

Operational Update Date 1/13/16

Utah Citizens Served

HOUSEHOLDS	168,805
INDIVIDUALS	372,862
–ADULTS	150,905
–CHILDREN	221,957

Quality (Accuracy of Program Determinations)

DECEMBER	94.8%	SEPTEMBER	93.9%
NOVEMBER	94.3%	AUGUST	94.2%
OCTOBER	94.5%	JULY	94.5%

Phone Volume vs. Average Wait Times

Month	Total Calls	Avg. Wait Time— Minutes: Seconds
DECEMBER	150,628	6:57
NOVEMBER	132,845	6:12
OCTOBER	138,957	4:26
SEPTEMBER	144,386	4:42
AUGUST	141,222	4:51
JULY	130,897	4:36

Online Chat Volume

Month	Chat Sessions
DECEMBER	14,862
NOVEMBER	12,772
OCTOBER	12,281
SEPTEMBER	13,824
AUGUST	13,114
JULY	13,334

New Applications

Month	New Apps
DECEMBER	29,734
NOVEMBER	26,057
OCTOBER	21,085
SEPTEMBER	21,654
AUGUST	22,196
JULY	21,270

Determinations

Month	Determinations
NOVEMBER	110,407
OCTOBER	103,905
SEPTEMBER	106,580
AUGUST	108,541
JULY	106,581
JUNE	101,686

Cost Per Determination

Month	Cost
NOVEMBER	\$39.61
OCTOBER	\$40.99
SEPTEMBER	\$39.87
AUGUST	\$39.50
JULY	\$40.69
JUNE	\$41.52

Days-to-Determination—Applications December 2015

- 3.4 Days on Expedited Food Stamps (law allows for 7 days)
- 12.2 Days on Regular Food Stamps (law allows for 30 days)
- 11.6 Days on Financial Program (law allows for 30 days)
- 11.0 Days on Child Care (law allows for 30 days)
- 11.7 Days on All Medical Programs (law allows for 30/90 days depending on the program)
- 11.2 Days on All Programs

Seeded and Out-stationed Positions

40 Seeded Positions

21 Non-Seeded Positions

MyCase Statistics

Self-Directed Eligibility Customers

Total myCase Accounts:	<u>418,678</u>
New myCase Accounts since <u>December 1, 2014</u> :	<u>58,776</u>
Active myCase paperless (eNotice) Customers:	<u>66,253</u>
Total myCase eNotices Sent <u>10/2010 - 11/2015</u> :	<u>8,152,632</u>
myCase Reviews Completed	
Online <u>12/2014 - 11/2015</u> :	<u>55,118</u>
Imaged Reviews <u>12/2014 - 11/2015</u> :	<u>141,706</u>

- 7,948 providers / authorized representatives established a 3rd party account
- 63,990 customer and 3rd party links established

Month in Review

The most current Food Stamp Quality Control figures for FFY15 have Utah at 97.56% - 19th in the nation.

PCN Open enrollment for adults with children continues; PCN for single adults closed effective December 31, 2015.

Open enrollment for the federal marketplace continues.

Upcoming Events

ESD continues to work on our FAST initiative.

ESD will continue piloting the optimizer option for phones.

James Mitchell will receive the 2015 Cornerstone Award for Employee Success at the January 13, 2015 Awards Banquet.