



**Health and Human Services Commission**

**Eligibility Services Weekly Progress Report**

**November 5, 2009**

# **Section I: Analysis Summary and Background**

## **Timeliness continues to be a major issue.** (Page 11a)

- SNAP application timeliness continues to be markedly lower than the 95 percent standard, and was at 58.6 percent for applications and 68.9 percent for recertifications in September.
- Timeliness for expedited applications tends to be better than non-expedited applications, but still below the 95 percent standard.
  - Newly available data shows that at the federal standard of seven days, timeliness for expedited applications was just under 90 percent in September.
  - At the state standard of one business day, 77 percent of expedited applications were processed timely.
  - Medicaid application timeliness is below that 95 percent standard, but has recently showed some signs of improvement. Timeliness increased to 75.4 percent in September from 61.5 percent in August.

## **Worker productivity continues to increase.** (Page 11a)

- In September, each advisor disposed an average of 7.3 cases per day. This is up from the 6.5 cases per advisor per day reported in May / June. Productivity has improved every month since June.
- In spite of increased productivity, applications continue to come in faster than advisors can dispose of them. The number of applications pended each month in both SNAP and Medicaid continues to increase each month; as does the proportion of pended applications that are delinquent.

# Analysis Summary

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## **Lead time has improved markedly.** (Pages 12-14)

- Currently, only 24 offices out of 289 have lead time in excess of 60 days – compared to 61 offices in early August.
- The number of offices with lead days in excess of 60 days has been steadily decreasing. In mid-October, all of the offices in five regions have lead times of less than 30 days. Only one region in mid-August and three regions in mid-September showed all offices with lead times of less than 30 days.

## **SNAP Payment Error Rate shows improvement each month.** (Page 15)

- The latest data available (July), show the payment error rate to be 8.03 percent, which is higher than the standard of 4.52 percent.
- The standard is based on validated National error rates. Validation of the rates typically results in a lag of a few months when comparing the most recent findings.

## **HHSC continues to aggressively hire eligibility staff. Since September 1, HHSC has seen a net gain of 254 eligibility staff.** (Page 23)

**Based on revised modeling that includes the impact of policy changes and hiring efforts, HHSC anticipates becoming current on application processing by February 2010.** (Page 25)

## Historical SNAP Timeliness

<b>2004 - 2006</b>	<b>Applications % Timely</b>	<b>Recertifications % Timely</b>
Jan-04	97.3%	97.6%
Feb-04	97.5%	97.7%
Mar-04	97.7%	97.7%
Apr-04	97.5%	98.0%
May-04	97.3%	98.1%
Jun-04	97.1%	97.5%
Jul-04	96.8%	98.4%
Aug-04	97.0%	98.2%
Sep-04	97.0%	98.3%
Oct-04	96.3%	98.3%
Nov-04	96.8%	97.6%
Dec-04	96.4%	97.5%
Jan-05	96.0%	98.1%
Feb-05	97.0%	98.2%
Mar-05	97.2%	98.2%
Apr-05	97.2%	98.5%
May-05	96.7%	98.2%
Jun-05	96.6%	98.1%
Jul-05	95.6%	98.2%
Aug-05	95.0%	97.4%
Sep-05	95.7%	96.3%
Oct-05	93.5%	97.3%
Nov-05	93.1%	97.5%
Dec-05	94.6%	94.6%
Jan-06	93.8%	94.7%
Feb-06	94.2%	96.5%
Mar-06	92.4%	95.3%
Apr-06	92.1%	95.3%
May-06	90.1%	92.2%
Jun-06	86.7%	91.2%
Jul-06	82.4%	90.3%
Aug-06	83.1%	90.1%
Sep-06	80.4%	91.4%
Oct-06	81.1%	91.1%
Nov-06	83.8%	93.2%
Dec-06	83.9%	91.7%

<b>2007 - 2009</b>	<b>Applications % Timely</b>	<b>Recertifications % Timely</b>
Jan-07	84.6%	91.7%
Feb-07	86.5%	92.6%
Mar-07	89.6%	93.4%
Apr-07	91.8%	95.2%
May-07	93.1%	96.0%
Jun-07	92.5%	96.2%
Jul-07	92.4%	95.7%
Aug-07	91.1%	95.7%
Sep-07	87.9%	96.1%
Oct-07	85.9%	94.8%
Nov-07	85.6%	95.6%
Dec-07	84.4%	94.7%
Jan-08	83.1%	93.9%
Feb-08	82.4%	94.2%
Mar-08	82.9%	93.4%
Apr-08	84.6%	94.3%
May-08	86.2%	92.9%
Jun-08	87.8%	93.1%
Jul-08	89.3%	94.3%
Aug-08	89.3%	95.6%
Sep-08	90.4%	95.3%
Oct-08	60.8%	93.2%
Nov-08	55.1%	92.5%
Dec-08	80.8%	88.4%
Jan-09	80.8%	89.6%
Feb-09	77.9%	83.6%
Mar-09	76.4%	80.1%
Apr-09	78.7%	85.0%
May-09	73.4%	78.5%
Jun-09	66.6%	65.6%
Jul-09	62.8%	65.3%
Aug-09	61.3%	64.6%
Sep-09	58.6%	68.9%
Oct-09	58.8%	70.1%

## SNAP Caseload Growth

Historically, the SNAP caseload has seen over the year growth at a rate of between 3 to 10 percent.

Since Hurricane Ike and the downturn in the economy, over the year caseload growth has ranged from 10 to 35 percent.

	Recipients	Over the Year Growth	Cases	Over the Year Growth
Sep-07	2,345,570		919,322	
Oct-07	2,322,073		912,102	
Nov-07	2,363,431		927,903	
Dec-07	2,354,116		924,125	
Jan-08	2,339,753		917,840	
Feb-08	2,338,403		916,901	
Mar-08	2,316,066		908,570	
Apr-08	2,355,925		922,994	
May-08	2,339,701		917,444	
Jun-08	2,349,213		920,330	
Jul-08	2,448,917		955,253	
Aug-08	2,525,420		985,056	
Sep-08	2,594,992	1.11	1,012,208	1.10
Oct-08	2,651,370	1.14	1,034,942	1.13
Nov-08	3,184,607	1.35	1,228,343	1.32
Dec-08	2,931,244	1.25	1,128,385	1.22
Jan-09	2,934,624	1.25	1,130,535	1.23
Feb-09	2,820,412	1.21	1,091,169	1.19
Mar-09	2,775,599	1.20	1,075,086	1.18
Apr-09	2,814,340	1.19	1,092,799	1.18
May-09	2,780,350	1.19	1,084,903	1.18
Jun-09	2,738,231	1.17	1,073,187	1.17
Jul-09	2,805,150	1.15	1,098,796	1.15
Aug-09	2,802,706	1.11	1,099,139	1.12
Sep-09	2,915,776	1.12	1,140,604	1.13

## **Section II: Definitions and Production and Performance Measures**

## Timeliness

- **SNAP Applications:** Percent of all SNAP (Food Stamp) applications processed within the timeframes established by the USDA - Food and Nutrition Services (FNS). The processing standard is 30 days for non-expedited SNAP applications.
- **SNAP Expedited Apps (State):** Percent of expedited applications processed the same day or next day as established by Texas policy.
- **SNAP Expedited Apps (Fed):** Percent of expedited applications processed within 7 days as established by the USDA - FNS.
- **SNAP Recertifications:** Workers are required to review active SNAP cases at the end of each certification period. This is the percentage of recertifications processed within the established timeframes. Renewal forms received by the 15th of the last month of certification must be completed by the last day in that month. If forms are received after that date, the 30-day timeframe applies.
- **Texas Works Medicaid Applications:** Percent of applications for Pregnant Women, Children, and Medically Needy services processed within the timeframes established by the Centers for Medicaid and Medicare Services (CMS). The processing standard for Medicaid is 45 days; 90 days for those who apply on the basis of a disability, and 15 business days for Pregnant Women.



## Productivity

- Total Cases Disposed: The number of SNAP, TANF and Texas Works Medicaid applications and recertifications worked to a decision.
- Cases Disposed / Day: Total cases disposed divided by the number of work days in the month.
- Cases Disposed / Worker: Total cases disposed divided by the number of Eligibility Workers (Texas Works Advisors II - IV).
- Cases Disposed / Worker / Day: Average number of cases disposed per worker per work day.

## SNAP Activity

- Applications Received: Total number of SNAP applications received in the month.
- Number Pending: Number of SNAP applications not yet disposed.
- % Delinquent: Percent of pending applications older than 30 days.
- % Delinquent > 60 Days: Percent of pending applications that are older than 60 days.

## Medicaid Activity

- Applications Received: Total number of poverty-related (children, pregnant women, medically needy and TANF-related) Medicaid applications received in the month.
- Number Pending: Number of poverty-related Medicaid applications not yet disposed.
- % Delinquent: Percent of pending applications older than 45 days.
- % Delinquent > 90 Days: Percent of pending applications that are older than 90 days.

## **Lead Days**

- Lead days is a measurement used as an indicator of timeliness at the local office level. Lead days refer to the number of days between receipt of an application and the first available interview appointment.
- The likelihood of an application being processed within 30 days is increased when lead days are at 20 days or less.

## **Positive Error / Payment Error Rate**

- Positive error rates include the overpayment and underpayment of SNAP benefits compared to what a household is entitled to receive.
- The positive error rate has a financial penalty associated with failing to meet a federal standard.

## **Negative Error Rate**

- Negative error rates reflect the accuracy of the state's action in denying an application or recertification.
- There is no financial penalty currently associated with the negative error rate for failing to meet the federal standard.

**Eligibility Services Monitoring Report  
Statewide - September 2009**

<b>TIMELINESS</b>	<b>Nov-08</b>	<b>Dec-08</b>	<b>Jan-09</b>	<b>Feb-09</b>	<b>Mar-09</b>	<b>Apr-09</b>	<b>May-09</b>	<b>Jun-09</b>	<b>Jul-09</b>	<b>Aug-09</b>	<b>Sep-09</b>	<b>Oct-09</b>
SNAP Applications	55.1%	80.8%	80.8%	77.9%	76.4%	78.7%	73.4%	66.6%	62.8%	61.3%	58.6%	58.8%
SNAP Expedited Apps (State)	27.9%	80.6%	85.5%	82.6%	80.2%	78.4%	76.7%	77.1%	76.3%	75.1%	77.2%	75.0%
SNAP Expedited Apps (Fed)									88.8%	88.5%	89.4%	87.0%
SNAP Recertifications	92.5%	88.4%	89.6%	83.6%	80.1%	85.0%	78.5%	65.6%	65.3%	64.6%	68.9%	70.1%
TX Wrks Medicaid Applications	81.3%	79.1%	77.7%	74.0%	81.6%	83.7%	84.5%	79.8%	78.4%	76.0%	81.0%	

SNAP application timeliness standard is 95% processed within 30 days; Medicaid application timeliness is 95% processed within 45 days.

Federal standard for expedited applications is 7 days; the state standard is within one business day.

<b>PRODUCTIVITY</b>	<b>Nov-08</b>	<b>Dec-08</b>	<b>Jan-09</b>	<b>Feb-09</b>	<b>Mar-09</b>	<b>Apr-09</b>	<b>May-09</b>	<b>Jun-09</b>	<b>Jul-09</b>	<b>Aug-09</b>	<b>Sep-09</b>	<b>Oct-09</b>
Total Cases Disposed			663,187	635,552	802,912	653,805	597,978	747,264	626,626	779,183	554,362	
Cases Disposed / Day			31,580	33,450	34,909	31,134	28,475	28,741	29,839	29,969	32,610	
Cases Disposed / Worker			155	146	183	148	136	168	142	177	124	
Cases Disposed / Worker / Day			7.4	7.7	8.0	7.1	6.5	6.5	6.7	6.8	7.3	

Includes SNAP, TX Works Medicaid and TANF applications and recertifications

<b>SNAP ACTIVITY</b>	<b>Nov-08</b>	<b>Dec-08</b>	<b>Jan-09</b>	<b>Feb-09</b>	<b>Mar-09</b>	<b>Apr-09</b>	<b>May-09</b>	<b>Jun-09</b>	<b>Jul-09</b>	<b>Aug-09</b>	<b>Sep-09</b>	<b>Oct-09</b>
Applications Received	80,232	54,711	56,379	54,000	67,663	54,859	52,150	66,378	58,175	81,101	47,110	79,806
Number Pending	37,829	30,283	26,137	30,551	34,081	35,212	37,216	40,126	46,033	57,416	59,608	65,051
% Delinquent	41.0%	38.8%	41.6%	31.2%	34.2%	37.3%	47.9%	56.0%	56.7%	59.1%	63.4%	64.7%
% Delinquent > 60 Days	10.3%	25.7%	25.6%	17.3%	16.7%	19.5%	21.7%	29.6%	32.5%	35.7%	38.4%	44.9%

SAVERR Cases only

<b>MEDICAID ACTIVITY</b>	<b>Nov-08</b>	<b>Dec-08</b>	<b>Jan-09</b>	<b>Feb-09</b>	<b>Mar-09</b>	<b>Apr-09</b>	<b>May-09</b>	<b>Jun-09</b>	<b>Jul-09</b>	<b>Aug-09</b>	<b>Sep-09</b>	<b>Oct-09</b>
Applications Received	50,883	54,262	60,254	60,394	69,523	59,514	55,123	63,782	58,813	75,480	48,804	75,759
Number Pending	52,009	52,798	56,379	62,966	68,166	70,761	70,702	70,434	75,973	87,354	89,724	99,015
% Delinquent	20.8%	19.5%	2.6%	20.2%	23.2%	24.9%	32.3%	40.7%	41.7%	43.3%	45.7%	49.5%
% Delinquent > 90 Days	6.2%	7.3%	8.1%	7.2%	8.0%	8.6%	10.9%	12.4%	14.1%	18.8%	20.3%	24.5%

SAVERR TX Works Medicaid Cases only

The months reported reflect cut-off month.

Some cutoff months (e.g., September 2009) have fewer workdays, thus fewer applications are received and fewer cases are disposed.

**Eligibility Services Monitoring Report  
Lubbock - Region 1**

<b>TIMELINESS</b>	<b>Nov-08</b>	<b>Dec-08</b>	<b>Jan-09</b>	<b>Feb-09</b>	<b>Mar-09</b>	<b>Apr-09</b>	<b>May-09</b>	<b>Jun-09</b>	<b>Jul-09</b>	<b>Aug-09</b>	<b>Sep-09</b>	<b>Oct-09</b>
SNAP Applications	88.5%	93.6%	92.3%	89.8%	88.7%	89.2%	76.1%	60.1%	53.1%	53.4%	47.3%	53.3%
SNAP Expedited Apps (State)	86.7%	93.9%	93.6%	91.0%	92.7%	91.7%	90.5%	91.3%	93.8%	92.1%	90.5%	89.7%
SNAP Expedited Apps (Fed)									97.0%	96.0%	95.8%	95.7%
SNAP Recertifications	94.7%	96.0%	96.0%	91.4%	90.2%	91.7%	80.5%	60.9%	60.0%	56.3%	67.3%	64.7%
TX Wrks Medicaid Applications	94.2%	91.8%	93.8%	94.3%	93.9%	93.2%	88.7%	82.7%	82.5%	78.9%	74.4%	

SNAP application timeliness standard is 95% processed within 30 days; Medicaid application timeliness is 95% processed within 45 days.

Federal standard for expedited applications is 7 days; the state standard is within one business day.

<b>PRODUCTIVITY</b>	<b>Nov-08</b>	<b>Dec-08</b>	<b>Jan-09</b>	<b>Feb-09</b>	<b>Mar-09</b>	<b>Apr-09</b>	<b>May-09</b>	<b>Jun-09</b>	<b>Jul-09</b>	<b>Aug-09</b>	<b>Sep-09</b>	<b>Oct-09</b>
Total Cases Disposed			13,110	12,801	16,532	12,955	12,842	16,263	13,393	16,932	10,688	
Cases Disposed / Day			624	674	719	648	676	678	705	677	763	
Cases Disposed / Worker			131	127	159	130	130	158	134	168	101	
Cases Disposed / Worker / Day			6.2	6.7	6.9	6.5	6.8	6.6	7.0	6.7	7.2	

Includes SNAP, TX Works Medicaid and TANF applications and recertifications

<b>SNAP ACTIVITY</b>	<b>Nov-08</b>	<b>Dec-08</b>	<b>Jan-09</b>	<b>Feb-09</b>	<b>Mar-09</b>	<b>Apr-09</b>	<b>May-09</b>	<b>Jun-09</b>	<b>Jul-09</b>	<b>Aug-09</b>	<b>Sep-09</b>	<b>Oct-09</b>
Applications Received	2,300	2,124	2,203	2,000	2,630	2,197	2,467	2,801	2,326	3,074	1,893	
Number Pending	1,147	1,105	1,054	1,202	1,327	1,448	1,978	2,225	2,289	2,660	2,686	
% Delinquent	11.2%	7.0%	10.2%	8.3%	7.9%	15.2%	24.3%	43.1%	45.0%	49.4%	50.2%	
% Delinquent > 60 Days	1.9%	2.0%	3.6%	2.9%	3.2%	5.2%	7.0%	6.8%	10.3%	15.9%	14.3%	

SAVERR Cases only

<b>MEDICAID ACTIVITY</b>	<b>Nov-08</b>	<b>Dec-08</b>	<b>Jan-09</b>	<b>Feb-09</b>	<b>Mar-09</b>	<b>Apr-09</b>	<b>May-09</b>	<b>Jun-09</b>	<b>Jul-09</b>	<b>Aug-09</b>	<b>Sep-09</b>	<b>Oct-09</b>
Applications Received	1,677	2,055	2,169	1,997	2,351	2,100	2,475	2,570	1,978	2,778	1,796	
Number Pending	1,309	1,659	1,849	1,872	2,023	2,348	2,933	2,761	2,566	3,076	3,256	
% Delinquent	5.5%	2.9%	8.3%	10.3%	13.5%	17.0%	17.6%	19.0%	21.0%	23.3%	26.4%	
% Delinquent > 90 Days	0.0%	0.2%	0.9%	2.1%	5.5%	7.8%	8.7%	1.5%	0.3%	5.4%	4.2%	

SAVERR TX Works Medicaid Cases only

The months reported reflect cut-off month.

Some cutoff months (e.g., September 2009) have fewer workdays, thus fewer applications are received and fewer cases are disposed.

**Eligibility Services Monitoring Report  
Abilene - Region 2 & 9**

<b>TIMELINESS</b>	<b>Nov-08</b>	<b>Dec-08</b>	<b>Jan-09</b>	<b>Feb-09</b>	<b>Mar-09</b>	<b>Apr-09</b>	<b>May-09</b>	<b>Jun-09</b>	<b>Jul-09</b>	<b>Aug-09</b>	<b>Sep-09</b>	<b>Oct-09</b>
SNAP Applications	83.3%	89.2%	86.7%	81.6%	75.3%	71.8%	62.5%	54.2%	50.5%	50.0%	50.9%	47.3%
SNAP Expedited Apps (State)	81.7%	91.2%	89.6%	87.3%	83.6%	82.4%	82.1%	85.7%	85.8%	83.2%	82.8%	83.2%
SNAP Expedited Apps (Fed)									92.6%	90.4%	91.5%	91.9%
SNAP Recertifications	95.4%	91.0%	93.0%	83.3%	72.5%	72.4%	62.7%	42.2%	42.7%	38.7%	45.3%	44.8%
TX Wrks Medicaid Applications	86.8%	85.8%	88.5%	87.2%	84.9%	77.2%	72.3%	63.2%	64.9%	65.9%	69.0%	

SNAP application timeliness standard is 95% processed within 30 days; Medicaid application timeliness is 95% processed within 45 days.

Federal standard for expedited applications is 7 days; the state standard is within one business day.

<b>PRODUCTIVITY</b>	<b>Nov-08</b>	<b>Dec-08</b>	<b>Jan-09</b>	<b>Feb-09</b>	<b>Mar-09</b>	<b>Apr-09</b>	<b>May-09</b>	<b>Jun-09</b>	<b>Jul-09</b>	<b>Aug-09</b>	<b>Sep-09</b>	<b>Oct-09</b>
Total Cases Disposed			25,625	22,146	25,741	19,472	17,144	21,681	17,037	22,312	15,264	
Cases Disposed / Day			1,220	1,166	1,119	974	902	903	897	892	1,090	
Cases Disposed / Worker			207	165	183	136	117	147	118	155	105	
Cases Disposed / Worker / Day			9.8	8.7	7.9	6.8	6.1	6.1	6.2	6.2	7.5	

Includes SNAP, TX Works Medicaid and TANF applications and recertifications

<b>SNAP ACTIVITY</b>	<b>Nov-08</b>	<b>Dec-08</b>	<b>Jan-09</b>	<b>Feb-09</b>	<b>Mar-09</b>	<b>Apr-09</b>	<b>May-09</b>	<b>Jun-09</b>	<b>Jul-09</b>	<b>Aug-09</b>	<b>Sep-09</b>	<b>Oct-09</b>
Applications Received	2,804	2,471	2,829	2,599	3,675	3,240	2,882	4,002	2,985	4,295	2,925	
Number Pending	1,471	1,068	1,168	1,400	1,629	1,759	1,731	1,987	1,893	2,143	2,487	
% Delinquent	25.3%	11.0%	18.6%	18.1%	23.5%	32.1%	48.6%	58.4%	63.2%	62.3%	60.4%	
% Delinquent > 60 Days	3.1%	2.9%	2.7%	4.5%	5.6%	9.3%	13.4%	23.6%	32.5%	36.9%	33.4%	

SAVERR Cases only

<b>MEDICAID ACTIVITY</b>	<b>Nov-08</b>	<b>Dec-08</b>	<b>Jan-09</b>	<b>Feb-09</b>	<b>Mar-09</b>	<b>Apr-09</b>	<b>May-09</b>	<b>Jun-09</b>	<b>Jul-09</b>	<b>Aug-09</b>	<b>Sep-09</b>	<b>Oct-09</b>
Applications Received	2,411	2,372	2,821	2,731	2,788	2,021	1,783	2,532	1,898	2,674	1,873	
Number Pending	2,274	2,206	2,502	2,745	2,618	2,302	2,129	2,066	1,993	2,268	2,454	
% Delinquent	15.1%	12.6%	13.0%	11.3%	28.0%	37.3%	39.3%	42.8%	40.0%	39.6%	42.0%	
% Delinquent > 90 Days	1.9%	3.1%	3.9%	3.7%	7.0%	13.4%	18.0%	13.0%	12.2%	15.7%	17.8%	

SAVERR TX Works Medicaid Cases only

The months reported reflect cut-off month.

Some cutoff months (e.g., September 2009) have fewer workdays, thus fewer applications are received and fewer cases are disposed.

**Eligibility Services Monitoring Report  
Dallas/Fort Worth - Region 3**

<b>TIMELINESS</b>	<b>Nov-08</b>	<b>Dec-08</b>	<b>Jan-09</b>	<b>Feb-09</b>	<b>Mar-09</b>	<b>Apr-09</b>	<b>May-09</b>	<b>Jun-09</b>	<b>Jul-09</b>	<b>Aug-09</b>	<b>Sep-09</b>	<b>Oct-09</b>
SNAP Applications	76.9%	87.7%	85.5%	82.4%	76.2%	78.0%	63.9%	52.3%	46.9%	43.2%	44.0%	44.4%
SNAP Expedited Apps (State)	57.7%	85.8%	82.9%	76.9%	75.8%	72.1%	66.8%	70.3%	71.5%	69.5%	71.8%	65.1%
SNAP Expedited Apps (Fed)									87.9%	87.2%	88.0%	83.0%
SNAP Recertifications	92.4%	92.4%	92.7%	86.4%	79.2%	83.7%	73.5%	52.6%	54.7%	59.5%	66.6%	69.4%
TX Wrks Medicaid Applications	87.2%	84.4%	84.4%	75.7%	83.2%	87.5%	86.0%	75.2%	70.8%	68.2%	68.3%	

SNAP application timeliness standard is 95% processed within 30 days; Medicaid application timeliness is 95% processed within 45 days.  
Federal standard for expedited applications is 7 days; the state standard is within one business day.

<b>PRODUCTIVITY</b>	<b>Nov-08</b>	<b>Dec-08</b>	<b>Jan-09</b>	<b>Feb-09</b>	<b>Mar-09</b>	<b>Apr-09</b>	<b>May-09</b>	<b>Jun-09</b>	<b>Jul-09</b>	<b>Aug-09</b>	<b>Sep-09</b>	<b>Oct-09</b>
Total Cases Disposed			137,236	132,413	172,207	137,955	120,038	147,960	125,167	163,819	111,690	
Cases Disposed / Day			6,535	6,969	7,487	6,898	6,318	6,165	6,588	6,553	7,978	
Cases Disposed / Worker			218	205	264	208	180	221	184	238	156	
Cases Disposed / Worker / Day			10.4	10.8	11.5	10.4	9.5	9.2	9.7	9.5	11.1	

Includes SNAP, TX Works Medicaid and TANF applications and recertifications

<b>SNAP ACTIVITY</b>	<b>Nov-08</b>	<b>Dec-08</b>	<b>Jan-09</b>	<b>Feb-09</b>	<b>Mar-09</b>	<b>Apr-09</b>	<b>May-09</b>	<b>Jun-09</b>	<b>Jul-09</b>	<b>Aug-09</b>	<b>Sep-09</b>	<b>Oct-09</b>
Applications Received	18,698	16,085	16,858	15,603	22,330	16,609	14,317	18,547	17,073	22,867	13,228	
Number Pending	8,295	6,709	5,318	7,228	8,090	7,398	8,237	9,199	12,177	15,484	16,591	
% Delinquent	22.1%	20.5%	28.7%	22.7%	22.4%	33.1%	57.5%	67.2%	67.2%	67.9%	73.3%	
% Delinquent > 60 Days	7.5%	9.9%	12.9%	10.0%	8.6%	11.0%	15.6%	37.0%	41.8%	42.9%	42.4%	

SAVERR Cases only

<b>MEDICAID ACTIVITY</b>	<b>Nov-08</b>	<b>Dec-08</b>	<b>Jan-09</b>	<b>Feb-09</b>	<b>Mar-09</b>	<b>Apr-09</b>	<b>May-09</b>	<b>Jun-09</b>	<b>Jul-09</b>	<b>Aug-09</b>	<b>Sep-09</b>	<b>Oct-09</b>
Applications Received	13,978	13,240	14,878	15,252	19,804	14,928	12,550	14,921	16,250	20,077	12,496	
Number Pending	13,213	11,938	12,371	15,040	17,012	16,127	15,081	15,901	20,080	24,695	25,851	
% Delinquent	13.2%	11.5%	16.1%	15.7%	17.0%	21.9%	34.4%	49.5%	48.9%	50.9%	55.8%	
% Delinquent > 90 Days	1.7%	1.9%	3.9%	4.1%	2.9%	3.9%	5.3%	9.7%	13.9%	17.3%	21.6%	

SAVERR TX Works Medicaid Cases only

The months reported reflect cut-off month.

Some cutoff months (e.g., September 2009) have fewer workdays, thus fewer applications are received and fewer cases are disposed.

**Eligibility Services Monitoring Report  
Tyler - Region 4**

<b>TIMELINESS</b>	<b>Nov-08</b>	<b>Dec-08</b>	<b>Jan-09</b>	<b>Feb-09</b>	<b>Mar-09</b>	<b>Apr-09</b>	<b>May-09</b>	<b>Jun-09</b>	<b>Jul-09</b>	<b>Aug-09</b>	<b>Sep-09</b>	<b>Oct-09</b>
SNAP Applications	73.9%	83.3%	86.9%	84.0%	80.7%	80.2%	77.9%	75.6%	76.7%	76.0%	76.2%	82.5%
SNAP Expedited Apps (State)	73.1%	84.5%	86.4%	88.4%	85.7%	85.6%	84.2%	84.0%	87.7%	89.1%	88.3%	86.8%
SNAP Expedited Apps (Fed)									94.7%	94.4%	93.6%	92.8%
SNAP Recertifications	93.0%	92.5%	92.9%	87.4%	86.4%	89.6%	86.3%	82.4%	84.4%	82.3%	89.0%	90.7%
TX Wrks Medicaid Applications	89.9%	89.0%	91.3%	90.2%	89.6%	87.9%	86.9%	81.1%	86.3%	87.8%	86.1%	

SNAP application timeliness standard is 95% processed within 30 days; Medicaid application timeliness is 95% processed within 45 days.  
Federal standard for expedited applications is 7 days; the state standard is within one business day.

<b>PRODUCTIVITY</b>	<b>Nov-08</b>	<b>Dec-08</b>	<b>Jan-09</b>	<b>Feb-09</b>	<b>Mar-09</b>	<b>Apr-09</b>	<b>May-09</b>	<b>Jun-09</b>	<b>Jul-09</b>	<b>Aug-09</b>	<b>Sep-09</b>	<b>Oct-09</b>
Total Cases Disposed			27,056	26,937	29,714	21,675	20,826	22,970	18,344	23,570	16,276	
Cases Disposed / Day			1,288	1,418	1,292	1,084	1,096	957	965	943	1,163	
Cases Disposed / Worker			162	160	174	127	122	138	109	139	95	
Cases Disposed / Worker / Day			7.7	8.4	7.6	6.3	6.4	5.7	5.7	5.5	6.8	

Includes SNAP, TX Works Medicaid and TANF applications and recertifications

<b>SNAP ACTIVITY</b>	<b>Nov-08</b>	<b>Dec-08</b>	<b>Jan-09</b>	<b>Feb-09</b>	<b>Mar-09</b>	<b>Apr-09</b>	<b>May-09</b>	<b>Jun-09</b>	<b>Jul-09</b>	<b>Aug-09</b>	<b>Sep-09</b>	<b>Oct-09</b>
Applications Received	3,878	3,012	2,982	3,020	3,746	3,301	3,497	4,203	3,551	4,990	3,138	
Number Pending	1,712	1,354	994	1,339	1,547	1,800	1,977	1,927	2,067	2,228	2,226	
% Delinquent	22.4%	15.5%	10.9%	5.8%	8.1%	12.5%	20.7%	21.2%	22.4%	16.9%	15.4%	
% Delinquent > 60 Days	3.3%	5.2%	1.2%	0.3%	0.8%	1.6%	5.4%	4.5%	5.5%	3.6%	3.2%	

SAVERR Cases only

<b>MEDICAID ACTIVITY</b>	<b>Nov-08</b>	<b>Dec-08</b>	<b>Jan-09</b>	<b>Feb-09</b>	<b>Mar-09</b>	<b>Apr-09</b>	<b>May-09</b>	<b>Jun-09</b>	<b>Jul-09</b>	<b>Aug-09</b>	<b>Sep-09</b>	<b>Oct-09</b>
Applications Received	2,505	2,702	2,741	3,021	3,559	2,795	2,697	2,728	2,349	3,150	2,311	
Number Pending	2,424	2,507	2,282	2,760	3,130	3,234	3,300	2,853	2,495	2,280	2,297	
% Delinquent	14.4%	14.9%	10.1%	7.0%	12.5%	24.2%	35.2%	37.0%	28.7%	14.4%	9.1%	
% Delinquent > 90 Days	4.9%	5.5%	1.7%	2.3%	0.9%	2.8%	11.2%	16.9%	17.3%	4.3%	0.7%	

SAVERR TX Works Medicaid Cases only

The months reported reflect cut-off month.

Some cutoff months (e.g., September 2009) have fewer workdays, thus fewer applications are received and fewer cases are disposed.

**Eligibility Services Monitoring Report  
Beaumont - Region 5**

<b>TIMELINESS</b>	<b>Nov-08</b>	<b>Dec-08</b>	<b>Jan-09</b>	<b>Feb-09</b>	<b>Mar-09</b>	<b>Apr-09</b>	<b>May-09</b>	<b>Jun-09</b>	<b>Jul-09</b>	<b>Aug-09</b>	<b>Sep-09</b>	<b>Oct-09</b>
SNAP Applications	27.6%	73.8%	78.6%	82.1%	81.5%	85.2%	82.3%	77.2%	75.7%	73.6%	76.5%	73.8%
SNAP Expedited Apps (State)	11.3%	71.9%	88.2%	87.1%	86.5%	83.9%	85.1%	83.9%	83.4%	79.2%	80.6%	80.4%
SNAP Expedited Apps (Fed)									92.6%	92.4%	90.6%	89.4%
SNAP Recertifications	81.5%	74.9%	85.3%	85.5%	86.3%	90.9%	88.6%	85.5%	83.9%	83.5%	87.4%	86.7%
TX Wrks Medicaid Applications	78.6%	84.7%	88.8%	88.1%	87.8%	92.0%	90.8%	89.8%	89.0%	88.5%	87.4%	

SNAP application timeliness standard is 95% processed within 30 days; Medicaid application timeliness is 95% processed within 45 days.

Federal standard for expedited applications is 7 days; the state standard is within one business day.

<b>PRODUCTIVITY</b>	<b>Nov-08</b>	<b>Dec-08</b>	<b>Jan-09</b>	<b>Feb-09</b>	<b>Mar-09</b>	<b>Apr-09</b>	<b>May-09</b>	<b>Jun-09</b>	<b>Jul-09</b>	<b>Aug-09</b>	<b>Sep-09</b>	<b>Oct-09</b>
Total Cases Disposed			19,475	15,943	19,178	14,962	15,245	18,555	15,779	19,556	12,514	
Cases Disposed / Day			927	839	834	748	802	773	830	782	894	
Cases Disposed / Worker			138	108	131	107	107	131	109	131	81	
Cases Disposed / Worker / Day			6.6	5.7	5.7	5.3	5.7	5.4	5.7	5.2	5.8	

Includes SNAP, TX Works Medicaid and TANF applications and recertifications

<b>SNAP ACTIVITY</b>	<b>Nov-08</b>	<b>Dec-08</b>	<b>Jan-09</b>	<b>Feb-09</b>	<b>Mar-09</b>	<b>Apr-09</b>	<b>May-09</b>	<b>Jun-09</b>	<b>Jul-09</b>	<b>Aug-09</b>	<b>Sep-09</b>	<b>Oct-09</b>
Applications Received	4,240	1,771	1,831	1,780	2,358	2,135	2,116	2,507	2,208	3,012	2,085	
Number Pending	2,387	1,538	1,096	994	1,038	1,199	1,302	1,215	1,318	1,567	1,834	
% Delinquent	59.5%	51.2%	39.5%	15.6%	9.2%	8.2%	10.9%	14.3%	16.8%	17.7%	18.4%	
% Delinquent > 60 Days	7.7%	43.3%	28.8%	8.1%	0.8%	0.6%	1.4%	2.5%	2.4%	3.7%	5.9%	

SAVERR Cases only

<b>MEDICAID ACTIVITY</b>	<b>Nov-08</b>	<b>Dec-08</b>	<b>Jan-09</b>	<b>Feb-09</b>	<b>Mar-09</b>	<b>Apr-09</b>	<b>May-09</b>	<b>Jun-09</b>	<b>Jul-09</b>	<b>Aug-09</b>	<b>Sep-09</b>	<b>Oct-09</b>
Applications Received	2,761	2,443	2,698	1,942	2,037	1,867	1,799	1,923	1,650	2,197	2,097	
Number Pending	4,428	4,197	4,271	3,794	2,578	2,419	2,455	1,997	1,989	2,257	3,010	
% Delinquent	52.7%	46.4%	48.8%	54.3%	44.2%	32.9%	36.3%	30.4%	30.0%	32.2%	29.4%	
% Delinquent > 90 Days	34.2%	30.5%	33.3%	35.5%	31.2%	21.3%	22.2%	16.8%	15.8%	19.6%	17.0%	

SAVERR TX Works Medicaid Cases only

The months reported reflect cut-off month.

Some cutoff months (e.g., September 2009) have fewer workdays, thus fewer applications are received and fewer cases are disposed.



**Eligibility Services Monitoring Report  
Houston - Region 6**

<b>TIMELINESS</b>	<b>Nov-08</b>	<b>Dec-08</b>	<b>Jan-09</b>	<b>Feb-09</b>	<b>Mar-09</b>	<b>Apr-09</b>	<b>May-09</b>	<b>Jun-09</b>	<b>Jul-09</b>	<b>Aug-09</b>	<b>Sep-09</b>	<b>Oct-09</b>
SNAP Applications	20.9%	61.2%	58.4%	51.1%	55.3%	63.0%	57.3%	52.5%	46.2%	43.5%	36.1%	35.4%
SNAP Expedited Apps (State)	9.9%	65.3%	81.9%	79.4%	75.0%	74.4%	75.2%	70.5%	61.9%	62.3%	63.8%	61.4%
SNAP Expedited Apps (Fed)									80.8%	81.3%	82.7%	78.0%
SNAP Recertifications	64.3%	59.2%	75.0%	62.6%	64.7%	73.4%	65.4%	50.1%	49.7%	45.8%	49.3%	53.0%
TX Wrks Medicaid Applications	84.0%	79.1%	86.9%	77.2%	84.6%	87.5%	87.7%	84.8%	78.7%	77.2%	75.5%	

SNAP application timeliness standard is 95% processed within 30 days; Medicaid application timeliness is 95% processed within 45 days.

Federal standard for expedited applications is 7 days; the state standard is within one business day.

<b>PRODUCTIVITY</b>	<b>Nov-08</b>	<b>Dec-08</b>	<b>Jan-09</b>	<b>Feb-09</b>	<b>Mar-09</b>	<b>Apr-09</b>	<b>May-09</b>	<b>Jun-09</b>	<b>Jul-09</b>	<b>Aug-09</b>	<b>Sep-09</b>	<b>Oct-09</b>
Total Cases Disposed			121,093	112,741	151,397	127,365	98,319	136,208	136,208	135,451	103,381	
Cases Disposed / Day			5,766	5,934	6,582	6,368	5,175	5,675	5,645	5,418	7,384	
Cases Disposed / Worker			143	132	177	148	115	159	128	165	130	
Cases Disposed / Worker / Day			6.8	6.9	7.7	7.4	6.0	6.6	6.7	6.6	9.3	

Includes SNAP, TX Works Medicaid and TANF applications and recertifications

<b>SNAP ACTIVITY</b>	<b>Nov-08</b>	<b>Dec-08</b>	<b>Jan-09</b>	<b>Feb-09</b>	<b>Mar-09</b>	<b>Apr-09</b>	<b>May-09</b>	<b>Jun-09</b>	<b>Jul-09</b>	<b>Aug-09</b>	<b>Sep-09</b>	<b>Oct-09</b>
Applications Received	29,129	12,891	12,723	12,835	14,996	11,927	11,328	14,540	13,575	20,146	10,607	
Number Pending	13,275	10,800	9,772	10,189	12,349	12,930	13,380	14,421	16,504	21,941	22,278	
% Delinquent	70.1%	71.9%	72.9%	58.5%	61.1%	62.0%	71.7%	77.0%	71.6%	73.2%	77.9%	
% Delinquent > 60 Days	18.2%	50.6%	49.5%	25.4%	32.8%	38.5%	42.2%	49.8%	48.3%	45.1%	47.4%	

SAVERR Cases only

<b>MEDICAID ACTIVITY</b>	<b>Nov-08</b>	<b>Dec-08</b>	<b>Jan-09</b>	<b>Feb-09</b>	<b>Mar-09</b>	<b>Apr-09</b>	<b>May-09</b>	<b>Jun-09</b>	<b>Jul-09</b>	<b>Aug-09</b>	<b>Sep-09</b>	<b>Oct-09</b>
Applications Received	9,255	13,571	15,559	15,485	16,706	15,574	15,039	17,967	15,849	21,592	11,590	
Number Pending	9,446	12,224	14,815	16,245	19,124	21,539	23,243	24,721	26,321	31,005	30,624	
% Delinquent	35.7%	32.0%	36.2%	31.2%	36.7%	37.0%	46.4%	57.2%	56.1%	56.2%	58.3%	
% Delinquent > 90 Days	6.6%	11.8%	8.9%	7.3%	13.5%	14.1%	18.5%	20.7%	19.8%	22.3%	22.6%	

SAVERR TX Works Medicaid Cases only

The months reported reflect cut-off month.

Some cutoff months (e.g., September 2009) have fewer workdays, thus fewer applications are received and fewer cases are disposed.

**Eligibility Services Monitoring Report  
Austin - Region 7**

<b>TIMELINESS</b>	<b>Nov-08</b>	<b>Dec-08</b>	<b>Jan-09</b>	<b>Feb-09</b>	<b>Mar-09</b>	<b>Apr-09</b>	<b>May-09</b>	<b>Jun-09</b>	<b>Jul-09</b>	<b>Aug-09</b>	<b>Sep-09</b>	<b>Oct-09</b>
SNAP Applications	85.1%	88.9%	88.0%	86.4%	84.4%	88.3%	87.3%	83.3%	83.6%	87.8%	86.2%	86.6%
SNAP Expedited Apps (State)	64.7%	93.0%	93.3%	93.9%	100.0%	85.7%	50.0%	100.0%	100.0%	100.0%	100.0%	57.1%
SNAP Expedited Apps (Fed)									100.0%	100.0%	100.0%	85.7%
SNAP Recertifications	92.1%	93.7%	90.3%	89.0%	85.5%	91.7%	89.0%	86.1%	86.1%	88.8%	86.4%	85.3%
TX Wrks Medicaid Applications	69.4%	56.0%	51.4%	51.9%	82.5%	83.6%	82.7%	85.0%	90.5%	85.2%	80.8%	

SNAP application timeliness standard is 95% processed within 30 days; Medicaid application timeliness is 95% processed within 45 days.  
Federal standard for expedited applications is 7 days; the state standard is within one business day.

<b>PRODUCTIVITY</b>	<b>Nov-08</b>	<b>Dec-08</b>	<b>Jan-09</b>	<b>Feb-09</b>	<b>Mar-09</b>	<b>Apr-09</b>	<b>May-09</b>	<b>Jun-09</b>	<b>Jul-09</b>	<b>Aug-09</b>	<b>Sep-09</b>	<b>Oct-09</b>
Total Cases Disposed			81,401	81,545	91,807	74,257	76,830	89,689	79,348	96,534	68,619	
Cases Disposed / Day			3,876	4,292	3,992	3,713	4,044	3,737	4,176	3,861	4,901	
Cases Disposed / Worker			192	189	213	174	177	206	183	223	156	
Cases Disposed / Worker / Day			9.1	9.9	9.2	8.7	9.3	8.6	9.6	8.9	11.1	

Includes SNAP, TX Works Medicaid and TANF applications and recertifications

<b>SNAP ACTIVITY</b>	<b>Nov-08</b>	<b>Dec-08</b>	<b>Jan-09</b>	<b>Feb-09</b>	<b>Mar-09</b>	<b>Apr-09</b>	<b>May-09</b>	<b>Jun-09</b>	<b>Jul-09</b>	<b>Aug-09</b>	<b>Sep-09</b>	<b>Oct-09</b>
Applications Received	2,367	1,690	1,653	1,091	474	415	394	531	479	527	299	
Number Pending	1,492	1,085	934	853	563	630	583	625	633	479	467	
% Delinquent	34.9%	39.4%	45.4%	47.5%	50.1%	42.1%	44.3%	36.3%	36.5%	23.0%	25.9%	
% Delinquent > 60 Days	13.1%	29.6%	39.5%	42.8%	45.6%	40.6%	42.5%	32.3%	29.5%	18.6%	19.5%	

SAVERR Cases only

<b>MEDICAID ACTIVITY</b>	<b>Nov-08</b>	<b>Dec-08</b>	<b>Jan-09</b>	<b>Feb-09</b>	<b>Mar-09</b>	<b>Apr-09</b>	<b>May-09</b>	<b>Jun-09</b>	<b>Jul-09</b>	<b>Aug-09</b>	<b>Sep-09</b>	<b>Oct-09</b>
Applications Received	2,026	1,654	1,730	898	280	226	233	349	229	218	142	
Number Pending	2,738	2,452	2,324	1,763	1,263	1,180	1,106	1,019	832	744	551	
% Delinquent	41.7%	49.7%	50.1%	61.0%	87.0%	88.0%	84.0%	77.0%	82.0%	86.3%	83.8%	
% Delinquent > 90 Days	19.4%	21.7%	34.7%	49.2%	67.5%	79.2%	80.7%	67.8%	66.8%	74.7%	79.9%	

SAVERR TX Works Medicaid Cases only

The months reported reflect cut-off month.

Some cutoff months (e.g., September 2009) have fewer workdays, thus fewer applications are received and fewer cases are disposed.

**Eligibility Services Monitoring Report  
San Antonio - Region 8**

<b>TIMELINESS</b>	<b>Nov-08</b>	<b>Dec-08</b>	<b>Jan-09</b>	<b>Feb-09</b>	<b>Mar-09</b>	<b>Apr-09</b>	<b>May-09</b>	<b>Jun-09</b>	<b>Jul-09</b>	<b>Aug-09</b>	<b>Sep-09</b>	<b>Oct-09</b>
SNAP Applications	66.3%	85.0%	85.9%	86.9%	82.9%	84.1%	82.5%	71.5%	68.9%	68.1%	65.9%	65.6%
SNAP Expedited Apps (State)	58.8%	86.2%	85.5%	84.6%	83.2%	81.3%	82.7%	85.1%	87.4%	88.5%	91.3%	93.9%
SNAP Expedited Apps (Fed)									93.1%	93.9%	96.0%	96.9%
SNAP Recertifications	88.5%	92.1%	91.3%	88.3%	83.7%	88.7%	82.4%	64.4%	59.4%	60.5%	64.9%	65.3%
TX Wrks Medicaid Applications	93.0%	91.7%	93.0%	92.4%	91.7%	90.8%	89.4%	88.6%	85.1%	82.9%	83.0%	

SNAP application timeliness standard is 95% processed within 30 days; Medicaid application timeliness is 95% processed within 45 days.

Federal standard for expedited applications is 7 days; the state standard is within one business day.

<b>PRODUCTIVITY</b>	<b>Nov-08</b>	<b>Dec-08</b>	<b>Jan-09</b>	<b>Feb-09</b>	<b>Mar-09</b>	<b>Apr-09</b>	<b>May-09</b>	<b>Jun-09</b>	<b>Jul-09</b>	<b>Aug-09</b>	<b>Sep-09</b>	<b>Oct-09</b>
Total Cases Disposed			64,486	61,679	75,958	66,028	62,733	72,327	61,663	76,012	54,706	
Cases Disposed / Day			3,071	3,246	3,303	3,301	3,302	3,014	3,245	3,040	3,908	
Cases Disposed / Worker			182	176	212	182	172	193	165	203	136	
Cases Disposed / Worker / Day			8.7	9.2	9.2	9.1	9.1	8.1	8.7	8.1	9.7	

Includes SNAP, TX Works Medicaid and TANF applications and recertifications

<b>SNAP ACTIVITY</b>	<b>Nov-08</b>	<b>Dec-08</b>	<b>Jan-09</b>	<b>Feb-09</b>	<b>Mar-09</b>	<b>Apr-09</b>	<b>May-09</b>	<b>Jun-09</b>	<b>Jul-09</b>	<b>Aug-09</b>	<b>Sep-09</b>	<b>Oct-09</b>
Applications Received	8,069	6,586	7,102	6,645	7,374	6,514	6,212	7,922	7,026	9,162	5,167	
Number Pending	3,523	2,631	2,319	3,150	3,040	3,272	2,900	3,179	3,642	4,507	4,582	
% Delinquent	24.4%	18.1%	11.9%	9.8%	13.1%	11.6%	19.3%	34.7%	36.3%	48.0%	54.6%	
% Delinquent > 60 Days	6.5%	9.8%	4.5%	3.1%	5.0%	3.7%	5.6%	6.4%	11.1%	22.8%	28.2%	

SAVERR Cases only

<b>MEDICAID ACTIVITY</b>	<b>Nov-08</b>	<b>Dec-08</b>	<b>Jan-09</b>	<b>Feb-09</b>	<b>Mar-09</b>	<b>Apr-09</b>	<b>May-09</b>	<b>Jun-09</b>	<b>Jul-09</b>	<b>Aug-09</b>	<b>Sep-09</b>	<b>Oct-09</b>
Applications Received	5,538	5,108	6,133	6,527	7,656	7,191	5,912	6,491	6,358	7,412	5,604	
Number Pending	5,402	4,536	5,184	6,212	6,943	7,314	6,014	5,701	6,138	6,884	7,140	
% Delinquent	11.0%	6.4%	6.2%	5.9%	9.2%	7.7%	9.4%	14.5%	21.1%	28.1%	32.3%	
% Delinquent > 90 Days	1.7%	0.2%	1.3%	0.9%	0.8%	0.7%	0.3%	0.8%	0.5%	3.9%	8.4%	

SAVERR TX Works Medicaid Cases only

The months reported reflect cut-off month.

Some cutoff months (e.g., September 2009) have fewer workdays, thus fewer applications are received and fewer cases are disposed.

**Eligibility Services Monitoring Report  
El Paso - Region 10**

<b>TIMELINESS</b>	<b>Nov-08</b>	<b>Dec-08</b>	<b>Jan-09</b>	<b>Feb-09</b>	<b>Mar-09</b>	<b>Apr-09</b>	<b>May-09</b>	<b>Jun-09</b>	<b>Jul-09</b>	<b>Aug-09</b>	<b>Sep-09</b>	<b>Oct-09</b>
SNAP Applications	82.3%	88.1%	89.1%	85.5%	79.6%	82.5%	84.9%	82.1%	73.7%	68.1%	64.9%	62.7%
SNAP Expedited Apps (State)	77.9%	92.6%	93.4%	91.1%	87.8%	89.0%	89.9%	90.7%	91.0%	89.2%	89.6%	88.1%
SNAP Expedited Apps (Fed)									90.2%	89.7%	91.2%	92.2%
SNAP Recertifications	94.9%	96.2%	92.7%	85.1%	80.8%	87.5%	85.2%	74.2%	67.5%	67.8%	71.7%	69.6%
TX Wrks Medicaid Applications	90.7%	89.1%	89.2%	85.1%	83.1%	86.5%	90.3%	89.4%	87.5%	87.5%	86.7%	

SNAP application timeliness standard is 95% processed within 30 days; Medicaid application timeliness is 95% processed within 45 days.  
Federal standard for expedited applications is 7 days; the state standard is within one business day.

<b>PRODUCTIVITY</b>	<b>Nov-08</b>	<b>Dec-08</b>	<b>Jan-09</b>	<b>Feb-09</b>	<b>Mar-09</b>	<b>Apr-09</b>	<b>May-09</b>	<b>Jun-09</b>	<b>Jul-09</b>	<b>Aug-09</b>	<b>Sep-09</b>	<b>Oct-09</b>
Total Cases Disposed			43,887	45,344	65,300	53,403	51,469	69,666	63,319	72,854	57,231	
Cases Disposed / Day			2,090	2,387	2,839	2,670	2,709	2,903	3,333	2,914	4,088	
Cases Disposed / Worker			156	155	223	183	179	235	212	252	195	
Cases Disposed / Worker / Day			7.4	8.1	9.7	9.1	9.4	9.8	11.2	10.1	14.0	

Includes SNAP, TX Works Medicaid and TANF applications and recertifications

<b>SNAP ACTIVITY</b>	<b>Nov-08</b>	<b>Dec-08</b>	<b>Jan-09</b>	<b>Feb-09</b>	<b>Mar-09</b>	<b>Apr-09</b>	<b>May-09</b>	<b>Jun-09</b>	<b>Jul-09</b>	<b>Aug-09</b>	<b>Sep-09</b>	<b>Oct-09</b>
Applications Received	2,506	2,395	2,345	2,425	2,910	2,379	2,746	3,056	2,357	3,494	2,182	
Number Pending	1,411	1,228	1,135	1,323	1,457	1,357	1,450	1,238	1,287	1,497	1,638	
% Delinquent	24.7%	20.1%	29.3%	27.7%	33.4%	34.1%	22.6%	22.1%	38.5%	40.1%	49.1%	
% Delinquent > 60 Days	8.2%	14.7%	19.8%	18.7%	18.5%	23.2%	9.2%	6.9%	7.9%	10.3%	11.4%	

SAVERR Cases only

<b>MEDICAID ACTIVITY</b>	<b>Nov-08</b>	<b>Dec-08</b>	<b>Jan-09</b>	<b>Feb-09</b>	<b>Mar-09</b>	<b>Apr-09</b>	<b>May-09</b>	<b>Jun-09</b>	<b>Jul-09</b>	<b>Aug-09</b>	<b>Sep-09</b>	<b>Oct-09</b>
Applications Received	1,466	1,505	1,491	1,683	1,776	1,473	1,631	2,022	1,637	2,222	1,535	
Number Pending	1,480	1,393	1,303	1,624	1,575	1,489	1,451	1,503	1,491	1,711	1,794	
% Delinquent	15.2%	17.3%	22.3%	21.4%	30.2%	29.1%	19.4%	14.6%	19.0%	22.0%	26.6%	
% Delinquent > 90 Days	5.5%	9.1%	13.0%	10.5%	14.7%	14.1%	4.8%	2.2%	4.3%	6.1%	7.4%	

SAVERR TX Works Medicaid Cases only

The months reported reflect cut-off month.

Some cutoff months (e.g., September 2009) have fewer workdays, thus fewer applications are received and fewer cases are disposed.

**Eligibility Services Monitoring Report  
Edinburg - Region 11**

<b>TIMELINESS</b>	<b>Nov-08</b>	<b>Dec-08</b>	<b>Jan-09</b>	<b>Feb-09</b>	<b>Mar-09</b>	<b>Apr-09</b>	<b>May-09</b>	<b>Jun-09</b>	<b>Jul-09</b>	<b>Aug-09</b>	<b>Sep-09</b>	<b>Oct-09</b>
SNAP Applications	83.7%	87.8%	87.9%	84.5%	81.6%	82.1%	80.0%	74.0%	68.1%	69.1%	69.0%	69.9%
SNAP Expedited Apps (State)	77.8%	85.9%	87.9%	85.7%	85.9%	83.9%	80.7%	82.3%	83.9%	84.4%	85.9%	87.1%
SNAP Expedited Apps (Fed)									96.9%	95.9%	95.0%	94.7%
SNAP Recertifications	91.6%	94.4%	91.7%	84.5%	81.1%	86.7%	81.3%	71.2%	69.1%	65.3%	69.1%	70.7%
TX Wrks Medicaid Applications	88.5%	87.2%	85.5%	85.6%	89.0%	84.4%	81.2%	78.6%	78.6%	74.6%	75.1%	

SNAP application timeliness standard is 95% processed within 30 days; Medicaid application timeliness is 95% processed within 45 days.

Federal standard for expedited applications is 7 days; the state standard is within one business day.

<b>PRODUCTIVITY</b>	<b>Nov-08</b>	<b>Dec-08</b>	<b>Jan-09</b>	<b>Feb-09</b>	<b>Mar-09</b>	<b>Apr-09</b>	<b>May-09</b>	<b>Jun-09</b>	<b>Jul-09</b>	<b>Aug-09</b>	<b>Sep-09</b>	<b>Oct-09</b>
Total Cases Disposed			88,767	88,562	102,480	83,518	86,997	105,824	89,754	110,273	78,896	
Cases Disposed / Day			4,227	4,661	4,456	4,176	4,579	4,409	4,724	4,411	5,635	
Cases Disposed / Worker			133	132	153	123	130	157	133	163	116	
Cases Disposed / Worker / Day			6.3	6.9	6.6	6.1	6.8	6.6	7.0	6.5	8.3	

Includes SNAP, TX Works Medicaid and TANF applications and recertifications

<b>SNAP ACTIVITY</b>	<b>Nov-08</b>	<b>Dec-08</b>	<b>Jan-09</b>	<b>Feb-09</b>	<b>Mar-09</b>	<b>Apr-09</b>	<b>May-09</b>	<b>Jun-09</b>	<b>Jul-09</b>	<b>Aug-09</b>	<b>Sep-09</b>	<b>Oct-09</b>
Applications Received	6,241	5,686	5,852	6,002	7,168	6,142	6,191	8,267	6,595	9,528	5,586	
Number Pending	3,116	2,765	2,347	2,873	3,041	3,419	3,678	4,110	4,223	4,909	4,819	
% Delinquent	10.9%	9.3%	13.4%	9.5%	14.3%	12.8%	13.3%	21.5%	27.0%	24.4%	27.4%	
% Delinquent > 60 Days	2.0%	4.3%	4.4%	3.2%	3.6%	3.9%	3.1%	3.9%	6.7%	7.6%	7.8%	

SAVERR Cases only

<b>MEDICAID ACTIVITY</b>	<b>Nov-08</b>	<b>Dec-08</b>	<b>Jan-09</b>	<b>Feb-09</b>	<b>Mar-09</b>	<b>Apr-09</b>	<b>May-09</b>	<b>Jun-09</b>	<b>Jul-09</b>	<b>Aug-09</b>	<b>Sep-09</b>	<b>Oct-09</b>
Applications Received	9,266	9,612	10,034	10,858	12,566	11,339	11,034	12,279	10,615	13,160	9,360	
Number Pending	9,295	9,686	9,478	10,911	11,900	12,809	12,990	11,912	12,068	12,434	12,747	
% Delinquent	6.9%	6.4%	8.9%	6.5%	9.8%	10.0%	13.1%	14.6%	17.9%	17.5%	19.8%	
% Delinquent > 90 Days	0.1%	0.3%	1.2%	0.6%	0.7%	0.8%	0.6%	1.5%	0.5%	1.8%	3.0%	

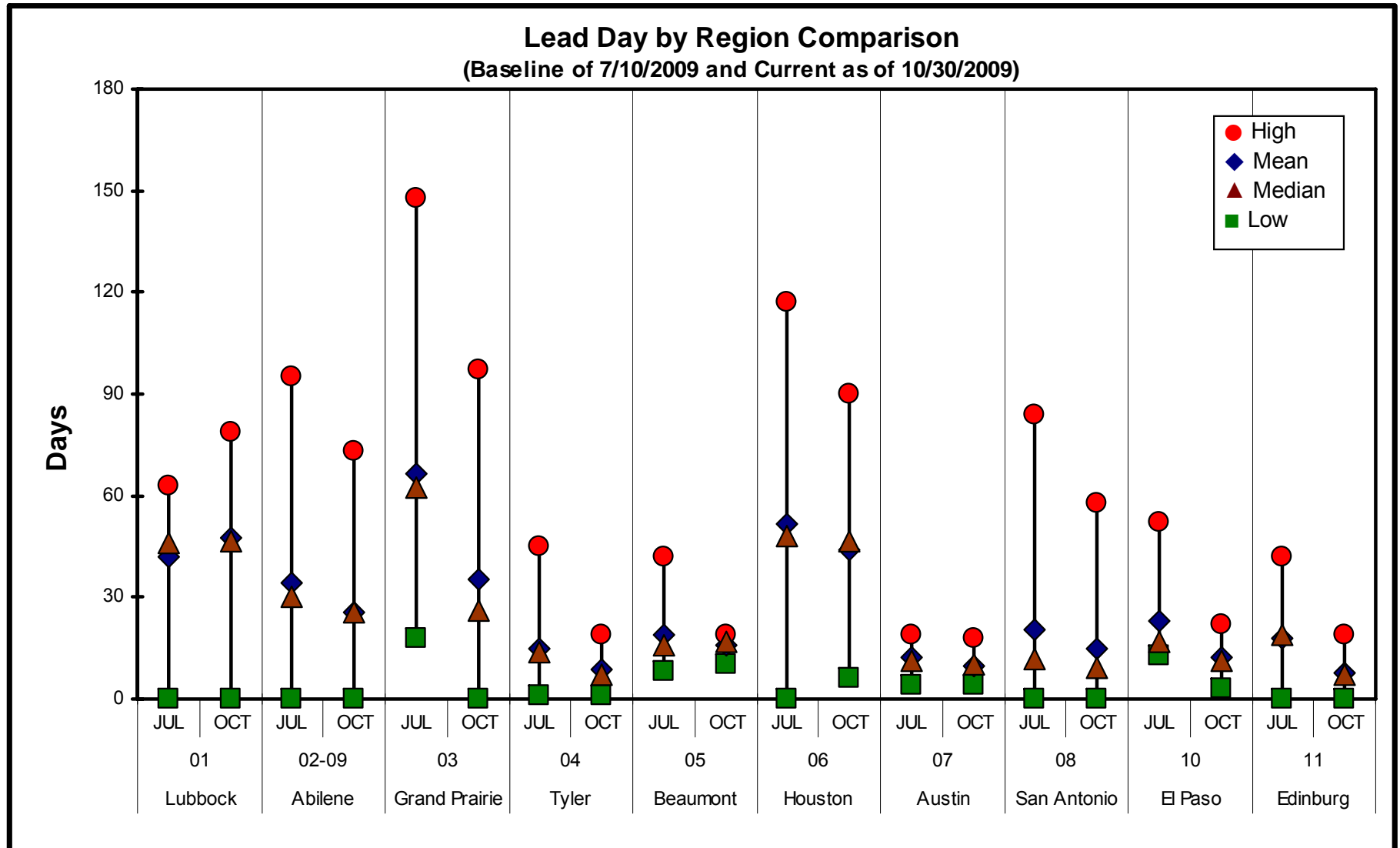
SAVERR TX Works Medicaid Cases only

The months reported reflect cut-off month.

Some cutoff months (e.g., September 2009) have fewer workdays, thus fewer applications are received and fewer cases are disposed.

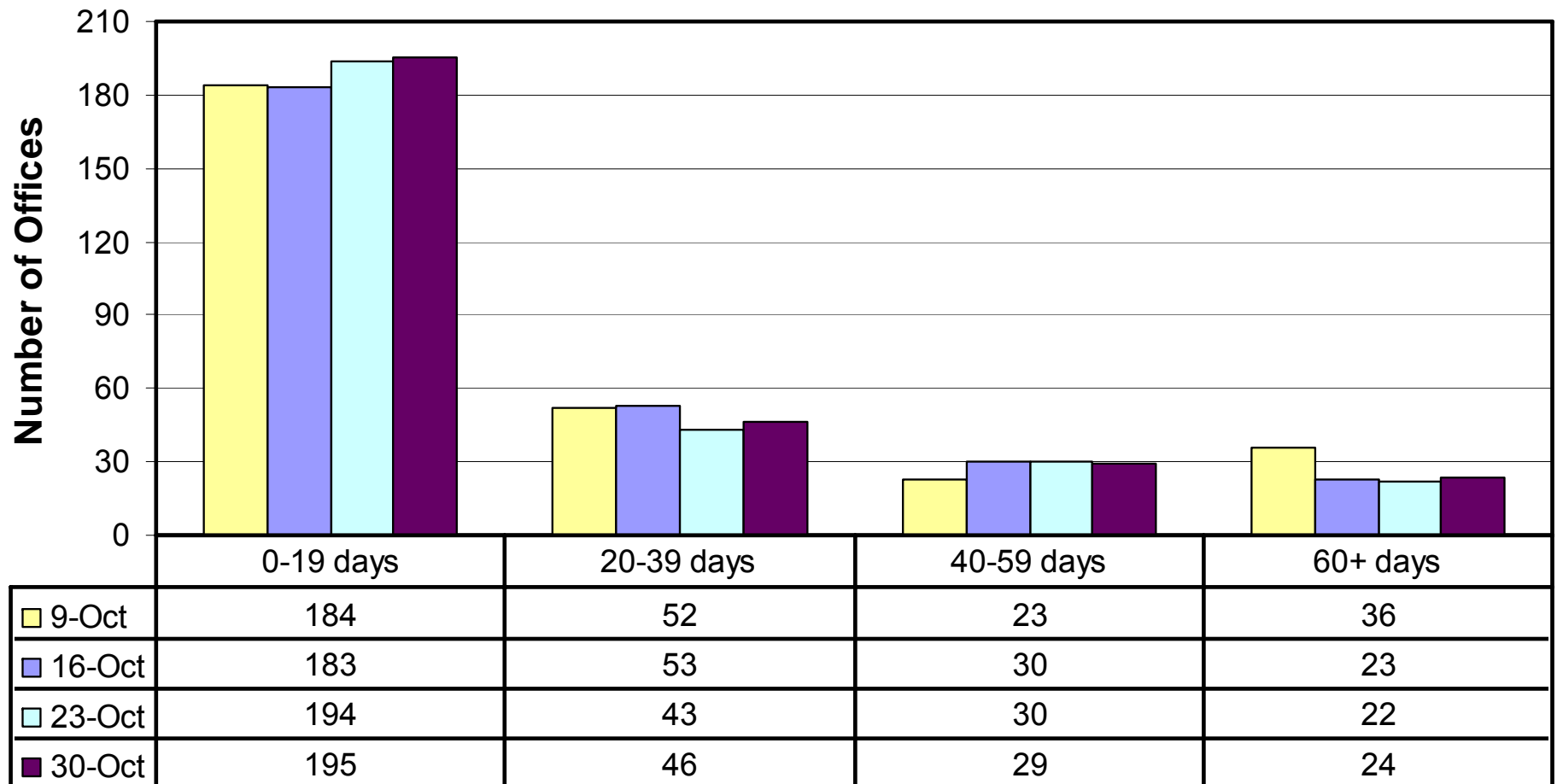
# Lead Day by Region

All Regions have improved by decreasing the number of lead days, with the exception of Lubbock.



# Field Office Lead Day

**Field Office Lead Day per Week  
For the 4-Week Period Ending October 30, 2009**





# Offices with 60+ Lead Days

Region	Office	09/25/2009	10/02/2009	10/09/2009	10/16/2009	10/23/2009	10/30/2009
01 - Lubbock	Borger	87	95	89	88	86	79
	Dalhart	87	95	89	88	86	79
	Dumas	87	95	89	88	86	79
	Lorenzo	84	96	89	84	82	74
	Pampa	82	81	74	74	74	69
	Perryton	87	95	89	88	86	79
	Plainview	84	96	89	84	82	74
	Tulia	84	96	89	84	82	74
03 - Grand Prairie	Cadiz	71	68	71	75	69	61
	Greenville	66	43	48	56	53	60
	Jacksboro Hwy	104	98	89	82	74	68
	John T. White	70	69	51	77	81	88
	LaPrada	81	77	85	96	81	97
	Masters	150	150	84	75	68	61
	Rockwall	71	64	58	75	80	88
	Walnut Creek	76	64	61	58	65	65
06 - Houston	Fuqua	56	78	65	70	70	60
	Greens	90	90	90	85	73	73
	Hempstead	96	74	73	61	60	64
	Little York	79	79	64	59	47	62
	Rosenberg	76	76	73	63	63	63
	Scott	84	93	93	97	83	90
02-09 - Abilene	Big Spring	68	68	66	73	79	73
	Midland	56	60	61	59	58	60



SNAP Positive Payment Error Rate (PER)				
Region # / Name	April PER	May PER	June PER	July PER*
1 – Lubbock	11.44%	9.04%	8.26%	8.04%
2/9 – Abilene	3.98%	3.86%	2.96%	2.30%
3 – Grand Prairie	16.43%	14.20%	13.40%	12.48%
4 – Tyler	6.90%	5.41%	5.24%	4.68%
5 – Beaumont	9.81%	9.37%	7.66%	7.06%
6 – Houston	9.80%	8.72%	7.85%	7.43%
7 – Austin	15.57%	14.38%	12.97%	12.16%
8 – San Antonio	4.80%	5.01%	5.04%	4.86%
10 – El Paso	8.68%	7.16%	5.84%	4.96%
11 – Edinburg	3.43%	3.01%	2.67%	2.52%
Customer Care Center	28.47%	26.79%	26.79%	26.79%
Assistance Response Team	16.24%	14.43%	12.13%	10.39%
State	10.75%	9.51%	8.65%	8.03%
National	4.77%	4.52%	Not available	Not available
*July is early alert data		Targeted Region		

Positive error rates include the overpayment and underpayment of SNAP benefits compared to what a household is entitled to receive. The positive error rate has a financial penalty associated with failing to meet a federal standard. Months shown report federal fiscal year-to-date figures.

SNAP Negative Error Rate (NER)				
Region # - Name	April NER	May NER	June NER	July NER*
1 – Lubbock	6.25%	5.00%	4.35%	3.57%
2/9 – Abilene	14.81%	12.50%	11.11%	10.26%
3 – Grand Prairie	18.09%	17.31%	15.45%	16.06%
4 – Tyler	4.00%	3.57%	6.06%	5.56%
5 – Beaumont	10.53%	8.70%	7.69%	7.14%
6 – Houston	8.82%	9.09%	8.24%	8.60%
7 – Austin	39.02%	39.02%	38.64%	34.62%
8 – San Antonio	20.00%	16.67%	15.22%	13.46%
10 – El Paso	17.65%	15.00%	13.64%	12.00%
11 – Edinburg	17.14%	17.50%	19.15%	17.54%
Customer Care Center	40.00%	40.00%	36.36%	33.33%
Assistance Response Team	14.29%	8.70%	12.50%	12.00%
State	17.36%	16.02%	15.27%	14.63%
National	8.74%	8.58%	Not available	Not available
*July is early alert data	Targeted Region			

Negative error rates reflect the accuracy of the state's action in denying an application or recertification. There is no financial penalty currently associated with the negative error rate for failing to meet the federal standard. Months shown report federal fiscal year-to-date figures.

## **Section III: Staffing – Hiring and Retention**

# Overtime and Compensatory Time

- Eligibility staff in local offices continue to work overtime in an effort to manage increased workloads.
  - Eligibility workers earn overtime pay.
  - Supervisors are not eligible to receive overtime pay, but instead receive compensatory time.
  
- Field Eligibility Staff earned more than 227,000 hours in overtime and compensatory time in September 2009.
  - This is equivalent to 1,420 FTEs, or 30 percent of the existing workforce.
  - On average, eligibility workers earned about 50 hours per month per worker; or 13 hours per week per worker.

<b>Field Eligibility Staff</b>	<b>Hours Earned</b>	<b>Hours Paid</b>	<b>Dollars Paid</b>	<b>Number of FTEs Hours Represented</b>
FLSA Overtime - Workers	174,767	153,487	\$1,989,509	1,092
Compensatory Time - Supervisors	52,423	None	None	328
<b>Total</b>	<b>227,190</b>	<b>153,487</b>	<b>\$1,989,509</b>	<b>1,420</b>



# Integrated Eligibility and Enrollment Staffing Summary

	Authorized Filled FTE	Positions** Authorized by EC
Strategy A1.2 authorized	9,039	
*Rider 61b authorized additional staff as of September 2009	250	
<b>Total FTEs authorized to date by Legislature</b>	<b>9,289</b>	<b>9,683</b>

\*Rider 61 authorized additional staff up to 656 for fiscal year 2010, and authorized additional staff in 2011 to bring the total to 822 FTEs. To date, the LBB has authorized 250 additional staff.

\*\*In order to achieve the level of filled staff, the Commission must authorize a level of positions to compensate for turnover and vacancies. The 9,683 level provides for a 4.1 percent vacancy rate.

# Field Eligibility Staff by Region

## Field Eligibility Staff as of 10/29/09

Regions	FY10 Allocation	Filled Positions	Available Positions	Percent Filled	Percent Available
Lubbock	216	189	27	87.5%	12.5%
Abilene	256	218	38	85.2%	14.8%
Grand Prairie	1,344	1,106	238	82.3%	17.7%
Tyler	280	262	18	93.6%	6.4%
Beaumont	251	243	8	96.8%	3.2%
Houston	1,306	1,180	126	90.4%	9.6%
Austin	670	642	28	95.8%	4.2%
San Antonio	715	603	112	84.3%	15.7%
El Paso	458	448	10	97.8%	2.2%
Edinburg	1,017	994	23	97.7%	2.3%
Asst. Response Team	613	579	34	94.5%	5.5%
Customer Care Center	343	288	66	84.0%	16.0%
MEPD	1,037	1,018	19	98.2%	1.8%
<b>Total, Eligibility in Field</b>	<b>8,506</b>	<b>7,770</b>	<b>747</b>	<b>91.3%</b>	<b>9.6%</b>

\*Available positions include newly authorized positions that will enable HHSC to hire ahead to maintain staffing at the increased cap.

## Other Staff that Support Field Eligibility Staff as of 10/29/09

Divisions*	FY10 Allocation	Filled Positions	Available Positions	Percent Filled	Percent Available
OES	237	222	15	93.70%	6.30%
OFS	407	387	20	95.10%	4.90%
OSS BOFM	42	40	2	95.20%	4.80%
EA	238	208	30	87.40%	12.60%
Ombudsman	61	55	6	90.20%	9.80%
COO	28	18	10	64.30%	35.70%
<b>Total, Other</b>	<b>1,013</b>	<b>930</b>	<b>83</b>	<b>91.80%</b>	<b>8.20%</b>
<b>Contractors</b>	<b>164</b>	<b>103</b>	<b>61</b>	<b>62.80%</b>	<b>37.20%</b>
<b>Total, Eligibility Strategy</b>	<b>9,683</b>	<b>8,803</b>	<b>891</b>	<b>90.90%</b>	<b>9.10%</b>

\*Division descriptions are provided on page 22

# Descriptions for Other Eligibility Staff

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- The Office of Eligibility Services (OES) includes state office and regional staff that support and manage field operations and call centers, provide oversight of eligibility-related contracts.
- The Office of Family Services (OFS) includes state office and regional staff that develop and implement policy and training, monitor performance through quality assurance and quality control reviews, and provide other support for eligibility staff.
- The Office of Social Services' Business Operations and Financial Management (OSS-BOFM) provides financial management, oversight, and technical assistance for multiple program areas in OFS, and provides financial and hiring support for OES. As a liaison for these areas, staff regularly monitor monthly expenditures and ensure that these areas operate within their respective budgets.
- Enterprise Applications (EA) and Contractors manage network performance and security and maintain the automated systems (SAVERR and TIERS) utilized to determine eligibility. Staff and contractors are hired as needed to meet specific project and system development needs.
- The Ombudsman operates two hotlines to provide direct assistance to individuals calling with issues related to applying for and receiving health and human services.
- The Chief Operating Office (COO) manages two groups that provide direct support for the computer network and telecommunication systems that directly support eligibility determination staff.



# Status of Hiring Efforts

Regions	Change from 09/03 to 09/24/09	Change from 09/24 to 10/01/09	Change from 10/01 to 10/08/09	Change from 10/08 to 10/15/09	Change from 10/15 to 10/22/09	Change from 10/22 to 10/29/09	Cumulative Change from 09/03 to 10/29/09
Lubbock	3	2	7	0	2	16	30
Abilene	4	0	1	2	-2	1	6
Grand Prairie	41	-1	9	7	24	18	98
Tyler	5	-2	0	2	2	1	8
Beaumont	9	-2	2	1	6	-1	15
Houston	-1	-5	-6	-2	2	-1	-13
Austin	-2	3	1	-4	2	4	4
San Antonio	26	0	1	2	11	9	49
El Paso	-1	-3	2	1	0	2	1
Edinburg	12	5	2	11	-4	0	26
Asst. Response Team	-2	4	8	1	-18	2	-5
Customer Care Center	2	-1	1	-3	21	-6	14
MEPD	-5	-5	4	5	12	10	21
<b>Total</b>	<b>91</b>	<b>-5</b>	<b>32</b>	<b>23</b>	<b>58</b>	<b>55</b>	<b>254</b>



# Eligibility Positions by Region

Regions	SUPERVISOR		TW ADVISOR I/II/III		TW ADVISOR IV		CLERICAL		ADMIN		FY 10 Allocation	Total Filled	Available Positions
	Alloc	Filled	Alloc	Filled	Alloc	Filled	Alloc	Filled	Alloc	Filled			
Lubbock	12	11	129	109	16	15	50	45	9	9	216	189	27
Abilene	14	10	150	131	16	15	67	54	9	8	256	218	38
Grand Prairie	67	64	814	689	116	69	302	245	45	39	1,344	1,106	238
Tyler	18	17	166	155	19	18	66	61	11	11	280	262	18
Beaumont	15	15	144	141	18	16	63	60	11	11	251	243	8
Houston	83	76	790	699	87	80	309	290	37	35	1,306	1,180	126
Austin	39	38	403	389	46	41	159	152	23	22	670	642	28
San Antonio	43	33	429	368	49	38	167	138	27	26	715	603	112
El Paso	24	24	267	260	31	30	122	120	14	14	458	448	10
Edinburg	60	57	618	605	72	70	238	233	29	29	1,017	994	23
Asst. Response Team	55	55	397	371	50	48	86	83	25	22	613	579	34
Customer Care Center	19	17	243	200	49	35	17	10	26	26	354	288	66
MEPD	52	52	656	641	53	53	249	245	27	27	1,037	1,018	19
<b>Total</b>	<b>501</b>	<b>469</b>	<b>5,206</b>	<b>4,758</b>	<b>622</b>	<b>528</b>	<b>1,895</b>	<b>1,736</b>	<b>293</b>	<b>279</b>	<b>8,517</b>	<b>7,770</b>	<b>747</b>

# Modeling of SNAP Backlog Reduction

## MODEL FOR SNAP BACKLOG CLEARANCE, WITH POLICY AND HIRING IMPACTS

	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10
Eligibility Workers	5,199	5,399	5,549	5,699	5,749	5,797	5,797	5,797	5,797	5,797	5,797
All Eligibility Field Staff	7,657	7,857	8,057	8,207	8,357	8,517	8,517	8,517	8,517	8,517	8,517
Hiring Rate	200	200	150	150	200						
Work Days	25	22	25	22	21	25	21	22	25	21	26
Overtime Factor (1, 1/2, 0)	1	1	1/2	1	1	1/2	1/2	1/2	1/2	1/2	1/2
Potential Workload	719,348	738,137	790,460	852,804	815,589	780,302	831,995	852,268	878,194	802,335	816,465
Actual Workload	717,362	717,362	717,362	717,362	717,362	717,362	717,362	717,362	717,362	717,362	717,362
Potential Work / New Staff	1,986	20,776	73,099	135,442	98,228	62,940	114,634	134,907	160,832	84,973	99,103
Applications Received	143,120	143,120	143,120	143,120	143,120	143,120	143,120	143,120	143,120	143,120	143,120
Backlog	69,750	66,046	47,771	13,910	0	0	0	0	0	0	0

### NOTES:

Potential Workload is impacted by the infusion of new staff, and is adjusted to show the impact of policy changes and other initiatives.

Beginning in December 2009, Potential Workload is impacted by extending the certification period of clients with no earned income. Each subsequent month of the modeling period is impacted by the implementation of this policy.

In December 2009 and January 2010, Potential Workload is impacted by about 125 OES and OFS state office staff working backlog cases. The model assumes that only December and January Potential Workload is directly impacted.

Beginning in April 2010 and for the duration of the modeling period, Potential Workload is impacted by multiple policy changes that will be implemented during or around April 2010.

Overtime Factor is reduced in December to account for Mandatory Overtime Relief that will be in effect for the Thanksgiving and Christmas holiday.

Potential Work / New Staff represents the work effort of newly hired staff and other staff that may be redirected to temporarily assist with application processing.

- Beginning in December, about 125 state office staff will be redirected to work 20 cases per day. This effort will continue until the backlog is cleared.

Highlighted cells illustrate changes from original model.

# **Section IV: Managerial and System Efficiency Solutions for Improving SNAP Timeliness**

**PART A: Recommendations to Help Improve Timeliness**  
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**PART B: Actions Implemented or in Process of Implementation -  
Policy, Process, and Employee Morale and Retention  
Initiatives**  
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**PART C: Policy Options Recommended by Others that Would  
Require Statutory Changes**  
(Page 35)

# Managerial and System Efficiency Solutions for Improving SNAP Timeliness

## PART A: Recommendations to Help Improve Timeliness

POLICY CHANGES	Considerations
<p><b>1. One-Time Change in Certification Periods for SNAP Households with No Earned Income Unlikely to Have a Change in Status</b></p> <ul style="list-style-type: none"> <li>• For cases with no earned income but who have income from other sources (SSI, child support) that have a certification expiring December 2009 – May 2010, the certification period will be extended an additional 6 months.</li> <li>• Eligible households with no earned income are unlikely to experience changes in their eligibility status.</li> <li>• Clients are required to report all changes that affect benefits during this time period.</li> <li>• Will remove an estimated 20,000 recertifications from the appointment schedule statewide each month.</li> <li>• While this change reduces workload, it may negatively impact the error rate if a client fails to report a change.</li> </ul>	<ul style="list-style-type: none"> <li>• Planned December 2009</li> <li>• Reduces workload, improves timeliness</li> </ul>
<p><b>2. Pilot Utilizing TWC Quarterly Wage Data/Records as Verification of Wages</b></p> <ul style="list-style-type: none"> <li>• Currently approximately 60% of all SNAP applications/recertifications with earned income are pended because applicants fail to provide documentation of income, creating additional workload. <ul style="list-style-type: none"> <li>– A notice is issued to the client that the documentation is missing.</li> <li>– If the documentation is later provided, the eligibility worker must revisit the case.</li> </ul> </li> <li>• TWC’s wage data is available to HHSC staff through computer inquiry and could be used to determine eligibility in the absence of other wage documentation from the client. <ul style="list-style-type: none"> <li>– Research estimates TWC data could be used to verify wages on about 30% of applications/recertifications with earnings.</li> </ul> </li> <li>• Temporarily utilize TWC wage data to verify income as staff work through the backlog. Assess any impact to the error rate and pursue federal flexibility before making this change permanent.</li> </ul>	<ul style="list-style-type: none"> <li>• Estimated to be in pilot by November 2009</li> <li>• Reduces workload, improve client services, may impact QC</li> </ul>

POLICY CHANGES	Considerations
<p><b>3. Standard Utility Allowance (SUA) for SNAP Households</b></p> <ul style="list-style-type: none"> <li>• Require the same standard utility allowance for all households that incur a heating or cooling cost or who receive a Low-Income Home Energy Assistance Program benefit.</li> <li>• Instead of computing a separate utility allowance for each applicant, this change applies a standard deduction which simplifies policy and reduces workload for staff.</li> </ul>	<ul style="list-style-type: none"> <li>• Planned March 2010</li> <li>• Reduces workload and eliminates QC errors</li> </ul>
<p><b>4. Modify SNAP Policy to Implement Interim Change Reporting at Six Months</b></p> <ul style="list-style-type: none"> <li>• Households must complete and return income and asset information at six months for a twelve month certification period. <ul style="list-style-type: none"> <li>– Eliminates the need for an interview at six months.</li> <li>– Income and asset information is verified at the sixth month and an eligibility determination is made.</li> <li>– If a household does not return the information in the sixth month, or is now ineligible, they are disenrolled.</li> </ul> </li> <li>• This would impact 738,673 cases in the current caseload and would reduce workload.</li> <li>• Apply risk-based criteria to identify cases unlikely to experience changes in eligibility status during the certification period. These cases could be exempted from the interim reporting requirement further reducing workload.</li> </ul>	<ul style="list-style-type: none"> <li>• Planned April 2010, for cases with Last Benefit Month of July 2010</li> <li>• More flexibility in workload planning with fewer interviews required</li> </ul>
<p><b>5. Allow Community Based Organizations' (CBO) Assistance to Client to Meet the Interview Requirement</b></p> <ul style="list-style-type: none"> <li>• Current federal regulations require that state staff interview SNAP applicants.</li> <li>• Currently seeking a federal waiver to allow CBO application assistance efforts to meet the interview requirement for those clients.</li> <li>• State employees will continue to verify information and determine eligibility.</li> </ul>	<ul style="list-style-type: none"> <li>• Pursuing federal SNAP waiver</li> <li>• Reduces workload, increases client access</li> </ul>
<p><b>6. Eliminate Interview Requirement for SSI Recipient SNAP cases</b></p> <ul style="list-style-type: none"> <li>• Modify interview requirements by removing the interview requirement for SSI or other cases the agency deems stable through a risk-based assessment.</li> </ul>	<ul style="list-style-type: none"> <li>• Pursuing federal SNAP waiver</li> <li>• Reduce workload, improve client access</li> </ul>
<p><b>7. Flexibility on SNAP Verification</b></p> <ul style="list-style-type: none"> <li>• Verify income and identification on backlogged application. Apply risk-based criteria to reduce other verifications.</li> </ul>	<ul style="list-style-type: none"> <li>• Allows faster processing of cases in backlog status</li> </ul>

## PART B: Actions Implemented or in Process of Implementation

POLICY CHANGES	Status	Outcome
<p><b>1. Streamlining for SSI SNAP Recipients</b>            Transferred approximately 20,000 elderly SSI recipients from the regular SNAP caseload to the more streamlined SNAP Combined Application Project (CAP) caseload.</p> <ul style="list-style-type: none"> <li>• Eliminated the need for interviews for 20,000 recipients and made more appointment slots available to the office for regular SNAP recipients.</li> <li>• Federal approval from the Food and Nutrition Service was required to make this change.</li> </ul>	Implemented April 2009	Workload relief, improves client services, error reduction
<p><b>2. Telephone Interviews for Initial Applicants</b>            Utilizing telephone interviews to the maximum extent possible for initial applicants instead of face to face appointments.</p> <ul style="list-style-type: none"> <li>• Allowing telephone interviews is more convenient to the applicant and provides additional scheduling flexibility.</li> </ul>	Implemented April 2009	Improves client services, Scheduling flexibility
<p><b>3. Processing Dual Certifications for Delinquent Cases</b>            For untimely SNAP and Children’s Medicaid cases that are processed more than sixty days after the application is received, two certification periods are granted for eligible households using one application and a single interview.</p> <ul style="list-style-type: none"> <li>• One case is certified for the period from the application date to the date it is disposed. Another case is certified for the full eligibility period.</li> <li>• Eligibility for SNAP is retroactive to the date of application - without this change, for cases that are delinquent in processing, the renewal process would begin shortly after the case is disposed.</li> </ul>	August 2009	Improves timeliness and client services
<p><b>4. Using SSN as Proof of Citizenship</b></p> <ul style="list-style-type: none"> <li>• Federal law allows the use of the Social Security Administration’s (SSA) verification of citizenship.</li> </ul>	In progress	Reduces pending time



POLICY CHANGES	Status	Outcome
<p><b>5. Access to OAG Data for SNAP Related Child Support Information Via Data Broker</b></p> <ul style="list-style-type: none"> <li>• Eligibility staff currently research child support income or payments by performing a separate inquiry into the OAG’s child support payment database when the applicant self-reports that they receive or make child support payments.</li> <li>• HHSC is developing a direct interface with the child support payment database which would allow workers to obtain child support information in the same inquiry they receive other data.</li> <li>• Errors related to child support income or payments represent the third most commonly occurring errors in the SNAP program. This change will reduce the likelihood of an error.</li> <li>• A direct interface reduces staff workload.</li> </ul>	June 2010	Reduces workload and QC liability

PROCESS CHANGES	Status	Outcome
<p><b>6. Scheduling Appointments for Recertification Forms Upon Receipt</b></p> <ul style="list-style-type: none"> <li>• Appointments for recertification interviews are scheduled when the renewal application is received.</li> <li>• SNAP reapplication rate is 70% and appointments are not scheduled for households that do not reapply.</li> </ul>	Implemented	Reduces no-show rate so appointment slots are used efficiently
<p><b>7. Streamlined Interview for Applications - Same Day Next Day Service</b></p> <ul style="list-style-type: none"> <li>• In areas facing the highest caseload volumes, cases are being grouped and worked by teams of experienced and less experienced staff, allowing more cases to be processed with the same amount of resources and provide services the same day or following day.</li> </ul>	In progress	Improves timeliness and client services
<p><b>8. Schedule “Blitz” Interviewing for SNAP Recertifications for Experienced Staff</b> On a limited number of days per month eligibility workers with 12 months experience or more are scheduled additional interview appointments.</p>	In progress	Improves timeliness and client services
<p><b>9. Maximize Eligibility Staff Processing Cases</b> Advisor IVs who typically assist with supervisory activities are reassigned to assist with SNAP expedited applications.</p>	In progress	Improves timeliness and client services
<p><b>10. Assignment of Additional Workload to All Eligibility Staff</b> Additional work will be assigned to all staff members and each employee will be allowed to decide when they will complete these assignments during the business week or on Saturdays. Workers may request additional overtime to process more work assignments.</p>	In progress	Improves timeliness and client services

PROCESS CHANGES	Status	Outcome
<p><b>11. Assignment of State Office Support Staff to Work in Local Offices</b>            State office program specialists and quality assurance specialists located in the regions are assigned to local offices to assist with case readings, office processes, interviewing, and other support activities.</p>	In progress	Improves timeliness and client services
<p><b>12. State Office Staff Working in Local Offices</b>            State office or regional staff who support eligibility determination workers work one day per month in a local office as front desk support, filing, interpreting, or other support activity. This provides workload relief and allows for the identification of best practices.</p>	October 2009 through March 2010	Provides support to local office
<p><b>13. Expansion of Community Based Organization Application Assistance</b></p> <ul style="list-style-type: none"> <li>• Additional \$2 million in general revenue funds for 2010 is being allocated to expand application assistance to food banks across the state.</li> <li>• Model allows authorized food banks’ trained outreach workers to assist applicants with completing the application, screening the application for completeness including verifications and signatures, and answering client questions.</li> <li>• Applications that are received through this process are complete and require less state staff time for processing.</li> </ul>	In progress	Reduces workload, improves client access
<p><b>14. Training</b>            Initial training streamlined to deploy new staff in offices as quickly as possible, with focus on SNAP cases.</p> <ul style="list-style-type: none"> <li>• Accelerate SNAP training for newly hired eligibility staff – reduce 40 day training to 10 days (7 days of policy and 3 days of system training).</li> <li>• Combine SNAP and Children’s Medicaid training – reduce 40 day training to 20 days.</li> <li>• “Cluster” training environments, assigning peers and mentors to new staff to provide support and help them learn job functions.</li> </ul>	9/28/09 piloting for SNAP  10/26/09 piloting for Children’s Medicaid	Newly hired staff will be productive sooner, increases staff retention
<p><b>15. Phone System Upgrades</b></p> <ul style="list-style-type: none"> <li>• Upgraded office phone systems to improve ability to conduct phone interviews.</li> <li>• HHS secured funding and capital budget authority during the 2008-09 biennium to install new phone systems at 152 sites throughout the state from 12/2008 ending 8/2009.</li> <li>• The LBB and Governor approved additional 2009 capital authority, which will also address needed telephone improvements.</li> </ul>	Targeted to begin February 2010 and end July 2011	Improves client services, reduce wait time for an open phone line, complete interviews faster

EMPLOYEE MORALE & RETENTION INITIATIVES	Status	Outcome
<p><b>16. Eligibility Regional Staff Meetings</b>  Executive staff meeting with all regional staff to discuss performance issues, share information and get input on resolution strategies.</p> <ul style="list-style-type: none"> <li>• Region 4 – September 8            Tyler</li> <li>• Region 3 – September 9-10        Grand Prairie, 4 sessions</li> <li>• Region 1 – October 15             Lubbock</li> <li>• Region 10 – October 16            El Paso, 2 sessions</li> <li>• Region 5 – October 27             Beaumont</li> <li>• Region 6 – October 28-29         Houston, 4 sessions</li> <li>• Region 8 – November 4-5         San Antonio, 3 sessions</li> <li>• Region 2/9 – November 18        Abilene</li> <li>• Region 2/9 – December 2         Midland</li> <li>• Region 11 – December 3-4        Edinburg, 3 sessions</li> <li>• Region 11 – December 17         Corpus Christi</li> <li>• Region 7 – January 6, 2010        Bryan</li> <li>• Region 7 – January 7                Waco</li> <li>• Region 7 – January 16              Austin, 2 sessions</li> </ul>	In progress	Improves morale and communication
<p><b>17. Increased Staff Recognition</b></p> <ul style="list-style-type: none"> <li>• Certificates for error-free QC cases.</li> <li>• Reserved parking spots.</li> <li>• Administrative Leave awards.</li> <li>• Worker Appreciation Day, Supervisor Conference.</li> </ul>	In development  Will be ongoing	Improves morale and staff retention
<p><b>18. Performance-based Pay Incentive</b></p> <ul style="list-style-type: none"> <li>• Measure performance quarterly at the unit level.</li> <li>• Focus on timeliness and quality meeting or exceeding program standards.</li> <li>• Provide financial incentive for consistent performance or significant improvement.</li> </ul>	In development	Promotes and rewards team-work to improve performance

<b>EMPLOYEE MORALE &amp; RETENTION INITIATIVES</b>	<b>Status</b>	<b>Outcome</b>
<p><b>19. Supervisor Upgrade</b></p> <ul style="list-style-type: none"> <li>• Current supervisor classification was not competitive for the level of responsibility, knowledge and skill required.</li> <li>• Supervisors are exempt from overtime pay, and due to the large amount of overtime currently necessary to meet workload demands, many eligibility workers were paid more than supervisors.</li> <li>• Two classification levels were approved – upgrading entry level from B9 to B11, then automatic upgrade to B13 after two years of satisfactory performance.</li> </ul>	<p>Effective 10/1/09, payable 11/1/09</p>	<p>Improves staff retention, ability to attract qualified management staff</p>

## Policy Options Recommended by Others that Would Require Statutory Changes

Policy Options Requiring Statutory Changes	Considerations
<p><b>1. 12 month Certifications for Children’s Medicaid</b></p> <ul style="list-style-type: none"> <li>• Modify Children’s Medicaid policy to assign a 12 month certification period.</li> <li>• An estimated caseload of 1.1million cases would be renewed annually instead of every 6 months.</li> <li>• Saves processing time for clerks and advisors, and savings in printing and mailing costs.</li> <li>• Would increase Medicaid caseloads and client services costs.</li> </ul>	<ul style="list-style-type: none"> <li>• Reduces workload</li> <li>• Reduces administrative costs</li> <li>• Increases in client services costs significantly outweigh administrative savings</li> </ul>
<p><b>2. Suspending/Eliminating Finger Imaging</b></p> <ul style="list-style-type: none"> <li>• Finger imaging is a federal option to prevent duplicate participation that is established under state statute.</li> <li>• Primary benefit of the finger imaging program is that it serves as a deterrent to receiving duplicate benefits.</li> </ul>	<ul style="list-style-type: none"> <li>• Limited staff time savings</li> <li>• Limited investigations result from finger imaging</li> <li>• Fraud prevention may be negatively impacted</li> <li>• The deterrent impact of finger imaging is difficult to quantify</li> </ul>
<p><b>3. Elimination/Suspension of Asset Tests for SNAP and Medicaid</b></p> <ul style="list-style-type: none"> <li>• Asset test is not required under federal law. State law and appropriations have established legislative intent for the application of an asset test in similar programs.</li> <li>• There are few denials for exceeding asset limits. Currently, 348 SNAP applications per month are denied due to resources, and 140 recertifications per month are denied for resources.</li> <li>• As a subset of this recommendation, some have recommended maintaining an asset limit but not applying it to vehicles.</li> </ul>	<ul style="list-style-type: none"> <li>• Reduces workload</li> <li>• Currently few cases are denied for exceeding asset limit</li> <li>• Application of an asset test directs benefits to the most needy clients</li> </ul>