



# **Health and Human Services Commission**

## **Eligibility Services Progress Report with Monthly Performance Measures**

**May 13, 2010**

# **Section I: Analysis Summary**

## **Timeliness is still an issue, but has improved significantly.** (Pages 10a-l)

- SNAP application timeliness continues to be below the 95 percent standard, but again increased by almost 10 points to 85.6 percent in April, compared to 76.2 percent in March. Timeliness for recertifications increased to 92.0 percent from 83.8 percent in March.
  - For SNAP applications, the Dallas/Forth Worth, and Houston regions are performing below the statewide average.
  - The Abilene, Tyler, Beaumont, Austin, El Paso, San Antonio, and Edinburg regions are performing above the statewide rate.
- Timeliness for expedited applications improved slightly in April, but is still below the 95 percent standard.
  - At the federal standard of seven days, timeliness for expedited applications was at 91.6 percent in April, compared to 89.5 percent in March.
  - At the state standard of one business day, 81.9 percent of expedited applications were processed timely in April, compared to 80 percent in March.
- Medicaid application timeliness remains below the 95 percent standard, but improved by 4.3 points in April.
  - Timeliness increased to 89.7 percent in April from 85.4 percent in March.
  - The Lubbock, Tyler, Beaumont, Houston, Austin, San Antonio, El Paso, and Edinburg regions are performing above the statewide rate.
  - The Abilene and Dallas/Fort Worth regions are performing below the statewide rate.

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## **The number of overdue pending cases is declining due, in part, to worker productivity.** (Pages 10a-l)

- In April, each advisor disposed an average of 7.2 cases per day compared to 7.9 cases per day in March.
  - The Dallas/Fort Worth Region showed the highest productivity level at 8.7 cases/worker/day.
  - The Houston region had the next highest productivity level at 7.9 cases, followed by the Austin region at 7.8 cases.
- For the sixth continuous month, the number of applications left pending in SNAP and Medicaid declined in April.
  - Overdue SNAP cases have been reduced by more than 90 percent.
    - In October 2009, there were approximately 42,000 overdue SNAP cases.
    - In April 2010, there were approximately 2,700 overdue SNAP cases.
  - Overdue Medicaid cases have been reduced by more than 90 percent.
    - In October 2009, there were approximately 49,000 overdue Medicaid cases.
    - In April 2010, there were approximately 4,600 overdue Medicaid cases.
- The backlog of overdue cases has been cleared in most of the regions.
  - As of May, the backlog had been cleared in all but the Dallas/Fort Worth Region.
    - The Dallas/Fort Worth Region's backlog has been reduced by 88 percent since October 2009.

# Analysis Summary

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## **Lead time continues to improve.** (Pages 11-12)

- 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.
- Currently, all of HHSC's 313 eligibility offices have lead times of less than 20 days.
  - In September 2009, only 150 offices had lead times of less than 20 days and 58 offices had lead time of more than 60 days.

## **SNAP Payment Error Rate shows significant improvement.** (Page 13)

- Error rates are cumulative throughout the federal fiscal year, and HHSC ended FFY 2009 with a 6.82 percent error rate. This is higher than the national standard of 4.2 percent (these rates have not been finalized by FNS for FFY 2009).
- The FFY 2010 statewide payment error rate through January 2010 is 1.73 percent. The national payment error rate through November 2009 was 3.70 percent.

## **HHSC continues to hire eligibility staff.** (Pages 16, 19)

- Filled eligibility positions decreased slightly to 97.7 percent this week, from 97.8 percent two weeks ago. Since we are approaching the staffing cap, this percentage will fluctuate up or down depending on the ratio of new hires to exiting staff. Attrition was previously masked by the large number of new staff being hired.
- Since September 1, HHSC has had a net gain of 856 eligibility staff, down from 865 two weeks ago.

## **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 - April 2010**

<b>TIMELINESS</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>	<b>Nov-09</b>	<b>Dec-09</b>	<b>Jan-10</b>	<b>Feb-10</b>	<b>Mar-10</b>	<b>Apr-10</b>
SNAP Applications	73.4%	66.6%	62.8%	61.3%	58.6%	58.8%	57.5%	62.8%	61.6%	66.3%	76.2%	85.6%
SNAP Expedited Apps (State)	75.9%	76.5%	76.2%	75.4%	76.6%	75.0%	75.7%	76.2%	77.4%	78.8%	80.0%	81.9%
SNAP Expedited Apps (Fed)			88.8%	88.5%	89.4%	87.0%	87.4%	87.3%	88.1%	88.6%	89.5%	91.6%
SNAP Recertifications	78.5%	65.6%	65.3%	64.6%	68.9%	70.1%	71.6%	69.3%	74.7%	78.0%	83.8%	92.0%
TX Wrks Medicaid Applications	84.5%	79.8%	78.4%	75.8%	75.4%	73.4%	75.1%	75.9%	73.2%	74.1%	85.4%	89.7%

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.

Federal expedited timeliness percentage is based on SAVERR only data and efforts are underway to include TIERS data.

<b>PRODUCTIVITY (Apr. 2010)</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>	<b>Nov-09</b>	<b>Dec-09</b>	<b>Jan-10</b>	<b>Feb-10</b>	<b>Mar-10</b>	<b>Apr-10</b>
Total Cases Disposed	597,978	747,264	626,626	779,183	554,362	894,327	762,220	830,650	671,322	771,028	864,339	724,271
Cases Disposed / Day	28,475	28,741	29,839	29,969	32,610	37,264	38,111	37,757	37,296	42,835	39,288	36,214
Cases Disposed / Worker	136	168	142	177	124	195	157	169	136	156	174	144
Cases Disposed / Worker / Day	7.1	7.0	7.5	7.1	8.9	8.1	7.9	7.7	7.6	8.7	7.9	7.2

Includes SNAP, TX Works Medicaid and TANF applications and recertifications

TIERS Transaction extract was added for reporting dispositions beginning with February 2010.

<b>SNAP ACTIVITY</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>	<b>Nov-09</b>	<b>Dec-09</b>	<b>Jan-10</b>	<b>Feb-10</b>	<b>Mar-10</b>	<b>Apr-10</b>
Applications Received	52,150	66,378	58,175	81,101	47,110	79,806	71,349	78,047	57,027	65,922	68,869	55,798
Number Pending	37,216	40,126	46,033	57,416	59,608	65,051	62,402	55,747	47,625	40,283	28,112	24,379
% Delinquent	47.9%	56.0%	56.7%	59.1%	63.4%	64.7%	65.3%	65.5%	62.9%	40.7%	21.4%	11.2%
% Delinquent > 60 Days	21.7%	29.6%	32.5%	35.7%	38.4%	44.9%	46.0%	48.3%	45.4%	28.1%	12.9%	5.7%

SAVERR Cases only. Efforts are underway to include TIERS data.

<b>MEDICAID ACTIVITY</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>	<b>Nov-09</b>	<b>Dec-09</b>	<b>Jan-10</b>	<b>Feb-10</b>	<b>Mar-10</b>	<b>Apr-10</b>
Applications Received	55,123	63,782	58,813	75,480	48,804	75,759	65,112	65,997	51,211	57,180	58,466	49,762
Number Pending	70,702	70,434	75,973	87,354	89,724	99,015	97,794	92,298	83,783	70,228	53,694	46,774
% Delinquent	32.3%	40.7%	41.7%	43.3%	45.7%	49.5%	50.9%	52.5%	50.8%	35.7%	18.9%	9.9%
% Delinquent > 90 Days	10.9%	12.4%	14.1%	18.8%	20.3%	24.5%	27.8%	31.0%	34.0%	22.5%	9.4%	3.6%

SAVERR TX Works Medicaid Cases only. Efforts are underway to include TIERS data.

The months reported reflect cut-off month. The number of workdays between cutoff dates can vary markedly across months.

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>May-09</b>	<b>Jun-09</b>	<b>Jul-09</b>	<b>Aug-09</b>	<b>Sep-09</b>	<b>Oct-09</b>	<b>Nov-09</b>	<b>Dec-09</b>	<b>Jan-10</b>	<b>Feb-10</b>	<b>Mar-10</b>	<b>Apr-10</b>
SNAP Applications	76.1%	60.1%	53.1%	53.4%	47.3%	53.3%	51.8%	58.0%	62.1%	67.8%	81.0%	91.1%
SNAP Expedited Apps (State)	88.5%	88.3%	90.0%	88.5%	86.3%	87.1%	71.4%	85.3%	83.3%	79.9%	85.0%	86.4%
SNAP Expedited Apps (Fed)			97.0%	96.0%	95.8%	95.7%	96.9%	95.6%	93.9%	94.7%	95.4%	96.2%
SNAP Recertifications	80.5%	60.9%	60.0%	56.3%	67.3%	64.7%	68.2%	68.7%	76.8%	76.5%	87.3%	96.0%
TX Wrks Medicaid Applications	88.7%	82.7%	82.5%	78.9%	74.4%	76.4%	74.2%	80.8%	87.6%	86.5%	90.6%	94.1%

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.

Federal expedited timeliness percentage is based on SAVERR only data and efforts are underway to include TIERS data.

<b>PRODUCTIVITY (Apr. 2010)</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>	<b>Nov-09</b>	<b>Dec-09</b>	<b>Jan-10</b>	<b>Feb-10</b>	<b>Mar-10</b>	<b>Apr-10</b>
Total Cases Disposed	12,842	16,263	13,393	16,932	10,688	19,193	18,900	21,064	16,357	18,527	24,346	19,711
Cases Disposed / Day	676	678	705	677	763	800	945	957	909	1,029	1,107	986
Cases Disposed / Worker	130	158	134	168	101	151	127	141	109	125	166	132
Cases Disposed / Worker / Day	6.8	6.6	7.0	6.7	7.2	6.3	6.3	6.4	6.1	7.0	7.5	6.6

Includes SNAP, TX Works Medicaid and TANF applications and recertifications

TIERS Transaction extract was added for reporting dispositions beginning with February 2010.

<b>SNAP ACTIVITY</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>	<b>Nov-09</b>	<b>Dec-09</b>	<b>Jan-10</b>	<b>Feb-10</b>	<b>Mar-10</b>	<b>Apr-10</b>
Applications Received	2,467	2,801	2,326	3,074	1,893	3,452	2,846	2,474	2,091	2,212	2,125	912
Number Pending	1,978	2,225	2,289	2,660	2,686	3,375	3,062	1,966	1,574	1,220	785	374
% Delinquent	24.3%	43.1%	45.0%	49.4%	50.2%	54.5%	58.7%	47.9%	44.2%	24.8%	8.3%	5.1%
% Delinquent > 60 Days	7.0%	6.8%	10.3%	15.9%	14.3%	24.1%	32.0%	29.2%	25.9%	10.8%	2.7%	3.5%

SAVERR Cases only. Efforts are underway to include TIERS data.

<b>MEDICAID ACTIVITY</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>	<b>Nov-09</b>	<b>Dec-09</b>	<b>Jan-10</b>	<b>Feb-10</b>	<b>Mar-10</b>	<b>Apr-10</b>
Applications Received	2,475	2,570	1,978	2,778	1,796	3,043	2,457	2,616	2,461	2,594	2,609	1,096
Number Pending	2,933	2,761	2,566	3,076	3,256	3,799	3,410	3,074	3,136	2,716	2,140	1,051
% Delinquent	17.6%	19.0%	21.0%	23.3%	26.4%	33.7%	39.9%	31.1%	27.1%	16.3%	5.1%	6.8%
% Delinquent > 90 Days	8.7%	1.5%	0.3%	5.4%	4.2%	6.7%	11.1%	15.2%	16.0%	6.8%	0.6%	3.5%

SAVERR TX Works Medicaid Cases only. Efforts are underway to include TIERS data.

The months reported reflect cut-off month. The number of workdays between cutoff dates can vary markedly across months.

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>May-09</b>	<b>Jun-09</b>	<b>Jul-09</b>	<b>Aug-09</b>	<b>Sep-09</b>	<b>Oct-09</b>	<b>Nov-09</b>	<b>Dec-09</b>	<b>Jan-10</b>	<b>Feb-10</b>	<b>Mar-10</b>	<b>Apr-10</b>
SNAP Applications	62.5%	54.2%	50.5%	50.0%	50.9%	47.3%	51.1%	54.6%	54.3%	60.5%	76.0%	87.7%
SNAP Expedited Apps (State)	78.7%	82.4%	82.4%	79.0%	79.9%	78.7%	79.5%	77.6%	83.5%	72.7%	86.0%	86.6%
SNAP Expedited Apps (Fed)			92.6%	90.4%	91.5%	91.9%	90.3%	90.0%	92.6%	91.6%	95.1%	95.8%
SNAP Recertifications	62.7%	42.2%	42.7%	38.7%	45.3%	44.8%	57.8%	48.3%	55.5%	64.3%	76.1%	89.5%
TX Wrks Medicaid Applications	72.3%	63.2%	64.9%	65.9%	69.0%	65.8%	69.0%	71.9%	72.3%	77.1%	83.3%	88.9%

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.

Federal expedited timeliness percentage is based on SAVERR only data and efforts are underway to include TIERS data.

<b>PRODUCTIVITY (Apr. 2010)</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>	<b>Nov-09</b>	<b>Dec-09</b>	<b>Jan-10</b>	<b>Feb-10</b>	<b>Mar-10</b>	<b>Apr-10</b>
Total Cases Disposed	17,144	21,681	17,037	22,312	15,264	27,735	22,681	25,941	21,937	26,616	32,351	25,697
Cases Disposed / Day	902	903	897	892	1,090	1,156	1,134	1,179	1,219	1,479	1,471	1,285
Cases Disposed / Worker	117	147	118	155	105	186	152	157	132	161	195	153
Cases Disposed / Worker / Day	6.1	6.1	6.2	6.2	7.5	7.8	7.6	7.1	7.3	9.0	8.9	7.6

Includes SNAP, TX Works Medicaid and TANF applications and recertifications

TIERS Transaction extract was added for reporting dispositions beginning with February 2010.

<b>SNAP ACTIVITY</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>	<b>Nov-09</b>	<b>Dec-09</b>	<b>Jan-10</b>	<b>Feb-10</b>	<b>Mar-10</b>	<b>Apr-10</b>
Applications Received	2,882	4,002	2,985	4,295	2,925	4,694	3,240	3,751	2,663	3,333	3,289	2,573
Number Pending	1,731	1,987	1,893	2,143	2,487	2,524	2,011	2,077	1,879	1,818	1,148	1,020
% Delinquent	48.6%	58.4%	63.2%	62.3%	60.4%	57.5%	61.6%	60.5%	62.6%	33.4%	11.1%	5.0%
% Delinquent > 60 Days	13.4%	23.6%	32.5%	36.9%	33.4%	32.1%	32.3%	35.6%	36.6%	18.3%	3.6%	0.9%

SAVERR Cases only. Efforts are underway to include TIERS data.

<b>MEDICAID ACTIVITY</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>	<b>Nov-09</b>	<b>Dec-09</b>	<b>Jan-10</b>	<b>Feb-10</b>	<b>Mar-10</b>	<b>Apr-10</b>
Applications Received	1,783	2,532	1,898	2,674	1,873	2,788	2,206	2,679	2,299	2,867	2,773	2,162
Number Pending	2,129	2,066	1,993	2,268	2,454	2,313	2,216	2,732	2,861	2,761	2,118	1,773
% Delinquent	39.3%	42.8%	40.0%	39.6%	42.0%	45.0%	46.3%	48.5%	45.5%	26.1%	14.8%	7.1%
% Delinquent > 90 Days	18.0%	13.0%	12.2%	15.7%	17.8%	20.0%	23.3%	24.4%	24.7%	12.0%	1.4%	0.2%

SAVERR TX Works Medicaid Cases only. Efforts are underway to include TIERS data.

The months reported reflect cut-off month. The number of workdays between cutoff dates can vary markedly across months.

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/Ft Worth - Region 3**

<b>TIMELINESS</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>	<b>Nov-09</b>	<b>Dec-09</b>	<b>Jan-10</b>	<b>Feb-10</b>	<b>Mar-10</b>	<b>Apr-10</b>
SNAP Applications	63.9%	52.3%	46.9%	43.2%	44.0%	44.4%	41.2%	48.3%	49.2%	52.8%	63.3%	75.5%
SNAP Expedited Apps (State)	64.6%	68.3%	69.0%	67.6%	69.1%	63.3%	60.3%	60.0%	62.7%	66.4%	66.5%	68.5%
SNAP Expedited Apps (Fed)			87.9%	87.2%	88.0%	83.0%	95.3%	95.2%	96.7%	97.5%	96.7%	85.3%
SNAP Recertifications	73.5%	52.6%	54.7%	59.5%	66.6%	69.4%	69.5%	68.3%	73.6%	76.9%	76.2%	88.5%
TX Wrks Medicaid Applications	86.0%	75.2%	70.8%	68.2%	68.3%	70.9%	68.0%	69.9%	69.5%	74.4%	82.3%	85.9%

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.

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<b>PRODUCTIVITY (Apr. 2010)</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>	<b>Nov-09</b>	<b>Dec-09</b>	<b>Jan-10</b>	<b>Feb-10</b>	<b>Mar-10</b>	<b>Apr-10</b>
Total Cases Disposed	120,038	147,960	125,167	163,819	111,690	181,545	167,008	182,699	140,562	155,309	182,188	160,318
Cases Disposed / Day	6,318	6,165	6,588	6,553	7,978	7,564	8,350	8,305	7,809	8,628	8,281	8,016
Cases Disposed / Worker	180	221	184	238	156	238	192	204	155	170	198	175
Cases Disposed / Worker / Day	9.5	9.2	9.7	9.5	11.1	9.9	9.6	9.3	8.6	9.5	9.0	8.7

Includes SNAP, TX Works Medicaid and TANF applications and recertifications

TIERS Transaction extract was added for reporting dispositions beginning with February 2010.

<b>SNAP ACTIVITY</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>	<b>Nov-09</b>	<b>Dec-09</b>	<b>Jan-10</b>	<b>Feb-10</b>	<b>Mar-10</b>	<b>Apr-10</b>
Applications Received	14,317	18,547	17,073	22,867	13,228	25,332	23,302	24,546	17,198	20,411	22,443	18,537
Number Pending	8,237	9,199	12,177	15,484	16,591	20,138	19,195	16,275	13,578	12,383	10,443	8,301
% Delinquent	57.5%	67.2%	67.2%	67.9%	73.3%	73.2%	72.8%	71.0%	70.1%	49.2%	36.8%	20.0%
% Delinquent > 60 Days	15.6%	37.0%	41.8%	42.9%	42.4%	48.3%	54.1%	48.5%	49.9%	34.8%	23.0%	11.5%

SAVERR Cases only. Efforts are underway to include TIERS data.

<b>MEDICAID ACTIVITY</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>	<b>Nov-09</b>	<b>Dec-09</b>	<b>Jan-10</b>	<b>Feb-10</b>	<b>Mar-10</b>	<b>Apr-10</b>
Applications Received	12,550	14,921	16,250	20,077	12,496	21,855	18,848	18,325	14,310	16,256	18,070	15,467
Number Pending	15,081	15,901	20,080	24,695	25,851	30,758	30,703	27,166	23,944	21,923	20,034	15,702
% Delinquent	34.4%	49.5%	48.9%	50.9%	55.8%	57.4%	59.7%	59.5%	55.1%	43.4%	33.5%	19.2%
% Delinquent > 90 Days	5.3%	9.7%	13.9%	17.3%	21.6%	23.3%	33.5%	28.5%	30.8%	27.8%	19.7%	9.2%

SAVERR TX Works Medicaid Cases only. Efforts are underway to include TIERS data.

The months reported reflect cut-off month. The number of workdays between cutoff dates can vary markedly across months.

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>May-09</b>	<b>Jun-09</b>	<b>Jul-09</b>	<b>Aug-09</b>	<b>Sep-09</b>	<b>Oct-09</b>	<b>Nov-09</b>	<b>Dec-09</b>	<b>Jan-10</b>	<b>Feb-10</b>	<b>Mar-10</b>	<b>Apr-10</b>
SNAP Applications	77.9%	75.6%	76.7%	76.0%	76.2%	82.5%	86.3%	89.0%	86.3%	88.7%	90.0%	91.4%
SNAP Expedited Apps (State)	80.5%	81.2%	85.0%	86.4%	84.8%	83.3%	87.9%	88.2%	87.6%	82.5%	87.8%	87.5%
SNAP Expedited Apps (Fed)			94.7%	94.4%	93.6%	92.8%	95.3%	95.2%	96.7%	97.5%	96.7%	97.2%
SNAP Recertifications	86.3%	82.4%	84.4%	82.3%	89.0%	90.7%	90.8%	90.2%	91.3%	90.6%	92.1%	94.3%
TX Wrks Medicaid Applications	86.9%	81.1%	86.3%	87.8%	86.1%	91.2%	92.8%	92.5%	91.2%	91.1%	93.3%	94.2%

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.

Federal expedited timeliness percentage is based on SAVERR only data and efforts are underway to include TIERS data.

<b>PRODUCTIVITY (Apr. 2010)</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>	<b>Nov-09</b>	<b>Dec-09</b>	<b>Jan-10</b>	<b>Feb-10</b>	<b>Mar-10</b>	<b>Apr-10</b>
Total Cases Disposed	20,826	22,970	18,344	23,570	16,276	27,130	23,758	29,146	23,148	25,041	29,484	27,622
Cases Disposed / Day	1,096	957	965	943	1,163	1,130	1,188	1,325	1,286	1,391	1,340	1,381
Cases Disposed / Worker	122	138	109	139	95	152	133	160	124	135	159	149
Cases Disposed / Worker / Day	6.4	5.7	5.7	5.5	6.8	6.4	6.7	7.3	6.9	7.5	7.2	7.5

Includes SNAP, TX Works Medicaid and TANF applications and recertifications

TIERS Transaction extract was added for reporting dispositions beginning with February 2010.

<b>SNAP ACTIVITY</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>	<b>Nov-09</b>	<b>Dec-09</b>	<b>Jan-10</b>	<b>Feb-10</b>	<b>Mar-10</b>	<b>Apr-10</b>
Applications Received	3,497	4,203	3,551	4,990	3,138	4,505	3,875	3,984	2,818	3,094	3,142	3,127
Number Pending	1,977	1,927	2,067	2,228	2,226	1,890	1,864	1,583	1,351	1,461	1,308	1,393
% Delinquent	20.7%	21.2%	22.4%	16.9%	15.4%	13.1%	9.0%	8.8%	6.7%	2.1%	1.9%	2.6%
% Delinquent > 60 Days	5.4%	4.5%	5.5%	3.6%	3.2%	4.6%	1.3%	0.4%	1.0%	0.8%	0.2%	0.1%

SAVERR Cases only. Efforts are underway to include TIERS data.

<b>MEDICAID ACTIVITY</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>	<b>Nov-09</b>	<b>Dec-09</b>	<b>Jan-10</b>	<b>Feb-10</b>	<b>Mar-10</b>	<b>Apr-10</b>
Applications Received	2,697	2,728	2,349	3,150	2,311	3,113	3,105	3,420	2,462	2,782	3,020	2,773
Number Pending	3,300	2,853	2,495	2,280	2,297	2,122	2,507	2,832	2,362	2,456	2,515	2,478
% Delinquent	35.2%	37.0%	28.7%	14.4%	9.1%	7.4%	3.8%	9.4%	6.8%	3.3%	3.7%	3.0%
% Delinquent > 90 Days	11.2%	16.9%	17.3%	4.3%	0.7%	1.5%	0.1%	0.5%	0.7%	0.6%	0.4%	0.2%

SAVERR TX Works Medicaid Cases only. Efforts are underway to include TIERS data.

The months reported reflect cut-off month. The number of workdays between cutoff dates can vary markedly across months.

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>May-09</b>	<b>Jun-09</b>	<b>Jul-09</b>	<b>Aug-09</b>	<b>Sep-09</b>	<b>Oct-09</b>	<b>Nov-09</b>	<b>Dec-09</b>	<b>Jan-10</b>	<b>Feb-10</b>	<b>Mar-10</b>	<b>Apr-10</b>
SNAP Applications	82.3%	77.2%	75.7%	73.6%	76.5%	73.8%	80.3%	84.4%	83.4%	87.8%	90.5%	93.2%
SNAP Expedited Apps (State)	80.8%	80.8%	78.9%	74.8%	77.5%	75.0%	75.6%	78.9%	80.6%	71.5%	84.7%	89.0%
SNAP Expedited Apps (Fed)			92.6%	92.4%	90.6%	89.4%	89.5%	91.0%	92.3%	93.0%	94.1%	95.1%
SNAP Recertifications	88.6%	85.5%	83.9%	83.5%	87.4%	86.7%	88.6%	89.5%	91.0%	89.4%	92.6%	95.0%
TX Wrks Medicaid Applications	90.8%	89.8%	89.0%	88.5%	87.4%	88.6%	88.2%	90.9%	86.0%	91.3%	93.3%	94.5%

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.

Federal expedited timeliness percentage is based on SAVERR only data and efforts are underway to include TIERS data.

<b>PRODUCTIVITY (Apr. 2010)</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>	<b>Nov-09</b>	<b>Dec-09</b>	<b>Jan-10</b>	<b>Feb-10</b>	<b>Mar-10</b>	<b>Apr-10</b>
Total Cases Disposed	15,245	18,555	15,779	19,556	12,514	23,399	19,025	22,988	19,363	20,001	24,678	22,623
Cases Disposed / Day	802	773	830	782	894	975	951	1,045	1,076	1,111	1,122	1,131
Cases Disposed / Worker	107	131	109	131	81	146	120	145	123	126	155	140
Cases Disposed / Worker / Day	5.7	5.4	5.7	5.2	5.8	6.1	6.0	6.6	6.8	7.0	7.1	7.0

Includes SNAP, TX Works Medicaid and TANF applications and recertifications

TIERS Transaction extract was added for reporting dispositions beginning with February 2010.

<b>SNAP ACTIVITY</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>	<b>Nov-09</b>	<b>Dec-09</b>	<b>Jan-10</b>	<b>Feb-10</b>	<b>Mar-10</b>	<b>Apr-10</b>
Applications Received	2,116	2,507	2,208	3,012	2,085	2,960	2,574	3,097	2,179	2,343	2,701	2,196
Number Pending	1,302	1,215	1,318	1,567	1,834	1,551	1,361	1,185	1,086	1,162	1,092	887
% Delinquent	10.9%	14.3%	16.8%	17.7%	18.4%	21.1%	11.5%	9.0%	8.4%	5.0%	4.2%	1.5%
% Delinquent > 60 Days	1.4%	2.5%	2.4%	3.7%	5.9%	8.5%	3.4%	1.5%	2.8%	0.5%	0.4%	0.2%

SAVERR Cases only. Efforts are underway to include TIERS data.

<b>MEDICAID ACTIVITY</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>	<b>Nov-09</b>	<b>Dec-09</b>	<b>Jan-10</b>	<b>Feb-10</b>	<b>Mar-10</b>	<b>Apr-10</b>
Applications Received	1,799	1,923	1,650	2,197	2,097	2,697	2,134	2,663	1,984	2,155	2,485	2,003
Number Pending	2,455	1,997	1,989	2,257	3,010	2,830	2,344	2,418	1,991	2,093	2,089	1,716
% Delinquent	36.3%	30.4%	30.0%	32.2%	29.4%	27.3%	19.7%	22.0%	10.9%	9.4%	9.6%	2.6%
% Delinquent > 90 Days	22.2%	16.8%	15.8%	19.6%	17.0%	13.4%	3.0%	4.9%	1.9%	0.2%	0.5%	0.1%

SAVERR TX Works Medicaid Cases only. Efforts are underway to include TIERS data.

The months reported reflect cut-off month. The number of workdays between cutoff dates can vary markedly across months.

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>May-09</b>	<b>Jun-09</b>	<b>Jul-09</b>	<b>Aug-09</b>	<b>Sep-09</b>	<b>Oct-09</b>	<b>Nov-09</b>	<b>Dec-09</b>	<b>Jan-10</b>	<b>Feb-10</b>	<b>Mar-10</b>	<b>Apr-10</b>
SNAP Applications	57.3%	52.5%	46.2%	43.5%	36.1%	35.4%	36.8%	41.7%	39.8%	48.4%	65.9%	82.3%
SNAP Expedited Apps (State)	73.2%	69.2%	61.8%	61.6%	62.8%	60.4%	66.4%	65.9%	68.5%	55.0%	71.2%	75.3%
SNAP Expedited Apps (Fed)			80.8%	81.3%	82.7%	78.0%	82.6%	81.9%	83.1%	81.8%	84.6%	88.6%
SNAP Recertifications	65.4%	50.1%	49.7%	45.8%	49.3%	53.0%	51.4%	52.1%	57.6%	65.0%	74.8%	88.5%
TX Wrks Medicaid Applications	87.7%	84.8%	78.7%	77.2%	75.5%	67.2%	65.0%	68.1%	64.9%	71.8%	83.3%	90.7%

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.

Federal expedited timeliness percentage is based on SAVERR only data and efforts are underway to include TIERS data.

<b>PRODUCTIVITY (Apr. 2010)</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>	<b>Nov-09</b>	<b>Dec-09</b>	<b>Jan-10</b>	<b>Feb-10</b>	<b>Mar-10</b>	<b>Apr-10</b>
Total Cases Disposed	98,319	136,208	136,208	135,451	103,381	165,639	132,205	158,769	129,905	145,949	177,739	142,934
Cases Disposed / Day	5,175	5,675	5,645	5,418	7,384	6,902	6,610	7,217	7,217	8,108	8,079	7,147
Cases Disposed / Worker	115	159	128	165	130	210	156	188	157	173	207	158
Cases Disposed / Worker / Day	6.0	6.6	6.7	6.6	9.3	8.8	7.8	8.5	8.7	9.6	9.4	7.9

Includes SNAP, TX Works Medicaid and TANF applications and recertifications

TIERS Transaction extract was added for reporting dispositions beginning with February 2010.

<b>SNAP ACTIVITY</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>	<b>Nov-09</b>	<b>Dec-09</b>	<b>Jan-10</b>	<b>Feb-10</b>	<b>Mar-10</b>	<b>Apr-10</b>
Applications Received	11,328	14,540	13,575	20,146	10,607	17,442	16,997	21,524	15,967	19,106	18,958	14,254
Number Pending	13,380	14,421	16,504	21,941	22,278	24,202	24,269	24,382	21,334	16,090	7,952	6,622
% Delinquent	71.7%	77.0%	71.6%	73.2%	77.9%	77.6%	78.9%	79.2%	76.6%	53.2%	21.1%	11.1%
% Delinquent > 60 Days	42.2%	49.8%	48.3%	45.1%	47.4%	50.7%	58.5%	52.3%	54.3%	32.4%	13.4%	5.0%

SAVERR Cases only. Efforts are underway to include TIERS data.

<b>MEDICAID ACTIVITY</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>	<b>Nov-09</b>	<b>Dec-09</b>	<b>Jan-10</b>	<b>Feb-10</b>	<b>Mar-10</b>	<b>Apr-10</b>
Applications Received	15,039	17,967	15,849	21,592	11,590	19,284	16,159	17,727	13,286	15,744	14,017	11,343
Number Pending	23,243	24,721	26,321	31,005	30,624	35,734	35,930	36,684	34,697	24,792	12,252	10,400
% Delinquent	46.4%	57.2%	56.1%	56.2%	58.3%	63.1%	64.8%	68.4%	69.3%	51.7%	18.4%	8.3%
% Delinquent > 90 Days	18.5%	20.7%	19.8%	22.3%	22.6%	26.6%	40.3%	35.9%	42.5%	31.5%	7.7%	1.7%

SAVERR TX Works Medicaid Cases only. Efforts are underway to include TIERS data.

The months reported reflect cut-off month. The number of workdays between cutoff dates can vary markedly across months.

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>May-09</b>	<b>Jun-09</b>	<b>Jul-09</b>	<b>Aug-09</b>	<b>Sep-09</b>	<b>Oct-09</b>	<b>Nov-09</b>	<b>Dec-09</b>	<b>Jan-10</b>	<b>Feb-10</b>	<b>Mar-10</b>	<b>Apr-10</b>
SNAP Applications	87.3%	83.3%	83.6%	87.8%	86.2%	86.6%	88.5%	90.2%	90.9%	92.9%	93.3%	95.1%
SNAP Expedited Apps (State)	89.2%	90.0%	91.0%	91.2%	90.1%	90.9%	92.6%	92.3%	92.6%	93.3%	93.4%	94.8%
SNAP Expedited Apps (Fed)			100.0%	100.0%	100.0%	85.7%	100.0%					
SNAP Recertifications	89.0%	86.1%	86.1%	88.8%	86.4%	85.3%	87.8%	87.3%	90.5%	89.9%	92.2%	96.1%
TX Wrks Medicaid Applications	82.7%	85.0%	90.5%	85.2%	80.8%	81.2%	83.4%	74.3%	70.2%	78.7%	92.4%	93.6%

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.

Federal expedited timeliness percentage is based on SAVERR only data and efforts are underway to include TIERS data.

<b>PRODUCTIVITY (Apr. 2010)</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>	<b>Nov-09</b>	<b>Dec-09</b>	<b>Jan-10</b>	<b>Feb-10</b>	<b>Mar-10</b>	<b>Apr-10</b>
Total Cases Disposed									63,103	72,080	91,635	69,899
Cases Disposed / Day									3,506	4,004	4,165	3,495
Cases Disposed / Worker									143	165	207	156
Cases Disposed / Worker / Day									8.0	9.2	9.4	7.8

Includes SNAP, TX Works Medicaid and TANF applications and recertifications

TIERS Transaction extract was added for reporting dispositions beginning with February 2010. Data prior to February 2010 are not available.

<b>SNAP ACTIVITY</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>	<b>Nov-09</b>	<b>Dec-09</b>	<b>Jan-10</b>	<b>Feb-10</b>	<b>Mar-10</b>	<b>Apr-10</b>
Applications Received	394	531	479	527	299	582	428	495	289	418	488	385
Number Pending	583	625	633	479	467	589	567	402	225	217	204	133
% Delinquent	44.3%	36.3%	36.5%	23.0%	25.9%	21.2%	39.2%	33.6%	40.9%	4.1%	0.0%	0.8%
% Delinquent > 60 Days	42.5%	32.3%	29.5%	18.6%	19.5%	14.1%	16.0%	26.9%	33.8%	2.8%	0.0%	0.0%

SAVERR Cases only. Efforts are underway to include TIERS data.

<b>MEDICAID ACTIVITY</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>	<b>Nov-09</b>	<b>Dec-09</b>	<b>Jan-10</b>	<b>Feb-10</b>	<b>Mar-10</b>	<b>Apr-10</b>
Applications Received	233	349	229	218	142	261	457	461	189	147	188	158
Number Pending	1,106	1,019	832	744	551	579	792	776	596	121	132	124
% Delinquent	84.0%	77.0%	82.0%	86.3%	83.8%	79.1%	56.3%	58.4%	76.2%	49.6%	29.5%	37.1%
% Delinquent > 90 Days	80.7%	67.8%	66.8%	74.7%	79.9%	44.0%	31.2%	31.1%	66.4%	24.8%	14.4%	14.5%

SAVERR TX Works Medicaid Cases only. Efforts are underway to include TIERS data.

The months reported reflect cut-off month. The number of workdays between cutoff dates can vary markedly across months.

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>May-09</b>	<b>Jun-09</b>	<b>Jul-09</b>	<b>Aug-09</b>	<b>Sep-09</b>	<b>Oct-09</b>	<b>Nov-09</b>	<b>Dec-09</b>	<b>Jan-10</b>	<b>Feb-10</b>	<b>Mar-10</b>	<b>Apr-10</b>
SNAP Applications	82.5%	71.5%	68.9%	68.1%	65.9%	65.6%	64.9%	68.3%	67.1%	78.7%	88.7%	94.6%
SNAP Expedited Apps (State)	79.5%	81.4%	84.7%	85.7%	88.6%	90.9%	90.8%	91.6%	89.8%	86.5%	92.6%	95.2%
SNAP Expedited Apps (Fed)			93.1%	93.9%	96.0%	96.9%	95.9%	96.0%	95.7%	97.0%	97.7%	98.8%
SNAP Recertifications	82.4%	64.4%	59.4%	60.5%	64.9%	65.3%	67.7%	65.7%	72.0%	78.1%	88.5%	95.4%
TX Wrks Medicaid Applications	89.4%	88.6%	85.1%	82.9%	83.0%	82.4%	79.9%	79.7%	73.1%	73.6%	88.0%	94.5%

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.

Federal expedited timeliness percentage is based on SAVERR only data and efforts are underway to include TIERS data.

<b>PRODUCTIVITY (Apr. 2010)</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>	<b>Nov-09</b>	<b>Dec-09</b>	<b>Jan-10</b>	<b>Feb-10</b>	<b>Mar-10</b>	<b>Apr-10</b>
Total Cases Disposed	62,733	72,327	61,663	76,012	54,706	83,842	75,994	85,201	66,820	71,493	79,449	63,992
Cases Disposed / Day	3,302	3,014	3,245	3,040	3,908	3,493	3,800	3,873	3,712	3,972	3,611	3,200
Cases Disposed / Worker	172	193	165	203	136	204	173	185	139	151	167	133
Cases Disposed / Worker / Day	9.1	8.1	8.7	8.1	9.7	8.5	8.7	8.4	7.7	8.4	7.6	6.7

Includes SNAP, TX Works Medicaid and TANF applications and recertifications

TIERS Transaction extract was added for reporting dispositions beginning with February 2010.

<b>SNAP ACTIVITY</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>	<b>Nov-09</b>	<b>Dec-09</b>	<b>Jan-10</b>	<b>Feb-10</b>	<b>Mar-10</b>	<b>Apr-10</b>
Applications Received	6,212	7,922	7,026	9,162	5,167	9,123	8,191	8,716	7,155	7,285	7,475	6,395
Number Pending	2,900	3,179	3,642	4,507	4,582	5,195	5,182	4,384	3,482	2,849	2,338	2,543
% Delinquent	19.3%	34.7%	36.3%	48.0%	54.6%	55.8%	56.9%	54.1%	40.9%	15.4%	5.8%	4.2%
% Delinquent > 60 Days	5.6%	6.4%	11.1%	22.8%	28.2%	34.4%	37.3%	35.7%	21.9%	6.3%	2.2%	1.1%

SAVERR Cases only. Efforts are underway to include TIERS data.

<b>MEDICAID ACTIVITY</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>	<b>Nov-09</b>	<b>Dec-09</b>	<b>Jan-10</b>	<b>Feb-10</b>	<b>Mar-10</b>	<b>Apr-10</b>
Applications Received	5,912	6,491	6,358	7,412	5,604	7,724	7,681	7,277	5,566	5,721	5,972	5,393
Number Pending	6,014	5,701	6,138	6,884	7,140	7,419	8,156	7,293	5,668	5,137	4,946	4,926
% Delinquent	9.4%	14.5%	21.1%	28.1%	32.3%	37.9%	34.0%	32.4%	23.4%	11.9%	5.2%	3.1%
% Delinquent > 90 Days	0.3%	0.8%	0.5%	3.9%	8.4%	11.5%	10.8%	12.6%	7.4%	1.5%	0.9%	0.1%

SAVERR TX Works Medicaid Cases only. Efforts are underway to include TIERS data.

The months reported reflect cut-off month. The number of workdays between cutoff dates can vary markedly across months.

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>May-09</b>	<b>Jun-09</b>	<b>Jul-09</b>	<b>Aug-09</b>	<b>Sep-09</b>	<b>Oct-09</b>	<b>Nov-09</b>	<b>Dec-09</b>	<b>Jan-10</b>	<b>Feb-10</b>	<b>Mar-10</b>	<b>Apr-10</b>
SNAP Applications	84.9%	82.1%	73.7%	68.1%	64.9%	62.7%	67.2%	74.5%	75.9%	80.2%	83.9%	91.0%
SNAP Expedited Apps (State)	88.1%	87.9%	88.2%	88.1%	87.4%	85.9%	86.7%	88.1%	88.8%	88.9%	90.1%	89.9%
SNAP Expedited Apps (Fed)			96.9%	95.9%	95.0%	94.7%	96.5%	95.8%	96.7%	97.6%	96.4%	96.6%
SNAP Recertifications	85.2%	74.2%	67.5%	67.8%	71.7%	69.6%	77.0%	62.3%	79.0%	83.3%	90.4%	94.1%
TX Wrks Medicaid Applications	90.3%	89.4%	87.5%	87.5%	86.7%	82.8%	83.0%	82.0%	79.0%	74.1%	77.3%	93.2%

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.

Federal expedited timeliness percentage is based on SAVERR only data and efforts are underway to include TIERS data.

<b>PRODUCTIVITY (Apr. 2010)</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>	<b>Nov-09</b>	<b>Dec-09</b>	<b>Jan-10</b>	<b>Feb-10</b>	<b>Mar-10</b>	<b>Apr-10</b>
Total Cases Disposed	51,469	69,666	63,319	72,854	57,231	75,822	63,633	61,478	52,501	51,999	51,299	37,162
Cases Disposed / Day	2,709	2,903	3,333	2,914	4,088	3,159	3,182	2,794	2,917	2,889	2,332	1,858
Cases Disposed / Worker	179	235	212	252	195	259	214	211	177	174	173	126
Cases Disposed / Worker / Day	9.4	9.8	11.2	10.1	14.0	10.8	10.7	9.6	9.8	9.7	7.9	6.3

Includes SNAP, TX Works Medicaid and TANF applications and recertifications

TIERS Transaction extract was added for reporting dispositions beginning with February 2010.

<b>SNAP ACTIVITY</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>	<b>Nov-09</b>	<b>Dec-09</b>	<b>Jan-10</b>	<b>Feb-10</b>	<b>Mar-10</b>	<b>Apr-10</b>
Applications Received	2,746	3,056	2,357	3,494	2,182	3,427	2,759	2,764	1,903	2,192	2,536	2,000
Number Pending	1,450	1,238	1,287	1,497	1,638	1,544	1,394	1,172	989	894	830	772
% Delinquent	22.6%	22.1%	38.5%	40.1%	49.1%	44.8%	37.6%	36.9%	34.8%	21.0%	3.7%	5.2%
% Delinquent > 60 Days	9.2%	6.9%	7.9%	10.3%	11.4%	14.6%	14.8%	13.7%	17.0%	11.6%	1.4%	1.6%

SAVERR Cases only. Efforts are underway to include TIERS data.

<b>MEDICAID ACTIVITY</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>	<b>Nov-09</b>	<b>Dec-09</b>	<b>Jan-10</b>	<b>Feb-10</b>	<b>Mar-10</b>	<b>Apr-10</b>
Applications Received	1,631	2,022	1,637	2,222	1,535	2,426	1,901	1,907	1,618	1,833	1,971	1,822
Number Pending	1,451	1,503	1,491	1,711	1,794	1,916	1,739	1,761	1,821	1,794	1,413	1,617
% Delinquent	19.4%	14.6%	19.0%	22.0%	26.6%	28.7%	29.7%	32.0%	30.4%	24.1%	2.8%	5.1%
% Delinquent > 90 Days	4.8%	2.2%	4.3%	6.1%	7.4%	9.9%	11.2%	13.2%	14.8%	14.0%	0.5%	0.3%

SAVERR TX Works Medicaid Cases only. Efforts are underway to include TIERS data.

The months reported reflect cut-off month. The number of workdays between cutoff dates can vary markedly across months.

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>May-09</b>	<b>Jun-09</b>	<b>Jul-09</b>	<b>Aug-09</b>	<b>Sep-09</b>	<b>Oct-09</b>	<b>Nov-09</b>	<b>Dec-09</b>	<b>Jan-10</b>	<b>Feb-10</b>	<b>Mar-10</b>	<b>Apr-10</b>
SNAP Applications	80.0%	74.0%	68.1%	69.1%	69.0%	69.9%	73.2%	82.1%	83.5%	85.2%	90.6%	94.0%
SNAP Expedited Apps (State)	75.0%	75.8%	78.1%	78.8%	79.8%	80.0%	81.1%	82.2%	82.8%	58.0%	86.6%	89.5%
SNAP Expedited Apps (Fed)			96.9%	95.9%	95.0%	94.7%	95.7%	96.0%	96.5%	96.1%	98.2%	98.9%
SNAP Recertifications	81.3%	71.2%	69.1%	65.3%	69.1%	70.7%	76.7%	77.7%	83.1%	82.5%	91.8%	95.6%
TX Wrks Medicaid Applications	81.2%	78.6%	78.6%	74.6%	75.1%	78.7%	83.0%	86.8%	88.7%	89.4%	94.9%	96.2%

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.

Federal expedited timeliness percentage is based on SAVERR only data and efforts are underway to include TIERS data.

<b>PRODUCTIVITY (Apr. 2010)</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>	<b>Nov-09</b>	<b>Dec-09</b>	<b>Jan-10</b>	<b>Feb-10</b>	<b>Mar-10</b>	<b>Apr-10</b>
Total Cases Disposed	86,997	105,824	89,754	110,273	78,896	125,007	106,425	108,750	84,520	93,530	99,262	82,103
Cases Disposed / Day	4,579	4,409	4,724	4,411	5,635	5,209	5,321	4,943	4,696	5,196	4,512	4,105
Cases Disposed / Worker	130	157	133	163	116	182	157	157	123	136	145	118
Cases Disposed / Worker / Day	6.8	6.6	7.0	6.5	8.3	7.6	7.8	7.1	6.8	7.5	6.6	5.9

Includes SNAP, TX Works Medicaid and TANF applications and recertifications

TIERS Transaction extract was added for reporting dispositions beginning with February 2010.

<b>SNAP ACTIVITY</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>	<b>Nov-09</b>	<b>Dec-09</b>	<b>Jan-10</b>	<b>Feb-10</b>	<b>Mar-10</b>	<b>Apr-10</b>
Applications Received	6,191	8,267	6,595	9,528	5,586	8,288	7,137	6,696	4,764	5,527	5,712	5,419
Number Pending	3,678	4,110	4,223	4,909	4,819	4,044	3,497	2,321	2,127	2,189	2,012	2,334
% Delinquent	13.3%	21.5%	27.0%	24.4%	27.4%	24.1%	16.8%	10.4%	9.7%	4.0%	3.8%	3.4%
% Delinquent > 60 Days	3.1%	3.9%	6.7%	7.6%	7.8%	6.9%	5.3%	4.4%	4.5%	1.7%	1.1%	1.1%

SAVERR Cases only. Efforts are underway to include TIERS data.

<b>MEDICAID ACTIVITY</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>	<b>Nov-09</b>	<b>Dec-09</b>	<b>Jan-10</b>	<b>Feb-10</b>	<b>Mar-10</b>	<b>Apr-10</b>
Applications Received	11,034	12,279	10,615	13,160	9,360	12,568	10,164	8,922	7,036	7,081	7,361	7,545
Number Pending	12,990	11,912	12,068	12,434	12,747	11,545	9,997	7,562	6,707	6,435	6,055	6,987
% Delinquent	13.1%	14.6%	17.9%	17.5%	19.8%	15.1%	14.2%	9.4%	7.0%	3.4%	2.2%	2.1%
% Delinquent > 90 Days	0.6%	1.5%	0.5%	1.8%	3.0%	1.7%	1.3%	1.3%	1.2%	0.4%	0.5%	0.2%

SAVERR TX Works Medicaid Cases only. Efforts are underway to include TIERS data.

The months reported reflect cut-off month. The number of workdays between cutoff dates can vary markedly across months.

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

**Eligibility Services Monitoring Report  
April 2010**

<b>TIMELINESS</b>	<b>Statewide</b>	<b>Lubbock</b>	<b>Abilene</b>	<b>Grand</b>	<b>Tyler</b>	<b>Beau-</b>	<b>Houston</b>	<b>Austin</b>	<b>San</b>	<b>El Paso</b>	<b>Edinburg</b>
		<b>Region 1</b>	<b>Region 2/9</b>	<b>Prairie</b>	<b>Region 4</b>	<b>mont</b>	<b>Region 6</b>	<b>Region 7</b>	<b>Antonio</b>	<b>Region 10</b>	<b>Region 11</b>
SNAP Applications	<b>85.6%</b>	91.1%	87.7%	75.5%	91.4%	93.2%	82.3%	95.1%	94.6%	91.0%	94.0%
SNAP Expedited Apps (State)	<b>81.9%</b>	86.4%	86.6%	68.5%	87.5%	89.0%	75.3%	94.8%	95.2%	89.9%	89.5%
SNAP Expedited Apps (Fed)	<b>91.6%</b>	96.2%	95.8%	85.3%	97.2%	95.1%	88.6%	92.9%	98.8%	96.6%	98.9%
SNAP Recertifications	<b>92.0%</b>	96.0%	89.5%	88.5%	94.3%	95.0%	88.5%	96.1%	95.4%	94.1%	95.6%
TX Wrks Medicaid Applications	<b>89.7%</b>	94.1%	88.9%	88.9%	94.2%	94.5%	90.7%	93.6%	94.5%	93.2%	96.2%

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.

Federal expedited timeliness percentage is based on SAVERR only data and efforts are underway to include TIERS data.

<b>PRODUCTIVITY (Apr. 2010)</b>	<b>Statewide</b>	<b>Lubbock</b>	<b>Abilene</b>	<b>Grand</b>	<b>Tyler</b>	<b>Beau-</b>	<b>Houston</b>	<b>Austin</b>	<b>San</b>	<b>El Paso</b>	<b>Edinburg</b>
		<b>Region 1</b>	<b>Region 2/9</b>	<b>Prairie</b>	<b>Region 4</b>	<b>mont</b>	<b>Region 6</b>	<b>Region 7</b>	<b>Antonio</b>	<b>Region 10</b>	<b>Region 11</b>
Total Cases Disposed	<b>724,271</b>	19,711	25,697	160,318	27,622	22,623	142,934	69,899	63,992	37,162	82,103
Cases Disposed / Day	<b>36,214</b>	986	1,285	8,016	1,381	1,131	7,147	3,495	3,200	1,858	4,105
Cases Disposed / Worker	<b>144</b>	132	153	175	149	140	158	156	133	126	118
Cases Disposed / Worker / Day	<b>7.2</b>	6.6	7.6	8.7	7.5	7.0	7.9	7.8	6.7	6.3	5.9

Includes SNAP, TX Works Medicaid and TANF applications and recertifications

TIERS Transaction extract was added for reporting dispositions beginning with February 2010.

<b>SNAP ACTIVITY</b>	<b>Statewide</b>	<b>Lubbock</b>	<b>Abilene</b>	<b>Grand</b>	<b>Tyler</b>	<b>Beau-</b>	<b>Houston</b>	<b>Austin</b>	<b>San</b>	<b>El Paso</b>	<b>Edinburg</b>
		<b>Region 1</b>	<b>Region 2/9</b>	<b>Prairie</b>	<b>Region 4</b>	<b>mont</b>	<b>Region 6</b>	<b>Region 7</b>	<b>Antonio</b>	<b>Region 10</b>	<b>Region 11</b>
Applications Received	<b>55,798</b>	912	2,573	18,537	3,127	2,196	14,254	385	6,395	2,000	5,419
Number Pending	<b>24,379</b>	374	1,020	8,301	1,393	887	6,622	133	2,543	772	2,334
% Delinquent	<b>11.2%</b>	5.1%	5.0%	20.0%	2.6%	1.5%	11.1%	0.8%	4.2%	5.2%	3.4%
% Delinquent > 60 Days	<b>5.7%</b>	3.5%	0.9%	11.5%	0.1%	0.2%	5.0%	0.0%	1.1%	1.6%	1.1%

SAVERR Cases only. Efforts are underway to include TIERS data.

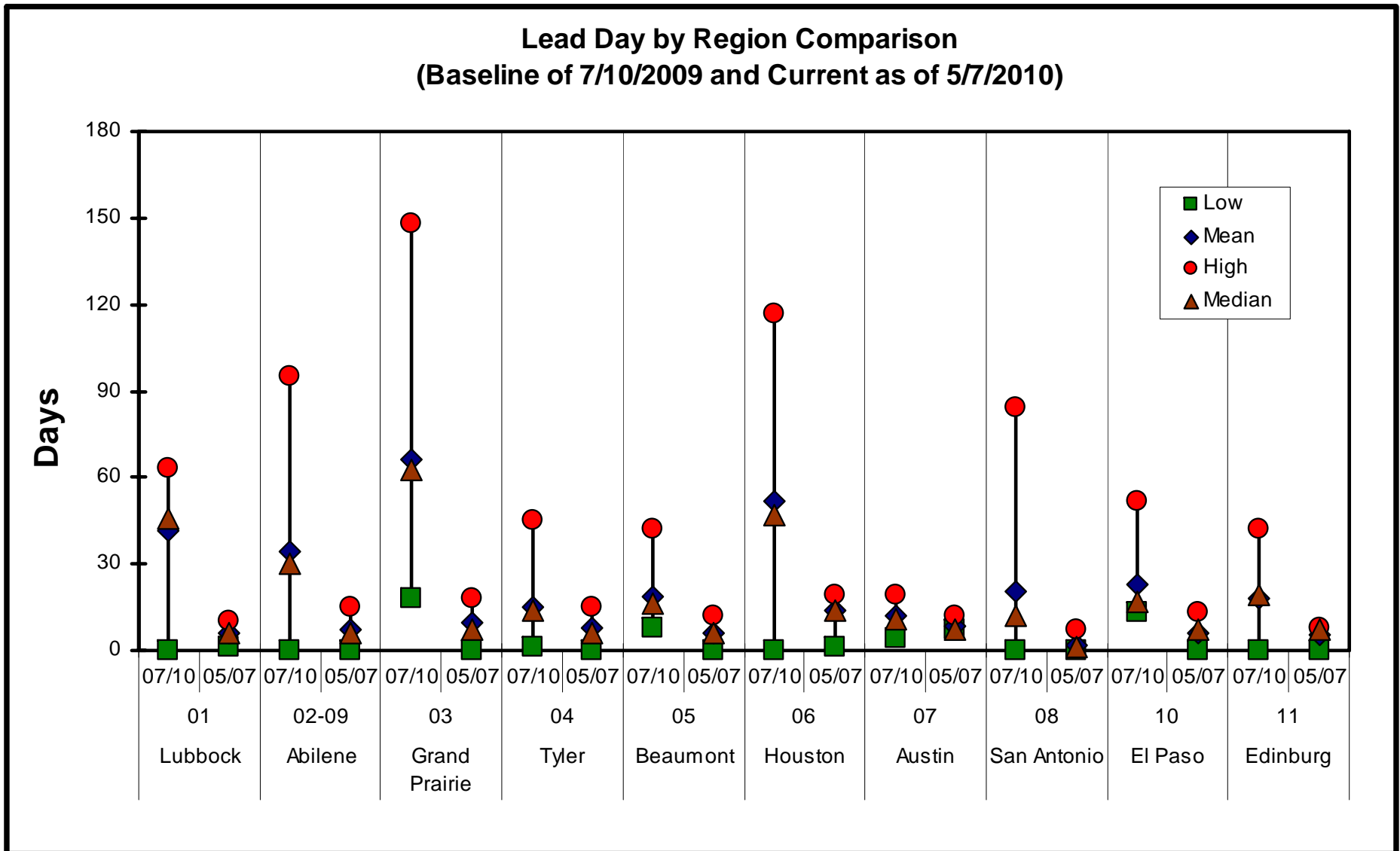
<b>MEDICAID ACTIVITY</b>	<b>Statewide</b>	<b>Lubbock</b>	<b>Abilene</b>	<b>Grand</b>	<b>Tyler</b>	<b>Beau-</b>	<b>Houston</b>	<b>Austin</b>	<b>San</b>	<b>El Paso</b>	<b>Edinburg</b>
		<b>Region 1</b>	<b>Region 2/9</b>	<b>Prairie</b>	<b>Region 4</b>	<b>mont</b>	<b>Region 6</b>	<b>Region 7</b>	<b>Antonio</b>	<b>Region 10</b>	<b>Region 11</b>
Applications Received	<b>49,762</b>	1,096	2,162	15,467	2,773	2,003	11,343	158	5,393	1,822	7,545
Number Pending	<b>46,774</b>	1,051	1,773	15,702	2,478	1,716	10,400	124	4,926	1,617	6,987
% Delinquent	<b>9.9%</b>	6.8%	7.1%	19.2%	3.0%	2.6%	8.3%	37.1%	3.1%	5.1%	2.1%
% Delinquent > 90 Days	<b>3.6%</b>	3.5%	0.2%	9.2%	0.2%	0.1%	1.7%	14.5%	0.1%	0.3%	0.2%

SAVERR TX Works Medicaid Cases only. Efforts are underway to include TIERS data.

The months reported reflect cut-off month. The number of workdays between cutoff dates can vary markedly across months.

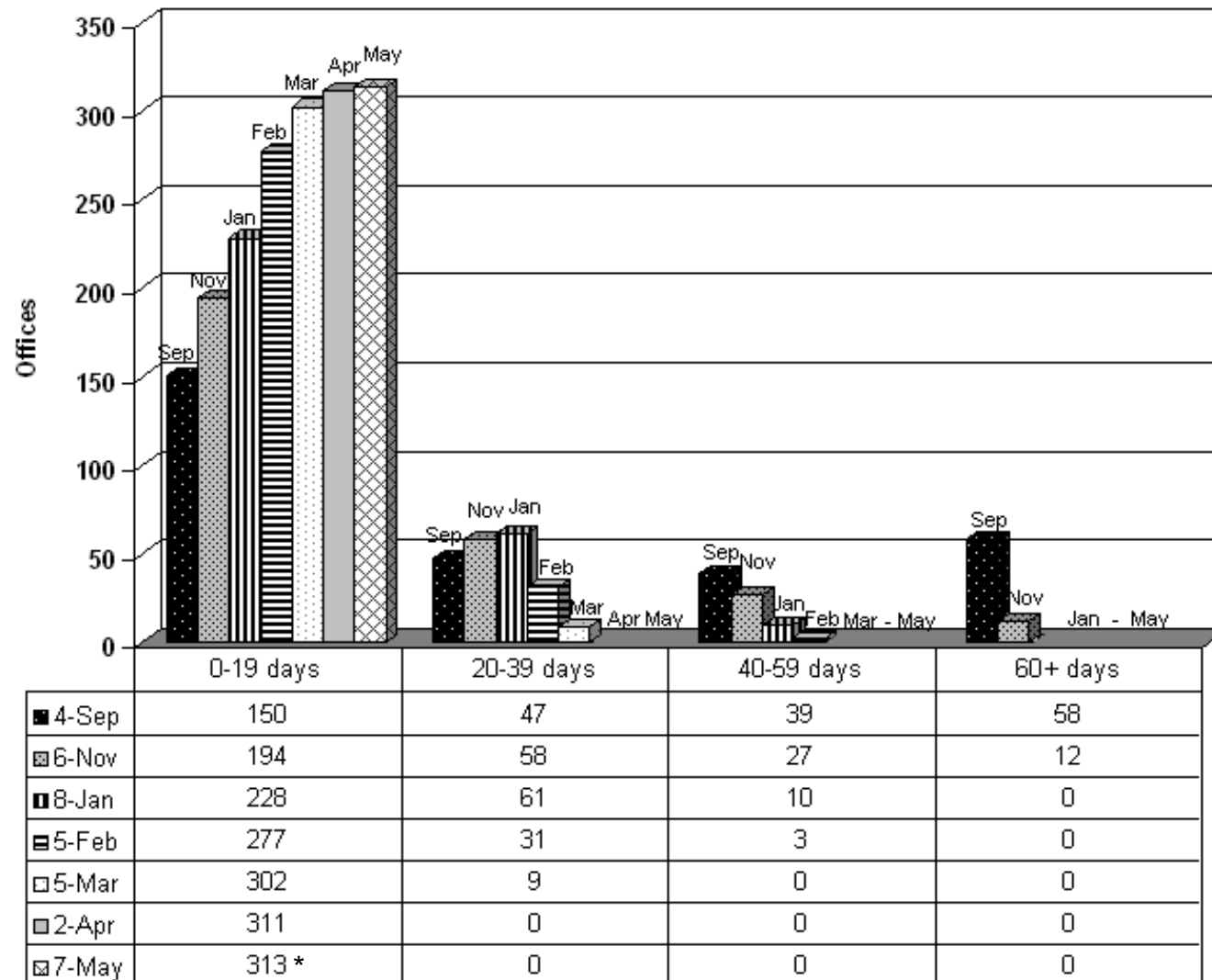
Some cutoff months (e.g., September 2009) have fewer workdays, thus fewer applications are received and fewer cases are disposed.

# Lead Day by Region



# Field Office Lead Day

**Eligibility Offices Lead Times  
September 2009 to May 2010**



\*HHSC opened two new office locations since the last reporting period of 4/23/2010. The Houston Region opened a new office in North Houston, and a second office was opened in Laredo in the Edinburg Region.

## SNAP Positive Payment Error Rate (PER)\*

Region	FFY 2009	FFY 2010			FFY 2010 Cumulative	
	Oct– Sep PER	November PER	December PER	January PER**	Total Sample	Number of Errors
1-Lubbock	6.59%	0.00%	0.00%	0.00%	14	0
2/9- Abilene	1.86%	0.00%	0.00%	2.68%	18	1
3-Grand Prairie	10.20%	1.53%	3.23%	3.26%	90	9
4-Tyler	4.24%	0.00%	0.00%	0.92%	15	1
5-Beaumont	5.82%	0.00%	0.00%	0.00%	17	0
6-Houston	6.24%	5.75%	3.10%	2.55%	33	4
7-Austin	10.84%	0.00%	0.00%	2.81%	36	2
8-San Antonio	3.87%	1.93%	1.87%	1.74%	39	3
10-El Paso	3.28%	0.00%	0.00%	0.00%	25	0
11-Edinburg	2.50%	0.54%	0.38%	0.31%	59	2
Customer Care Center	22.26%	0.00%	0.00%	0.00%	3	0
Asst. Response Team	9.00%	0.00%	0.00%	1.45%	68	2
<b>State</b>	<b>6.82%</b>	<b>1.04%</b>	<b>1.31%</b>	<b>1.73%</b>	<b>417</b>	<b>24</b>
National	4.20%	3.70%	Not available	Not available		

\*Error rates are cumulative over the federal fiscal year  
\*\*January is early alert data



## SNAP Negative Error Rate (NER)\*

Region	FFY 2009	FFY 2010		
	Oct– Sep NER	November NER	December NER	January NER**
1-Lubbock	3.03%	16.67%	14.29%	11.11%
2/9- Abilene	10.20%	20.00%	28.57%	15.38%
3-Grand Prairie	16.46%	0.00%	1.56%	4.60%
4-Tyler	7.50%	0.00%	6.25%	5.26%
5-Beaumont	8.11%	0.00%	0.00%	0.00%
6-Houston	7.76%	7.89%	7.27%	7.94%
7-Austin	29.41%	5.56%	4.35%	3.57%
8-San Antonio	14.52%	0.00%	0.00%	0.00%
10-El Paso	10.34%	0.00%	0.00%	10.00%
11-Edinburg	15.71%	0.00%	7.69%	9.09%
Customer Care Center	31.25%	37.50%	33.33%	33.33%
Asst. Response Team	10.00%	0.00%	0.00%	0.00%
<b>State</b>	<b>14.19%</b>	<b>5.52%</b>	<b>5.79%</b>	<b>5.56%</b>
National	8.48%	8.05%	Not available	Not available

\*Error rates are cumulative over the federal fiscal year  
\*\*January is early alert data

FFY 2010 Cumulative	
Total Sample	Number of Errors
9	1
13	2
87	4
19	1
12	0
63	5
28	1
30	0
10	1
22	2
12	4
4	0
<b>309</b>	<b>21</b>

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

# Field Eligibility Staff by Region

## Field Eligibility Staff as of 5/6/2010

Regions	FY10 Allocation	Filled Positions	Available Positions*	Percent Filled	Percent Available
1-Lubbock	221	213	8	96.4%	3.6%
2/9- Abilene	262	257	5	98.1%	1.9%
3-Grand Prairie	1,348	1,305	43	96.8%	3.2%
4-Tyler	282	279	3	98.9%	1.1%
5-Beaumont	257	247	10	96.1%	3.9%
6-Houston	1,338	1,306	32	97.6%	2.4%
7-Austin	684	665	19	97.2%	2.8%
8-San Antonio	719	704	15	97.9%	2.1%
10-EI Paso	462	450	12	97.4%	2.6%
11-Edinburg	1,023	1,015	8	99.2%	0.8%
Asst. Response Team**	597	573	24	96.0%	4.0%
Customer Care Center	336	330	6	98.2%	1.8%
MEPD	1,040	1,028	12	98.8%	1.2%
<b>Total, Eligibility in Field</b>	<b>8,569</b>	<b>8,372</b>	<b>197</b>	<b>97.7%</b>	<b>2.3%</b>

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

\*\*Assistance Response Team includes the Centralized Representative Unit that handles Fair Hearings.

## Other Staff that Support Field Eligibility Staff as of 5/6/2010

Divisions	FY10 Allocation	Filled Positions	Available Positions	Percent Filled	Percent Available
OES	229	197	32	86.0%	14.0%
OFS	404	368	36	89.5%	10.5%
OSS BOFM	38	34	4	89.5%	10.5%
EA	235	196	39	83.4%	16.6%
Ombudsman	61	59	2	96.7%	3.3%
COO	28	18	10	64.3%	35.7%
<b>Total, Other</b>	<b>995</b>	<b>872</b>	<b>123</b>	<b>87.6%</b>	<b>12.4%</b>
<b>Contractors</b>	<b>164</b>	<b>129</b>	<b>35</b>	<b>78.7%</b>	<b>21.3%</b>
<b>Total, Eligibility Strategy</b>	<b>9,728</b>	<b>9,373</b>	<b>355</b>	<b>96.4%</b>	<b>3.6%</b>

\*Division descriptions are provided on page 18.

# 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.



# Filled Eligibility Staff by Region

Regions	Filled Positions (3/18/10)	Filled Positions (3/25/10)	Filled Positions (4/1/10)	Filled Positions (4/8/10)	Filled Positions (4/15/10)	Filled Positions (4/22/10)	Filled Positions (4/29/10)	Filled Positions (5/6/10)	Net Change In Filled Positions (9/3/09 through 5/6/10)
<b>1-Lubbock</b>	218	218	216	215	216	215	213	213	<b>54</b>
<b>2/9- Abilene</b>	256	257	257	257	257	257	259	257	<b>45</b>
<b>3-Grand Prairie</b>	1,310	1,313	1,309	1,313	1,313	1,316	1,313	1,305	<b>297</b>
<b>4-Tyler</b>	277	278	278	276	277	278	279	279	<b>25</b>
<b>5-Beaumont</b>	248	248	247	249	248	248	248	247	<b>19</b>
<b>6-Houston</b>	1,280	1,275	1,287	1,287	1,298	1,303	1,310	1,306	<b>113</b>
<b>7-Austin</b>	657	662	659	659	661	663	662	665	<b>27</b>
<b>8-San Antonio</b>	698	700	699	705	700	701	700	704	<b>150</b>
<b>10-El Paso</b>	450	450	452	453	454	451	451	450	<b>3</b>
<b>11-Edinburg</b>	1,003	1,006	1,011	1,014	1,010	1,011	1,014	1,015	<b>47</b>
<b>Asst. Response Team</b>	592	593	594	591	587	583	581	573	<b>-11</b>
<b>Customer Care Center</b>	330	329	325	325	324	326	331	330	<b>56</b>
<b>MEPD</b>	1,023	1,024	1,020	1,025	1,027	1,029	1,029	1,028	<b>31</b>
<b>Total</b>	<b>8,342</b>	<b>8,353</b>	<b>8,354</b>	<b>8,369</b>	<b>8,372</b>	<b>8,381</b>	<b>8,390</b>	<b>8,372</b>	<b>856</b>



# Eligibility Positions by Region

Regions	SUP		TWA I/II/III		TWA IV		Clerical		Admin		FY 10 Alloc	Total Filled	Avail. Positions
	Alloc	Filled	Alloc	Filled	Alloc	Filled	Alloc	Filled	Alloc	Filled			
1-Lubbock	13	13	126	122	26	23	47	46	9	9	221	213	8
2/9-Abilene	14	13	148	145	20	20	69	68	11	11	262	257	5
3-Grand Prairie	67	66	814	795	117	112	302	287	48	45	1,348	1,305	43
4-Tyler	18	18	168	167	20	18	65	65	11	11	282	279	3
5-Beaumont	15	14	140	134	24	23	66	64	12	12	257	247	10
6-Houston	82	81	831	812	81	78	305	297	39	38	1,338	1,306	32
7-Austin	40	39	399	389	56	53	164	161	25	23	684	665	19
8-San Antonio	43	41	432	425	52	51	168	163	24	24	719	704	15
10-El Paso	24	24	266	260	34	33	124	119	14	14	462	450	12
11-Edinburg	60	59	618	614	74	74	242	239	29	29	1,023	1,015	8
Asst. Response Team	38	38	382	365	50	49	67	64	60	57	597	573	24
Customer Care Center	19	19	244	239	40	40	17	16	16	16	336	330	6
MEPD	53	53	654	645	55	54	249	247	29	29	1,040	1,028	12
<b>Total</b>	<b>486</b>	<b>478</b>	<b>5,222</b>	<b>5,112</b>	<b>649</b>	<b>628</b>	<b>1,885</b>	<b>1,836</b>	<b>327</b>	<b>318</b>	<b>8,569</b>	<b>8,372</b>	<b>197</b>

Active Position Report dated 5/6/10

# **Section IV: Update on Commissioner's Challenge**



# Commissioner's Performance Challenge

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**In an effort to reward and encourage improved performance, Executive Commissioner Suehs issued a challenge to eligibility staff to encourage continued improvement on timeliness and providing excellent customer service.**

- Commissioner Suehs agreed to visit and prepare lunch as a reward for five offices/units demonstrating the following:
  - Most improvement in timeliness – three offices/units
  - Most consistent performance - one office/unit
  - Most recognized by peers for providing consistent exceptional customer service - one office/unit
- The challenge was issued for a six month period and evaluated office performance from October 2009 to March 2010.

## **Most Improved Offices/Units:**

These three Offices/Units showed significant improvement in timeliness for SNAP and Medicaid for the Elderly and People with Disabilities (MEPD). Timeliness increased by as much as 38 percentage points over the six month period (a 70 percent improvement) in one unit.

- Region 8, San Antonio – Brady office – 4 units with 60 staff (SNAP timeliness)
- Region 11, Laredo – Casa Blanca office – 6 units with 93 staff (SNAP timeliness)
- Region 11, Corpus Christi, Alice, and Robstown – 1 MEPD unit with 20 staff (MEPD timeliness)

## **Most Consistent Office/Unit:**

This multi-office unit consistently exceeded performance standards; including achieving 100% timeliness in all programs in February and March 2010.

- Region 7, Lampasas, Hamilton, San Saba, Goldthwaite – 1 unit with 13 staff

## **Peer Recognized Office/Unit:**

According to their peers, this unit serves as a “go to” group and provides excellent customer service, while exceeding performance standards. The unit also works overdue cases for other areas, mentors new staff, and volunteers for activities to improve regional performance.

- Region 4, Jacksonville, Rusk – 1 unit with 14 staff