

**State of Alaska  
FY2009 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 Assistance, Chronic and Acute Medical Assistance, Denali Kid Care, Senior Benefits 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 Senior and Disabilities 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.

FY2009 Resources Allocated to Achieve Results		
<b>FY2009 Component Budget: \$35,271,400</b>	<b>Personnel:</b>	
	Full time	396
	Part time	1
	<b>Total</b>	<b>397</b>

**Key Component Challenges**

- Accurately determine and issue timely benefits with existing staff resources despite the steady growth in the Food Stamp, Adult Public Assistance, and Medicaid programs and the growing complexity of the programs in response to changes in federal law.
- Address high employee turnover rates coupled with difficulties recruiting new staff, which results in numerous vacancies, lower average work experience in many offices and high caseloads per worker.
- Sustain efforts that ensure federal Food Stamp payment accuracy targets are met and the division remains competitive in pursuing national performance bonus awards.
- Sustain the implementation of new service delivery strategies for working with Temporary Assistance recipients who have significant and substantial barriers to employment.
- Improve performance outcomes despite pressure from growing caseloads, strained staff resources and demands of new federal quality control and assurance mandates.
- 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 co-located with community organizations to integrate services and promote program access.
- Recent changes in federal Medicaid rules, such as citizenship verification, coupled with higher expectations for program accountability and payment accuracy have increased the complexity and resources needed to process Medicaid applications. The division has made significant efforts to streamline policies and practices to support

these new rules; however, the additional requirements have caused application processing to exceed the 30 day standard. As a result, children have not received timely medical care and payments to vendors and medical providers are delayed.

### Significant Changes in Results to be Delivered in FY2009

- Development and implementation of new work processes and technologies, such as the integration of Adult Public Assistance intake into Job Center Services, the use of the statewide appointment scheduler to improve efficiency in setting, tracking and informing clientele of appointments, and graphical user interface software to modernize the aging EIS system, will improve program efficiencies.
- Development of a reasonable cost allocation strategy that supports "One Stop" Job Center operations and enables partners to meet common goals and improve the integration of Job Center Services.
- Statewide implementation of a family-centric services delivery model that ensures coordinated delivery of services to needy families and reduces redundancy.
- The Governor's FY09 proposed budget includes an increment of \$395,700 to add six full-time staff to provide adequate resources to sustain effective quality services in the Denali KidCare office and increase program accountability.

### Major Component Accomplishments in 2007

- Rapidly allocated staff resources to ensure the successful transition of almost 7,000 Alaskan senior citizens from the former SeniorCare program to the new Senior Benefits program.
- Supported implementation of Bristol Bay Native Association's Native Family Assistance Program and continued technical assistance to other Native Family Assistance programs, including use of the division's Eligibility Information System.
- Provided the rapid response necessary to develop and implement automated solutions and processes to address new citizenship verification requirements for all Medicaid applicants and recipients.
- Met or exceeded performance targets for FY07 through the efforts of the division's outstanding eligibility staff and emphasis on work quality. This is exemplified by the fact that Alaska is currently in the top ten states for overall Food Stamp program payment accuracy and number two nationally for most improved payment accuracy. Alaska is well positioned for a payment accuracy bonus award for FFY07.
- Continued successful collaborations including out-stationing staff with major partners to facilitate Medicaid enrollment for customers seeking services and to streamline the application process for other public assistance benefits for common customers, such as Food Stamps.

### 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 47.45.301-309 Senior Benefits 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*

	FY2007 Actuals	FY2008 Management Plan	FY2009 Governor
<b>Non-Formula Program:</b>			
<b>Component Expenditures:</b>			
71000 Personal Services	24,239.3	27,419.4	29,349.4
72000 Travel	289.5	251.6	251.6
73000 Services	5,814.0	5,319.0	5,319.0
74000 Commodities	795.1	285.4	351.4
75000 Capital Outlay	0.0	0.0	0.0
77000 Grants, Benefits	0.0	0.0	0.0
78000 Miscellaneous	0.0	0.0	0.0
<b>Expenditure Totals</b>	<b>31,137.9</b>	<b>33,275.4</b>	<b>35,271.4</b>
<b>Funding Sources:</b>			
1002 Federal Receipts	14,238.6	17,113.8	18,073.3
1003 General Fund Match	12,706.7	12,750.2	13,610.9
1004 General Fund Receipts	3,581.2	2,532.0	2,659.0
1007 Inter-Agency Receipts	585.2	763.7	805.7
1108 Statutory Designated Program Receipts	26.2	115.7	122.5
<b>Funding Totals</b>	<b>31,137.9</b>	<b>33,275.4</b>	<b>35,271.4</b>

**Estimated Revenue Collections**

Description	Master Revenue Account	FY2007 Actuals	FY2008 Management Plan	FY2009 Governor
<b>Unrestricted Revenues</b>				
Unrestricted Fund	68515	22.2	0.0	0.0
<b>Unrestricted Total</b>		<b>22.2</b>	<b>0.0</b>	<b>0.0</b>
<b>Restricted Revenues</b>				
Federal Receipts	51010	14,238.6	17,113.8	18,073.3
Interagency Receipts	51015	585.2	763.7	805.7
Statutory Designated Program Receipts	51063	26.2	115.7	122.5
<b>Restricted Total</b>		<b>14,850.0</b>	<b>17,993.2</b>	<b>19,001.5</b>
<b>Total Estimated Revenues</b>		<b>14,872.2</b>	<b>17,993.2</b>	<b>19,001.5</b>

**Summary of Component Budget Changes  
From FY2008 Management Plan to FY2009 Governor**

*All dollars shown in thousands*

	<u>General Funds</u>	<u>Federal Funds</u>	<u>Other Funds</u>	<u>Total Funds</u>
<b>FY2008 Management Plan</b>	<b>15,282.2</b>	<b>17,113.8</b>	<b>879.4</b>	<b>33,275.4</b>
<b>Adjustments which will continue current level of service:</b>				
-FY 09 Bargaining Unit Contract Terms: General Government Unit	789.8	761.7	48.8	1,600.3
<b>Proposed budget increases:</b>				
-Denali KidCare Performance Improvement	197.9	197.8	0.0	395.7
<b>FY2009 Governor</b>	<b>16,269.9</b>	<b>18,073.3</b>	<b>928.2</b>	<b>35,271.4</b>

**Public Assistance Field Services  
Personal Services Information**

Authorized Positions		Personal Services Costs		
	<u>FY2008</u>	<u>FY2009</u>		
	<u>Management</u>	<u>Governor</u>		
	<u>Plan</u>			
Full-time	390	396	Annual Salaries	17,656,495
Part-time	1	1	COLA	1,475,262
Nonpermanent	0	0	Premium Pay	0
			Annual Benefits	10,591,801
			<i>Less 1.26% Vacancy Factor</i>	<i>(374,158)</i>
			Lump Sum Premium Pay	0
<b>Totals</b>	<b>391</b>	<b>397</b>	<b>Total Personal Services</b>	<b>29,349,400</b>

**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	26	9	2	13	50
Administrative Clerk III	8	2	1	9	20
Administrative Supervisor	3	1	0	2	6
Chf Pub Asst Fld Op	0	0	1	0	1
Elig Technician I	49	7	5	13	74
Elig Technician II	63	16	4	58	141
Elig Technician III	16	5	3	9	33
Elig Technician IV	9	3	1	5	18
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	3	0	1	4
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
<b>Totals</b>	<b>209</b>	<b>52</b>	<b>18</b>	<b>118</b>	<b>397</b>