

The slide features a dark blue background with a faint, repeating pattern of the word "ALASKA" and "STATE". On the left, a vertical strip shows a modern building with large windows. On the right, a black and white photograph of the Alaska State Capitol building is visible, showing classical columns and the word "CAPITOL" on the facade. The main title "Alaska Department of Health" is centered in large white text.

# Alaska Department of Health

Senate Health and Social Services Finance Subcommittee

Shawnda O'Brien, Director, Division of Public Assistance

John Lee, Director, Senior and Disabilities Services

March 15, 2022

# Electronic Document Management System

- Ilinx is the software used for the electronic document management system that categorizes and classifies documents received in the division. The system is also the retention method used for storing content
- The system will be integrated to the workload management system used to assign work statewide
- From July 1, 2020, to June 30, 2021:
  - 672,509 documents have been stored
  - Documents can be multiple pages

# Electronic Document Management System

- Examples of efficiencies resulting from the implementation of this system:
  - Documents are easier to locate regardless of where they originated
  - No more paper files with backlogged filing stacked on filing cabinets making it easier to track for processing updates and redetermination of eligibility for cases
  - Documents no longer have to be mailed to other offices to distribute work to staff statewide
  - Time spent locating and providing documents to auditors has been reduced from weeks to hours

# Workload Management System Integration

- The workload management system was updated to Current <sup>TM</sup> October 2020 and is in the process of being integrated with the Virtual Contact Center and the Electronic Document Management System
- From October 2020 to June 30, 2021:
  - 239,963 tasks were added to the system
  - 64,751 of these tasks were not bundled with other programs/tasks

# Workload Management System Integration

- The workload management system tracks work by program, type of transaction, date of receipt and staff assignment
  - Tasks are bundled in the system so that cases are worked together
  - Staff are required to sign into the system to claim tasks
  - Assignments are monitored in intervals throughout the day.

Management can adjust assignments as needed to prevent untimely processing for compliance purposes

# Virtual Contact Center

- Go Live April 2021
  - Improvement over state phone system with capacity for only one call at a time per line
  - Callers can save their place in line by leaving a call back number
  - CMS compliance for telephonic signatures
  - Calls are routed to staff statewide
  - Reduced complaints
  - Improved method for individuals without a local office to receive assistance
  - Calls are recorded for quality control purposes
  - System is integrated into the workload management system for workload distribution

# Virtual Contact Center

- 1,652 telephonic applications/signatures received between October 20, 2021 and January 20, 2022
- Average 21,600 calls per month
  - Prior to public health emergency there were approximately 7,000 individuals served in lobbies per month



# Plans for Future System Development

- Roadmap for SFY2022:
  - Medicaid auto renewals
  - Medicaid subtypes
  - E-Forms (online application)
- SFY2023:
  - Continued development of electronic forms and smart phone access
  - Electronic notices
  - System development to include all systems utilizing mainframe platforms



# American Rescue Plan Act/Families First Corona Relief Act

Federal Act and Program	Total Awarded	Expended to date	FY2022/FY2023 Expense Plans
American Rescue Plan – Pandemic Emergency Assistance Fund	\$3,363,500	\$0	\$3,363,500
American Rescue Plan – Low Income Household Energy Assistance Program	\$14,390,003	\$0	\$14,390,003
American Rescue Plan – Women, Infants and Children	\$1,215,416	\$521,038	None
Families First Corona Relief Act – Women, Infants and Children	\$1,620,877	\$1,620,877	\$0
Total	\$20,589,796	\$2,141,915	\$17,753,503

# ARPA Support Seniors and Disabled COVID-19 FY22-24

Federal Act	Total Award	Actuals and Anticipated Expenditures FY22	Anticipated Expenditures FY23-FY24
American Rescue Plan	\$ 1,913,473	\$ 349,750.00	\$ 1,563,723.00
Consolidated Appropriations	\$ 840,000	\$ 819,090.79	\$ 20,909.21
Coronavirus Response and Relief Supplemental Appropriations	\$ 724,100	\$ 22,128.66	\$ 701,971.34
Public Health Services	\$ 276,695		\$ 276,695.00
<b>Totals</b>	<b>\$ 3,754,268.00</b>	<b>\$ 1,190,969.45</b>	<b>\$ 2,563,298.55</b>

These federal awards fund the following programs:

Senior Grant Programs	Grantees	Individuals Served
Nutrition Transportation and Support	31	7,547

Infant Learning Grant Program	Grantees	Individuals Served
Early Intervention Infant Learning Program	16	1,595

Other Services
Adult Protective Services
Long Term Care Ombudsman