

State of Alaska FY2010 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 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.

FY2010 Resources Allocated to Achieve Results

FY2010 Component Budget: \$36,309,400

Personnel:

Full time	394
Part time	1
Total	395

Key Component Challenges

- Focus on providing timely, accurate and effective delivery of services for needy Alaskans with existing staff resources despite the steady growth in applications for assistance, the growing number of households qualifying for Food Stamps and Adult Public Assistance, and changes in federal program policies.
- Help families become self-sufficient despite high energy costs and economic changes which may make that goal more difficult to achieve.
- Continue to address recruitment challenges as the workforce ages and dedicated employees with years of experience retire. The need is particularly acute because of the complex program policies that can take six months of experience or more to effectively administer, and create high caseloads for journey level workers in the interim.
- Maintain efforts that ensure federal Supplemental Nutrition Assistance Program (SNAP) payment accuracy targets are met for Alaska's Food Stamp Program and that 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 federal program accountability requirements.
- Collaborate with Native Family Assistance programs (Tribal Temporary Assistance to Needy Families) to ensure families receive timely, accurate, and appropriate public assistance program benefits.
- 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.
- Rising energy, food, and medical costs and general economic uncertainty are causing an increase in customer service expectations and persons applying for assistance.
- Develop corrective action plans and identify actions to address the FFY08 decline in Food Stamp payment accuracy.
- Conduct a study of the eligibility technician job class to promote hiring and retention of qualified individuals and strengthen the workforce. The eligibility job class specifications and minimum qualifications have not been thoroughly evaluated for more than 20 years, despite the dramatic changes in the nature of the work, implementation of new programs and complexity of program administration, needs of clientele, and the changes in the division's business practices.

Significant Changes in Results to be Delivered in FY2010

- Use of new work processes and technologies, such as document imaging and graphical user interface software, to modernize Eligibility Information System (EIS) until a new system is in place, will improve operating efficiencies.
- Collaboration with the Department of Labor and Workforce Development to establish 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.
- Implement the department's Families First! collaboration with the Divisions of Juvenile Justice, Behavioral Health and the Office of Children's Services. The Families First! initiative provides comprehensive, integrated services to families in common to the divisions, and will result in better outcomes for families and produce a range of programmatic, service, and administrative efficiencies.
- Increases in staff for the Denali KidCare program in FY09 will enable the Division to provide effective, customer service and improve the timeliness and accuracy of actions taken on Medicaid applications for children and pregnant women.
- Achieve federally mandated Food Stamp Accuracy Rate and avoid fiscal penalties.
- Maximize web-based training to promote staff learning opportunities, gain efficiency and reduce staff travel costs, and respond to training requests more rapidly.

Major Component Accomplishments in 2008

- Successfully reenrolled 7,000 SeniorCare recipients to the new Senior Benefits Program with no interruption in assistance, and found an additional 2,000 senior applicants eligible for assistance.
- Despite the decline in the Food Stamp payment accuracy rate over the last year, Alaska made substantial gains in improving accuracy in FFY07, performing better than the national average and ranking fourth nationally in payment accuracy improvement.
- Worked with agency partners and community-based organizations to improve outreach to homeless populations and potentially eligible Food Stamp participants, including out-stationing staff to facilitate Medicaid enrollment and to streamline the application process for other public assistance benefits.
- Allocated division resources to resolve the Denali KidCare application backlog and severe processing delays that built up from implementation of the federal policy change requiring citizenship verification for every Medicaid applicant.
- Provided technical assistance and ongoing support to Native Family Assistance Programs.

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

	FY2008 Actuals	FY2009 Management Plan	FY2010 Governor
Non-Formula Program:			
Component Expenditures:			
71000 Personal Services	25,253.2	28,126.6	28,987.4
72000 Travel	346.7	251.6	251.6
73000 Services	6,376.7	6,319.0	6,319.0
74000 Commodities	782.6	751.4	751.4
75000 Capital Outlay	14.5	0.0	0.0
77000 Grants, Benefits	0.0	0.0	0.0
78000 Miscellaneous	0.0	0.0	0.0
Expenditure Totals	32,773.7	35,448.6	36,309.4
Funding Sources:			
1002 Federal Receipts	16,910.7	18,134.1	18,544.0
1003 General Fund Match	13,189.1	13,699.7	14,057.3
1004 General Fund Receipts	2,105.6	2,682.7	2,751.6
1007 Inter-Agency Receipts	522.2	809.6	830.5
1108 Statutory Designated Program Receipts	46.1	122.5	126.0
Funding Totals	32,773.7	35,448.6	36,309.4

Estimated Revenue Collections				
Description	Master Revenue Account	FY2008 Actuals	FY2009 Management Plan	FY2010 Governor
Unrestricted Revenues				
None.		0.0	0.0	0.0
Unrestricted Total		0.0	0.0	0.0
Restricted Revenues				
Federal Receipts	51010	16,910.7	18,134.1	18,544.0
Interagency Receipts	51015	522.2	809.6	830.5
Statutory Designated Program Receipts	51063	46.1	122.5	126.0
Restricted Total		17,479.0	19,066.2	19,500.5
Total Estimated Revenues		17,479.0	19,066.2	19,500.5

**Summary of Component Budget Changes
From FY2009 Management Plan to FY2010 Governor**

All dollars shown in thousands

	<u>General Funds</u>	<u>Federal Funds</u>	<u>Other Funds</u>	<u>Total Funds</u>
FY2009 Management Plan	16,382.4	18,134.1	932.1	35,448.6
Adjustments which will continue current level of service:				
-FY2010 Wage and Health Insurance Increases for Bargaining Units with Existing Agreements	426.5	409.9	24.4	860.8
FY2010 Governor	16,808.9	18,544.0	956.5	36,309.4

Public Assistance Field Services Personal Services Information				
Authorized Positions			Personal Services Costs	
	FY2009 Management Plan	FY2010 Governor		
Full-time	394	394	Annual Salaries	17,560,107
Part-time	1	1	COLA	714,327
Nonpermanent	0	0	Premium Pay	12,611
			Annual Benefits	10,715,552
			<i>Less 0.05% Vacancy Factor</i>	(15,197)
			Lump Sum Premium Pay	0
Totals	395	395	Total Personal Services	28,987,400

Position Classification Summary					
Job Class Title	Anchorage	Fairbanks	Juneau	Others	Total
Administrative Assistant II	4	1	0	1	6
Administrative Clerk II	25	9	1	14	49
Administrative Clerk III	7	2	2	10	21
Administrative Supervisor	3	1	0	2	6
Chf Pub Asst Fld Op	0	0	1	0	1
Elig Technician I	48	10	9	23	90
Elig Technician II	58	14	1	52	125
Elig Technician III	15	5	3	10	33
Elig Technician IV	10	3	1	6	20
Project Coord	1	0	0	0	1
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	1	0	2	6
Work Force Dev Spec II	2	1	0	1	4
Work Force Dev Spec III	1	0	0	1	2
Work Force Dev Spec IV	2	0	0	2	4
Totals	200	51	18	126	395