

Community Action Network

Food Stamp, Medicaid, and CHIP
Enrollment Data from the Texas
Health and Human Services System

December 2008



TIERS Timeliness

- Training additional staff has resulted in improved timeliness for food stamp cases processed in TIERS.
 - Hays County: 94.2 percent of food stamp applications were disposed timely in September 2008, compared to 74.9 percent in January 2008.
 - Travis County: 86.2 percent of food stamp applications were disposed timely in September 2008, compared to 62.3 percent in January 2008.
 - Williamson County: 84.9 percent of food stamp applications were disposed timely in September 2008, compared to 66.1 percent in January 2008.

TIERS Statewide	September 2007	February 2008	September 2008
Applications	64.4%	39.1%	78.5%
Recertifications	82.3%	72.6%	86.0%

Hurricane Ike Impact

Hurricane Ike has and will continue to affect timeliness.

- Overall applications for food stamps increased by 194.8 percent (or 219,736) between September and October.
- Prior to Hurricane Ike, timeliness for food stamp applications processed for September benefits was 90.4 percent, compared to 82.4 percent in February 2008.
- The spike in applications resulted in a decline in timeliness in October.

Month	# of Applications	% Timely
March 2008	143,791	82.9%
April 2008	116,701	84.6%
May 2008	123,162	86.2%
June 2008	154,179	87.8%
July 2008	114,890	89.3%
August 2008	112,520	89.3%
September 2008	112,779	90.4%
October 2008	332,515	60.8%

Regional Timeliness

**Food Stamp Application Timeliness by Region for September and October 2008
(Beaumont and Houston Regions Excluded)**

	September		October		
	Disposed	Percent Timely	Disposed	Percent Timely	Percent Increase
Lubbock	4,224	94.0%	6,337	91.6%	50.0%
Abilene/Midland	4,879	92.9%	7,575	87.4%	55.3%
Dallas/Fort Worth	24,505	91.0%	49,476	79.7%	101.9%
Tyler	5,057	91.7%	11,233	85.1%	122.1%
Austin	11,975	89.8%	25,828	77.6%	115.7%
San Antonio	12,520	90.4%	22,818	83.4%	82.3%
El Paso	4,759	90.3%	8,367	84.4%	75.8%
Rio Grande Valley	14,813	88.4%	19,610	84.3%	32.4%
Other	4,393	80.5%	11,775	79.5%	168.0%
Total	87,125	90.4%	163,019	81.8%	87.1%



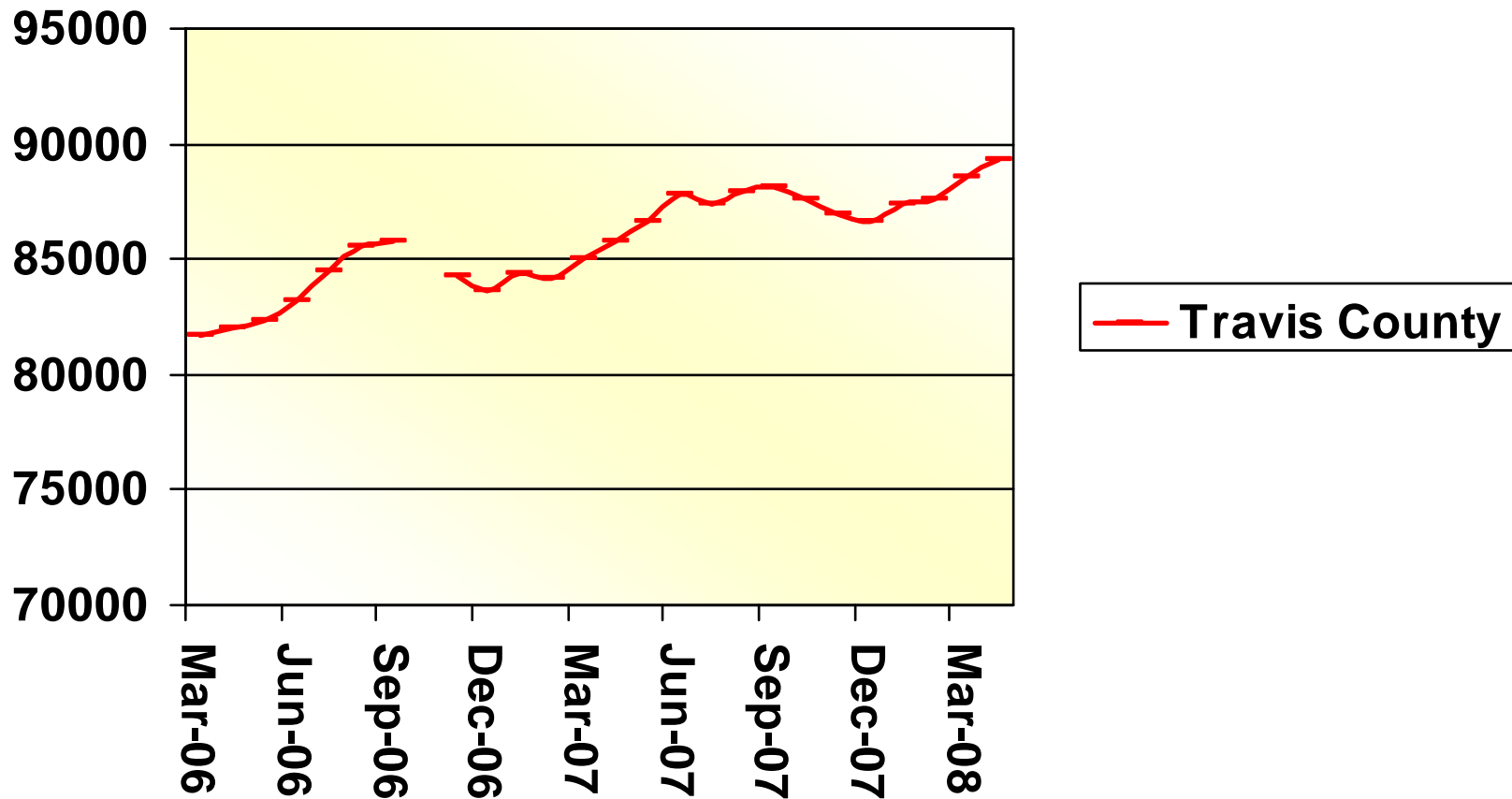
TIERS Enhancements

- A November 2007 usability study identified 34 enhancements, which will be implemented over several future releases of the TIERS application.
- Some of the enhancements planned for release in fall 2008 include:
 - Streamlining the data entry process for recertifications to give users the ability to go directly to the data entry areas that need updating.
 - Improvements to the design and layout of frequently used screens and navigation buttons.
 - Displaying data in reverse chronological order on some of the pages used most often. This change will allow the user to view the most recent information without having to scroll to the bottom of the page.



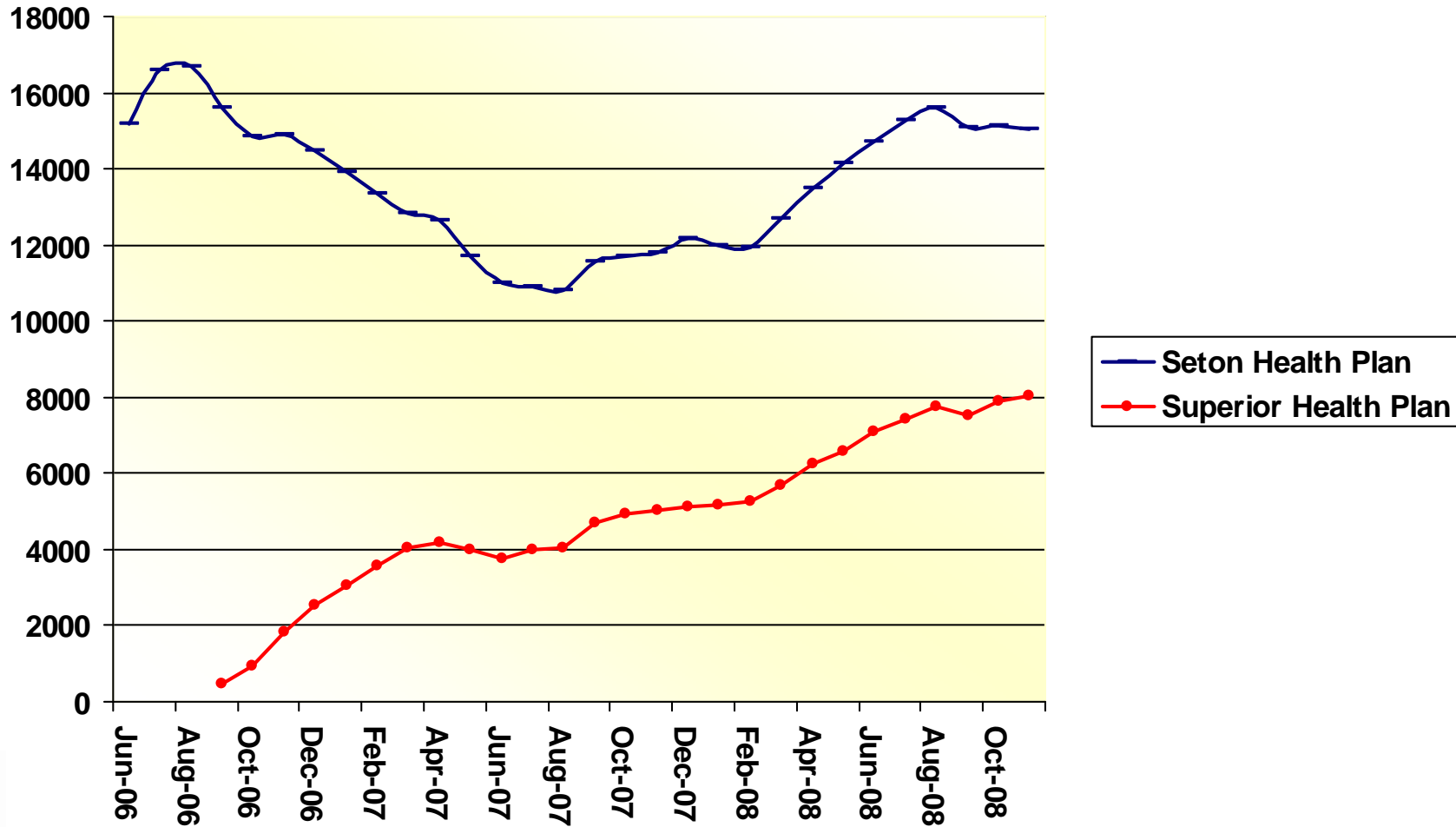
Medicaid

Total Medicaid Enrollment



CHIP

CHIP Enrollment by Plan in Travis County



For more information please visit...

- http://www.hhsc.state.tx.us/news/presentations/111708_EligibilitySystemOversight.pdf
- <http://caction.org/Councils/ATeam/index.htm>