



**Brian Sandoval**  
*Governor*



**Richard Whitley**  
*Director*

State of Nevada  
**Department of Health and Human Services**

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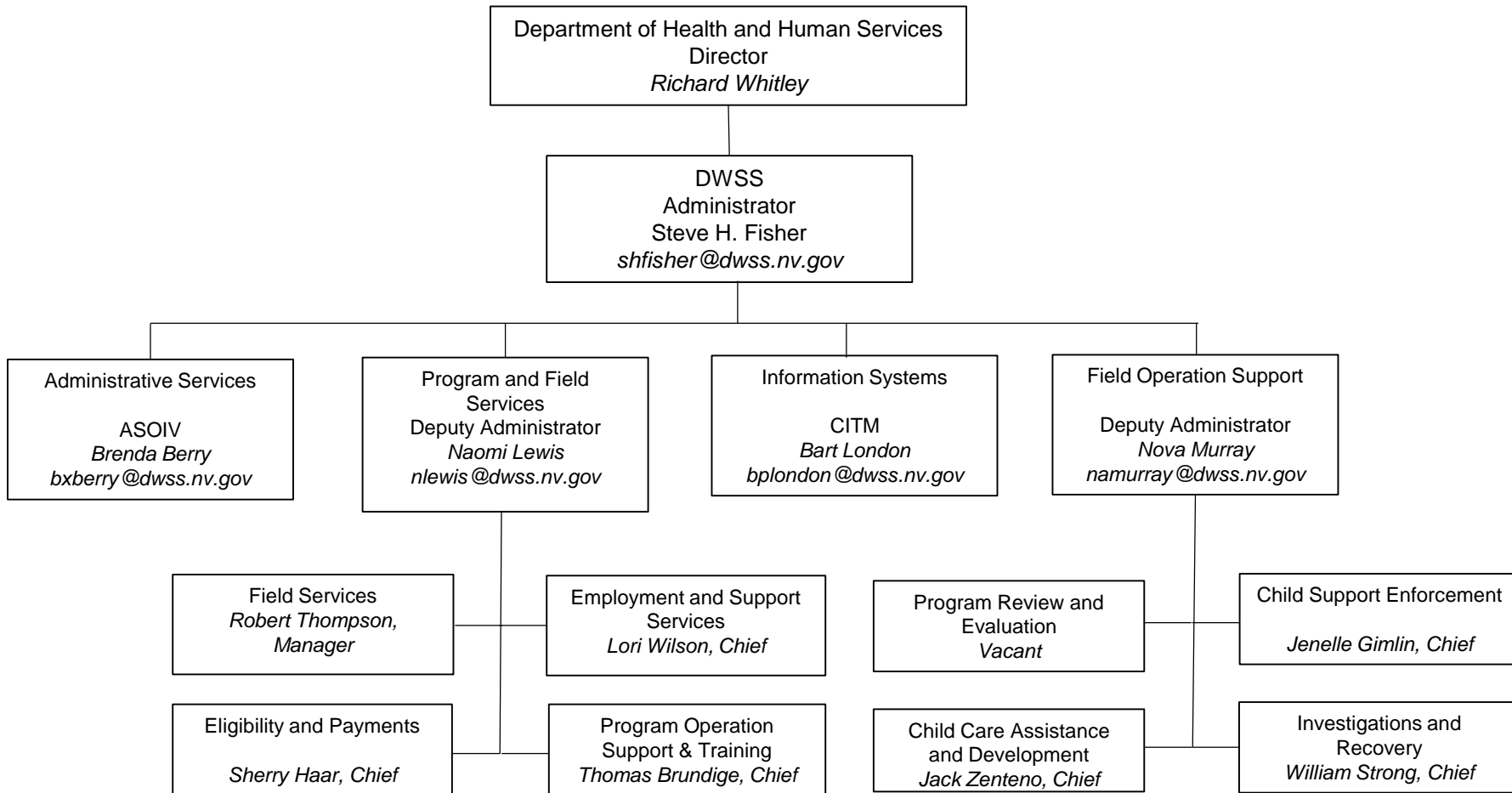
Pre-session Budget Hearing  
Division of Welfare and Supportive Services  
Steve H. Fisher - Administrator  
January 24, 2017



The mission of the Division of Welfare and Supportive Services is to engage clients, staff, and the community to provide public assistance benefits to all who qualify and reasonable support for children with absentee parents to help Nevadans achieve safe, stable, and healthy lives.

“Working for the Welfare of ALL Nevadans”

# ORGANIZATION



# STRATEGIC PRIORITIES

- To make Public Assistance Available to Those Most in Need through an Efficient and Responsive System while Ensuring Program Integrity and Reducing Fraud in the System.
- To Create Opportunities for Increased Self-Sufficiency and Independence through the Delivery of Employment and Training Opportunities for Recipients of Public Assistance and through the Establishment of Paternity, Support and Medical Orders and the Collection of Support for the Children we Serve.
- To Enhance Eligibility Determination Processes through Technology Improvements and Process Reengineering to Improve Worker Efficiency, Client Access and Deliver the Highest Quality of Customer Service to the Clients we Serve.
- Seek Collaborative Opportunities for Operations of DWSS Programs to Enhance Efficiency, Consistency, and Responsiveness to Customers while Providing Services in a Manner Designed to have a Positive Collective Impact on Public Health.

# DWSS STRATEGIES



## **Efficient and Responsive Government**

- Caseload/Staffing
- Outsourcing Business Functions
- Master Client Index



## **Improve Access to Service**

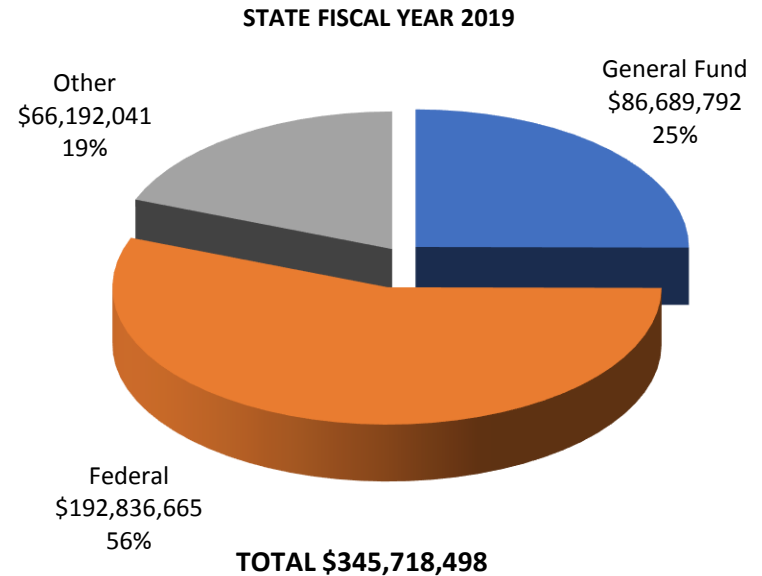
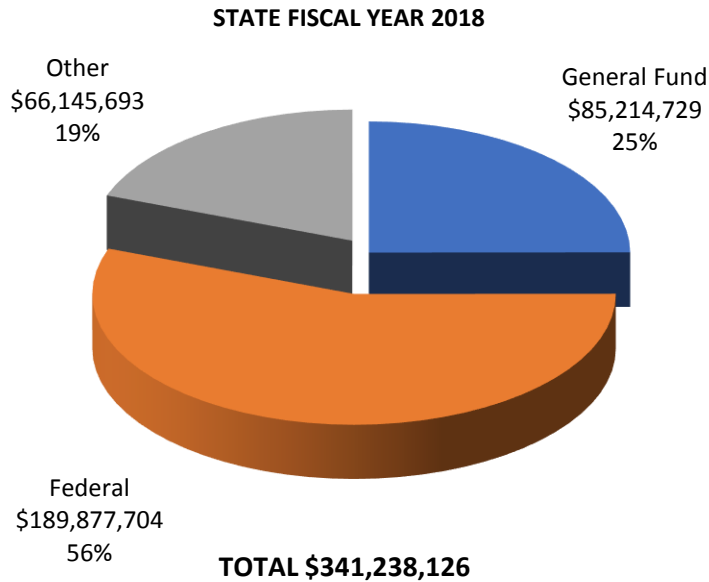
- Child Support System Replacement
- Access Nevada
- No Wrong Door



## **Workforce Development**

- Quality Childcare

# DIVISION OF WELFARE AND SUPPORTIVE SERVICES GOVERNOR'S RECOMMENDED BUDGET BY FUNDING SOURCE 2018-2019 BIENNIUM



Does not include:

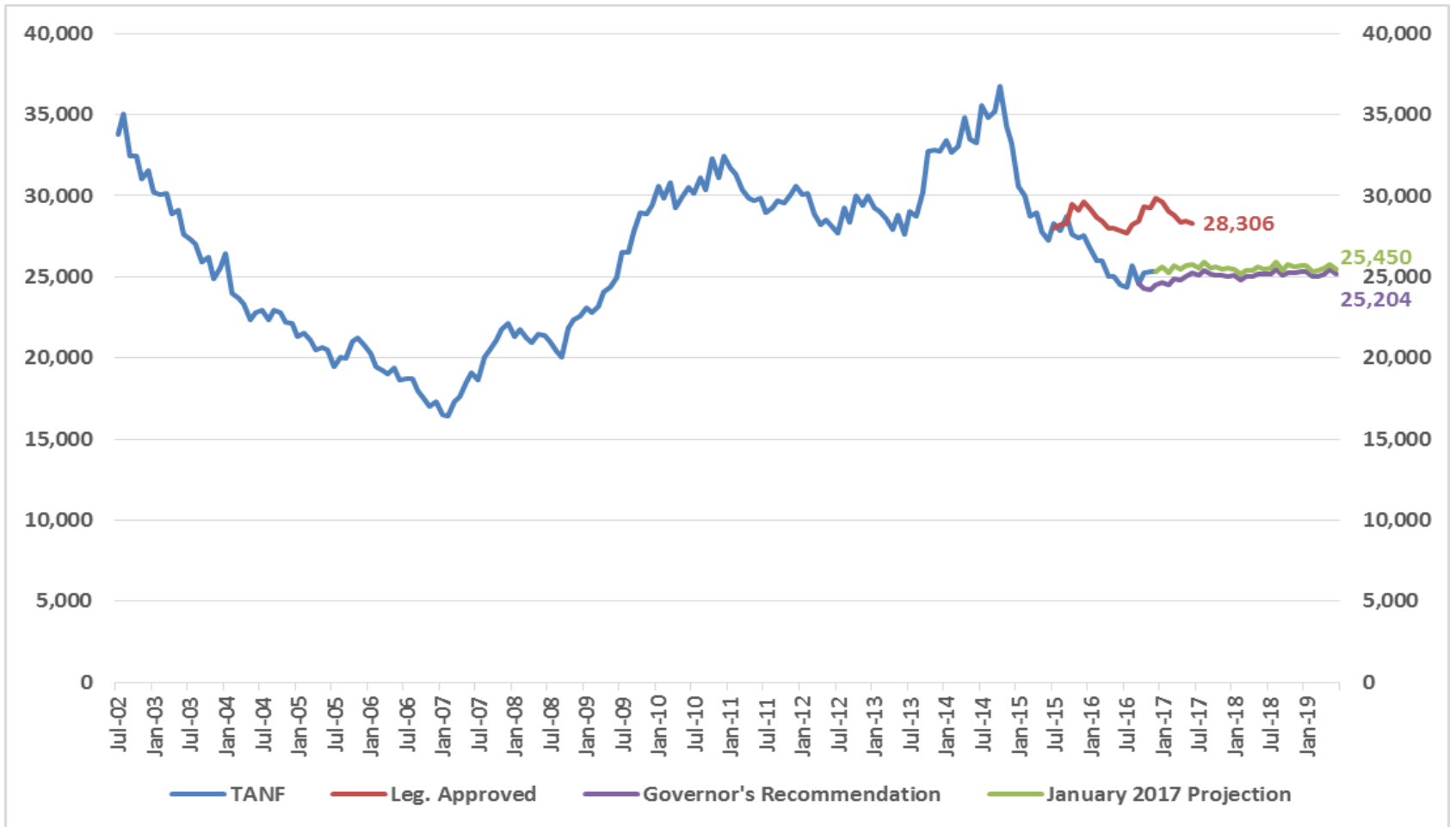
SNAP Benefits per Fiscal Year \$627,536,099 (DWSS Caseload Histories, FY16 Total SNAP Dollar Value)

Child Support Collection and Disbursement per Fiscal Year \$214,484,468 (FY16 Total SCaDU Collections)

# BUDGET ACCOUNT OVERVIEW

- 3228 – Welfare Administration
- 3230 – TANF
- 3232 – Assistance to Aged and Blind
- 3233 – Field Services
- 3238 – Child Support Enforcement Program
- 3239 – Child Support Federal Reimbursement
- 3267 – Child Care Assistance and Development
- 4862 – Energy Assistance Program

# TANF PROJECTIONS



**Nevada Division of Welfare & Supportive Services  
TANF Block Grant  
Current Source & Use of Funds  
Includes Cash Assistance Caseload Projections for FY17-19 as of : October 17, 2016**

	SFY16	SFY17	SFY18	SFY19
	Actual	LEG APP W/ CSLD UPDATE	REQUESTED	REQUESTED
<b>Source of Funds</b>				
Block Grant <sup>(1)</sup>	43,907,517	43,907,517	43,907,517	43,907,517
Contingency Funds <sup>(2)</sup>	4,870,798	4,870,798	2,195,376	-
State Funded Caseload			-	-
MOE (includes 3230 & 3267 GF)	<u>27,188,122</u>	<u>27,188,122</u>	<u>27,188,122</u>	<u>27,188,122</u>
Total Available Funds	75,966,437	75,966,437	73,291,015	71,095,639
<b>Use of Funds</b>				
Cash Assistance (CA)	41,678,716	39,645,426	40,057,209	40,312,504
Work Support Benefits	2,230,074	2,192,359	2,316,374	2,316,374
Other State Assessments	15,255	21,198	18,235	17,805
Child Care MOE	2,580,420	2,580,420	2,580,420	2,580,420
Child Care Benefits	-	-	955,170	7,538,159
Other State Programs	-	-	1,375,000	1,375,000
Eligibility & Program Support	15,717,926	16,035,585	18,038,609	18,501,416
Administration & Systems	<u>9,066,380</u>	<u>7,645,616</u>	<u>10,195,456</u>	<u>10,404,431</u>
Total Funds Expended	71,288,771	68,120,604	75,536,473	83,046,109
Carry Forward	18,007,981	22,685,647	30,531,480	28,286,022
Funding Surplus (Deficit)	4,677,666	7,845,833	(2,245,458)	(11,950,470)
<b>Remaining Grant <sup>(3)</sup></b>	<b>22,685,647</b>	<b>30,531,480</b>	<b>28,286,022</b>	<b>16,335,552</b>
TANF Reserve - 30 Day		3,411,040	4,029,029	4,654,832
Adjusted for Budget Reductions				
Carry Forward				(184,055)
Eligibility & Program Support - E226 Increase Staff Efficiency			(217,162)	(223,715)
Eligibility & Program Support - E225 Outsource Document Imaging			<u>33,107</u>	<u>(50,970)</u>
Total Reductions			(184,055)	(458,740)
<b>Remaining Grant <sup>(3)</sup></b>			<b>28,470,077</b>	<b>16,794,292</b>

(1) Represents total Block Grant in current fiscal year.

(2) Contingency funding: represents prior federal fiscal year award. SFY16 represents \$4.87 million FFY15 carried into SFY16. FFY16 award is reserved for SFY17 and reflects YTD awards. FFY17 awarded amount of \$2.2 million is reserved for SFY18.

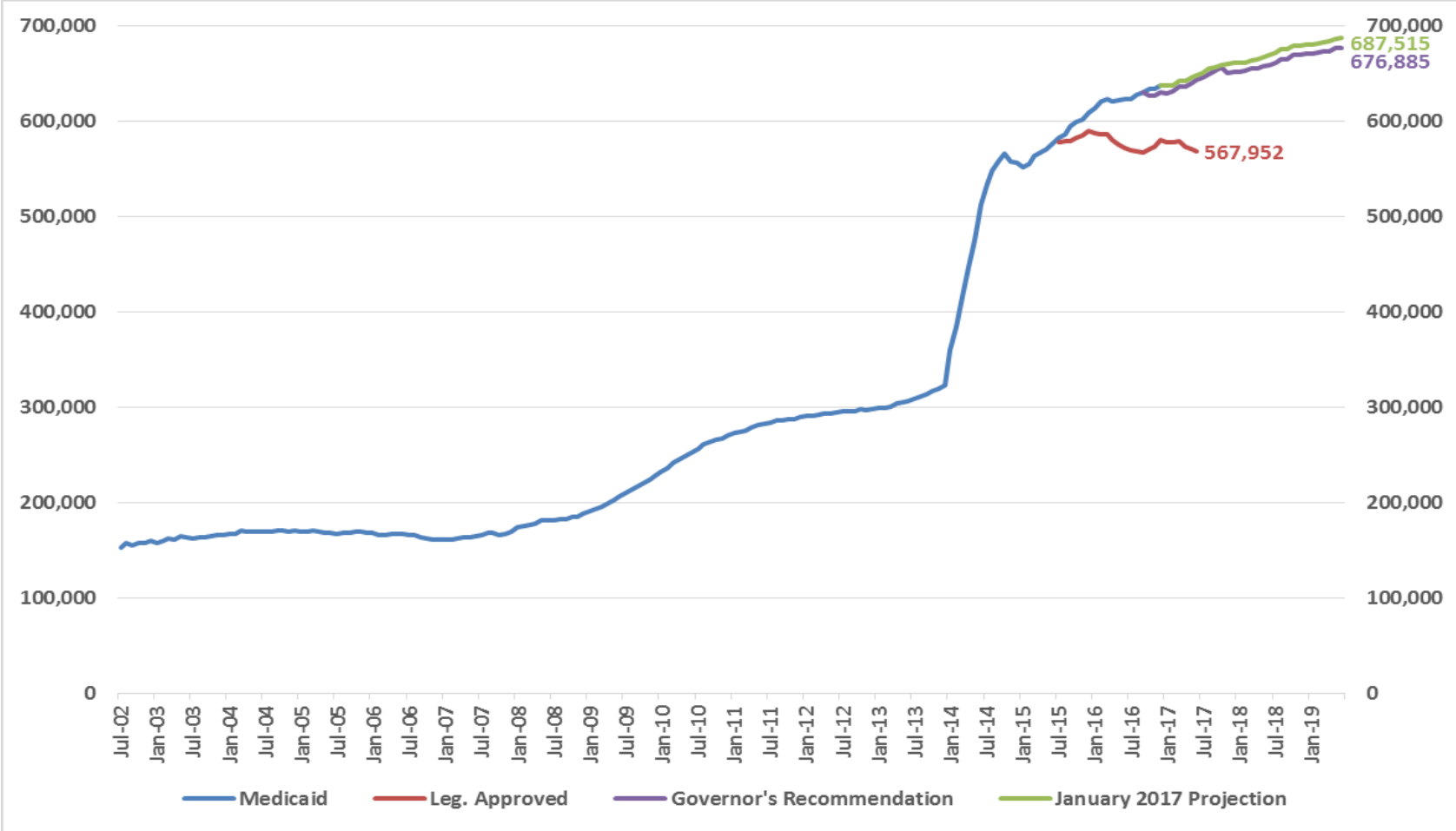
(3) Excludes penalties of \$9.6 million from FFY07 through FFY15 that will potentially reduce Block Grant.



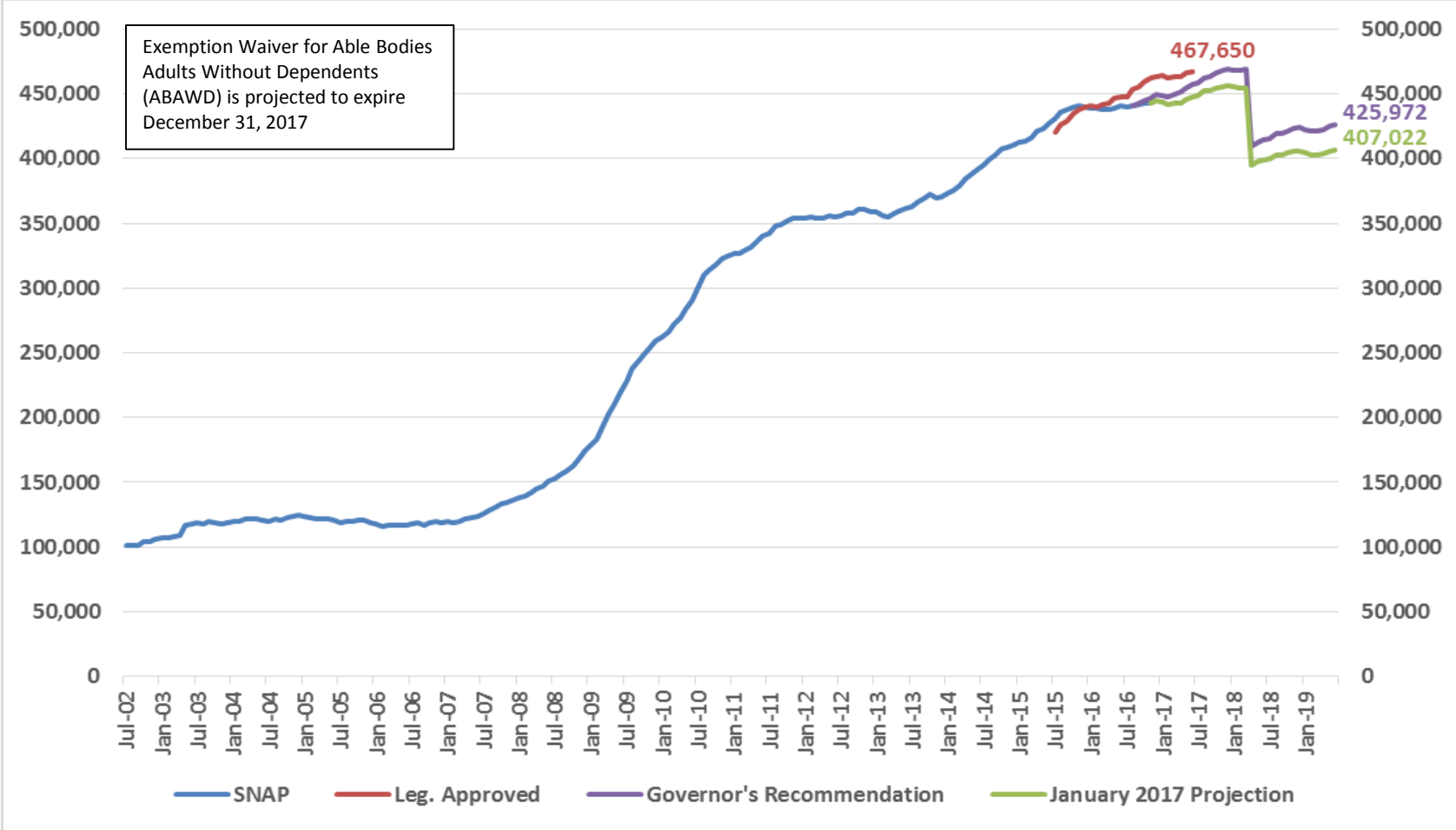
# TANF PROGRAM SUPPORT

- 3230 E240 – Aging and Disability Services Family Preservation Program (FPP)
  - FPP Provides Financial Assistance to Low Income Families Residing in Nevada who:
    - Provide Care in their Home for Family Members with Profound or Severe Intellectual Disabilities
    - Have Children Under Six Years of Age who have Developmental Delays that Require Support Equivalent to that Required by a Person with Profound or Intellectual Disabilities or a Related Condition
- 3230 E241 – Supporting Food Security
  - Provides Families with Immediate Food Assistance and also Work with them to Address the Root Causes of Hunger in their Households
  - Provides Assistance with Employment, Housing, Utility Payments, Child Care, Applying for Public Benefits, and Accessing other Supportive Services

# MEDICAID PROJECTIONS

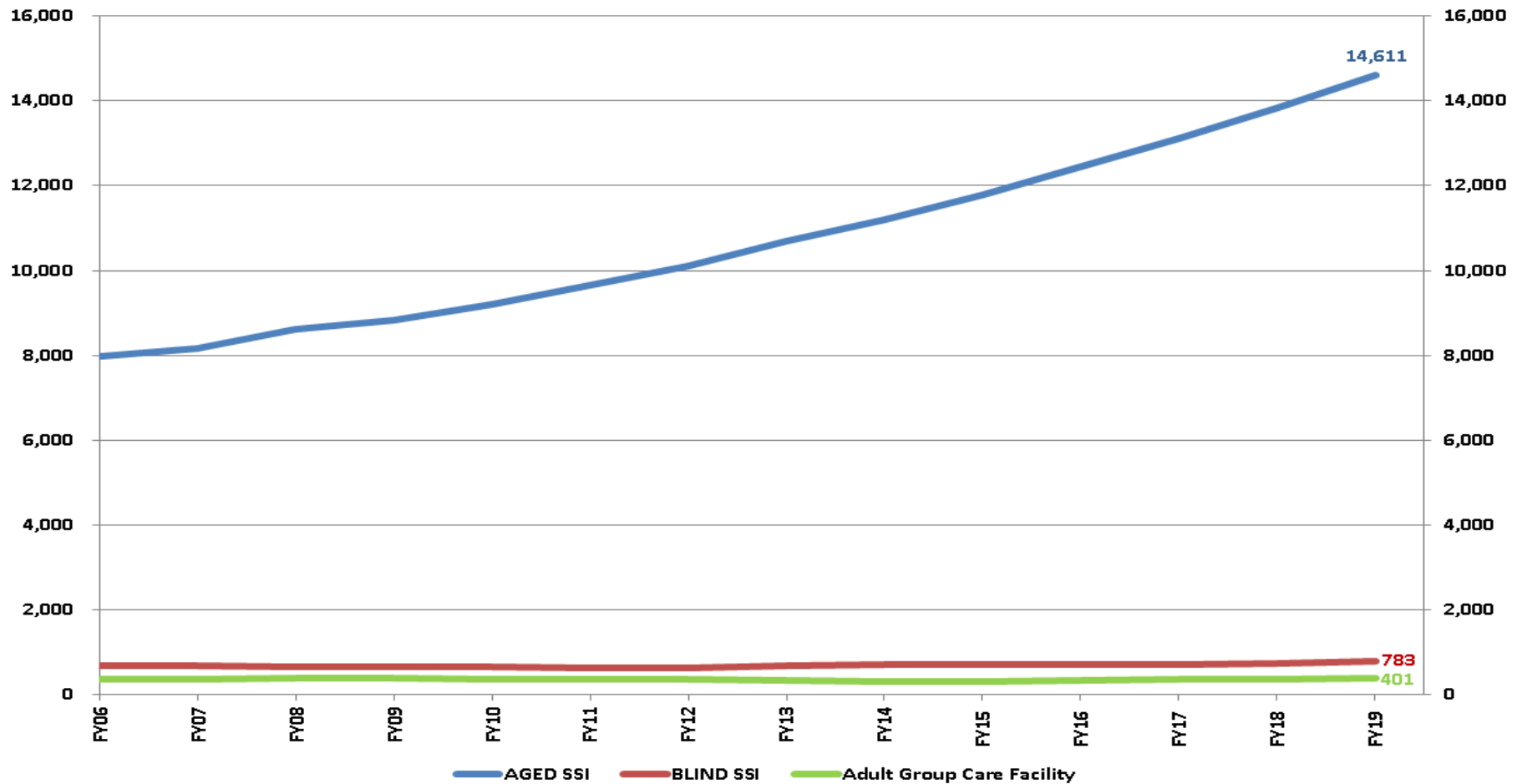


# SNAP PROJECTIONS



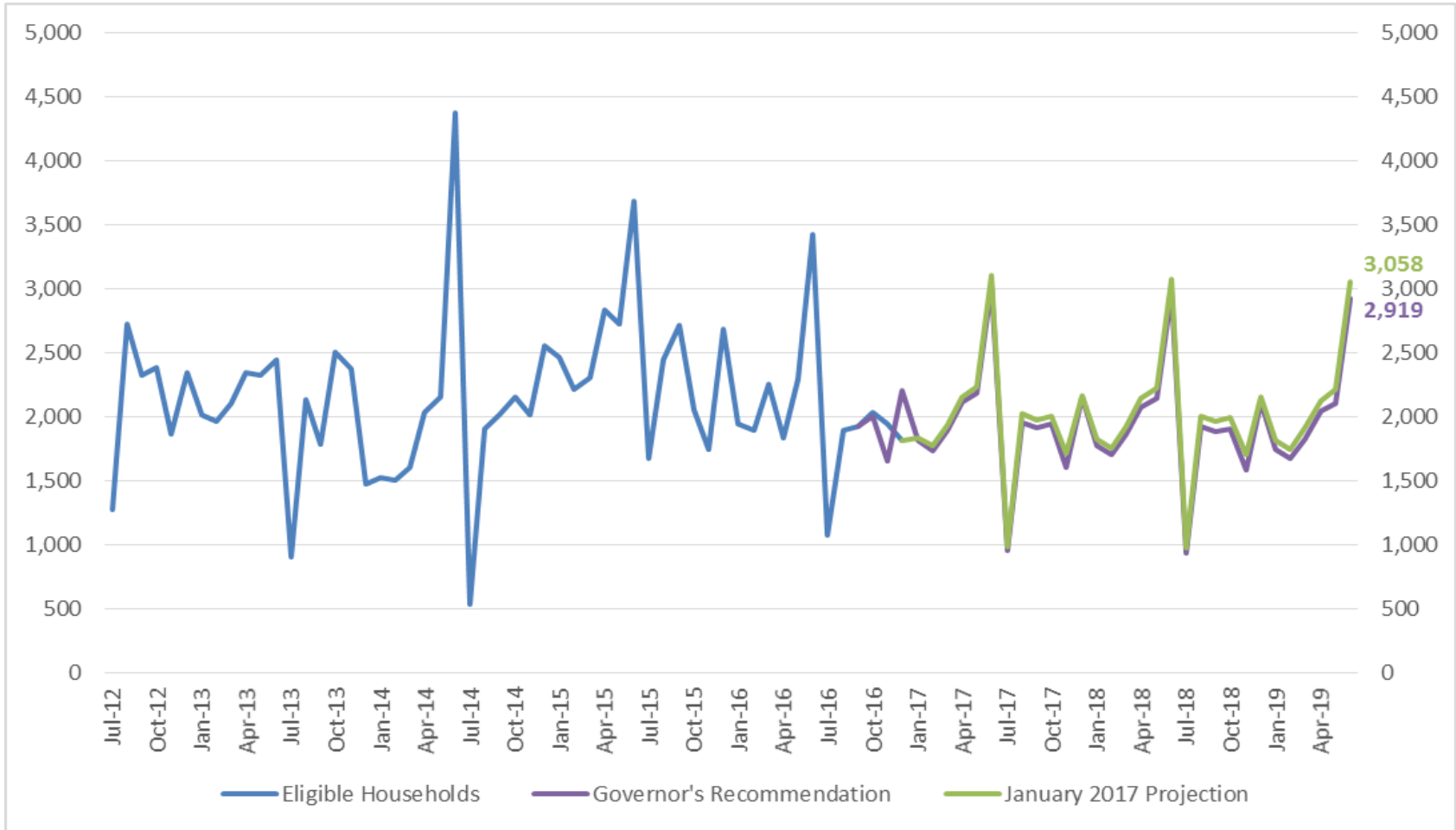
# AGED SSI, BLIND SSI & GROUP FACILITY

ACTUALS FY06 - FY16 & PROJECTIONS FY17 - FY19

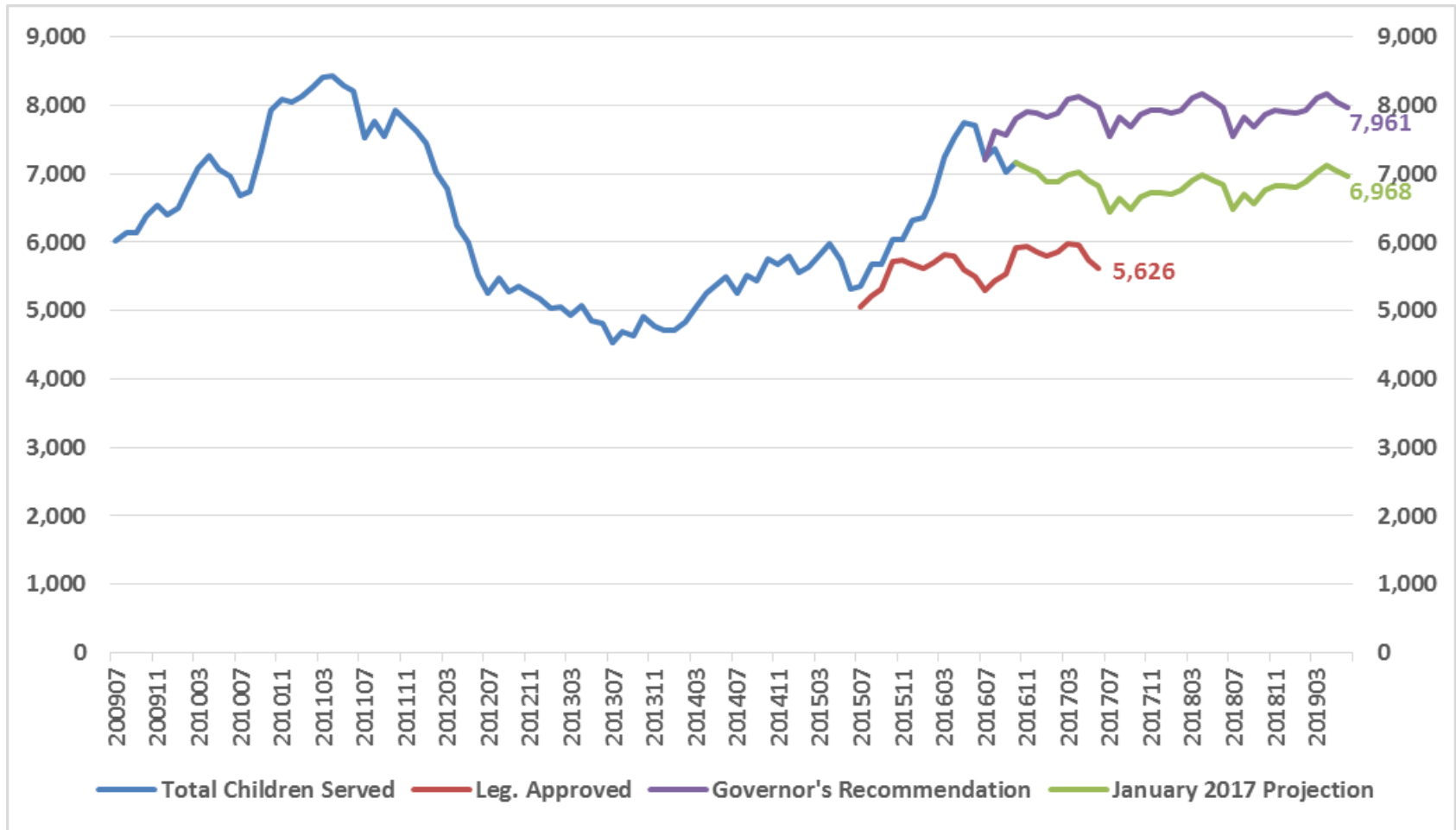


# ENERGY ASSISTANCE PROGRAM

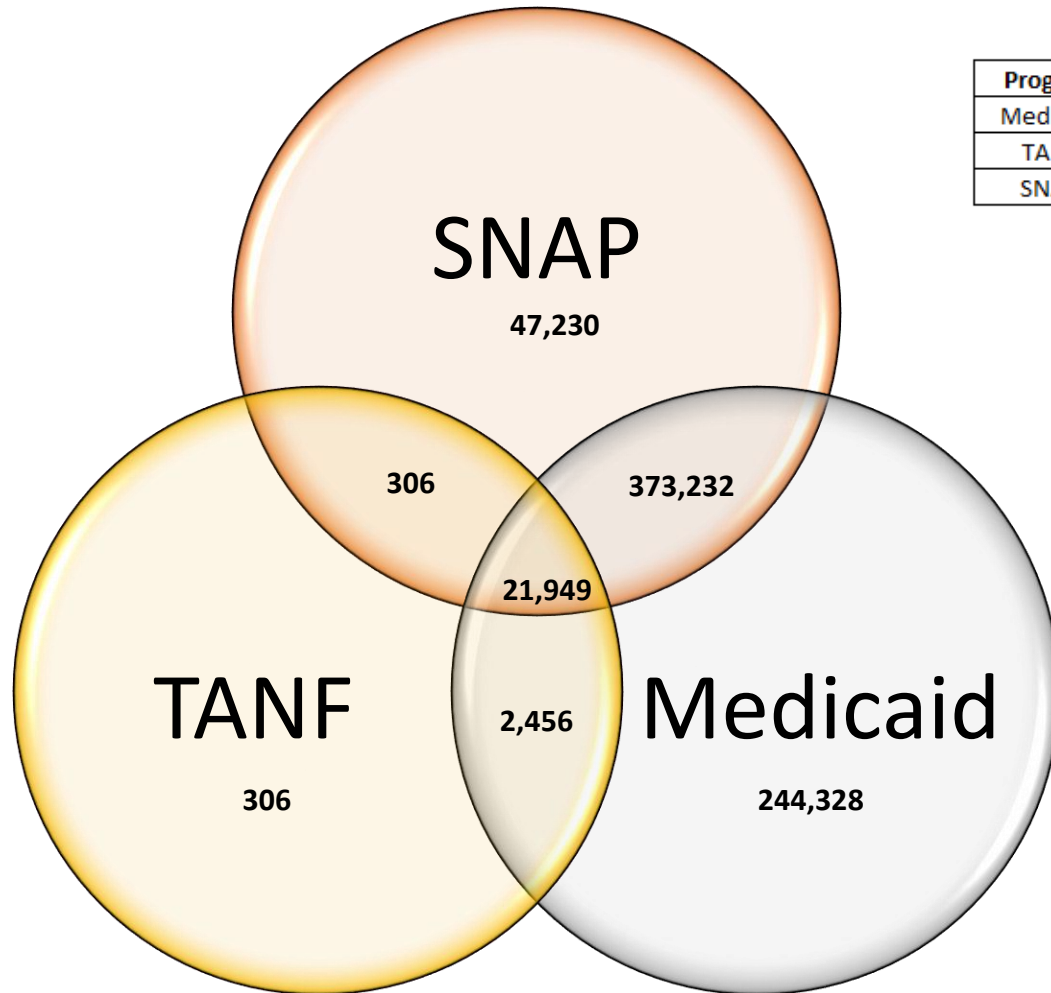
## ACTUALS FY06 - FY16 & PROJECTIONS FY17 - FY19



# CHILD CARE PROJECTIONS



# RECIPIENTS BY PROGRAM



Program	Recipients
Medicaid	641,965
TANF	24,932
SNAP	442,717

*Note: October 2016 data is used in the diagram above. 689,807 unique individuals are in at least one of the three programs. Medicaid counts include retroactive cases.*

# EFFICIENCIES



Applications  
Processed  
2007 16,456 p/m  
2017 54,704 p/m  
**Up 232%**



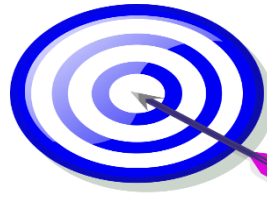
Client  
Enrollment  
2007 152,926  
2017 689,807  
**Up 351%**



Staffing  
2007 963  
2017 1768  
**Up 84%**



SNAP Timeliness  
2013 72.39%  
2016 97.8%\*



SNAP Accuracy  
Rate  
2014 7.61%  
2015 4.95%\*



The call center  
capacity  
improved by  
97%

\* State reported numbers



# STAFFING

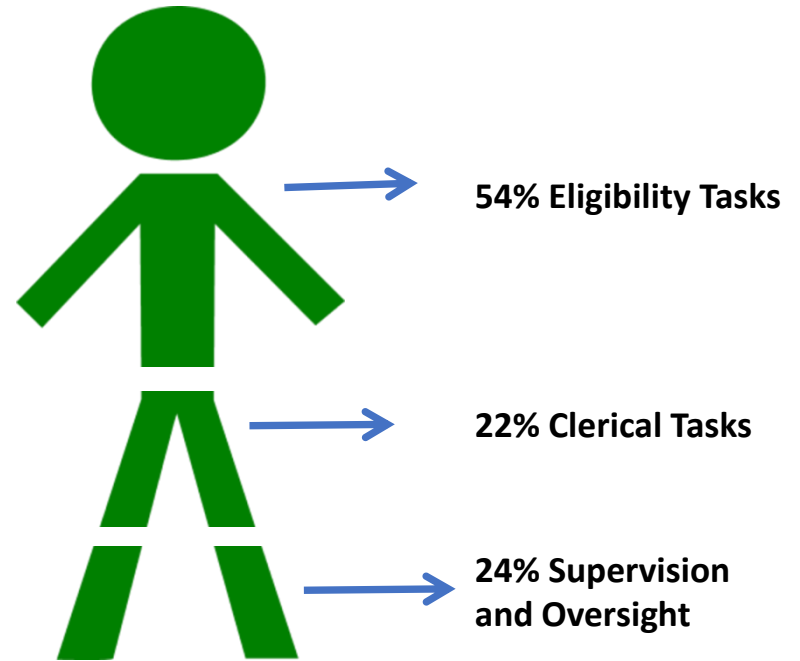


**689,807 Unique Individuals**  
participating in at least one of 3  
Programs

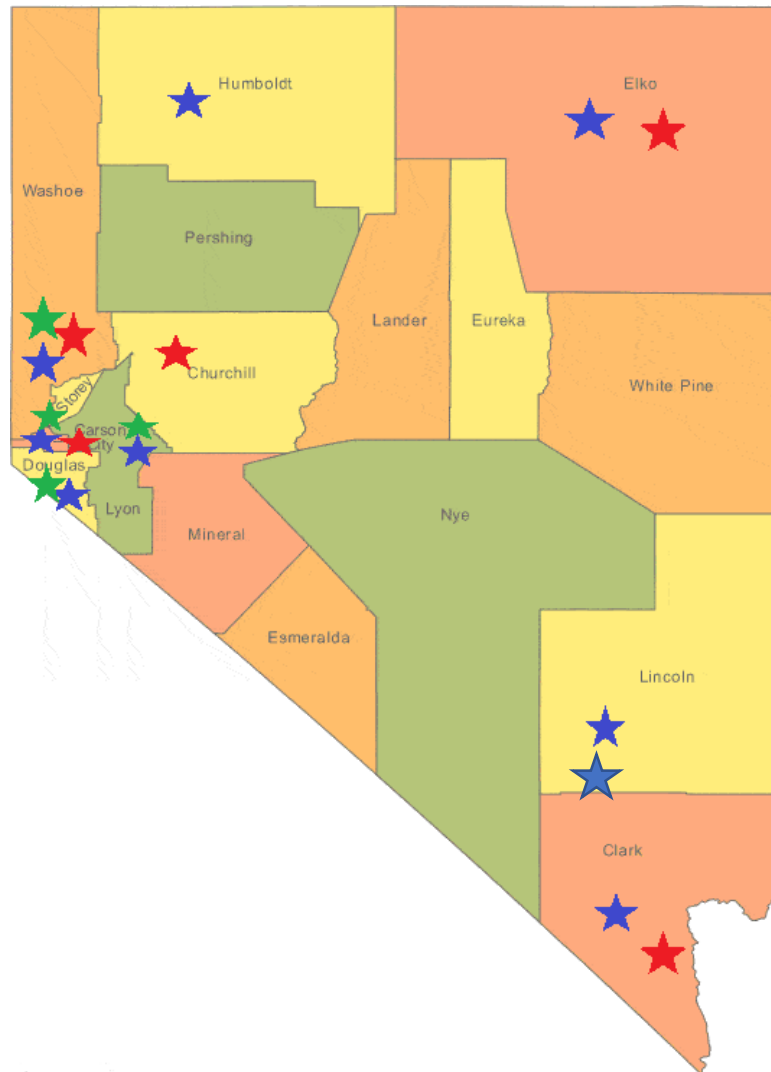


**An average of 139,995**  
**Unduplicated Transactions Per**  
**Month**

Each Task takes 52.25 minutes to  
complete



# DWSS PARTNERSHIPS MAP



 **Criminal Justice Partnerships: (20)**

 **Medical Partnerships: (12)**

 **Social Services Partnerships: (7)**

# NON-CORE BUSINESS FUNCTIONS

- 3233 E225 – Document Imaging
  - By Outsourcing this Function the Agency will Leverage Document Imaging Expertise and Technology, Reduce Cost, and Provide the Division with the Opportunity to Focus on Core Business Functions.
  
- 3238 E226 – Child Support State Collection and Disbursement Processing
  - By Outsourcing this Function the Agency will Benefit from Expertise in the Financial Arena, Reduce State/Employee Liability and will Realize Additional Functionality Related to Modernizing Collection Processes. There Are Thirty States that Outsource their Collections and Disbursement Units.

# 3228 TECHNOLOGY ONE SHOT APPROPRIATIONS

## ➤ MASTER CLIENT INDEX

This Technology Request Maximizes Medicaid Funding to Create a Master Client Index (MCI) to Track Clients Across the Department. The MCI is a Database that Maintains a Unique Identifier Allowing for Improved Access to Client Data and Coordination of Services Across the DHHS Enterprise.

## ➤ NO WRONG DOOR

This Technology Request Maximizes Medicaid Funding to Enhance Systems to Support a No Wrong Door Approach to Serving the Department of Health and Human Services (DHHS) Clientele to Electronically Guide Citizens to the Possible DHHS Programs for which They may Qualify.

## ➤ ACCESS NEVADA

This Technology Request Maximizes Medicaid Funding to Modernize the Public Facing Web Application Used to Submit an Electronic Application for Medicaid, SNAP and TANF. The Enhancements Include Engineering to Easily add other Public Assistance Programs (i.e. WIC).

## ➤ CHILD SUPPORT SYSTEM REPLACEMENT

This Technology Request Replaces the Child Support Enforcement System to Improve the Effectiveness and Quality of the Child Support Program and Increase Child Support Collections for Nevada Families.

# 3228 STAFFING

## ➤ M501 - 1 Privacy Officer (MAIII)

- Responsible for the Development, Implementation, and Maintenance of a Comprehensive Governance and Privacy Program to Ensure Compliance with All Applicable Laws and Regulations Regarding the Collection, Use, Maintenance, Sharing, and Disposal of PII by Programs and Information Systems.

## ➤ E228 - 1 Project Manager (BPAIII)

- Conduct Project Initiation, Planning, Execution, Monitoring and Control, and Close Processes and Apply Tools and Techniques for the Management of the Project's Scope, Schedule, Budget, Quality, Communications, Risk, and Procurement Activities.

## ➤ E230 - 2 Public Service Interns

- This Request will Provide College Students with the Opportunity to Engage and Train for Entry Level Positions within the Division. At One Time DWSS did have Intern Positions and was Very Successful in this Effort; One of the Interns has Worked for DWSS for Several Years.

## ➤ E225 - 2 Social Services Program Specialist III - Convert Two Contract Positions to State FTE's.

- Federal Grant Funded Positions to Coordinate and Administer the Nevada Supplemental Nutrition Education and Obesity Prevention Program (SNAP-Ed) to Promote Physical Activity, Healthy Food Choices, and Obesity Prevention in Nevada. Work in Collaboration and Coordination with Other State and Local Operators of Other FNS and Local Programs to Complement the Efforts of Other Programs.

# WORKFORCE DEVELOPMENT

- Maintain Current Caseload when Reimbursement Rates Increase to 75% of the Market Rate.
  - 3267 E245 – Child Care Market Rate
    - This Federal Mandate Requires States to Increase Reimbursement Rates to At Least 75% of the Current Child Care Market Rate. The Change Increases Expenditures per Child in Nevada by Approximately 53% Based on Current Payment Data. This Request Enables Low Income Parents to Remain on the Program for Training, Job Search or Employment Purposes.

# REPLACEMENT EQUIPMENT

- E710 – 3228 Administration Replacement Equipment
- E710 – 3233 Field Services Replacement Equipment
- E710 – 3238 Child Support Enforcement Replacement Equipment
- E710 - 3267 Child Care Replacement Equipment

# BILL DRAFT REQUESTS

- Omnibus Child Support Bill
  - Guideline Review
  - Mandatory Third Party Insurance Settlement Reporting
  - Recreational License Suspension
  - Vehicle Registration Suspension
- Uniform Interstate Family Support Act (UIFSA) 2008 House Keeping



# QUESTIONS

# APPENDIX

Administrative		FY 2018	FY 2019
M200 BA 3228	This request funds changes in projected SNAP average monthly cases from 220,864 in state fiscal year 2016 to 225,873 in state fiscal year 2017 (2.27 percent change from 2016) and changes in projected TANF average monthly households from 10,460 in state fiscal year 2016 to 9,684 in state fiscal year 2017 (-7.42 percent change from 2016) to align state fiscal year 2017 caseload.	240,867	240,867
	General Fund	120,220	120,220
M201 BA 3228	This request funds changes in projected SNAP average monthly cases from 225,873 in state fiscal year 2017 to 228,252 in state fiscal year 2018 (1.05 percent change from 2017) and 212,624 in state fiscal year 2019 (-5.87 percent change from 2017) and in projected TANF average monthly households from 9,684 in state fiscal year 2017 to 9,842 in state fiscal year 2018 (1.63 percent change from 2017) and 9,896 in state fiscal year 2019 (2.19 percent change from 2017)	27,508	-151,157
	General Fund	13,354	-76,117
M501 BA 3228	This request funds one Management Analyst 3 position to act as the agency privacy officer.	74,408	91,022
	General Fund	21,580	26,399
E225 BA 3228	Convert Two SNAP Nutrition Education Contract Staff to State Full Time Employees.	0	0
	General Fund	0	0
E228 BA 3228	This request funds 1 BPAIII in our Information Technology Project Management Office to support all of the agency's technology projects projected for the 2017-19 biennium and into the future.	76,629	95,346
	General Fund	22,515	27,653
E230 BA 3228	This request funds two Public Service Intern 1 positions to allow college students to engage and train for entry level positions within the Division.	99,782	115,327
	General Fund	28,940	33,448
E710 BA 3228	This replaces computer hardware and associated software based on the Enterprise Information Technology Services recommended replacement schedule.	801,338	811,231
	General Fund	232,412	235,280

Field and Support Services		FY 2018	FY 2019
M200 BA 3230	This request funds changes in projected TANF average monthly recipients from 26,717 in fiscal year 2016 to 24,726 in fiscal year 2017 (-7.45 percent change from 2016) to align projected fiscal year 2017 caseload. <b>G01 has-8.05% change.</b>	-2,033,290	-2,033,290
	General Fund	0	0
M201 BA 3230	This request funds an increase in projected TANF average monthly recipients from 24,726 in fiscal year 2017 to 25,097 in fiscal year 2018 (1.50 percent change from 2017) and 25,236 in fiscal year 2019 (2.06 percent change from 2017).	402,848	658,143
	General Fund	0	0
E240 BA 3230	This request transfers TANF funding from the Division of Welfare and Supportive Services to the Family Preservation Program, to provide payments to 223 families during each year of the biennium. The Family Preservation Program provides financial assistance to low income families residing in Nevada who: 1) are providing care in their home for family members with profound or severe intellectual disabilities; or 2) have children under six years of age who have developmental delays that require support equivalent to that required by a person with profound or intellectual disabilities or a related condition. This is a companion to DHHS - Aging and Disability Services - Family Preservation Program, budget account 3166, decision unit E240.	1,000,000	1,000,000
	General Fund	0	0
E241 BA 3230	This request transfers TANF funding from the Division of Welfare and Supportive Services to the Department of Health and Human Services for funding Food Security One Stop Shops that provide: 1) families with immediate food assistance and also work with them to address the root causes of hunger in their households; and 2) assistance with employment, housing, utility payments, child care, applying for public benefits, and accessing other supportive services. This is a companion to DHHS - Grants Management Unit, budget account 3195, decision unit E241.	375,000	375,000
	General Fund	0	0
M200 BA 3232	This request funds an increase in projected Assistance to Aged And Blind average monthly cases from 13,509 in fiscal year 2016 to 14,195 in fiscal year 2017 (5.08 percent increase over 2016) to align to projected fiscal year 2017 caseload.	310,649	310,649
	General Fund	310,649	310,649
M201 BA 3232	This request funds an increase in projected Assistance to Aged And Blind average monthly cases from 14,195 in fiscal year 2017 to 14,974 in fiscal year 2018 (5.49 percent increase over 2017) and 15,796 in fiscal year 2019 (11.28 percent increase over 2017).	639,181	1,201,534
	General Fund	639,181	1,201,534

Field and Support Services		FY 2018	FY 2019
E226 BA 3233	This request eliminates 19 FTE positions and 2 Intermittent staff due to improved efficiency. Despite overall caseload growth, buildings, staffing and technology investments authorized during previous biennia have resulted in added productivity, efficiency and improved customer service.	-1,455,967	-1,499,897
	General Fund	-440,328	-453,693
E225 BA 3233	This request seeks to outsource the functions of the Document Imaging unit effective October 2017. This will leverage document imaging expertise and technology, reduce cost, and provide the division with the opportunity to focus on core business functions. This request eliminates the operating and personnel cost for forty-three intermittent Administrative Assistant 1 staff, one Administrative Assistant 2 intermittent staff and one Family Services Supervisor 1 position that are responsible for the scanning of client case files to be digitally accessible. Quality assurance will be critical to ensure case decisions remain timely and accurate and not affected by an inability to locate documents. <b>G01 states that this request eliminates 45 intermittent Administrative Assistant staff and one Family Services Supervisor, however the correct reduction is 44 intermittent Administrative Assistant staff and one Family Services Supervisor.</b>	221,971	-341,726
	General Fund	67,131	-103,366
E710 BA 3233	This request funds replacement computer hardware and associated software per Enterprise Information Technology Services' recommended replacement schedule.	475,807	128,924
	General Fund	143,898	38,997

Other Programs to Support Low-Income Families		FY 2018	FY 2019
E226 BA 3238	This decision unit seeks to outsource the State Collections and Disbursement Unit, which is responsible for child support payment processing, to a payment processing center effective January 2018. This will leverage financial expertise, current technology and secure infrastructure, reduce cost and liability to the state, and provide the division with the opportunity to focus on core business functions. Included in this decision unit is a reduction in operating and personnel costs for seventeen positions consisting of eleven Administrative Assistant 2, two Administrative Assistant 3, two Management Analyst 1, one Management Analyst 3, and one Management Analyst 4.	-519,353	-1,032,799
	General Fund	0	0
E710 BA 3238	This request funds replacement computer hardware and associated software per Enterprise Information Technology Services' recommended replacement schedule.	353,414	10,569
	General Fund	0	0
M200 BA 3267	This request funds changes in projected average number of children served monthly from 6,598 in state fiscal year 2016 to 8,203 in state fiscal year 2017 (24.33 percent change from 2016) to align projected state fiscal year 2017 caseload.	14,316,982	14,316,982
	General Fund	0	0
M201 BA 3267	This request funds a change in projected average number of children served monthly from 8,203 in state fiscal year 2017 to 8,311 in state fiscal year 2018 (1.32 percent change from 2017) and 8,307 in fiscal year 2019 (1.27 percent change from 2017).	635,427	587,616
	General Fund	0	0
E245 BA 3267	This request funds the program to implement Federal requirement to reimburse child care providers based on current market rate.	955,170	2,865,511
	General Fund	0	0
E710 BA 3267	This request replaces computer hardware and associated software per the Enterprise Information Technology Services' recommended replacement schedule.	13,098	20,025
	General Fund	0	0

Other Programs to Support Low-Income Families		FY 2018	FY 2019
M200 BA 4862	This request funds changes in projected average monthly Energy Assistance Program current and arrearage households from 2,245 in state fiscal year 2016 to 1,958 in state fiscal year 2017 (-12.78 percent change from 2016) to align projected 2017 caseload. The average Fixed Annual Credit (FAC) is projected at \$699 per household. <b>G01 states the 2017 FAC is \$731, however \$699 is correct for 2017.</b>	-2,671,424	-2,671,424
	General Fund	0	0
M201 BA 4862	This request funds changes in projected average monthly Energy Assistance Program current and arrearage households from 1,958 in state fiscal year 2017 to 1,918 in state fiscal year 2018 (-2.04 percent change over 2017) and 1,886 in state fiscal year 2019 (-3.68 percent change over 2017) to align projected 2018 and 2019 caseload. The average Fixed Annual Credit (FAC) is projected at \$727 per household in 2018 & \$702 per household in 2019. <b>G01 states that the FAC is \$731 for 2018 and 2019, however \$727 is the correct FAC for 2018 and \$702 is the correct FAC for 2019.</b>	144,163	-649,526
	General Fund	0	0

One-Shot Appropriations		FY 2018	FY 2019
BA 3228	<b>One-shot appropriation.</b> This request funds the modernization of Access Nevada. This is the Divisions public facing web application that provides clients with the opportunity to submit an electronic application for Medicaid, SNAP and TANF. Access Nevada was developed and implemented in 2010.	8,098,358	1,901,642
	General Fund	809,836	190,164
BA 3228	<b>One-shot appropriation.</b> This request funds procurement of a case management system to embrace the 'no wrong door' approach to serving the Department of Health and Human Services (DHHS) clientele.	2,040,729	1,825,169
	General Fund	216,527	191,146
BA 3228	<b>One-shot appropriation.</b> This request funds a Master Client Index (MCI) project to develop a cross-index of all DHHS participants.	1,275,000	0
	General Fund	127,500	0
BA 3238	<b>One-shot appropriation.</b> This request funds a Technology Investment Request approved in the 2015-2017 biennium and allows the agency to continue modernization of the automated processing system for child support enforcement.	6,759,444	22,666,141
	General Fund	1,598,211	7,706,488

# FULL TIME EQUIVALENT POSITIONS

Budget Account	FY 2017	FY 2018				FY 2019				Net Change FY18	Net Change FY19	Total Biennial Change		
	Leg App FTE's	FTE's Added	FTE's Transferred	Reduced FTE	Agency Req FTE's	FTE's Added	FTE's Transferred	Reduced FTE	Agency Req FTE's					
<b>TOTAL FULL TIME EQUIVALENT POSITIONS</b>	<b>1,874.51</b>	<b>6.00</b>			<b>(37.00)</b>	<b>1843.51</b>	<b>6.00</b>			<b>(37.00)</b>	<b>1843.51</b>	<b>37.00</b>		<b>(31.00)</b>
<b>TOTAL INTERMITTENT POSITIONS</b>	<b>281.00</b>	<b>-</b>	<b>-</b>	<b>(46.00)</b>	<b>235.00</b>	<b>-</b>	<b>-</b>	<b>(46.00)</b>	<b>235.00</b>	<b>46.00</b>	<b>-</b>	<b>-</b>	<b>(46.00)</b>	
<b>DIVISION TOTAL FTE &amp; INTERMITTENT</b>	<b>2,155.51</b>	<b>6.00</b>			<b>(83.00)</b>	<b>2,078.51</b>	<b>6.00</b>			<b>(83.00)</b>	<b>2,078.51</b>	<b>(83.00)</b>		<b>(77.00)</b>



# TANF WORK PARTICIPATION RATE

TABLE 1A  
TEMPORARY ASSISTANCE FOR NEEDY FAMILIES  
Combined TANF and SSP-MOE Work Participation Rates  
Fiscal Year 2007

STATE	ALL FAMILIES RATE			TWO-PARENT FAMILIES RATE		
	Rate	Adjusted Standard 1/	Met Target	Rate	Adjusted Standard 1/	Met Target
UNITED STATES	29.7%			35.7%		
ALABAMA	34.0%	0.0%	Yes	29.1%	0.0%	Yes
ALASKA	46.8%	32.8%	Yes	58.8%	69.2%	No
ARIZONA	30.0%	7.3%	Yes	72.1%	47.3%	Yes
ARKANSAS	35.3%	0.0%	Yes	19.2%	0.0%	Yes
CALIFORNIA	22.3%	32.3%	No	31.7%	0.0%	Yes
COLORADO	27.3%	15.1%	Yes	31.4%	0.0%	Yes
CONNECTICUT	28.8%	12.7%	Yes	26.8%	0.0%	Yes
DELAWARE	32.7%	26.1%	Yes	0.0% 2/	N/A	
DIST. OF COL.	35.0%	32.5%	Yes	0.0% 2/	N/A	
FLORIDA	64.2%	2.4%	Yes	59.4%	0.0%	Yes
GEORGIA	54.2%	26.0%	Yes	0.0% 2/	N/A	
HAWAII	2.5%	50.0%	No	4.1%	90.0%	No
IDAHO	29.7%	20.8%	Yes	0.0% 2/	N/A	
ILLINOIS	53.0%	43.1%	Yes	0.0% 2/	N/A	
INDIANA	55.5%	44.7%	Yes	0.0% 2/	N/A	
INDIANA	27.5%	46.9%	No	30.7%	65.7%	No
IOWA	40.2%	25.7%	Yes	39.7%	0.0%	Yes
KANSAS	12.8%	11.5%	Yes	12.1%	0.0%	Yes
KENTUCKY	38.2%	41.7%	No	48.1%	0.0%	Yes
LOUISIANA	42.2%	24.0%	Yes	0.0% 2/	N/A	
MAINE	21.9%	31.4%	No	30.1%	0.0%	Yes
MARYLAND	46.7%	34.1%	Yes	0.0% 2/	N/A	
MASSACHUSETTS	17.0%	14.3%	Yes	0.0% 2/	N/A	
MICHIGAN	28.0%	30.5%	No	0.0% 2/	N/A	
MINNESOTA	29.1%	44.6%	No	0.0% 2/	N/A	
MISSISSIPPI	61.9%	33.5%	Yes	0.0% 2/	N/A	
MISSOURI	14.0%	7.4%	Yes	0.0% 2/	N/A	
MONTANA	46.4%	26.1%	Yes	55.8%	11.3%	Yes
NEBRASKA	23.0%	23.0%	Yes	0.0% 2/	N/A	
NEVADA	34.0%	38.6%	No	45.7%	73.4%	No
NEW HAMPSHIRE	42.0%	9.5%	Yes	0.0% 2/	N/A	
NEW JERSEY	33.0%	0.0%	Yes	0.0% 2/	N/A	
NEW MEXICO	36.4%	46.2%	No	47.2%	76.3%	No
NEW YORK	38.0%	13.8%	Yes	0.0% 2/	N/A	
NORTH CAROLINA	32.4%	22.1%	Yes	53.6%	0.0%	Yes
NORTH DAKOTA	59.7%	44.0%	Yes	0.0% 2/	N/A	
OHIO	23.7%	46.2%	No	29.3%	66.2%	No
OKLAHOMA	38.1%	34.6%	Yes	0.0% 2/	N/A	
OREGON	14.7%	45.1%	No	12.6%	78.3%	No
PENNSYLVANIA	49.9%	42.0%	Yes	89.8%	0.0%	Yes
PUERTO RICO	8.2%	44.6%	No	0.0% 2/	N/A	
RHODE ISLAND	26.8%	8.0%	Yes	58.5%	48.0%	Yes
SOUTH CAROLINA	53.3%	29.0%	Yes	88.0%	69.0%	Yes
SOUTH DAKOTA	53.5%	50.0%	Yes	0.0% 2/	N/A	
TENNESSEE	45.9%	35.5%	Yes	44.1%	0.0%	Yes
TEXAS	34.6%	31.2%	Yes	59.2%	57.1%	Yes
UTAH	49.8%	32.6%	Yes	0.0% 2/	N/A	
VERMONT	22.4%	23.0%	No	31.6%	0.0%	Yes
VIRGIN ISLANDS	17.1%	41.1%	No	0.0% 2/	N/A	
VIRGINIA	43.5%	36.0%	Yes	0.0% 2/	N/A	
WASHINGTON	25.4%	11.1%	Yes	25.2%	0.0%	Yes
WEST VIRGINIA	15.4%	39.2%	No	16.4%	61.8%	No
WISCONSIN	36.7%	30.9%	Yes	20.9%	0.0%	Yes
WYOMING	65.4%	47.3%	Yes	74.1%	65.5%	Yes

1/ Statutory all-families rate is 50% and two-parent rate of 90%; they are adjusted by State's caseload reduction credit.  
2/ State does not have any two-parent families in its TANF and/or SSP-MOE programs.

TABLE 1A  
TEMPORARY ASSISTANCE FOR NEEDY FAMILIES  
COMBINED TANF AND SSP-MOE WORK PARTICIPATION RATE  
FISCAL YEAR 2015

ACF/OFA: 10/19/2016

STATE	ALL-FAMILIES RATE			TWO-PARENT FAMILIES RATE		
	Rate	Adjusted Standard 2/	Met Target	Rate	Adjusted Standard 2/	Met Target
United States	48.4%			60.6%		
Alabama	54.4%	3.0%	Yes	61.4%	28.8%	Yes
Alaska	39.8%	36.7%	Yes	52.8%	65.6%	No
Arizona	29.9%	0.0%	Yes	69.7%	36.3%	Yes
Arkansas	44.4%	0.0%	Yes	31.2%	24.7%	Yes
California	55.7%	50.0%	Yes	61.4%	90.0%	No
Colorado	18.0%	34.2%	No	14.8%	74.2%	No
Connecticut	49.7%	19.9%	Yes	1/		
Delaware	33.1%	15.8%	Yes	1/		
District of Col.	50.0%	31.7%	Yes	1/		
Florida	45.3%	24.8%	Yes	49.4%	29.4%	Yes
Georgia	61.7%	0.0%	Yes	1/		
Hawaii	16.3%	50.0%	No	22.0%	90.0%	No
Idaho	44.7%	0.0%	Yes	57.0%	32.2%	Yes
Idaho	64.6%	50.0%	Yes	1/		
Illinois	65.9%	50.0%	Yes	1/		
Indiana	30.3%	18.7%	Yes	28.1%	3.9%	Yes
Iowa	36.4%	5.0%	Yes	32.4%	24.0%	Yes
Kansas	34.5%	2.7%	Yes	42.2%	35.8%	Yes
Kentucky	55.4%	30.4%	Yes	54.6%	70.4%	No
Louisiana	21.0%	0.0%	Yes	1/		
Maine	71.3%	50.0%	Yes	26.6%	90.0%	No
Maryland	51.5%	21.0%	Yes	1/		
Massachusetts	59.8%	50.0%	Yes	94.6%	90.0%	Yes
Michigan	69.4%	0.0%	Yes	1/		
Minnesota	37.6%	28.1%	Yes	1/		
Mississippi	63.0%	50.0%	Yes	1/		
Missouri	22.4%	8.9%	Yes	1/		
Montana	40.1%	19.2%	Yes	38.6%	35.9%	Yes
Nebraska	42.6%	0.0%	Yes	1/		
Nevada	38.3%	50.0%	No	45.2%	90.0%	No
New Hampshire	78.6%	50.0%	Yes	1/		
New Jersey	26.9%	5.9%	Yes	1/		
New Mexico	35.1%	0.0%	Yes	38.5%	28.7%	Yes
New York	31.7%	14.6%	Yes	1/		
North Carolina	19.6%	4.5%	Yes	20.6%	44.5%	No
North Dakota	68.3%	0.0%	Yes	1/		
Ohio	57.2%	37.7%	Yes	59.9%	75.5%	No
Oklahoma	24.2%	6.1%	Yes	1/		
Oregon	68.0%	50.0%	Yes	98.1%	90.0%	Yes
Pennsylvania	24.5%	21.7%	Yes	42.5%	11.2%	Yes
Puerto Rico	18.2%	0.0%	Yes	1/		
Rhode Island	14.9%	0.9%	Yes	11.0%	40.9%	No
South Carolina	36.6%	0.0%	Yes	1/		
South Dakota	57.9%	50.0%	Yes	1/		
Tennessee	27.3%	0.0%	Yes	12.0%	38.4%	No
Texas	20.3%	0.0%	Yes	1/		
Utah	16.3%	0.0%	Yes	1/		
Vermont	43.6%	46.3%	No	50.7%	66.3%	No
Virgin Islands	12.4%	11.6%	Yes	1/		
Virginia	44.8%	20.6%	Yes	1/		
Washington	20.3%	13.2%	Yes	24.9%	53.2%	No
West Virginia	42.2%	24.4%	Yes	1/		
Wisconsin	38.9%	50.0%	No	40.0%	90.0%	No
Wyoming	72.4%	50.0%	Yes	81.3%	90.0%	No

1/ State has no TANF and/or SSP-MOE families subject to the two-parent rate.  
2/ Statutory standards of 50% for all-families rate and 90% for 2-parent rate are adjusted by each state's caseload reduction credit.

# 3233 E-226 REDUCTION OF 21 FIELD OPERATIONS POSITIONS

## 3233 STAFFING BASELINE METHODOLOGY

Section I: Eligibility Tasks (FSS)							
		Average Monthly Number of Tasks Received	Transaction Time (in minutes)* Caseload for NEON	FTE's Required to Complete (A X B / 60 / 130) or Monthly Recipients / Caseload Size	Current FTE	Difference FTE	Data Source
		(A)	(B)				
Eligibility	Call Center FSS Calls	18,234	45	105	65.00	40	FSS's completing eligibility tasks via call center Transaction time = pathOS data
	pathOS Processing	117,791	49	740	778.51	-39	Weighted average of various Pathos tasks measured in PathOS and reported monthly
Total		136,025		845	843.51	1	49%
Section II: Employment and Training							
Case Management	NEON & SNAP E&T Cases	3,970	180	92	112.00	-20	5%
Section III: All Clerical Support							
	All Clerical Positions			385	385.00	0	22%
Section IV: Supervision, Management, Oversight and Support Assignments							
	All Social Service Managers, Supervisors, QA staff, training staff, test staff, BPR staff, and Academy attendees			426	428.00	-2	24%
<b>GRAND TOTAL 3233 POSITIONS NEEDED</b>				<b>1,748</b>	<b>1,768.51</b>	<b>-21</b>	<b>100%</b>