

State of Alaska FY2022 Governor's Operating Budget

Department of Health and Social Services Public Assistance Results Delivery Unit Budget Summary

Public Assistance Results Delivery Unit

Contribution to Department's Mission

To promote self-sufficiency and provide for basic living expenses to Alaskans in need.

Results

(Additional performance information is available on the web at <https://omb.alaska.gov/results>.)

Core Services

- Determine Eligibility
- Issue Benefits
- Monitor Beneficiary and Provider Compliance
- Individual and Family Support Services

Measures by Core Service

(Additional performance information is available on the web at <https://omb.alaska.gov/results>.)

1. Determine Eligibility
2. Issue Benefits
3. Monitor Beneficiary and Provider Compliance
4. Individual and Family Support Services

Major RDU Accomplishments in 2020

- The Division of Public Assistance served 299,625 unduplicated recipients during FY2020, an increase of 16,108 from the previous fiscal year. The increased demand for public assistance services coincides with the state's current economic recession.
- The division is out of backlog. The division has increased the timeliness in processing for Medicaid and Supplemental Nutrition Assistance Program cases.
- Implementation of an Electronic Document Management System for eligibility related work has resulted in additional workflow efficiencies in the processes for determining eligibility and will address several audit findings and recommendations brought up during the FY2019 statewide single audit. The document management system is also the permanent retention source for documents received in the division and replaces the need for filing cabinets and paper files.
- The division successfully transitioned the majority of the workforce to teleworking in the spring and is taking steps to make this a permanent way to conduct business.
- Reorganization of staffing is allowing for a more streamlined and efficient way to manage work.
- Implementation of new training and case review structures to meet mandatory case review requirements and incorporate ongoing training into quality and error rate improvement.
- The division has been working to implement components of the reauthorization of the Child Care Development Block Grant (CCDBG) and have completed and made substantial progress on task items identified in the Corrective Action Plan.

Key RDU Challenges

- Changes in federal program policies and implementation.
- Ensuring an adequate supply of childcare programs are available for working families in Alaska.
- Procurement and implementation of an integrated online application and renewal and recertification forms.
- Procurement and implementation of electronic notices.
- Integration of all programs into divisional units and continued reorganization to meet the business needs of

the agency.

Significant Changes in Results to be Delivered in FY2022

- Implementation of Virtual Call Center to replace desktop phones with software that enables calls to be routed to staff working from home through their laptops.
- Continued integration of the Electronic Document Management System across all units in the division.
- Reviewing methodologies used to determine childcare rates to address inadequate rate structures in the state.
- Fully integrate all programs in the division to achieve efficiency across all administrative processes.
- Develop increased capacity to work supports and training to promote self-sufficiency.

Contact Information
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**Public Assistance
RDU Financial Summary by Component**

All dollars shown in thousands

	FY2020 Actuals				FY2021 Management Plan				FY2022 Governor			
	UGF+DGF Funds	Other Funds	Federal Funds	Total Funds	UGF+DGF Funds	Other Funds	Federal Funds	Total Funds	UGF+DGF Funds	Other Funds	Federal Funds	Total Funds
Formula Expenditures												
ATAP	5,197.3	1,341.8	14,369.2	20,908.3	1,267.5	1,713.6	19,096.2	22,077.3	1,267.5	1,713.6	19,096.2	22,077.3
Adult Public Assistance	57,052.0	4,323.5	197.2	61,572.7	55,646.1	4,410.8	1,730.0	61,786.9	55,646.1	4,410.8	1,730.0	61,786.9
Child Care Benefits	8,608.5	0.0	26,587.5	35,196.0	8,898.1	0.0	30,827.0	39,725.1	8,902.4	0.0	30,842.2	39,744.6
General Relief Assistance	741.7	0.0	0.0	741.7	605.4	0.0	0.0	605.4	605.4	0.0	0.0	605.4
Tribal Assistance Programs	13,996.1	117.9	0.0	14,114.0	16,912.0	130.0	0.0	17,042.0	16,912.0	130.0	0.0	17,042.0
PFD Hold Harmless	0.0	15,214.8	0.0	15,214.8	0.0	17,724.7	0.0	17,724.7	0.0	17,724.7	0.0	17,724.7
Energy Assistance Program	0.0	0.0	9,308.4	9,308.4	0.0	0.0	9,665.0	9,665.0	0.0	0.0	9,665.0	9,665.0
Non-Formula Expenditures												
Public Assistance Admin	2,066.3	613.3	4,445.4	7,125.0	2,287.1	848.3	4,938.3	8,073.7	2,297.3	849.1	4,949.1	8,095.5
Public Assistance Field Svcs	23,105.1	2,245.7	27,847.9	53,198.7	22,178.7	2,453.8	33,598.4	58,230.9	17,193.9	2,466.0	28,493.6	48,153.5
Fraud Investigation	783.4	0.0	1,453.6	2,237.0	883.9	0.0	1,435.0	2,318.9	887.3	0.0	1,443.3	2,330.6
Quality Control	710.9	0.0	724.7	1,435.6	995.9	0.0	1,459.5	2,455.4	1,000.3	0.0	1,468.8	2,469.1
Work Services	8.8	0.0	10,239.3	10,248.1	114.3	0.0	11,641.1	11,755.4	114.6	0.0	11,644.9	11,759.5
Women, Infants and Children	88.3	3,435.6	18,348.4	21,872.3	421.7	3,397.7	20,896.4	24,715.8	421.8	3,397.7	20,903.6	24,723.1
Totals	112,358.4	27,292.6	113,521.6	253,172.6	110,210.7	30,678.9	135,286.9	276,176.5	105,248.6	30,691.9	130,236.7	266,177.2

Public Assistance
Summary of RDU Budget Changes by Component
From FY2021 Management Plan to FY2022 Governor

All dollars shown in thousands

	<u>Unrestricted Gen (UGF)</u>	<u>Designated Gen (DGF)</u>	<u>Other Funds</u>	<u>Federal Funds</u>	<u>Total Funds</u>
FY2021 Management Plan	109,392.7	818.0	30,678.9	135,286.9	276,176.5
One-time items:					
-Public Assistance Field Svcs	-1,107.1	0.0	0.0	-1,107.2	-2,214.3
Adjustments which continue current level of service:					
-Child Care Benefits	4.3	0.0	0.0	15.2	19.5
-Public Assistance Admin	10.2	0.0	0.8	10.8	21.8
-Public Assistance Field Svcs	124.5	0.0	12.2	149.0	285.7
-Fraud Investigation	3.4	0.0	0.0	8.3	11.7
-Quality Control	4.4	0.0	0.0	9.3	13.7
-Work Services	0.3	0.0	0.0	3.8	4.1
-Women, Infants and Children	0.1	0.0	0.0	7.2	7.3
Proposed budget decreases:					
-Public Assistance Field Svcs	-4,002.2	0.0	0.0	-4,146.6	-8,148.8
FY2022 Governor	104,430.6	818.0	30,691.9	130,236.7	266,177.2