



September 21, 2010

FSSA Secretary Anne Murphy

# HYBRID UPDATE





## Number of Hoosiers Receiving Benefits Increases Since 2002

With the economic downturn, FSSA program enrollment has increased by 39% since 2005.

### Enrollees by Program (as of June 30 annually)

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

\* Medicaid increase in 2008 & 2009 affected by addition of HIP program (18,903 members in 2008 & 50,115 members in 2009).

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

Source: "IN diana Fact" report; ICES



# SFY 2010 Enrollment

FSSA saw over a 12% enrollment increase, which compares to a 2% enrollment increase from SFY2006 – SFY2007.

## Enrollees by Program (as of the end of the month)

Month	Medicaid*	Food Stamps Recipients	Hoosiers enrolled in at least one program**
June 2009	1,017,571	721,155	1,114,950
August	1,034,343	751,530	1,170,844
October	1,045,097	766,230	1,101,441
December	1,054,276	796,662	1,206,594
February	1,066,346	805,572	1,220,026
April	1,076,522	811,061	1,232,061
June 2010	1,088,637	828,604	1,250,774

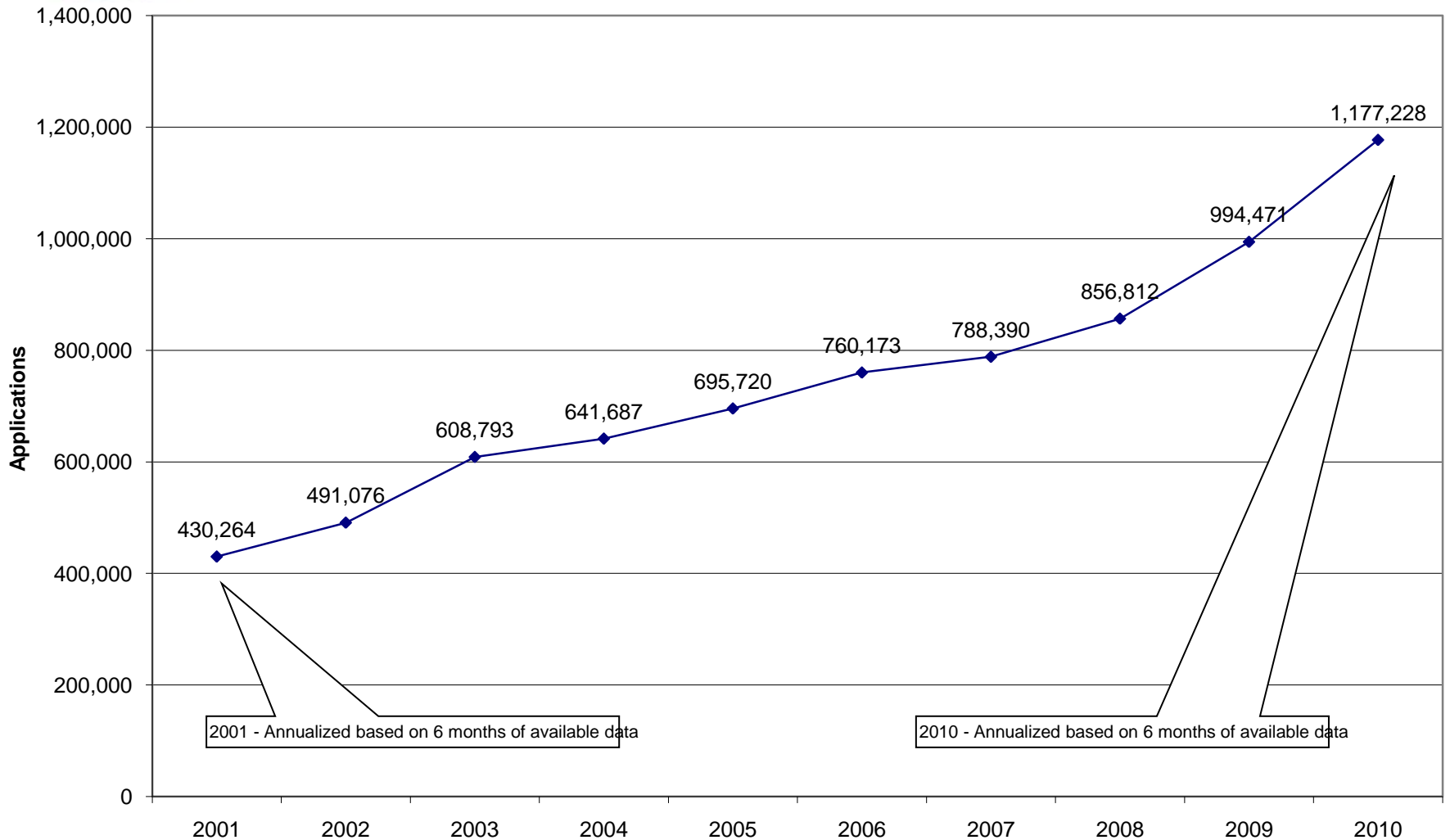
\*Medicaid numbers do not include retroactive coverage, as this report is compiled from ICES data at the end of the month. Actual Medicaid enrollment is slightly higher.

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

Source: ICES

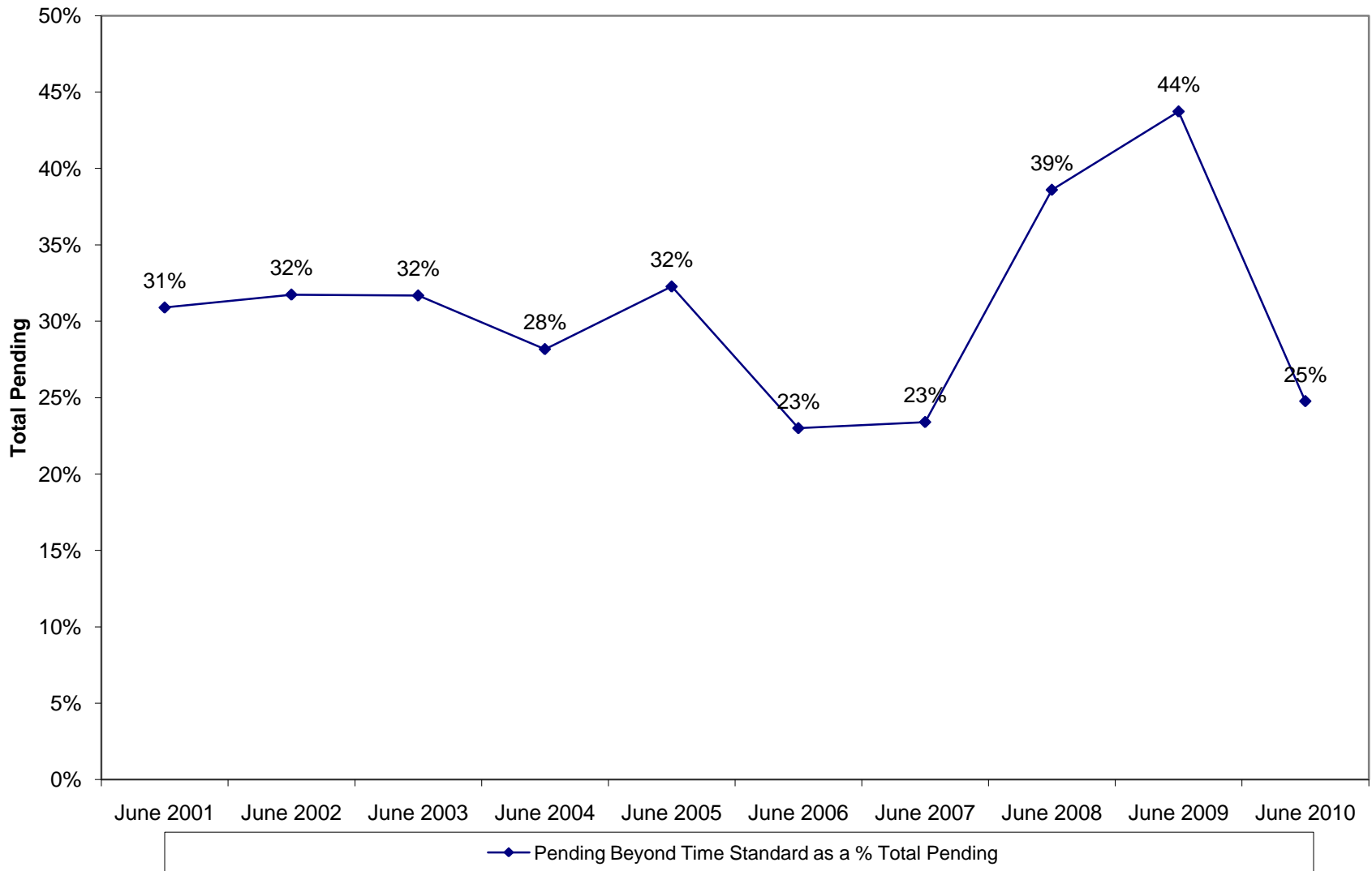


## New Applications for Assistance Groups Received in ICES Statewide





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





# Regional Application Backlog 12/5/09 – 9/18/10

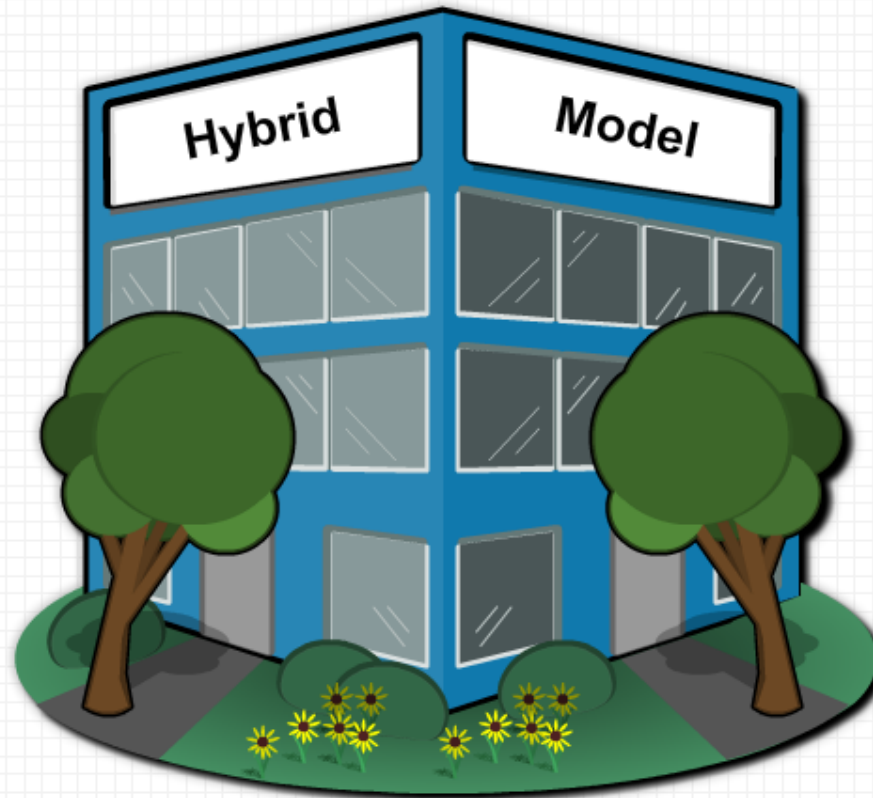
Applications Pending and Late Excluding HIP									
	Lake	St. Joseph	Allen	Grant	Marion	Vigo	Vanderburgh	Clark	State
Week Ending	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Total
12/05/09	1,309	830	3,941	3,468	8,653	2,338	2,427	3,053	26,019
09/17/10	397	204	1,583	2,580	4,544	241	418	341	10,308
<b>Increase/ Decrease</b>	<b>-70%</b>	<b>-75%</b>	<b>-60%</b>	<b>-26%</b>	<b>-47%</b>	<b>-90%</b>	<b>-83%</b>	<b>-89%</b>	<b>-60%</b>



## Information

What is a hybrid? The Merriam Webster On-line dictionary defines hybrid as "something that has two different types of components performing essentially the same function" or, in other words, a composite. The Hybrid Model comprises a combination of the best of the As-Is and Modernized environments for the delivery of Eligibility Services to our clients.

The Hybrid System will allow for increased face-to-face contact between workers and clients who desire it, while maintaining the electronic advancements of modernization.



Click the FORWARD control to continue.

◀ Back

Forward ▶

## Information

### Local County Office Team Concept:

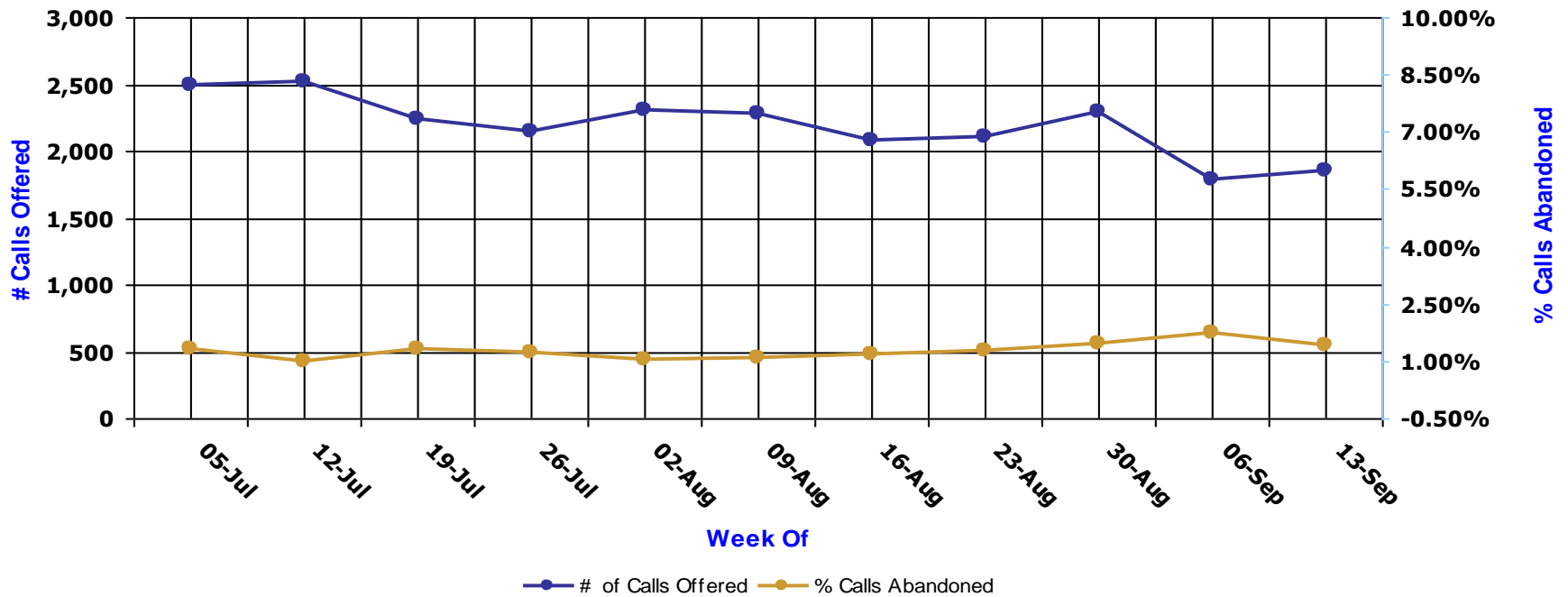
- Clients will be served by a team in their county (as opposed to the modernized system where cases may have been handled by employees from around the state).
- Team members will have the ability to assist and access client's cases in the county.
- Teams will allow newer case workers to work with more experienced case workers and learn from their example.
- Clients who wish to talk to one of their team members will have their calls automatically transferred to their local county office rather than a centralized call center.

Click the FORWARD control to continue.



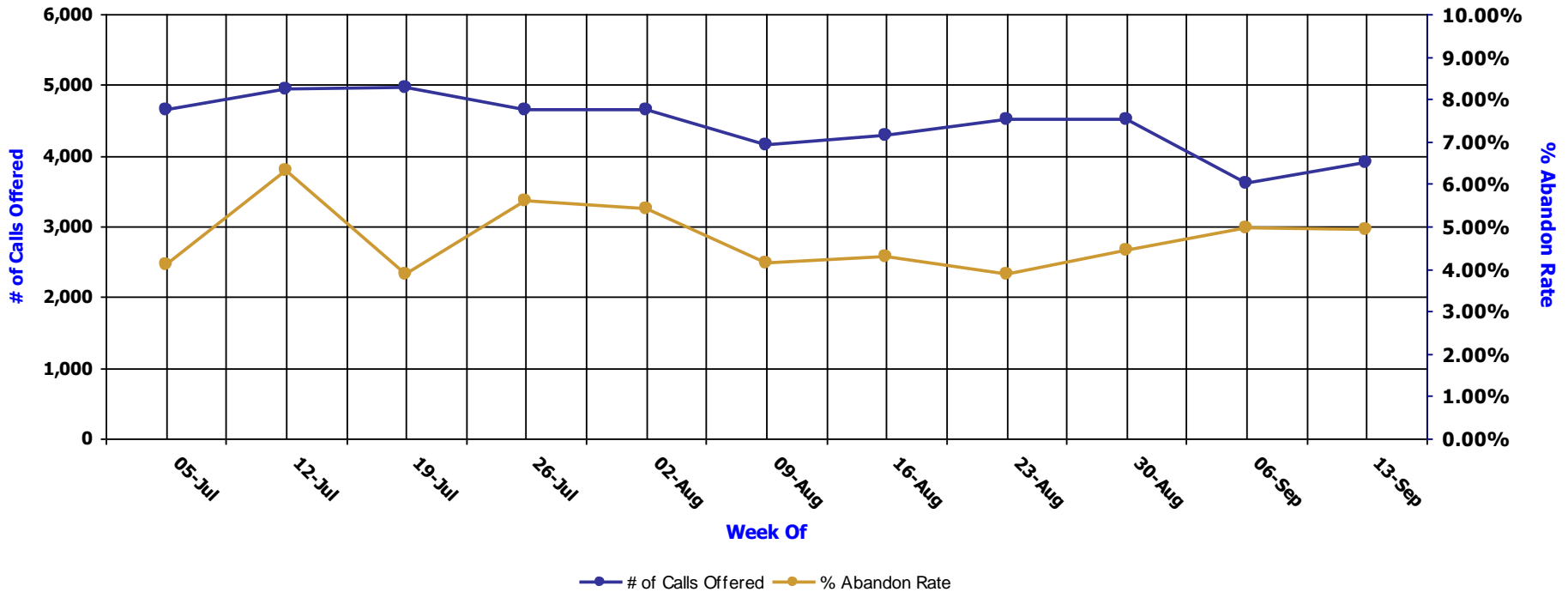


# Weekly Local Office Call Statistics



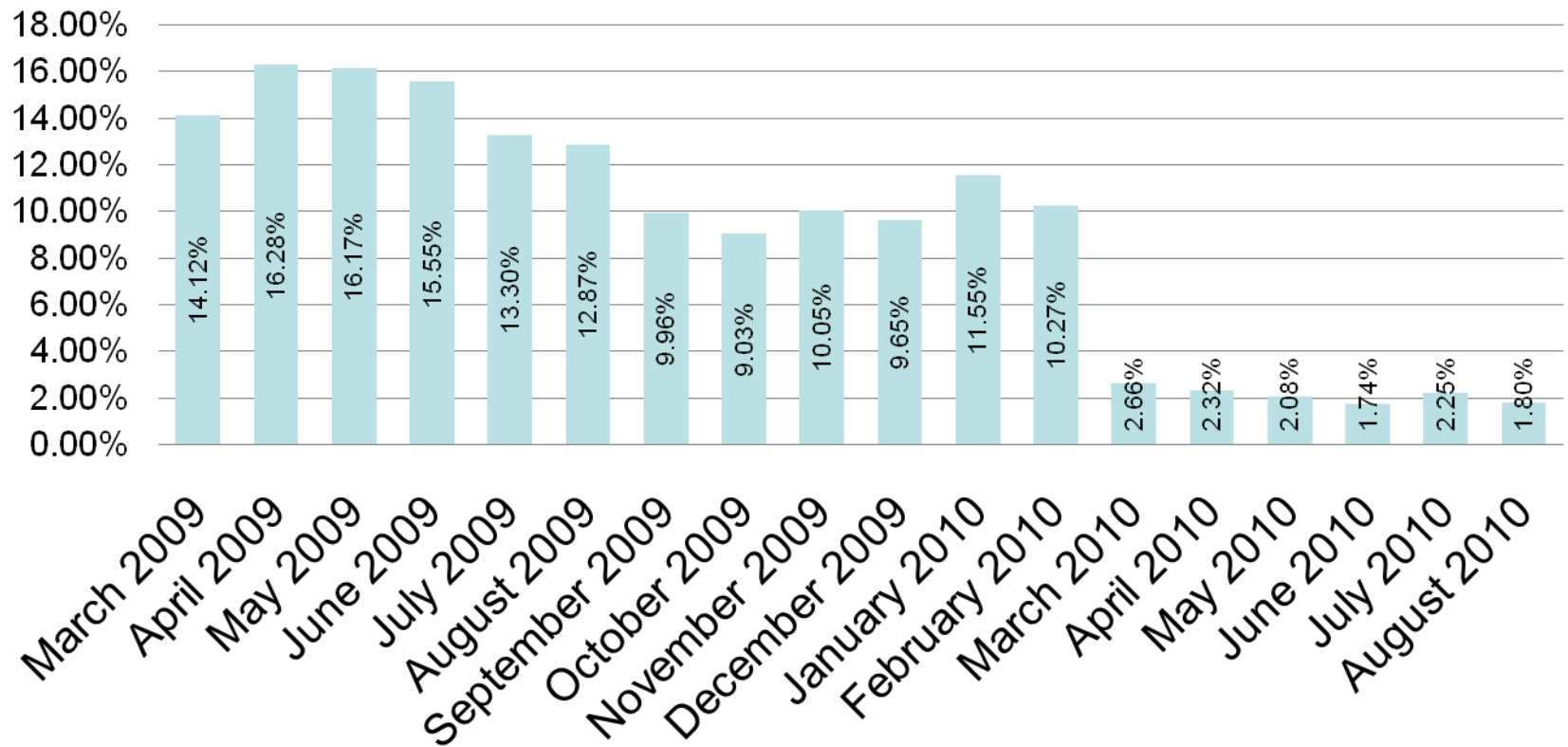


# Weekly Regional Change Center Call Statistics





# Medicaid Disability Applications Pending Over 90 Days with State Delay



■ Applications pending over 90 days with State delay

\*Thornton Lawsuit requiring the State to progress towards below 1% pending over 90 days with State delay



# Hybrid Performance: Key Metrics

## FNS Validated, Cumulative Food Stamp Error Rates\*

Positive April 2009	9.82%
Positive April 2010	3.44%
Positive April National Average 2010	3.65%
Negative April 2009	14.58%
Negative April 2010	2.61%
Negative April National Average 2010	7.66%

## All Programs Timeliness

Modernized Counties August 2009	52.1%
Modernized Counties August 2010	59.9%
As-is Counties August 2010	81.3%
Hybrid Counties August 2010	82.8%

\*The most recently available SNAP error rates validated by FNS are for the month of April



# Contract Costs to Date

	Total Paid	State share paid	Federal share paid
IBM Disengagement Services	4,388,470	1,949,797	2,438,673
IBM Contract Costs (through termination)	437,550,488	196,938,821	240,611,667
Eligibility Vendor Contract Costs (as of 8/31/10)	58,760,315	26,107,208	32,653,107
<b>TOTAL COSTS</b>	<b>\$500,699,273</b>	<b>\$224,995,826</b>	<b>\$275,703,447</b>