The Current State of Public Assistance Programs in Arapahoe County

Presented by:

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Public Assistance Programs

- Supplemental Nutrition Assistance Program (aka – Food Assistance)
- Medicaid/Health First Colorado
- Adult financial programs
- Temporary Assistance for Needy Families (TANF)
- Colorado Child Care Assistance Program (CCCAP)
- Low Income Energy Assistance Program (LEAP)

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Federal Changes with Workload Impact

January 2014 – Affordable Care Act is Implemented including passive re-enrollment (counties did not have to take action on the majority of renewals)

March 2020 – COVID 19 and the Public Health Emergency begin

Emergency allotments for SNAP begin

Eligible Medicaid population is locked into Medicaid Coverage

February 2022 – Federal policy change to Medicaid renewals begins

Majority of renewals now require client and county action

March 2023 – SNAP Emergency Allotments end due to congressional action (enrollment continues to increase)

June 2023 – Medicaid members start to disenroll if no longer eligible or if the renewal process has not been completed

April 2024 – Final month in which locked in renewal packets will be mailed to members

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Changes to Medicaid Workload in Arapahoe County

Prior to COVID – Auto reenroll process in place whereby the vast majority of Medicaid cases renewed automatically (unless there was a substantial change)

March 2020 –   Eligible Medicaid population is locked into Medicaid coverage

February 2022 – Medicaid renewals now require phone interview and telephonic signature

June 2023 – Medicaid members start to disenroll if no longer eligible or if the renewal process has not been completed.
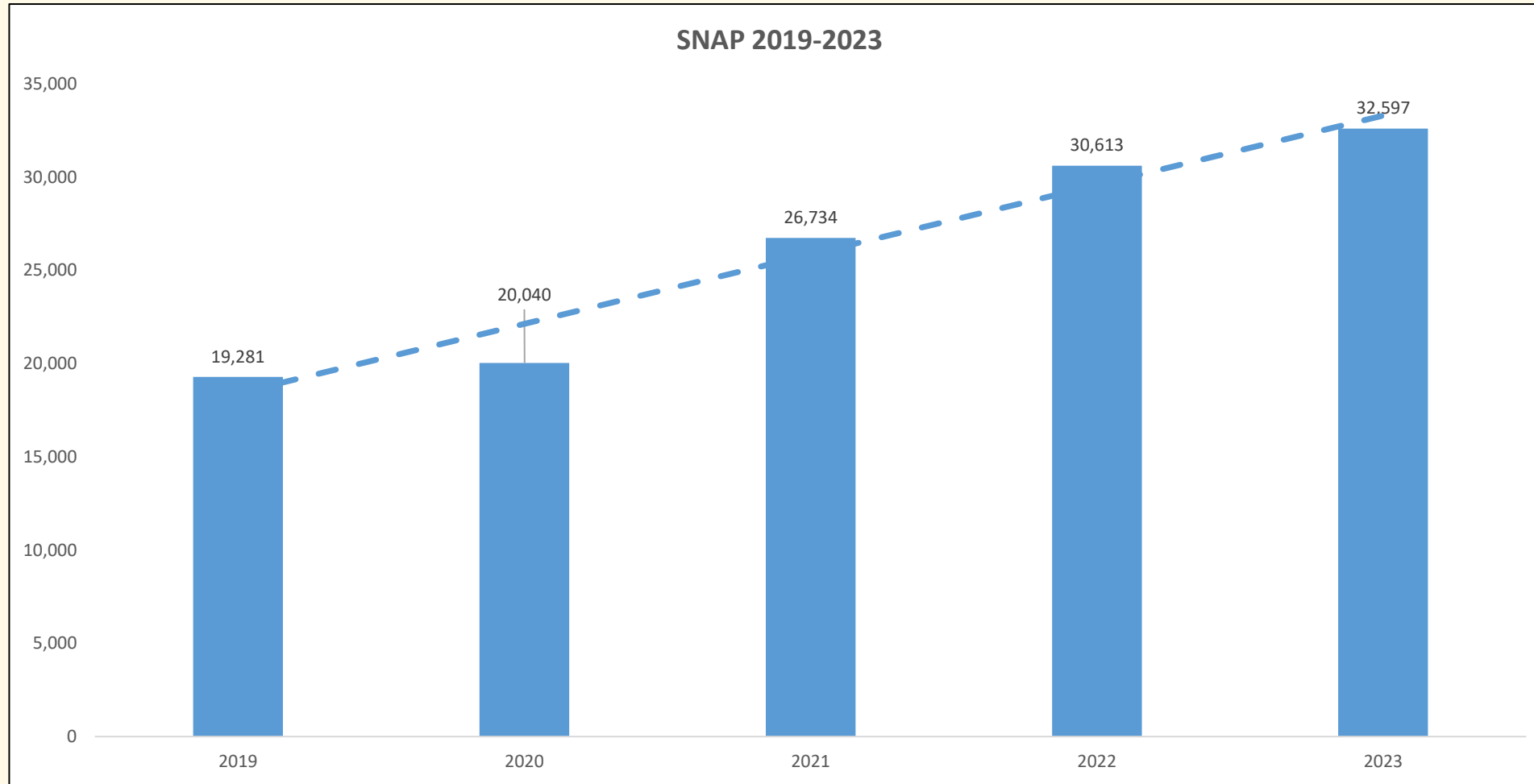
- Approximately 90,000 cases locked into Medicaid to be reviewed in 12 months
- 90 day grace period began
- 10,000 'invisible' cases

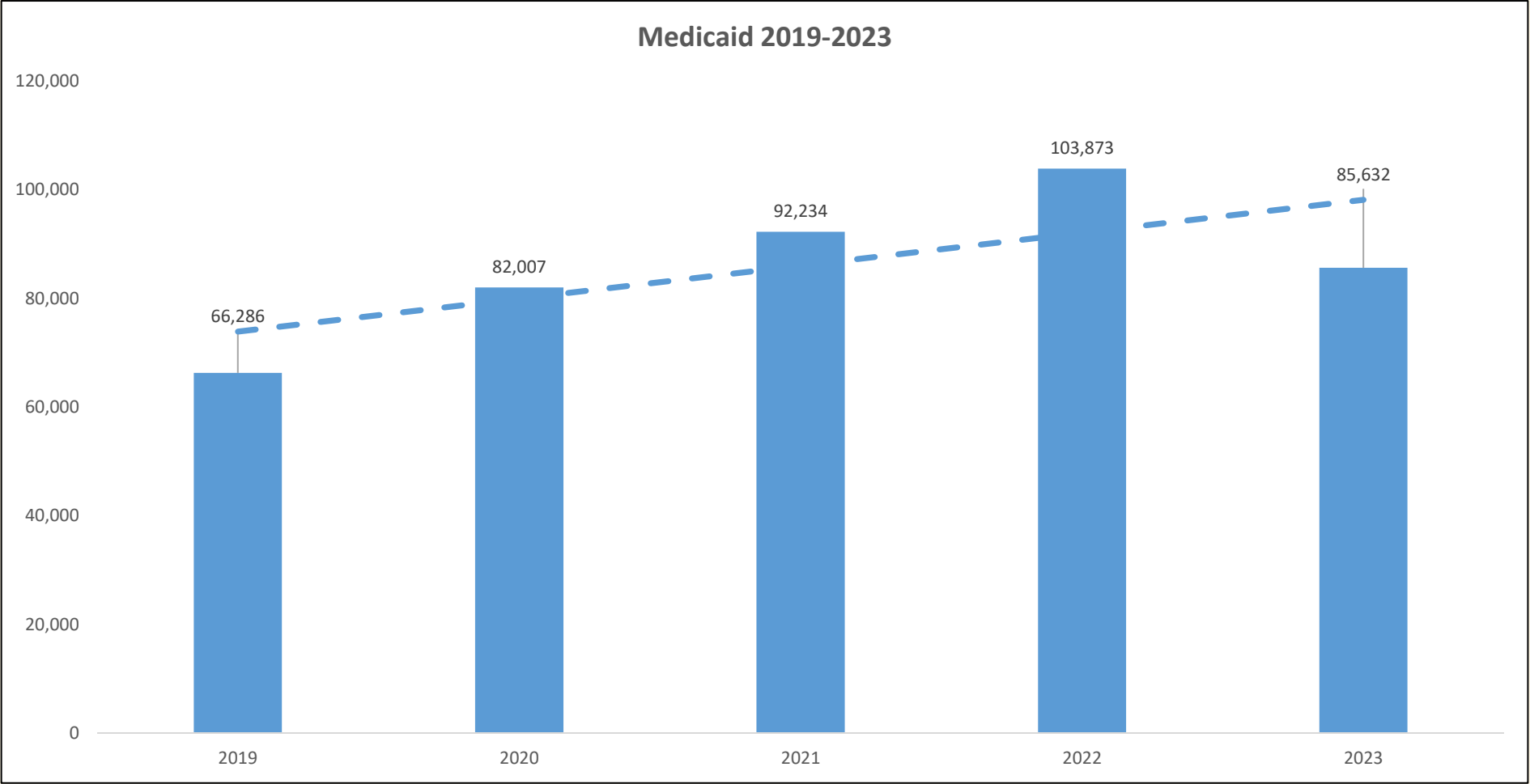March 2024 - LTC Medicaid cases reopened each month

April 2024 – Final month in which locked in renewal packets will be mailed to members

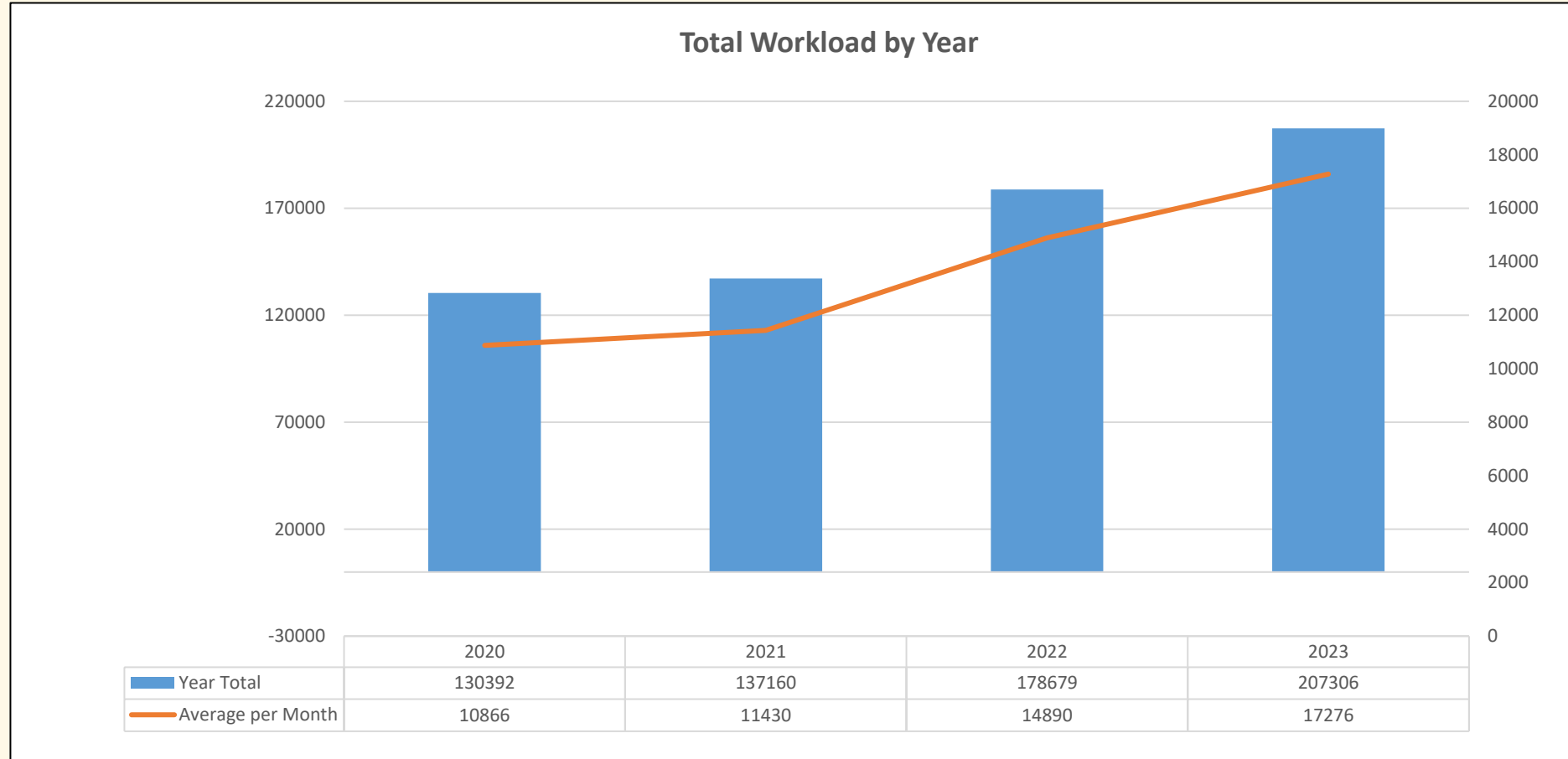July 2024 – First month locked in cases are completely resolved

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SNAP Caseload Increases

SNAP 2019-2023

Year	Caseload
2019	19,281
2020	20,040
2021	26,734
2022	30,613
2023	32,597

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Medicaid Caseload Increases

Medicaid 2019-2023

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Total CCSS Workload (Tasks)

Total Workload by Year

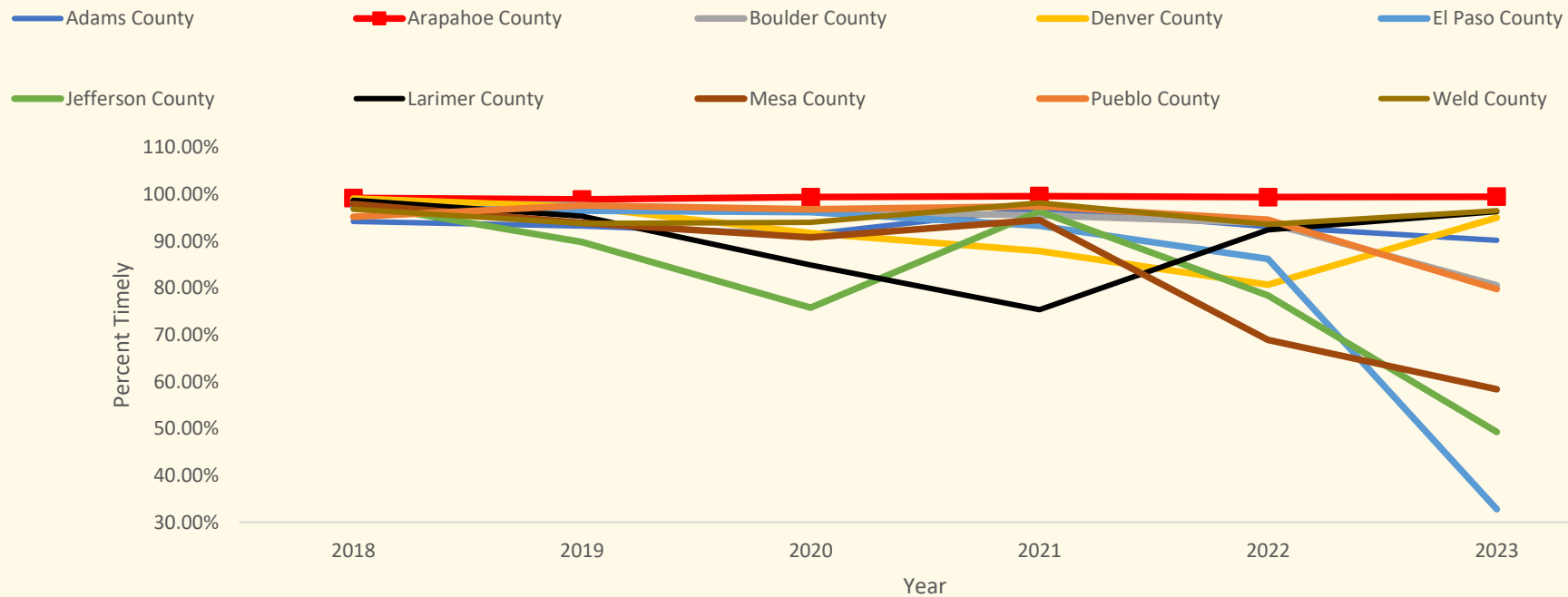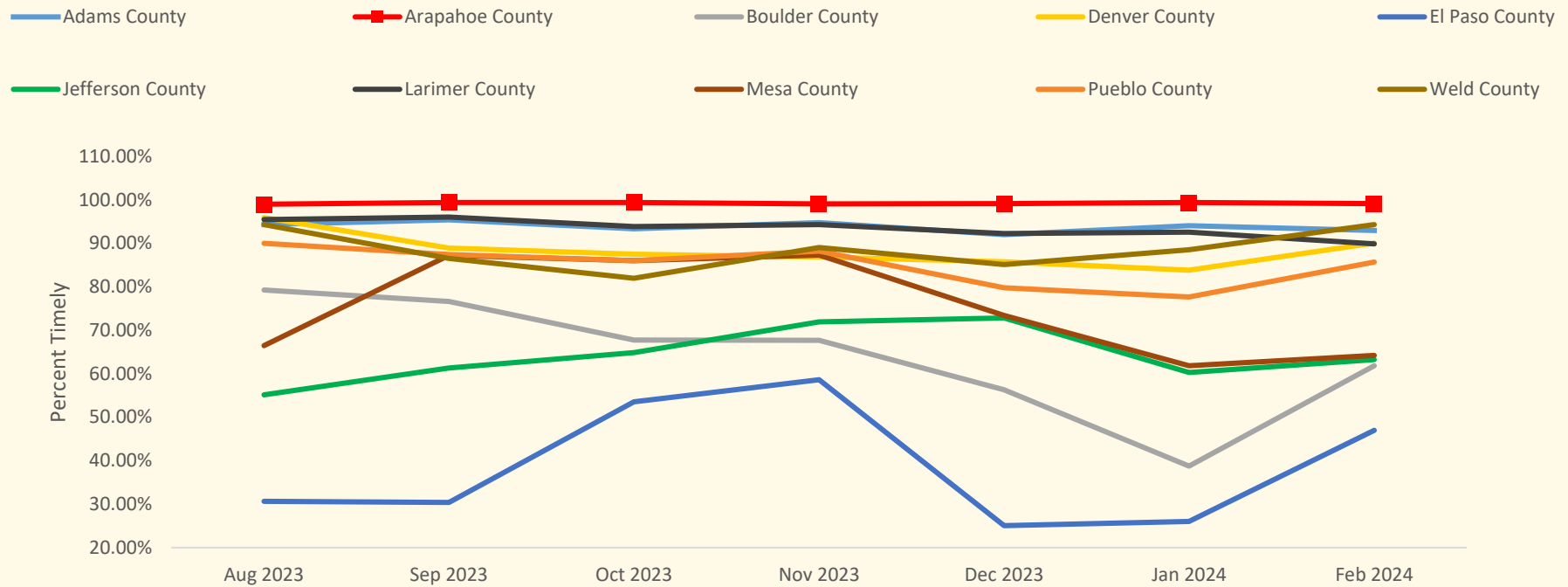|	2020	2021	2022	2023
Year Total	130392	137160	178679	207306
Average per Month	10866	11430	14890	17276

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Timeliness

New SNAP Applications: 60 Month Aggregation (July 2018-July 2023) Big 10
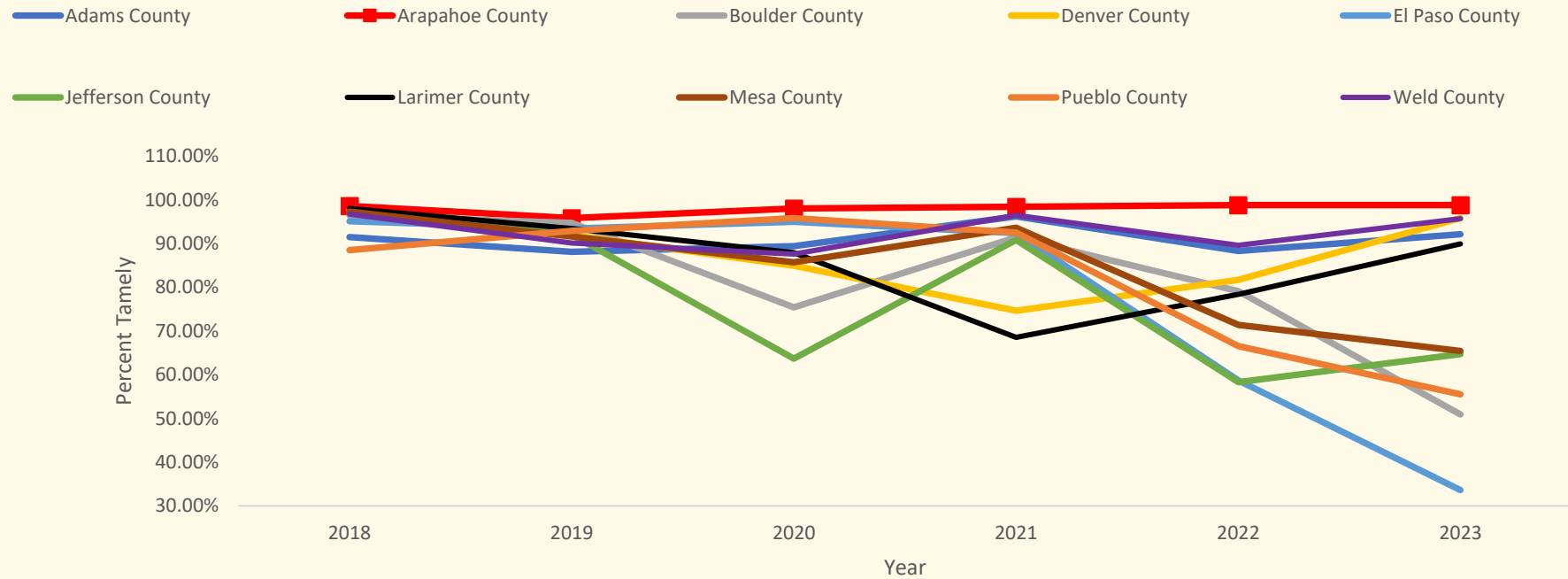
Timeliness

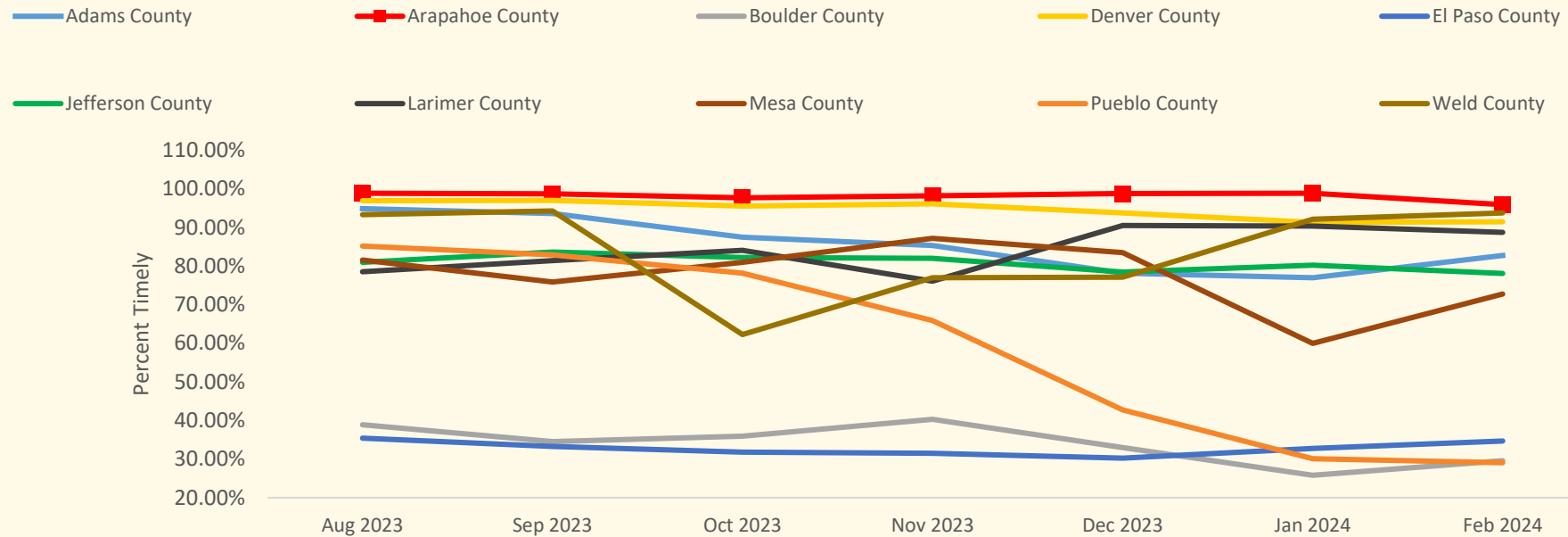**New SNAP Applications (Aug 2023 - Feb 2024) Big 10**

Timeliness

Expedited SNAP Applications: 60 Month Aggregation (July 2018-July 2023) Big 10

Timeliness

Expedited SNAP Applications (Aug 2023 - Feb 2024) Big 10

Current Timeliness

SNAP/MED AVG TIMELINESS BY COUNTY (February 2024)

	SNAP				MED			TOTAL
COUNTY	REGULAR	EXFA	RRR	AVG	REG	RRR	AVG	AVG
ADAMS	92.99	82.74	40.41	**72.05**	87.12	73.33	**80.23**	**76.14**
ARAPAHOE	99.15	95.85	72.52	**89.17**	97.92	80.44	**89.18**	**89.18**
BOULDER	61.81	29.53	92.91	**61.42**	93.73	90.10	**91.92**	**76.67**
DENVER	90.06	91.46	54.66	**78.73**	96.68	78.51	**87.60**	**83.17**
EL PASO	46.99	34.65	53.21	**44.95**	85.32	69.58	**77.45**	**61.20**
JEFFERSON	63.27	78.06	28.16	**56.50**	80.51	78.79	**79.65**	**68.08**
LARIMER	89.98	88.70	91.26	**89.98**	92.59	84.51	**88.55**	**89.27**
MESA	64.22	72.76	88.73	**75.24**	80.07	83.87	**81.97**	**78.61**
PUEBLO	85.67	29.03	32.43	**49.04**	94.98	79.34	**87.16**	**68.10**
WELD	94.31	93.75	77.32	**88.46**	97.13	76.31	**86.72**	**87.60**

SNAP average represents the 3 timeliness numbers (Regular, Expedited and RRR) divided by 3.

Medicaid averages represent the two timeliness numbers (Regular and RRR) divided by 2.

SNAP/MED AVG Total column represents the average for both SNAP and MED averages combined.

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C-STAT Payment Error Rate

Trend: Upward

Federal and State Goal : <=5.9%

Numerator: Amount of unauthorized dollars ($0)

Denominator: Total dollars issued ($1,425)

Significance: Processing applications accurately ensures citizens have access to resources that increase their economic security.

Align Arapahoe Theme:

- Improve access to County services and information
- Achieve customer service excellence
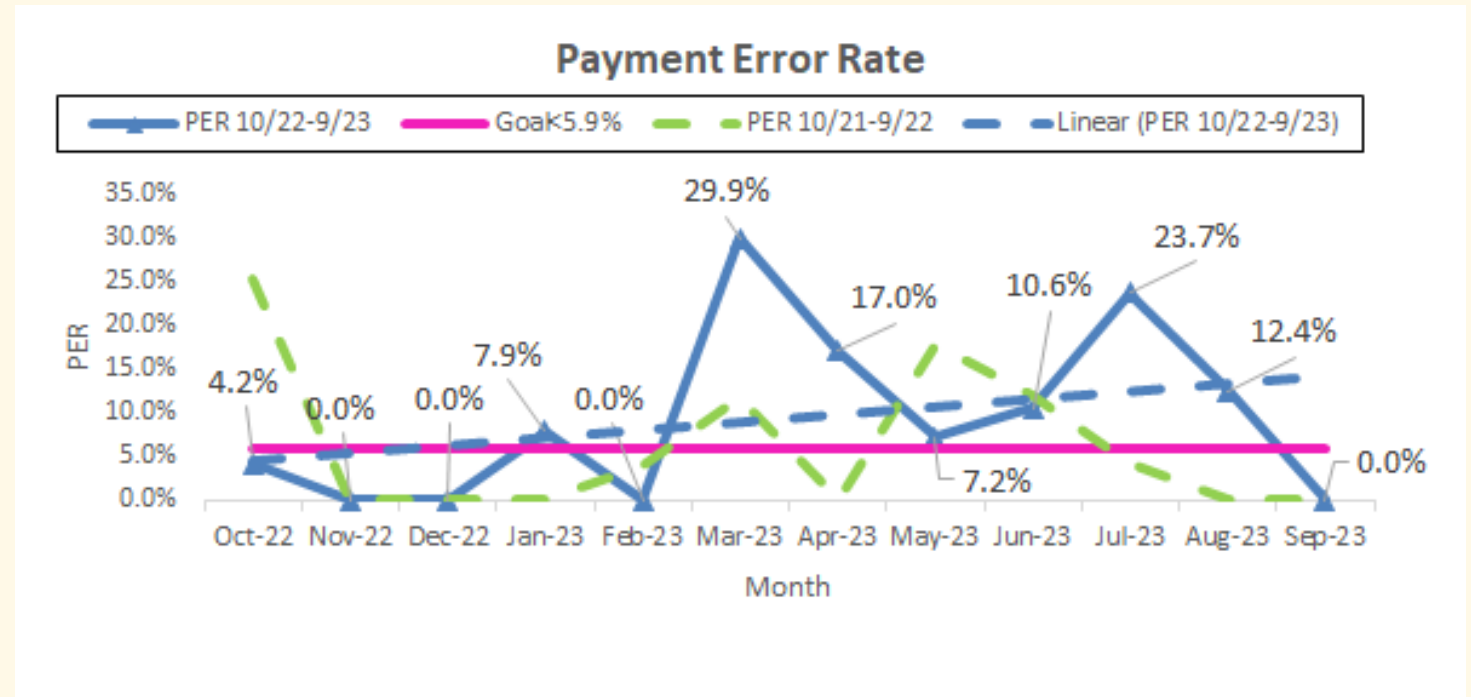
Note: As of September 2023, Big 10 Payment Error Rate was 8%.

C-STAT CAPERS (negative) Error Rate

Trend: Flat/slightly downward

Federal and State Goal : < National Average estimated at 21%

Numerator: Number of incorrect negative actions taken on cases (minus the State errors) (0)

Denominator: Number of cases reviewed in month (9)

Significance: Processing applications accurately ensures that citizens receive the level of benefits for which they are eligible.

Align Arapahoe Theme:

- Improve access to County services and information
- Achieve customer service excellence
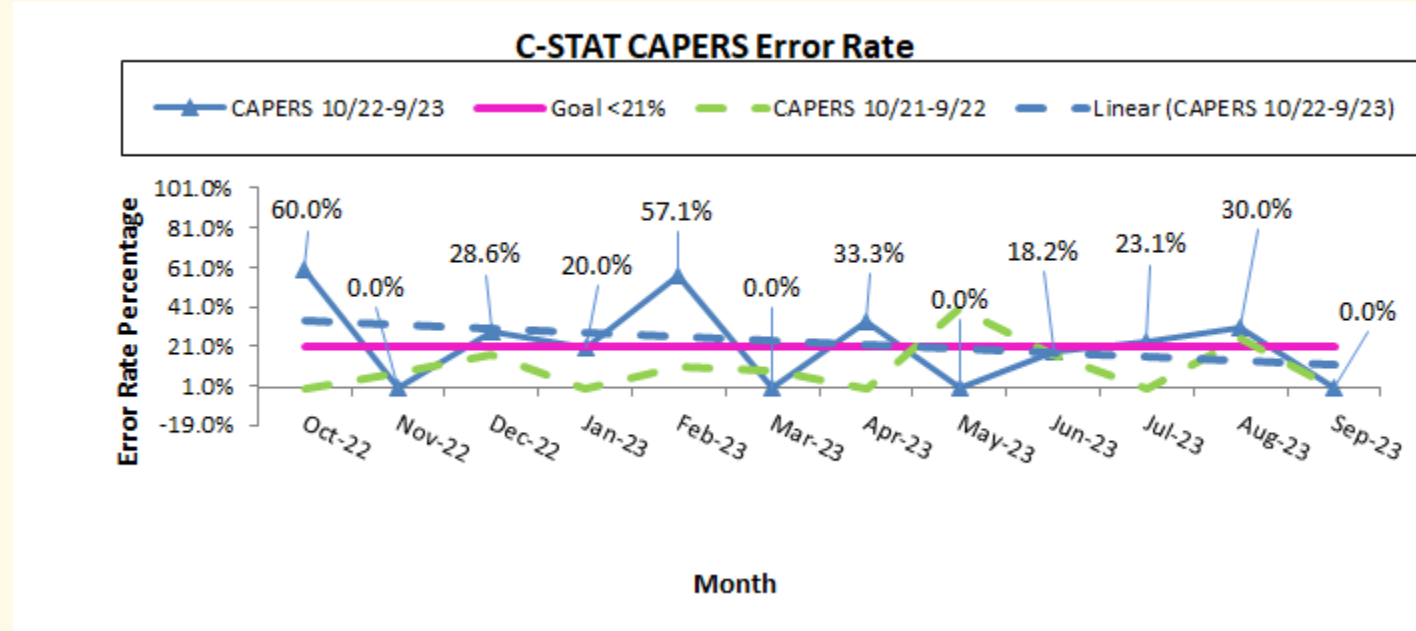
Case Procedural Error Rate (CAPER)

The Big 10 CAPERS percentage was 32% as of September 2023.

Complexity of Determining Eligibility

COLORADO DEPARTMENT OF HUMAN SERVICES (CDHS)

- Regulations for determining eligibility for SNAP, Adult Financial and TANF: 468 pages
- Total Rule Changes 2020-2023: 44
- Total Memos 2020-2023: 137
- CBMS Projects 2020-2023: 173

DEPARTMENT OF HEALTH CARE POLICY AND FINANCING (HCPF)

- Medicaid regulations for determining eligibility: 170 pages
- Total Rule Changes: 2020-2023: 30
- Total Memos: 2020-2023: 143
- CBMS Projects 2020-2023: 98

TRAINING FOR ALL PROGRAMS

364 Desk Aids and process manuals

313 Web based trainings

108 Instructor led events

132 Additional videos

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CBMS System Operational Impacts

CBMS had a total of 62 system issues in 2023 totaling 138 hours with diminished productivity. Between April and December, 73 of these hours were considered heavy impact.

In Arapahoe County, for every 30 minutes that CBMS is not functional, help is delayed for approximately 85 families. From April to December CBMS functionality was heavily impacted for 73 hours which resulted in delayed services for approximately 12,400 families.

We ended 2023 with 23,000 tasks pending in HSConnects. Each case has about 2 tasks needing to be worked to complete the case action. The loss of time associated with CBMS System operational impacts contributed to nearly all of the tasks that could not be completed timely.

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Eligibility Worker Challenges

- Change Fatigue
- System Complexity/CBMS Functionality
- PEAK-Client Facing Online System
- Misalignment in Policy
- Increasing Productivity Expectations
- Secondary Trauma
- Constant Demand
- Overtime
- Steep Learning Curve
- Short staffed

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Management Challenges

- Meeting the needs of clients while understanding staff morale
- Managing hiring, training and oversight of staff
- Managing an invisible caseload of roughly 10,000 Medicaid cases
- Understanding the gaps in the state's new training
  - Increases in processing times
  - Increases in error rates
- Constantly reprioritizing daily work
- Addressing 9,000 more phone calls each month
- Addressing lobby wait times that increased from 4 minutes to 30 minutes
- Ensuring compliance is met with constant changes to rules/policies

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Thank You!