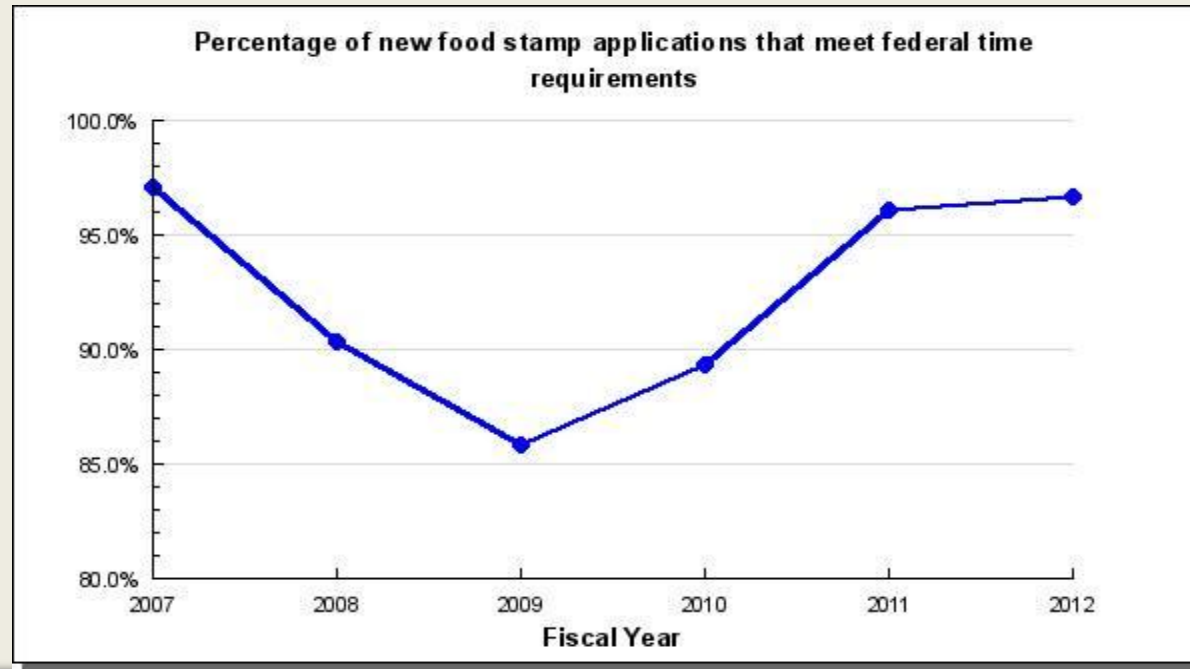
Federal Fiscal Year	YTD Total
FFY 2012	99.0%
FFY 2011	99.3%
FFY 2010	98.3%
FFY 2009	96.3%
FFY 2008	92.6%
FFY 2007	96.1%

Division of Public Assistance

Mission: We promote self sufficiency and provide basic living expenses to Alaskans in need



3.1.4.1c: In FY2012, 96.7% of new food stamp applications were processed within 30 days with an overall average processing time of 9 days, compared to 96.1% in FY2011



Fiscal Year	YTD Total
FY 2012	96.7%
FY 2011	96.1%
FY 2010	89.3%
FY 2009	85.8%
FY 2008	90.3%
FY 2007	97.1%

Division of Public Assistance

Mission: We promote self sufficiency and provide basic living expenses to Alaskans in need



Thank you for your time, questions and continued support of the Division of Public Assistance

Primary Contacts:

Ron Kreher, Director 465-5847 or 321-5259

Aimee Olejasz, Deputy Director 465-8826

Miriha Scalf, Administrative Operations Manager II 465-1754

