

State of Alaska FY2008 Governor's Operating Budget

Department of Health and Social Services Public Assistance Field Services Component Budget Summary

Component: Public Assistance Field Services

Contribution to Department's Mission

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

Core Services

- Provides direct customer services in 17 offices statewide.
- Accepts applications, conducts interviews, determines eligibility, and authorizes timely and accurate benefits for the Food Stamp, Alaska Temporary Assistance, Medicaid, Adult Public Assistance, General Relief, Chronic and Acute Medical Assistance, Denali Kid Care, SeniorCare and Medicare Part D programs.
- Authorizes child care assistance and other work-related support service payments for recipients of the Alaska Temporary Assistance and the Food Stamp Employment and Training programs.
- Makes referrals and links Public Assistance recipients to employers, employment services, and social, health, education, and training programs/organizations.
- Collaborates with Department of Labor and Workforce Development, Division of Vocational Rehabilitation, and other agencies to integrate services in Alaska Job Centers.
- Collaborates with the Division of Disabilities and Senior Services, Social Security, and the Department of Corrections to provide services to seniors and people with disabilities.
- Develops local service initiatives to fulfill division goals and meet performance outcomes.

FY2008 Resources Allocated to Achieve Results		
FY2008 Component Budget: \$35,507,000	Personnel:	
	Full time	393
	Part time	3
	Total	396

Key Component Challenges

- The steady growth in the Food Stamp and Adult Public Assistance programs makes it an on-going challenge to accurately determine and issue timely benefits with existing staff resources.
- High employee turnover rates coupled with difficulties recruiting new staff result in a high number of vacancies, high caseloads per worker and lower level of work experience.
- An analysis of field staff workload is underway to determine optimal use of resources and new methods of service delivery to increase efficiency.
- Achieve 95 percent Food Stamp payment accuracy and compete for national performance bonus.
- Collaborate with work services contractors to coordinate services for temporary assistance families and enforce eligibility policies that reinforce participation in work and self-sufficiency activities and achieve Division performance expectations.
- Support new service delivery strategies for working with temporary assistance recipients who have significant and substantial barriers to employment.
- Respond to the steady caseload growth of the Adult Public Assistance and Medicaid Programs.
- Implement the Medicaid eligibility-related changes introduced by the federal Deficit Reduction Act of 2005, and mirrored in State legislation passed in 2006 (HB 426). The rules used to determine eligibility for the Medicaid Program are becoming more complex and create additional challenges for the administration of Long Term Care and Waiver coverage.
- Develop reasonable cost allocation strategies to support "One Stop" Job Center operations and meet common goals.

- Provide technical assistance to support Native Family Assistance Programs (Tribal Temporary Assistance to Needy Families).
- Help people with disabilities move into the workforce.
- Provide technical assistance and administrative support to staff that are out-stationed or collocated with community organizations to integrate services and promote program access.

Significant Changes in Results to be Delivered in FY2008

- Enhancements to the automated Interactive Voice Response System and the increased availability of direct deposit or debit card issuance of benefits for SeniorCare and Adult Public Assistance recipients will result in improved customer service and administrative efficiency.
- Identify tools and techniques to support a quality workforce and improve staff development and retention.

Major Component Accomplishments in 2006

- Completed year one of the Family Centered Services demonstration project in Mat-Su and Fairbanks. Families involved in the pilot were provided wrap-around services from a variety of agencies and community partners. The Division is assessing expansion and project enhancements in FY07 and FY08. Results of these supports and services are described in the Work Services component.
- Maintained strong collaborations with work services contractors which contributed to the Division's success in seeing temporary assistance families meet work performance expectations. Performance results are noted in the Work Services component.
- Implemented the SeniorCare and Medicare Part D program.
- Provided system support to implement the Integrated Child Care Information System (ICCIS) for Pass II and Pass III child care.
- Successfully operated One Stop Job Centers in most offices statewide and completed three of four Job Center redesign projects.
- Supported planning and implementation of Bristol Bay Native Association's Native Family Assistance Program.
- Prepared for implementation of the new citizenship verification requirements for all Medicaid applicants and recipients.
- Sustained progressive food stamp payment accuracy improvement.
- Met or exceeded timeliness and accuracy performance objectives and accommodated increased program growth.
- Out-stationed staff at the Alaska Native Medical Center to facilitate Medicaid enrollment for customers seeking services; and collocated staff at Cook Inlet Tribal Corporation's Native Family Assistance Program office to streamline the application process for other public assistance benefits for common customers, such as food stamps and Medicaid.

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 47.45.300-390 SeniorCare Program
 AS 47.25.120-300 - General Relief Assistance
 AS 43.23.075 - Permanent Fund Dividend Hold Harmless
 AS 47.05.010-080 - Public Assistance

Contact Information

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**Public Assistance Field Services
Component Financial Summary**

All dollars shown in thousands

	FY2006 Actuals	FY2007 Management Plan	FY2008 Governor
Non-Formula Program:			
Component Expenditures:			
71000 Personal Services	22,856.4	26,074.7	29,657.6
72000 Travel	318.8	251.6	251.6
73000 Services	5,487.3	5,301.9	5,314.6
74000 Commodities	671.6	285.0	283.2
75000 Capital Outlay	17.5	0.0	0.0
77000 Grants, Benefits	0.0	0.0	0.0
78000 Miscellaneous	0.0	0.0	0.0
Expenditure Totals	29,351.6	31,913.2	35,507.0
Funding Sources:			
1002 Federal Receipts	14,716.2	15,439.6	17,095.1
1003 General Fund Match	11,867.0	12,706.7	14,172.2
1004 General Fund Receipts	2,149.9	2,888.1	3,360.9
1007 Inter-Agency Receipts	609.4	763.1	763.1
1108 Statutory Designated Program Receipts	9.1	115.7	115.7
Funding Totals	29,351.6	31,913.2	35,507.0

Estimated Revenue Collections

Description	Master Revenue Account	FY2006 Actuals	FY2007 Management Plan	FY2008 Governor
Unrestricted Revenues				
None.		0.0	0.0	0.0
Unrestricted Total		0.0	0.0	0.0
Restricted Revenues				
Federal Receipts	51010	14,716.2	15,439.6	17,095.1
Interagency Receipts	51015	609.4	763.1	763.1
Statutory Designated Program Receipts	51063	9.1	115.7	115.7
Restricted Total		15,334.7	16,318.4	17,973.9
Total Estimated Revenues		15,334.7	16,318.4	17,973.9

**Summary of Component Budget Changes
From FY2007 Management Plan to FY2008 Governor**

All dollars shown in thousands

	<u>General Funds</u>	<u>Federal Funds</u>	<u>Other Funds</u>	<u>Total Funds</u>
FY2007 Management Plan	15,594.8	15,439.6	878.8	31,913.2
Adjustments which will continue current level of service:				
-Fund Source Adjustment for Retirement Systems Increases	98.3	0.0	-98.3	0.0
Proposed budget increases:				
-2nd Year Fiscal Note (HB426) Med Assistance Eligibility & Coverage	66.4	66.3	0.0	132.7
-FY 08 Retirement Systems Rate Increases	1,773.6	1,589.2	98.3	3,461.1
FY2008 Governor	17,533.1	17,095.1	878.8	35,507.0

Public Assistance Field Services Personal Services Information					
Authorized Positions			Personal Services Costs		
	FY2007 Management Plan	FY2008 Governor			
Full-time	393	393	Annual Salaries		16,685,902
Part-time	3	3	Premium Pay		0
Nonpermanent	0	0	Annual Benefits		13,886,604
			Less 2.99% Vacancy Factor		(914,906)
			Lump Sum Premium Pay		0
Totals	396	396	Total Personal Services		29,657,600

Position Classification Summary					
Job Class Title	Anchorage	Fairbanks	Juneau	Others	Total
Accounting Clerk I	1	0	0	0	1
Administrative Assistant	4	1	0	1	6
Administrative Clerk II	25	9	2	14	50
Administrative Clerk III	8	2	1	8	19
Administrative Supervisor	2	1	0	2	5
Chf Pub Asst Fld Op	1	0	0	0	1
Elig Technician I	42	1	4	14	61
Elig Technician II	70	21	5	57	153
Elig Technician III	16	5	2	9	32
Elig Technician IV	9	3	2	6	20
Public Assist Analyst I	11	0	0	0	11
Public Assist Analyst II	3	0	0	0	3
Public Asst Fld Svcs Mgr II	2	1	0	1	4
Social Worker II	0	4	0	1	5
Training Specialist II	4	0	0	0	4
Training Specialist III	1	0	0	0	1
Work Force Dev Spec I	3	3	1	2	9
Work Force Dev Spec II	2	1	0	1	4
Work Force Dev Spec III	2	0	0	1	3
Work Force Dev Spec IV	2	0	0	2	4
Totals	208	52	17	119	396