

Dear Chairman Abney and Chairwoman Serpa,

Thank you for requesting updates on our new eligibility system. Per your most recent feedback, we are providing you with an update to this request:

Revision to Original Question #3:

- Numbers that demonstrate by DHS field office, how many clients submitted applications, how many applications were initiated, how many applications were completed--prior to the switch to the UHIP system and then for the month it has been operating.
 - The attached spreadsheet titled “Application Summary 11/04” is responsive to this request. The spreadsheet includes the following tabs:
 - **App Submission breakdown by day:** Number of paper applications submitted in person or via U.S. Postal Service and have not been processed.
 - **Application Breakdown by Day:** Number of paper applications submitted in person or via U.S. Postal Service that have been initiated or completed, including all applications submitted via the customer portal and those received via Social Security Administration.
 - **Application Summary:** Number of total applications completed and initiated before Sept. 13 and Sept. 13 – present.

Also, this week and every week until further notice, we are providing you with:

1. **A copy of the weekly report sent to the U.S. Food and Nutrition Service (FNS)** – See attached for the report and cover letter dated 11.4.16. (Documents titled: 11-4-16 file and FNS letter November 4, 2016)
2. Updates in response to Original Questions **#8, #10, and #16.**

Original Question #8 Update:

- **Regarding SSP:** We believe there are slightly more than 100 people who experienced a delay in their \$39.92 SSP payment due to a coding error, which is in the process of being fixed. We know there are others who fall into the category we typically see each month of about 100 or so accounts that – on a monthly basis – cannot receive processed payments because they are frozen, closed, or the beneficiary is deceased. Also, just for some additional context, we work with almost 290 financial institutions. 217 of those institutions have less than 10 accounts that receive SSP payments, and of those about 126 financial institutions hold 1 account that receives this payment. If a customer continues to experience an issue, we urge him or her to call DHS.
- SSP payment rejection breakdown this week:
 - a. Beneficiary Deceased: 36
 - b. Account Closed: 88
 - c. UHIP Coding Error: 110
 - d. Account Blocked/Frozen: 11

Original Question # 10 update:

- Forty-eight child care providers either did not receive payments or were provided an underpayment that has been identified. Payments to these providers are scheduled to be made by 11/5. Also, please note that child care provider payments will be delayed by one day next week, since Election Day is a state holiday. Also of note: we have conducted a training for family home providers on the use of the new portal for payment and have scheduled two trainings for child care centers next week. We will continue to work with providers to identify any underpayments and expect to issue another reconciliation payment after next week's regular payment.

Original Question # 16 Update:

- **Scope of manual work-arounds** – include data for each program (Medicaid, SNAP, Child Care, etc.)
 - In the past two weeks, 138,346 payments were processed and 347 involved manual processing.
 - In the past two weeks, 5,536 applications were processed and 114 involved manual processing.
- **An update on our escalation team** in the call center:
 - Our escalation team is in place and supporting the DHS call center as anticipated. Please see attached document titled “Referral Process to Tier 2.”
- See attached document titled “Executive Status” outlining priority incidents.
- The status of the **DHS call-back system**:
 - We are re-evaluating our call center structure to make sure it is best suited to our needs and to the volume of calls we are receiving at any given time. We are doing everything we can to quickly and comprehensively re-evaluate our current system so that we can serve our customers in a timely, efficient manner. It is in the best interest of our customers that we look at the system holistically and make changes to adapt to their needs. We hope to have an update for you on this next week.
- **Report on additional efforts to enhance employee engagement and examples of any suggestions or feedback implemented.**
 - Secretary Roberts and Director DiBiase have made visits to speak with workers in field offices and hear their concerns directly.
- **Report on progress towards implementing different measure of regional office wait times to capture true customer experience and (once implemented):**
 - Please see cover letter.

Also attached, please find **Weekly Press reports**.

We hope these materials and this information is helpful in answering your questions, and are happy to follow up with any additional data or information you need moving forward.