October 30, 2016

Patrick O'Donnell, Clerk of the Legislature
State Capitol, Room 2018
P.O. Box 94604
Lincoln, NE 68509-4604

RE: ACCESSNebraska Quarterly Report

Dear Mr. O'Donnell,

In accordance with Legislative Bill 657 (2016) ACCESSNebraska Quarterly Reports, please find attached a copy of the 2016 third quarter report. This report contains operational performance metrics for the Economic Assistance and Medicaid programs.

I am pleased to report improvement, from the previous quarter.

Sincerely,

Courtney N. Phillips, MPA
Chief Executive Officer
Department of Health and Human Services

**Department of Health and Human Services
Legislative Report
LB 657**

ACCESSNebraska

July - September 2016 Quarter

REPORT FOR: LEGISLATURE

REPORT DATE: OCTOBER 25, 2016

LEGISLATIVE BILL: LB 657

COMMITTEE NAME: HEALTH AND HUMAN SERVICES COMMITTEE

CONTACT PERSON: COURTNEY PHILLIPS, CEO

                            HEALTH AND HUMAN SERVICES

                            DOUGLAS WEINBERG, DIRECTOR

                            CHILDREN AND FAMILY SERVICES DIVISION

                            CALDER LYNCH, DIRECTOR

                            MEDICAID AND LONG-TERM CARE DIVISION

EXECUTIVE SUMMARY

The Department of Health and Human Services (DHHS) administers and manages eligibility for Economic Assistance programs and Medicaid through a service delivery system known as ACCESSNebraska. The ACCESSNebraska program was started in September 2008 with a public website containing an online application for benefits. ACCESSNebraska was fully implemented in April 2012. ACCESSNebraska operations contain the following components:

- ACCESSNebraska.ne.gov website.
- Document management with two imaging centers (Lincoln and Omaha).
- Customer Service Centers for Economic Assistance (Fremont and Scottsbluff) and Medicaid (Lexington and Lincoln).
- Local offices (more than 50 throughout Nebraska).
- N-FOCUS eligibility system.

In May 2015, ACCESSNebraska began operating with a cross-divisional team focused on addressing operational improvement through a series of process initiatives. The team meets weekly with the current focus on stabilizing the Economic Assistance operations. Stabilization is defined as the operational performance at or above the established metrics. Once stabilization is achieved, the team will turn its focus to the overall operations and begin assessing, evaluating and creating the long-term strategy (operations, systems, workforce, administration) for ACCESSNebraska.

ACCESSNebraska has two Program Managers who facilitate 11 focus areas. The focus areas include:
1. Document Management
2. Call Management
3. Field Operations and Task Management
4. Recruiting/Retention
5. Policy Reviews and Enhancements
6. Workforce Management/Capacity Planning
7. Communications
8. Legislative Reporting
9. Change Management
10. ACCESSNebraska Mobile Application Project with UNL's Jeffrey S. Raikes School of Computer Science and Management
11. Client Feedback

The purpose of this report is to reflect the operational performance for the third quarter of 2016 (July through Septemer). During this quarter, ACCESSNebraska operational performance improved. Below are a few of the highlights.

Economic Assistance
- Average call wait time for this quarter was 3 minutes and 57 seconds, which is below the set target of five minutes or less.
- There were 52,005 applications processed in the third quarter 2016, with an average processing time for the quarter of 9.55 days.
- Staff processed 34.6 percent of applications the same day the application was received by the Department.
- The State calculated SNAP application (initial, expedited, recertification) timeliness rate for the quarter was 99.15 percent.

Medicaid
- Average call wait time for this quarter was 3 minutes and 33 seconds, which is well below the target of 5 minutes or less.
- The median Medicaid application processing time at the end of the quarter for children and families was 29 days, and for aged and disabled was 27 days. Federal benchmarks for application processing are 45 days for children and families and 90 days for aged and disabled applicants.
- Medicaid received 22,921 applications in the quarter including 1,506 received from the federal marketplace.
- Eligibility accuracy for the quarter was at 98.63 percent.

Process Improvements
- The Omaha ACCESSNebraska Document Imaging Center (ANDI) is piloting a couple of processes related to reducing the volume of returned mail. They have been reaching out to the client via email and telephone for address corrections.
- Economic Assistance is piloting the distribution of the SNAP EBT card for expedited and homeless households via the local office locations instead of being received via US mail. This process is to guarantee those in the most need have a card available.
- Spanish speaking staff in the Fremont and Scottsbluff Customer Service Centers handled 98 percent of the 3,000 Spanish calls without the use of the language line. This allowed improved customer service without the use of an interpreter.
- Medicaid is utilizing a process to transfer calls to designated staff in local offices on high-volume call days.
- In conjunction with Nebraska Interactive, the new Payport website is now available for customers to pay their Medicaid Transitional Medical Assistance (TMA) and Medicaid Insurance for Workers with Disabilities (MIWD) premiums online via e-check.

Communications
- Clients can choose to receive email notification when correspondence is posted to the account. Over 34,054 ACCESSNebraska clients had signed up for email notification as of September 30. Approximately 7,961 email notifications were completed in lieu of notification by U.S. Mail during the quarter.

Staffing
- Economic Assistance has six vacancies in the Fremont Customer Service Center and three vacancies in the Scottsbluff Customer Service Center, five Social Service Worker vacancies in other local offices throughout the state and one vacancy at the Omaha Document Imaging/Application Management Center.
- Medicaid currently has eight vacancies in the Lexington Customer Service Center, 13 vacancies in the Lincoln Customer Service Centers and 15 vacancies in local offices. In addition, there are two vacancies at the Lincoln Document Imaging/Application Management Center.

Element One: Call Wait Times

Average Call Wait	July	August	September	Quarter
Economic Assistance	3:39	3:47	4:23	3:57
Medicaid	3:16	3:32	3:51	3:33

Element Two: Call Abandonment Rates

Call abandonment is the number of calls that were terminated before a staff member answered. The termination is due to the client hanging up or the phone signal was dropped.

Call Terminations	July	August	September	Quarter
Economic Assistance				
Abandonment Rate	9.81%	9.97%	11.20%	10.33%
Number of Abandons	3,744	5,019	4,901	13,664
Average Time to Abandon	4:17	3:50	3:43	3:55
Medicaid				
Abandonment Rate	9.07%	9.91%	10.24%	9.76%
Number of Abandons	2,675	3,469	3,175	9,319
Average Time to Abandon	2:57	3:10	3:17	3:09

ACCESSNebraska Call Abandonment Rate By Quarter--All Programs
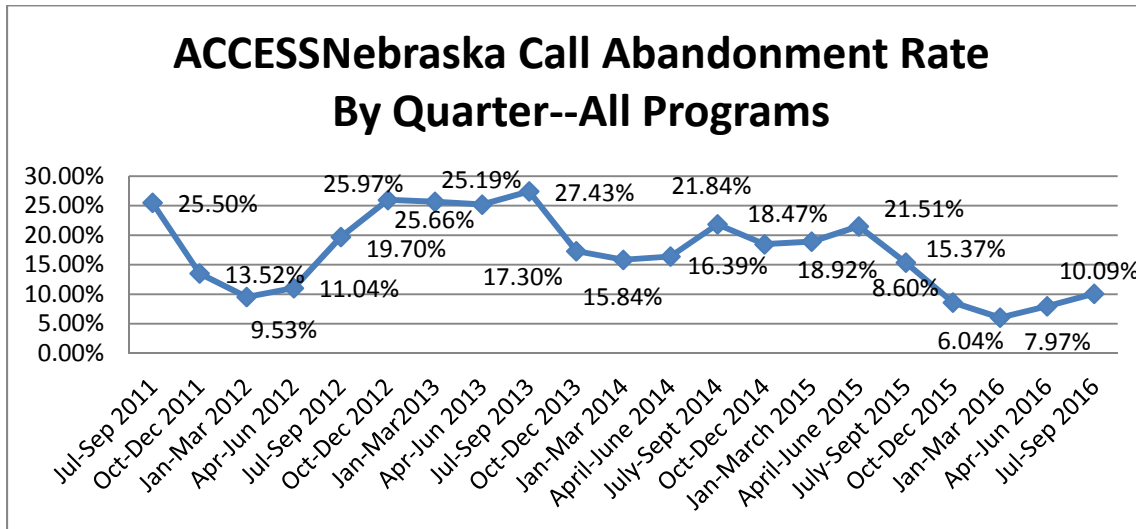
Element Three: Timeliness, or the time period from the date the application is received to when the case is approved or denied, of Initial Applications by benefit program including client or department processing as the reason for untimely application.

Program	Timeliness Percentage
SNAP Expedited	99.47%
SNAP Non-Expedited	98.97%
Child Care	95.59%
Low-Income Home Energy Assistance	96.16%
Aid to Dependent Children	98.14%
Assistance to Aged, Blind and Disabled	98.90%
Medicaid and CHIP	95.03%

Note: Medicaid and CHIP applications are considered timely for MAGI (children and families) if processed within 45 days. Timeliness for Non-MAGI (disabled adults and children) is processed within 90 days.

The following chart shows the reasons for the untimely processing percentages (client, agency, third party and system).

Program	Agency	Client	Third Party	System
SNAP Expedited	24.24%	69.70%	0.00%	6.06%
SNAP Non-Expedited	21.37%	59.54%	3.82%	15.27%
Child Care	36.39%	50.40%	5.12%	8.09%
Low-Income Home Energy Assistance	47.71%	30.57%	4.00%	17.72%
Aid to Dependent Children	27.48%	37.40%	1.53%	33.59%
Assistance to Aged, Blind and Disabled	20.00%	56.00%	8.00%	16.00%
Medicaid and CHIP	36.75%	62.25%	1%	NA

Element Four: Timeliness of Renewal Applications by benefit program including client or department processing reason for untimely applications.

Program	Timeliness Percentage
SNAP Non-Expedited Timely	98.73%
SNAP Non-Expedited Untimely	99.60%
SNAP Expedited Late	99.13%
SNAP Non-Expedited Late	99.76%
Child Care	88.31%
Aid to Dependent Children	92.28%
Assistance to Aged, Blind and Disabled	92.21%
Medicaid and CHIP	70.83%

Note: Medicaid and CHIP renewals are considered timely if completed by the renewal due date.

The following chart shows the reasons for the untimely processing percentages (client, agency, third party and system) for renewal applications.

Program	Agency	Client	Third Party	System
SNAP Non-Expedited Timely	33.50%	50.97%	0.97%	14.56%
SNAP Non-Expedited Untimely	14.29%	50.00%	0.00%	35.71%
SNAP Expedited Late	27.27%	72.73%	0.00%	0.00%
SNAP Non-Expedited Late	33.33%	66.67%	0.00%	0.00%
Child Care	26.09%	66.09%	0.87%	6.95%
Aid to Dependent Children	30.00%	48.00%	6.00%	16.00%
Assistance to Aged, Blind and Disabled Payment	16.67%	33.33%	16.67%	33.33%
Medicaid and CHIP	37.85%	58.15%	4%	NA

SNAP timely recertification includes recertification forms received by the Department on or before the 15th of the month of expiration.

SNAP untimely recertification includes recertification forms received by the Department from the 16th-31st of the month of expiration.

SNAP late recertification includes recertification forms submitted in the 30 days following the end of certification.

Element Five: Data related to client cases closed who reapply for benefits within 30 days and 60 days after the case closure.

	Reapply Within 30 Days	Reapply between 30 - 60 Days
Economic Assistance & Medicaid and Long-Term Care		
Closed 06/01/2016	**26.39%**	**7.67%**
Closed 07/01/2016	**23.02%**	**9.41%**
Closed 08/01/2016	**26.15%**	**9.08%**

Element Six: Any other data relevant to the effectiveness of the ACCESSNebraska program.

- ACCESSNebraska Monthly Dashboard at http://dhhs.ne.gov/children_family_services/AccessNebraska/Pages/AccessNebraskaKeyPerformanceMeasures.aspx.

Dept. of Health & Human Services (DHHS)
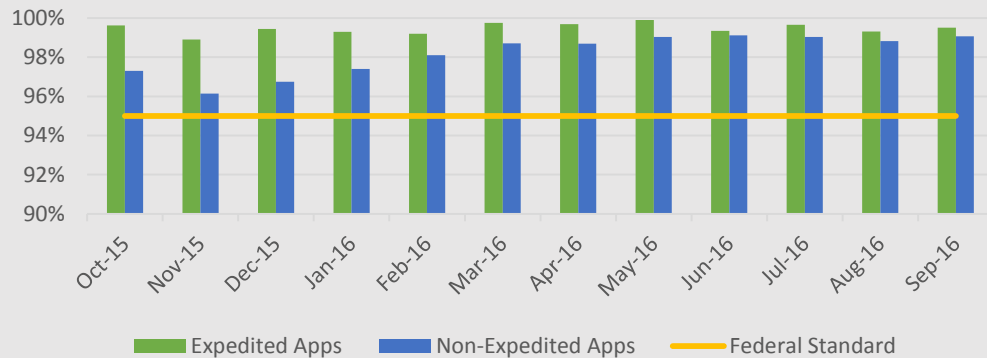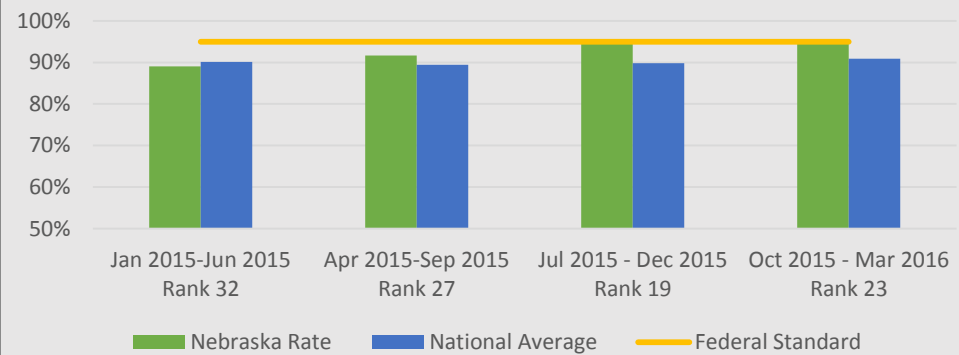## September 2016

Performance Metrics
ACCESS NEBRASKA Program

SNAP (Food Stamps) – Key Performance Metrics

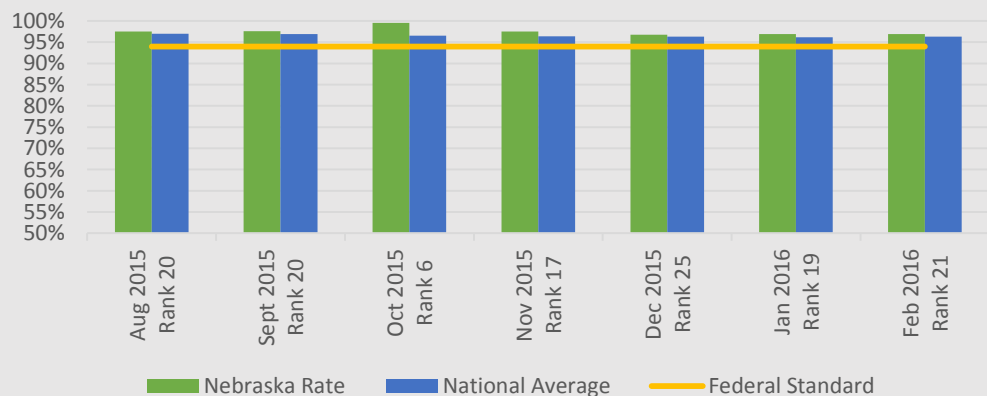## State Reported SNAP (Food Stamps) Application Processing Timeliness

Legend: Expedited Apps, Non-Expedited Apps, Federal Standard

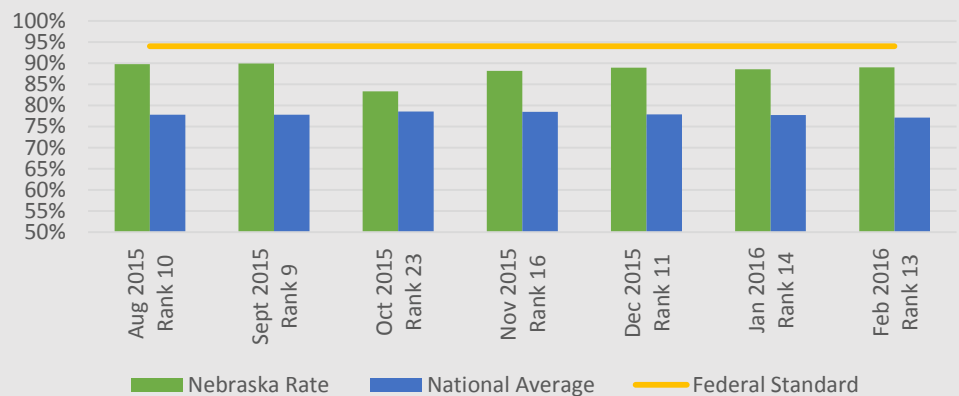Months: Oct-15, Nov-15, Dec-15, Jan-16, Feb-16, Mar-16, Apr-16, May-16, Jun-16, Jul-16, Aug-16, Sep-16

This is a DHHS generated report. Data is based on the percentage of SNAP initial applications received which were processed within SNAP federal timelines. In order to meet expedited timeliness, an application must be processed within 7 days. The timeline for non-expedited applications is 30 days.

USDA Reported SNAP (Food Stamps) Application Processing Timeliness

Legend: Nebraska Rate, National Average, Federal Standard

Periods: Jan 2015-Jun 2015 Rank 32, Apr 2015-Sep 2015 Rank 27, Jul 2015 - Dec 2015 Rank 19, Oct 2015 - Mar 2016 Rank 23

Data is based on information provided to states from the USDA. Data is reported quarterly using a six month rolling average of SNAP Quality Control data reported by all states/territories. Quality control in Nebraska is conducted by staff within the division of Public Health. **The Jan 2016 – Jun 2016 Federal data is not available at this time.

USDA SNAP (Food Stamps) Payment Accuracy Rate

Legend: Nebraska Rate, National Average, Federal Standard

Periods: Aug 2015 Rank 20, Sept 2015 Rank 20, Oct 2015 Rank 6, Nov 2015 Rank 17, Dec 2015 Rank 25, Jan 2016 Rank 19, Feb 2016 Rank 21

Data is based on information provided to states from the USDA. Data is reported monthly using SNAP Quality Control data reported by all states/territories. Payment accuracy rate measures the amount of correct SNAP benefits provided to households. Quality control in Nebraska is conducted by staff within the Division of Public Health. **The March 2016 Federal data is not available at this time

USDA SNAP (Food Stamps) Denial Accuracy Rate

Legend: Nebraska Rate, National Average, Federal Standard

Periods: Aug 2015 Rank 10, Sept 2015 Rank 9, Oct 2015 Rank 23, Nov 2015 Rank 16, Dec 2015 Rank 11, Jan 2016 Rank 14, Feb 2016 Rank 13

Data is based on information provided to states from the USDA. Data is reported monthly using SNAP Quality Control data reported by all states/territories. Denial accuracy rate measures whether a household's SNAP benefits are correctly closed or denied, whether the household was informed of their ineligibility in a timely manner and whether the notice of action provided to households is accurate. Quality control in Nebraska is conducted by staff within the Division of Public Health. **The March 2016 Federal data is not available at this time
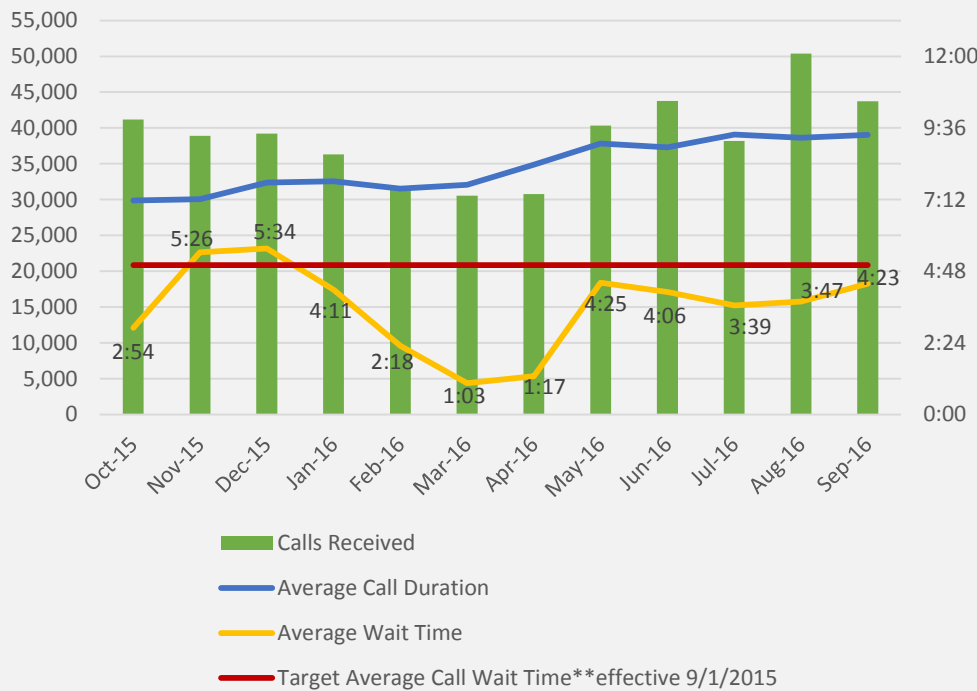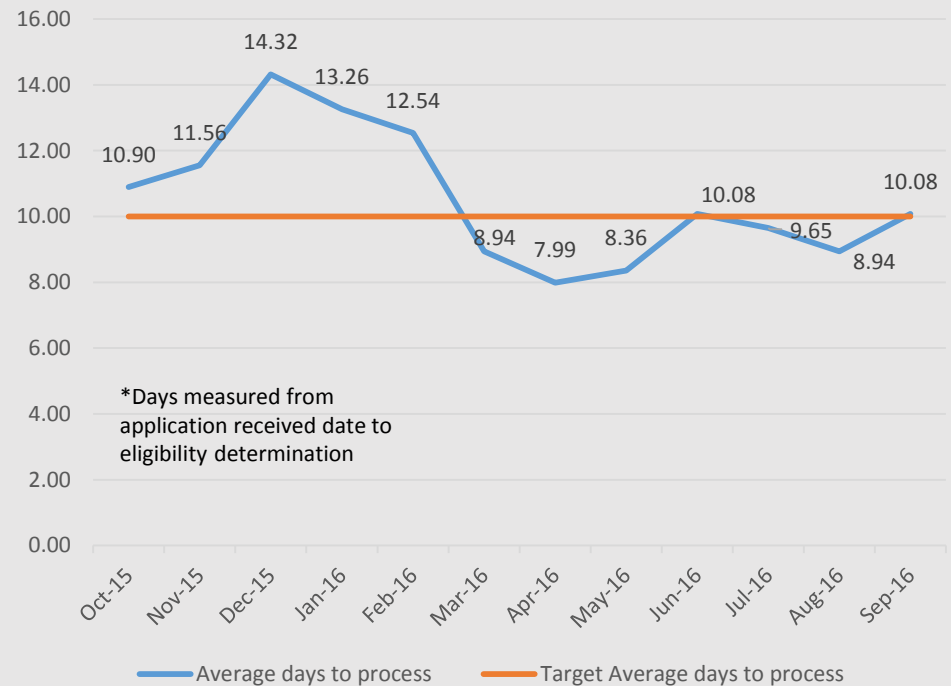
Economic Assistance – Service Center Metrics

SNAP Processing Timeliness 96% or Better

Feb 2016　Mar 2016　Apr 2016　May 2016　Jun 2016　Jul 2016　Aug 2016　Sep 2016

Economic Assistance (Food Stamps, Aid to Dependent Children, Childcare) Service Center

- Calls Received
- Average Call Duration
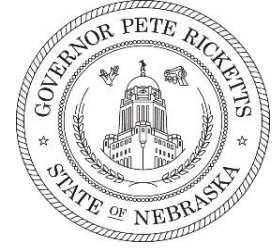- Average Wait Time
- Target Average Call Wait Time**effective 9/1/2015

Average Days * to Process All Economic Assistance Programs

*Days measured from application received date to eligibility determination

- Average days to process
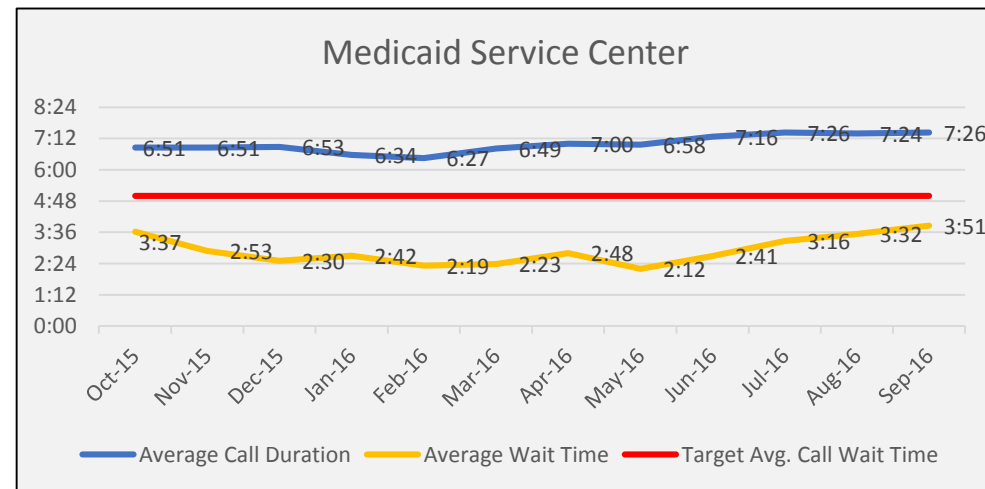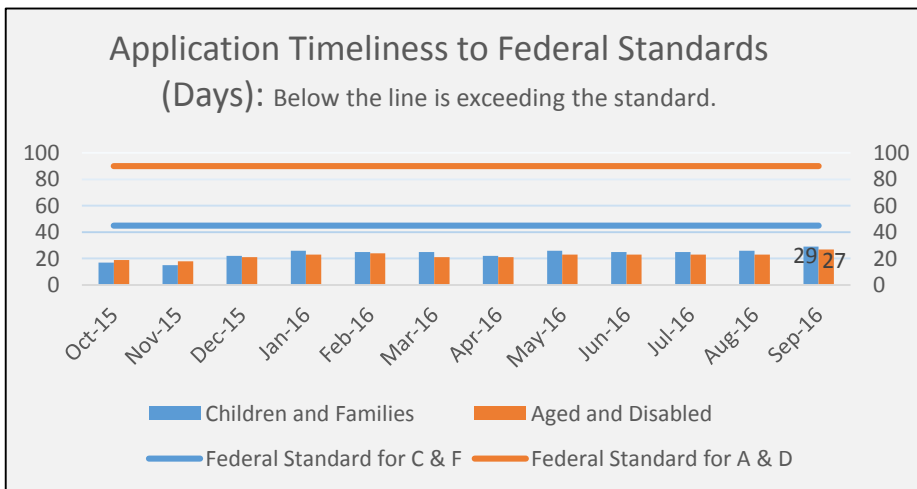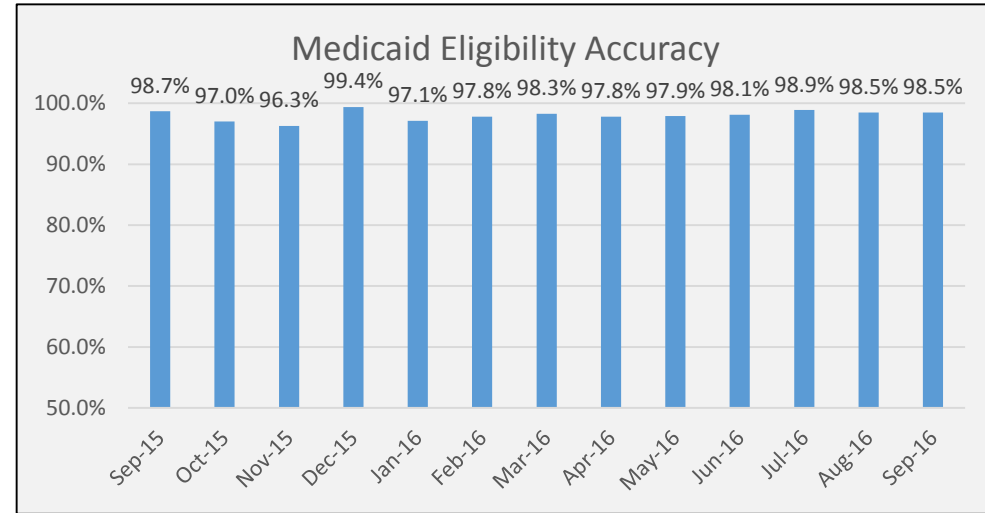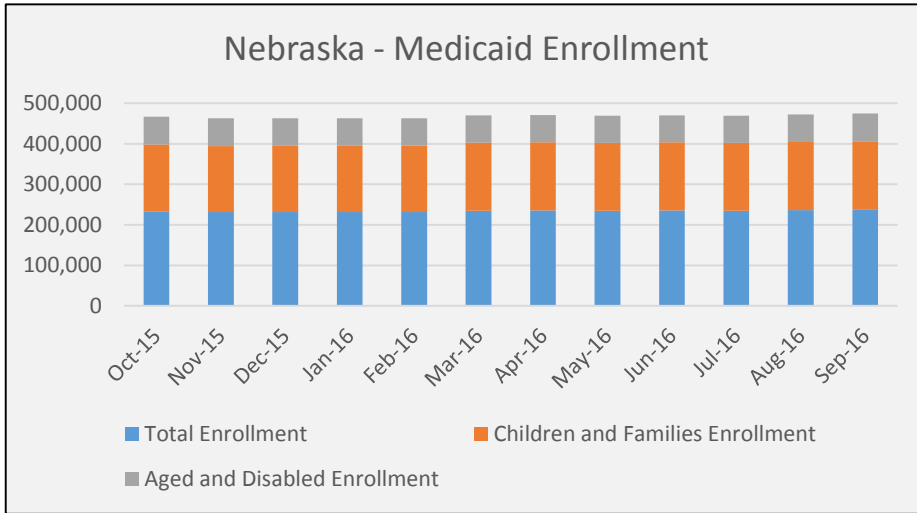- Target Average days to process

Nebraskans Enrolled in SNAP (Food Stamps) Program – 9% of Population

Economic Assistance Enrollment	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16
SNAP (food stamp) Households	78,596	77,976	78,438	78,748	78,349	78,376	77,956	77,850	78,359	78,474	79,280	79,376
SNAP (food stamp) Individuals	176,363	174,887	175,888	176,381	175,466	175,455	174,420	174,052	175,603	176,130	177,651	177,912
Aid to Dependent (ADC) families	5,844	5,772	5,840	5,766	5,653	5,633	5,578	5,591	5,650	5,783	5,869	5,919
Children in Child Care Subsidy	17,683	17,999	18,421	17,830	17,979	18,169	17,750	17,877	18,803	18,307	18,656	18,768

Medicaid – Key Performance Metrics

Nebraska - Medicaid Enrollment

Medicaid Eligibility Accuracy
98.7% 97.0% 96.3% 99.4% 97.1% 97.8% 98.3% 97.8% 97.9% 98.1% 98.9% 98.5% 98.5%

Application Timeliness to Federal Standards
(Days): Below the line is exceeding the standard.

Medicaid Service Center

Nebraskans Enrolled in Medicaid – 12.41% of Population

Medicaid Enrollment	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16
Total Enrollment	233,410	231,344	231,596	231,355	231,615	235,119	235,516	234,550	235,237	234,836	236,148	237,472
Children and Families Enrollment	164,993	163,393	163,317	163,410	163,994	167,665	168,530	167,949	168,452	167,620	168,352	169,107
Aged and Disabled Enrollment	68,417	67,951	68,309	67,945	67,621	67,454	66,986	66,601	66,785	67,216	67,796	68,365