

# OPERATIONAL UPDATE



Report Month: October 2017

## Month in Review:

The most current Food Stamp Quality Control figures for FFY17 have Utah at 95.15% accuracy for active cases. This places us at approximately #25 in the nation; for negative cases, our most current accuracy figure is 86.78%, placing us approximately #13 in the nation.

ESD hired 13 new eligibility specialists in Price and Emery County area. They started on October 23, 2017.

ESD hosted a first-ever SNAP Integrity Conference October 19, 2017 at the Utah State Capitol. In attendance were ESD's employees involved in program integrity as well as staff from the FNS regional office and the USDA OIG. This was paid for by the SNAP integrity grant FNS awarded us in September.

## Upcoming Events and Initiatives:

ESD is hiring 17 new employees in the Wasatch South and Wasatch North area. They will be starting on November 13, 2017 and training will take place in the Ogden Regional Center.

Annual FFM open enrollment starts November 1st and runs through December 15th.

The Targeted Adult Medicaid additional groups will begin enrollment November 1st.

Jo D'Agostino-Minardi (Program and Training) will retire November 30th with 28 years of service to the State of Utah.

## Utah Citizens Served

Households	167,406
Individuals	360,490
- Adults	146,066
- Children	214,424

## Timeliness / Days to Determination

Measure	Oct 2017
Non-Med Timeliness %:	96.41%
Med Timeliness %:	94.12%
Financial Days to Det:	12.38
Child Care Days to Det:	12.82
Food Stamps Days to Det:	11.58
Expedited Food Stamps Days to Det:	3.38
Non-Med Days to Det:	9.93
Med Days to Det:	12.27
All Programs:	11.46

## myCase Statistics

Total myCase Accounts:	664,023
New myCase Accounts 11/1/16 - 10/31/17:	77,395
Active myCase Paperless (eNotice) Customers:	66,417
Total myCase eNotices Sent 10/1/10 - 10/31/17:	11,744,816

## myCase Document Uploads

	Cases	Verifs	Pages
Total:	29,851	210,649	460,322

## FSQC

	Utah Jan 2017	Utah FFY 2016 YTD (through Jan 2017)	National FFY 2016
Active Rate:	97.32%	94.91%	94.70%
Negative Rate:	88.00%	82.33%	74.76%

## Full-Time Employees

	Oct 2017	Year Over Comparison: Oct 2016
Average:	713.47	719.16
Budgeted:	745	781

## New Applications

Month	New Apps
Oct 2017	19,565
Sep 2017	18,733
Aug 2017	25,924
Jul 2017	19,044
Jun 2017	20,802
May 2017	19,425

## Determinations

Month	Determinations
Oct 2017	98,660
Sep 2017	101,822
Aug 2017	113,845
Jul 2017	100,153
Jun 2017	105,315
May 2017	95,861

## Quality (Accuracy of Decisions)

Month	Accuracy
Oct 2017	94.11%
Sep 2017	95.23%
Aug 2017	95.12%
Jul 2017	94.24%
Jun 2017	94.34%
May 2017	95.06%

## Phone Volume vs. Average Wait Times

Month	Total Calls	Avg. Wait Time
Oct 2017	120,900	00:08:24
Sep 2017	116,347	00:09:37
Aug 2017	139,647	00:08:44
Jul 2017	112,048	00:07:57
Jun 2017	121,741	00:08:02
May 2017	118,695	00:07:20