



August 23, 2011

FSSA Secretary Michael A. Gargano

HYBRID UPDATE





DFR Regions

Hybrid Implementation

Vanderburgh (7) – January 2010

Vigo (6) – June 2010

Clark (8) – September 2010

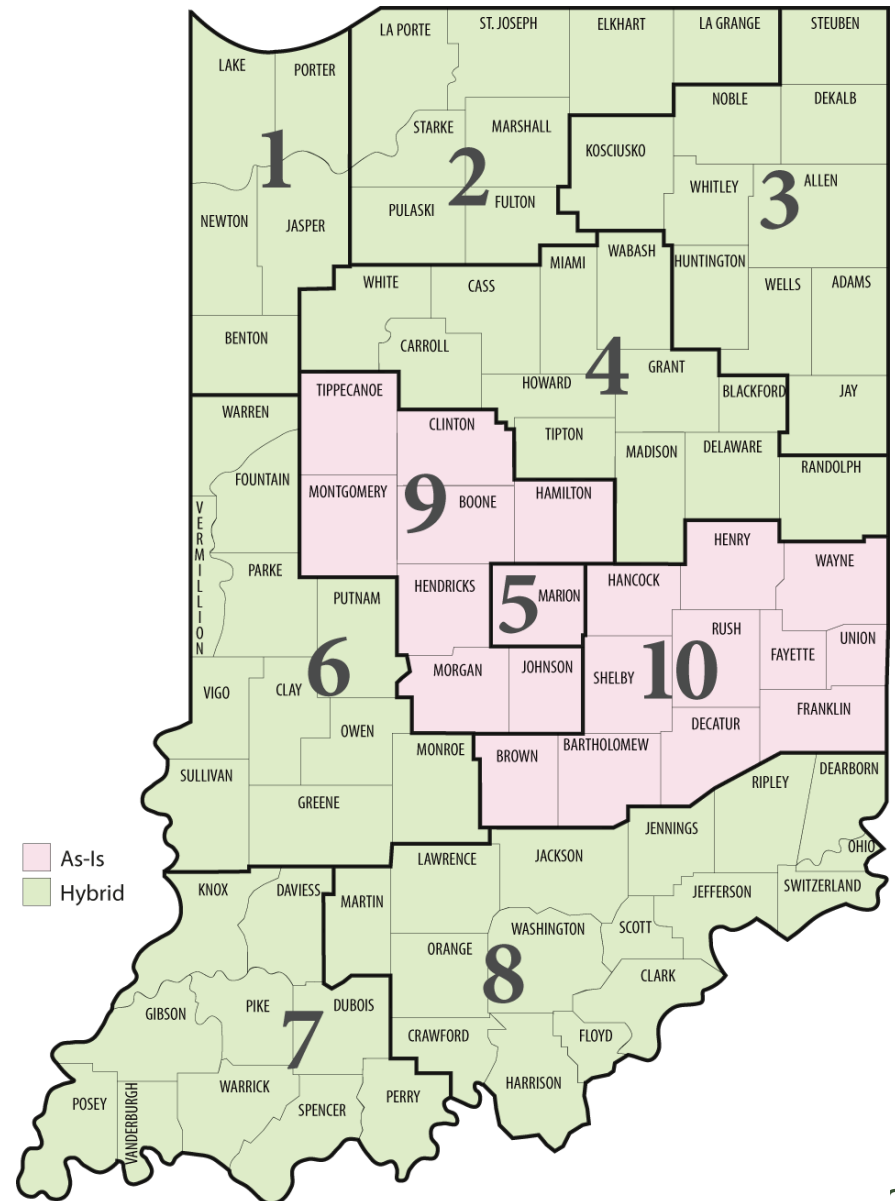
Allen & Grant (3 & 4) – February 2011

Lake & St. Joe (1 & 2) – June 2011

Tippecanoe & Wayne (9 & 10) – Scheduled for late October 2011**

Marion (5) – Scheduled for late February 2012**

** Pending FNS approval





Number of Hoosiers Receiving Benefits Increases Since 2002

With the economic downturn, FSSA program enrollment has increased by 44% since 2005.

Enrollees by Program (as of June 30 annually)

	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011
Medicaid*	756,904	777,170	822,344	847,625	857,599	877,933	920,332	1,017,571	1,088,637	1,110,188
Food Stamp Recipients	428,089	487,197	532,402	557,206	575,602	586,156	639,470	721,155	828,604	887,851
Food Stamp Households	180,457	205,208	228,218	241,177	249,914	253,443	273,876	306,562	355,626	388,271
TANF	151,269	146,783	148,788	141,055	135,206	117,311	122,743	119,912	104,004	69,906
Number of Hoosiers enrolled in at least one program**	776,121	810,694	866,103	899,701	922,434	943,343	1,013,429	1,114,950	1,250,774	1,295,799

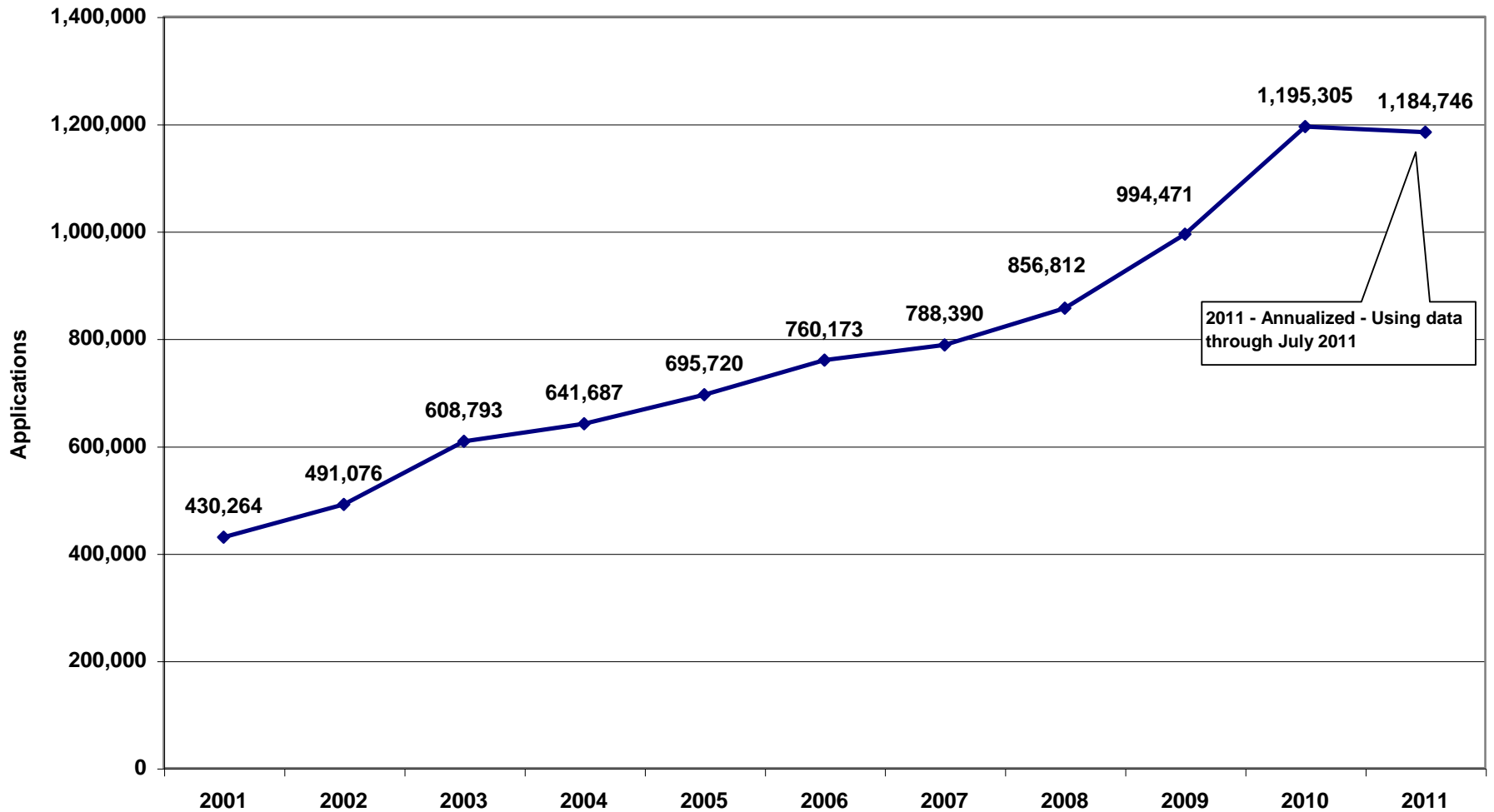
* Medicaid increase in 2008 & 2009 affected by addition of HIP program (18,903 members in 2008 & 50,115 members in 2009). Medicaid numbers are from ICES and do not include retroactive coverage; numbers are slightly higher in actuality.

** Program totals are comprised of only unique cases, and not a sum of individual program data.

Source: ICES

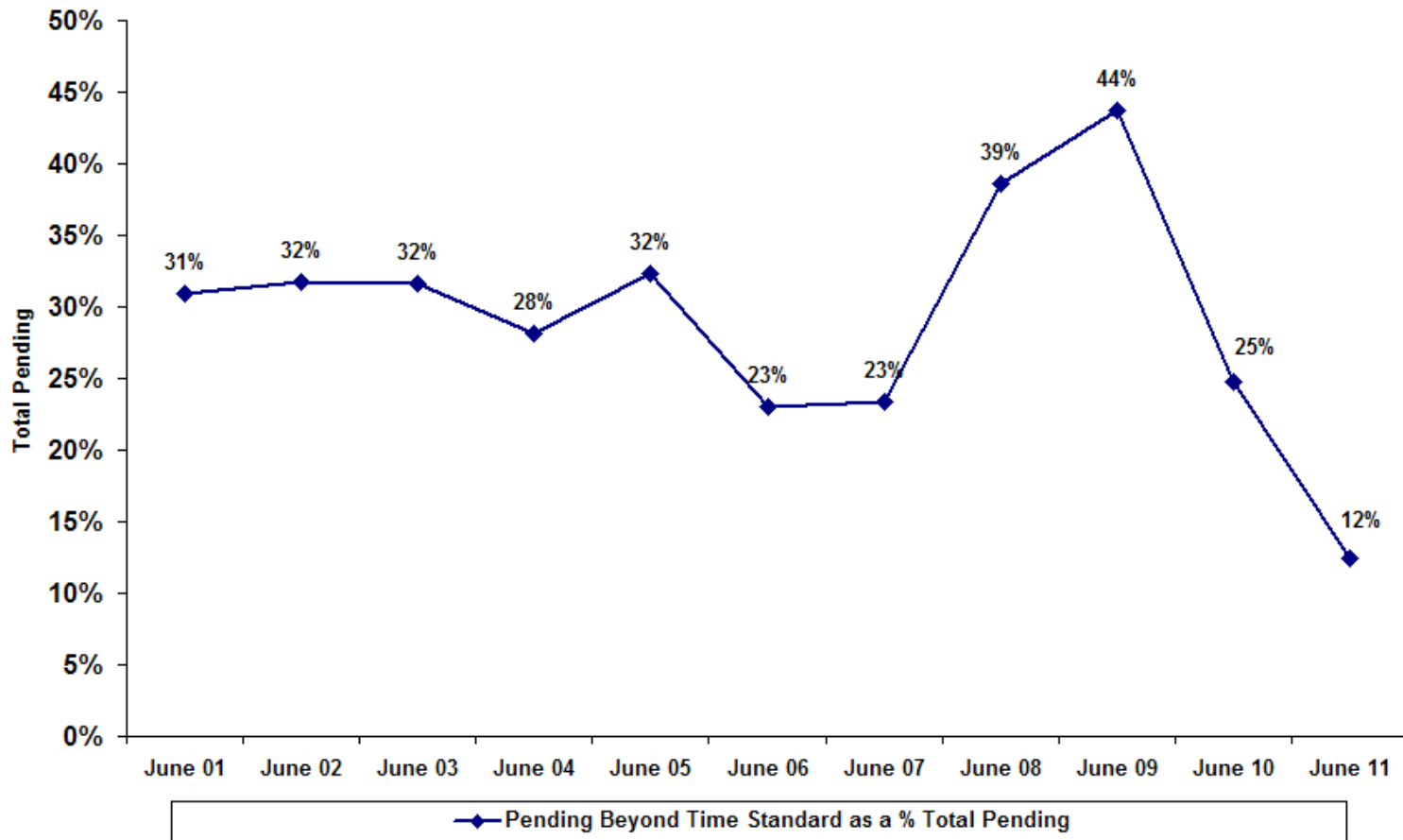


New Applications for Assistance Groups Received in ICES Statewide





Applications Pending Beyond Time Standard as a % Total Pending Applications Statewide





Regional Application Backlog 12/5/09 to 8/1/11

Applications Pending and Late Excluding HIP											
	Lake	St. Joseph	Allen	Grant	Marion	Vigo	Vanderburgh	Clark	Tippecanoe	Wayne	State
Week Ending	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Region 9	Region 10	Total
12/05/09	1,309	830	3,941	3,468	3,907	2,338	2,427	3,053	3,357	1,389	26,019
07/30/11	467	402	1,219	661	1,098	159	122	400	163	66	4,757
Increase/ Decrease	-64%	-52%	-69%	-81%	-72%	-93%	-95%	-87%	-95%	-95%	-82%

Source: Cognos Application Tracking Dashboard
 Note: The change shown is relative to the 12/5/09 backlog



SNAP Error Rates

- In June, FSSA received a bonus payment of **\$1.6M** from FNS for its reduction in positive error rate during FFY10. The bonus was for achieving 2nd most improved in the nation.
- FNS also released national rankings for FFY10.
 - #10 in the nation for positive error rates compared to #53 in the nation in FFY09.
 - #12 in the nation for negative error rates compared to #45 in the nation in FFY09.
- FFY11 error rates are on target – both positive and negative error rates are better than the national averages.



Performance Improvements

- **Timeliness.**
 - Statewide timeliness in December 2009 was 71.8%. All program timeliness in July 2011 was 88.7%.
 - Recent 6 month timeliness for SNAP applications was 95.97%, as reported by FNS. By comparison for the same period in 2009, SNAP application timeliness was 79.91%.
- **Call abandonment rates.**
 - The abandonment rate for calls offered in the Hybrid Regions remains below the industry standard of 5%.
 - Locals office calls (in Hybrid regions) answered year to date are 205,602 with an abandonment rate of 2.6%.
 - Regional change center calls answered year to date are 549,880 with an abandonment rate of 4.3%.
- **Medicaid Disability Applications (Thornton Lawsuit).**
 - The percentage of pending Medicaid Disability applications over 90 days old continues to decline.
 - April 2009: 41.7%.
 - July 2011: 11.7% (Below upper allowable threshold of 13-16%).
- Client inquiries have been reduced by 40% since 2009.



Performance: Pre, During & Post IBM

	Pre-IBM (2006)	IBM (2009)	Post-IBM (current)
New Applications	760,173	994,471	1,184,746 (annualized)*
Total Enrollment	922,434	1,114,950	1,295,799
Application Backlog - ICES	10,603	31,796	4,757
All-Program Timeliness – ICES	77.2%	66.4%	88.7%
Error Rates - FNS			
Indiana Positive	6.64%	7.13%	2.49% (FFY10)
National Positive	5.99%	4.63%	3.64% (FFY10)
Indiana Negative	6.37%	13.69%	3.81% (FFY10)
National Negative	8.02%	9.41%	8.43% (FFY10)

*Annualized through end of 2011