

Unleashing the Power of Data

How to get it, what to look for,
and how to use it

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Road Map

- Identify some key available and relevant data sources
- A few examples sprinkled in
- Use in health advocacy
 - Sovereign Hager, NM
 - Louise Hayes, PA
- Reflections
- Group Discussion



Why Data for Advocacy?

- Measure overall success reaching people
- A window into how the state process works
- Tool for accountability
- Can be used for building relationships

- It's FUN!



National and State Caseload / Enrollment

Federal Reports Based on State-reported Data

The screenshot shows the USDA Food and Nutrition Service website. The header includes the USDA logo and navigation links: About FNS, Ask the Expert, Contact Us, Other Languages, and En Español. A search bar is located in the top right. Below the header is a navigation menu with links: Programs, Data, Newsroom, Research, Forms, and Grants. On the left side, there is a sidebar with a list of links: Overview, Child Nutrition Tables, Food Distribution Tables, SNAP Tables, WIC Tables, and Data Links. The main content area is titled "Supplemental Nutrition Assistance Program (SNAP)" and includes a "Print" button. Below this, there is a section for "National Level Annual Summary" and "National and/or State Level Monthly Reports". The "National Level Annual Summary" section lists "Participation and Costs, 1969-2018" and "National and/or State Level Monthly Reports". The "National and/or State Level Monthly Reports" section lists "Latest Available Month April 2018" and "Persons, Households, Benefits, and A Household". The "National Level Annual Summary" section lists "FY69 through FY18" and "FY15 through FY18 National View". The "National and/or State Level Monthly Reports" section lists "Latest Available Month April 2018" and "Persons, Households, Benefits". The "Bi-Annual (January and July) State and Issuance Data" section lists "FY89 through January 2018 (Not FNS in May and Dec. respectively area/county level.)". The "Additional SNAP Reports" section lists "Interactive Map providing data on SNAP households by Congressional District", "State Activity Reports", "Quality Control Error Rates", and "Quality Control Annual Reports".

The screenshot shows the Medicaid.gov website. The header includes the Medicaid.gov logo and navigation links: Federal Policy Guidance, Resources for States, Medicaid, CHIP, Basic Health Program, State Overviews, and About Us. A search bar is located in the top right. Below the header is a navigation menu with links: Home, Medicaid, Program Information, Medicaid & CHIP Enrollment Data, Medicaid Enrollment Data Collected through MBES, Medicaid & CHIP Enrollment Data, Monthly Reports, Report Methodology, Medicaid Enrollment Data Collected through MBES, Performance Indicator, and Technical Assistance. The main content area is titled "Medicaid Enrollment Data Collected Through MBES" and includes a "Print" button. Below this, there is a section for "Medicaid & CHIP Enrollment Data" and "Monthly Reports". The "Medicaid & CHIP Enrollment Data" section lists "July 2018 Medicaid & CHIP Enrollment Data Highlights" and "Monthly Reports". The "Monthly Reports" section lists "Report Methodology", "Medicaid Enrollment Data Collected through MBES", "Performance Indicator", and "Technical Assistance".

The screenshot shows the Medicaid.gov website. The header includes the Medicaid.gov logo and navigation links: Federal Policy Guidance, Resources for States, Medicaid, CHIP, Basic Health Program, State Overviews, and About Us. A search bar is located in the top right. Below the header is a navigation menu with links: Home, Medicaid, Program Information, Medicaid & CHIP Enrollment Data, Monthly Reports, Medicaid & CHIP Enrollment Data, Monthly Reports, Report Methodology, Medicaid Enrollment Data Collected through MBES, Performance Indicator, and Technical Assistance. The main content area is titled "Monthly Medicaid & CHIP Application, Eligibility Determination, and Enrollment Reports & Data" and includes a "Print" button. Below this, there is a section for "Medicaid & CHIP Enrollment Data" and "Monthly Reports". The "Medicaid & CHIP Enrollment Data" section lists "July 2018 Medicaid & CHIP Enrollment Data Highlights" and "Monthly Reports". The "Monthly Reports" section lists "Report Methodology", "Medicaid Enrollment Data Collected through MBES", "Performance Indicator", and "Technical Assistance".

Monthly Medicaid & CHIP Application, Eligibility Determination, and Enrollment Reports & Data

Listed below are the series of monthly reports that were publicly released through the Medicaid and CHIP Performance Indicator Projects and links to the monthly content on data.Medicaid.gov. Please note, unlike the monthly applications, eligibility determinations, and enrollment reports, which represent point-in-time content, the data available on data.Medicaid.gov is updated monthly. For additional information about how the reports are created, updated and distributed see the [About the Medicaid and CHIP Application, Eligibility Determinations, and Enrollment Report page](#).

July 2018

Data

- [Preliminary July 2018 Applications, Eligibility, and Enrollment Data](#) Last Updated September 28, 2018

Download the [Preliminary July 2018 Report](#) (ZIP 257.57 KB)

June 2018

Data

- [Updated June 2018 Applications, Eligibility, and Enrollment Data](#) Last Updated September 28, 2018
- [Preliminary June 2018 Applications, Eligibility, and Enrollment Data](#) Last Updated September 28, 2018

Related Resources:

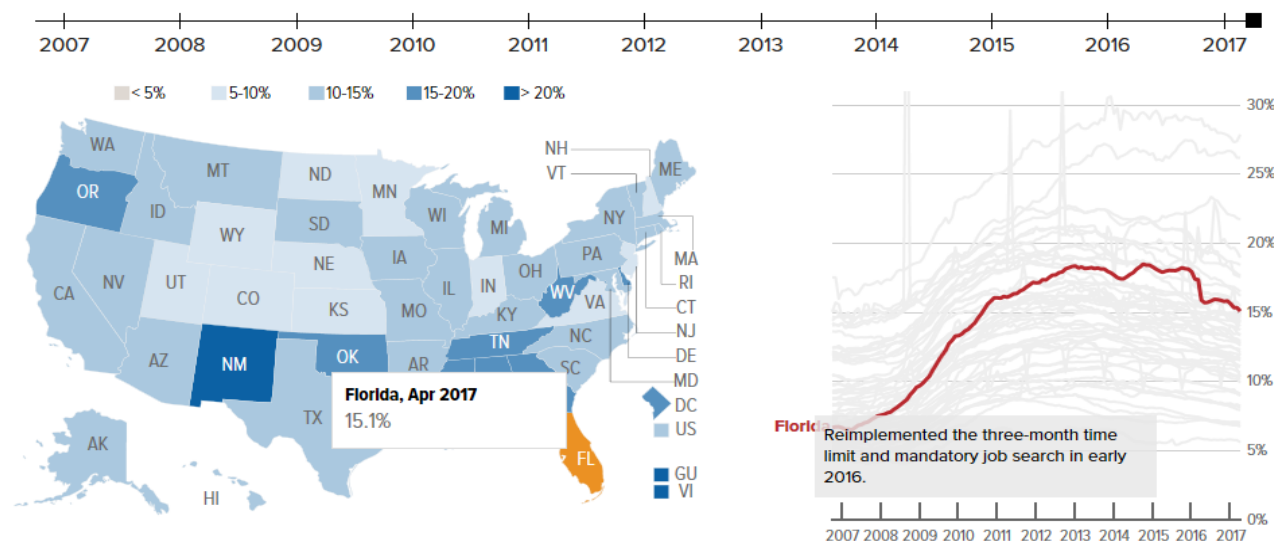
- [State Medicaid and CHIP Profiles](#)
- [Data Analytics MAC Learning Collaborative](#)
- [Medicaid Innovation Accelerator Program](#)

Caseload / Enrollment Data Example

Florida Reimplemented 3-month Time Limit

SNAP Rose In States to Meet Needs but Participation Has Fallen as Economy Recovered

Number of SNAP Participants as a Share of Population through April 2017



Note: The figures show the number of SNAP participants as a share of each state's population to allow for comparisons across the states and to adjust for differences that are driven by population growth or decline. For the number of SNAP participants in each state see <https://www.fns.usda.gov/pd/supplemental-nutrition-assistance-program-snap>

Source: CBPP calculations from USDA program data and Census Bureau population estimates for fiscal years 2007-2017. Data in the most recent months are preliminary and subject to change. State population estimates past July 2016 are estimated based on national population trends.

Technical Notes (click to expand): ▶

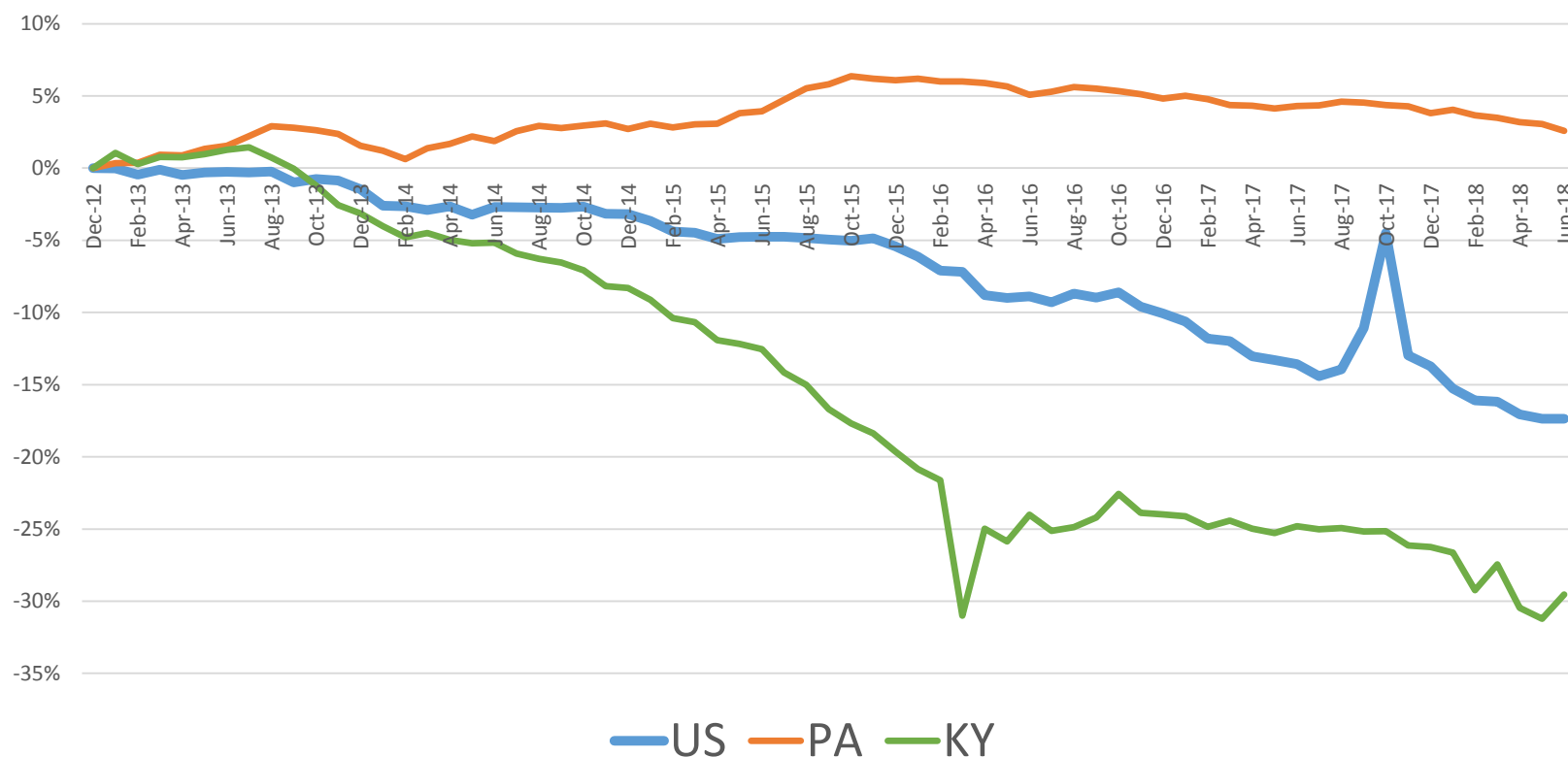
CENTER ON BUDGET AND POLICY PRIORITIES | CBPP.ORG

TOPICS: Food Assistance

Caseload / Enrollment Data Example

2 States Compared to U.S.

Percent Change in SNAP Participation Since Dec. 2012 Peak



Most States Also Post Caseload Data

New Mexico



Monthly Statistical Report August 2018

There were 831,391 individuals that received Medicaid in August 2018, a 5.2% decrease from one year ago. The count of Medicaid recipients has decreased by 1,208, or 0.1%, since last month.

The SNAP caseload in August 2018 was 222,814, a 0.8% increase from one year ago. The SNAP caseload has increased by 1,619 cases, or 0.7%, since last month.

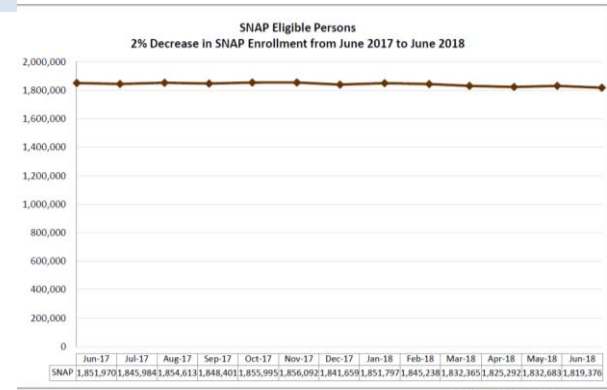
The TANF caseload was 11,261 in August 2018, a decrease of 5.4% from August 2017. The TANF caseload had 20 more cases compared to July 2018, an increase of 1.8%.

Pennsylvania



MONTHLY DATA REPORT AUGUST 2018

Program Summary for August 2018						
Medicaid						
	Aug-17	Jul-18	Aug-18	Aug-17- Aug-18	Jul-18- Aug-18	Percent Change
Expenditures ¹	\$287,375,278	\$451,227,729	\$485,661,467	69.0%	7.6%	
Cases ²	505,069	489,871	489,487	-3.5%	-0.1%	
Expenditures/Case	\$568	\$923	\$994	75.1%	7.7%	
Recipients ³	877,413	832,599	831,391	-5.2%	-0.1%	
Adults	499,874	474,045	473,397	-5.3%	-0.1%	
Children	377,539	358,554	357,994	-5.2%	-0.2%	
Recipients/Case	1.73	1.70	1.70	-1.8%	-0.1%	
Cases Processed ⁴	17,795	12,118	14,030	-21.2%	15.8%	
Approvals ⁵	13,322	9,545	11,114	-16.6%	16.4%	
Cash Assistance Programs						
	Aug-17	Jul-18	Aug-18	Aug-17- Aug-18	Jul-18- Aug-18	Percent Change
Expenditures ¹	\$5,681,888	\$4,292,123	\$5,735,012	0.9%	33.6%	
Cases ²	15,090	14,085	14,323	-4.8%	1.6%	
Expenditures/Case	\$376	\$305	\$400	6.1%	31.2%	
Recipients ³	34,750	31,656	32,287	-7.1%	2.0%	
Adults	11,247	10,049	10,288	-8.5%	2.4%	
Children	23,503	21,607	21,999	-6.4%	1.8%	
Recipients/Case	2.31	2.25	2.25	-2.4%	0.2%	
Cases Processed ⁴	2,243	2,554	2,554	13.1%	0.0%	
Approvals ⁵	1,844	2,000	2,000	9.2%	0.0%	
Supplemental Nutrition Assistance Program (SNAP)						
	Aug-17	Jul-18	Aug-18	Aug-17- Aug-18	Jul-18- Aug-18	Percent Change
Expenditures ¹	\$55,608,651	\$52,761,380	\$53,045,612	-4.6%	0.5%	
Cases ²	221,035	221,195	222,814	0.8%	0.7%	
Expenditures/Case	\$252	\$239	\$238	-5.4%	-0.2%	
Recipients ³	464,102	453,169	456,581	-1.8%	0.8%	
Adults	264,816	261,714	263,799	-0.4%	0.8%	
Children	199,286	191,455	192,782	-3.3%	0.7%	
Recipients/Case	2.10	2.05	2.05	-2.4%	0.0%	
Cases Processed ⁴	21,692	18,847	20,092	-7.4%	6.6%	
Approvals ⁵	16,808	15,510	15,717	-7.0%	1.3%	
Low Income Home Energy Assistance Program (LIHEAP)						
	Aug-17	Jul-18	Aug-18	Aug-17- Aug-18	Jul-18- Aug-18	Percent Change
Expenditures ¹	\$802,915	\$617,934	\$743,057	-7.5%	20.3%	
Cases ²	3,274	2,547	3,075	-6.1%	20.7%	
Expenditures/Case	\$245	\$243	\$242	-1.5%	-0.4%	
Recipients ³	8,520	6,604	7,883	-7.5%	19.4%	
Adults	4,408	3,388	4,074	-7.8%	20.2%	
Children	4,112	3,216	3,809	-7.4%	18.4%	
Recipients/Case	2.60	2.59	2.56	-1.5%	-1.1%	
Cases Processed ⁴	2,604	1,854	2,445	-6.5%	32.4%	
Approvals ⁵	2,000	1,600	1,600	-20.0%	0.0%	



NOTE: SNAP numbers now reflect data pulled on the second Tuesday of the month after the reported month.

SNAP Household Characteristics Report and Public Data File



United States Department of Agriculture

Characteristics of Supplemental Nutrition Assistance Program Households: Fiscal Year 2016

Supplemental Nutrition Assistance Program
Nutrition Assistance Program Report Series
Office of Policy Support

Report No. SNAP-17-CHAR

Supplemental Nutrition Assistance Program Quality Control Data

Public Use Files

2017 SNAP Data

[2017 SNAP QC Data \(SAS Format - Zipped\)](#)
[2017 SNAP QC Data \(SAS Transport Format - Zipped\)](#)
[2017 SNAP QC Data \(Stata Format - Zipped\)](#)
[2017 SNAP QC Data \(SPSS - Zipped\)](#)
[2017 SNAP QC Data \(CSV - Zipped\)](#)
[2017 SNAP QC Technical Documentation \(PDF format\)](#)

2016 SNAP Data

[2016 SNAP QC Data \(SAS Format - Zipped\)](#)
[2016 SNAP QC Data \(SAS Transport Format - Zipped\)](#)
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[2016 SNAP QC Data \(SPSS - Zipped\)](#)
[2016 SNAP QC Data \(CSV - Zipped\)](#)
[2016 SNAP QC Technical Documentation \(PDF format\)](#)

2015 SNAP Data

[2015 SNAP QC Data \(SAS Format - Zipped\)](#)
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[2014 SNAP QC Data \(CSV - Zipped\)](#)
[2014 SNAP QC Technical Documentation \(PDF format\)](#)

2013 SNAP Data

[2013 SNAP QC Data \(SAS Format - Zipped\)](#)
[2013 SNAP QC Data \(SAS Transport Format - Zipped\)](#)

Household Characteristics Report Tables

Table B.6. Distribution of participating households by selected countable income sources and by State

Households with countable:						
	TANF*	GA	SSI	Social Security	Earned income	
	Percent	Number (000)	Percent	Number (000)	Percent	Number (000)
	3.2	4,584	21.3	5,715	26.6	6,866
	—	98	24.6	120	30.2	111
	29.0	6	16.0	7	20.8	9
	—	57	13.7	80	19.2	152
	0.7	45	24.3	54	28.8	57
	5.1	—	—	208	10.1	816
	17.2	42	18.9	59	26.3	76
	6.6	51	21.0	84	34.3	70
	5.8	11	16.1	19	27.2	23
	1.6	17	22.8	17	23.2	13
	0.3	407	21.7	536	28.7	517
	—	170	21.3	204	25.6	260
	3.8	—	—	3	20.0	8
	5.8	21	23.5	26	29.2	32
	14.9	20	25.3	23	29.7	31
	2.0	209	21.1	216	21.8	301
	0.1	77	24.0	81	25.4	108
	0.2	32	18.4	46	26.1	72
	—	27	24.1	36	32.1	39
	0.2	84	27.3	82	26.6	74
	0.7	114	28.1	108	26.7	110
	29.1	27	28.0	46	46.9	26
	5.4	84	21.7	99	25.7	113
	5.0	148	33.3	165	37.2	96
	0.3	192	25.0	229	29.8	251
	8.5	59	25.8	61	26.8	82
	—	77	28.9	73	27.4	75
	—	86	23.0	114	30.4	94
	0.5	12	22.7	16	30.3	19
	6.2	17	21.6	23	29.1	27
	—	31	14.1	49	22.3	80
	14.9	13	26.8	20	43.2	14
	5.4	114	26.1	130	29.6	119
	1.4	40	19.2	50	23.8	79
	11.6	575	35.4	572	35.2	419
	0.6	123	16.4	205	27.3	284
	3.1	4	17.8	10	38.5	9
	1.5	215	27.5	249	32.0	229
	25.9	70	25.9	76	27.8	82
	0.1	83	19.9	132	31.8	126
	0.2	251	26.5	325	34.4	302
	0.4	25	25.5	35	35.1	27
	0.1	76	21.3	110	30.9	105
	0.3	8	19.8	12	28.2	15
	0.1	108	19.9	159	29.4	144
	—	296	18.8	286	18.2	641
	1.1	19	22.0	19	22.3	31
	2.2	10	24.1	20	45.7	12

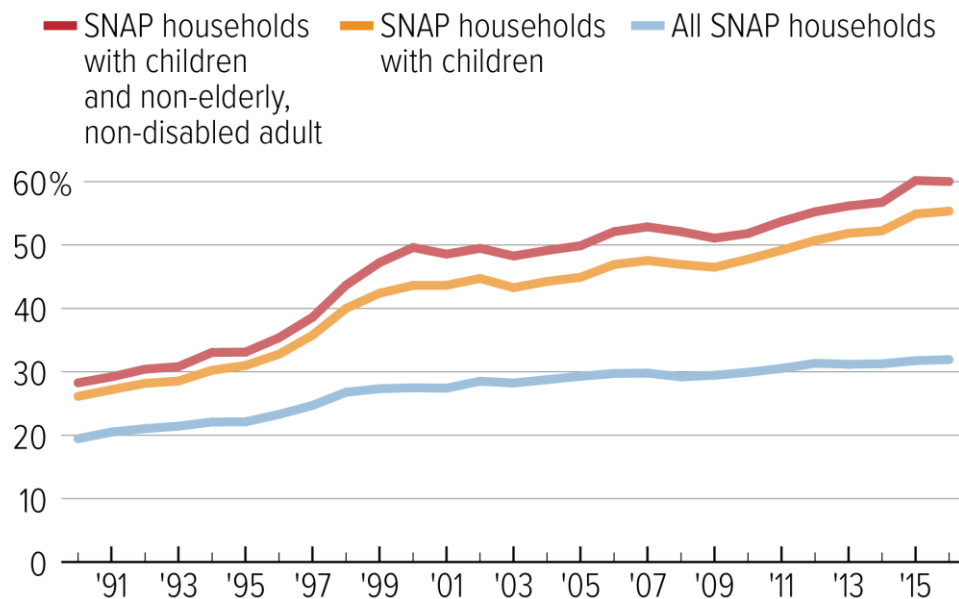
Table B.3. Distribution of participating households by poverty status and by State

State	Gross countable income as a percentage of the poverty guidelines								
	Total households	Zero gross income		1 percent to 50 percent		51 percent to 100 percent		101 percent or more	
	Number (000)	Number (000)	Percent	Number (000)	Percent	Number (000)	Percent	Number (000)	Percent
Total ^a	21,511	4,393	20.4	4,259	19.8	8,999	41.8	3,860	17.9
Alabama	397	83	20.8	84	21.1	177	44.6	53	13.4
Alaska	35	10	29.0	7	21.5	12	35.2	5	14.3
Arizona	417	120	28.8	78	18.7	152	36.5	67	16.0
Arkansas	186	39	20.8	38	20.2	89	48.0	21	11.1
California	2,060	515	25.0	719	34.9	535	26.0	291	14.1
Colorado	224	42	18.8	44	19.9	104	46.3	34	15.0
Connecticut	244	41	16.8	40	16.5	91	37.3	72	29.4
Delaware	69	11	16.0	15	22.1	26	38.3	16	23.6
District of Columbia	75	22	29.3	16	21.1	26	34.8	11	14.8
Florida	1,871	455	24.3	291	15.6	769	41.1	356	19.0
Georgia	797	199	25.0	154	19.3	329	41.2	116	14.5
Guam	15	2	14.0	4	28.1	5	32.1	4	25.9
Hawaii	89	11	12.9	21	24.2	43	48.5	13	14.4
Idaho	79	10	12.6	14	17.5	41	52.8	13	17.1
Illinois	987	269	27.2	169	17.1	410	41.6	139	14.1
Indiana	319	61	19.1	60	18.9	150	47.2	47	14.8
Iowa	175	30	16.8	34	19.2	66	37.8	46	26.2
Kansas	113	18	15.8	19	17.1	55	48.5	21	18.6
Kentucky	309	78	25.3	57	18.6	144	46.8	29	9.4
Louisiana	405	95	23.5	91	22.5	184	45.5	34	8.5
Maine	97	10	10.0	10	10.1	49	50.4	29	29.5
Maryland	386	71	18.3	77	20.0	147	38.0	91	23.6
Massachusetts	444	51	11.5	62	13.9	208	46.8	123	27.8
Michigan	769	166	21.5	105	13.6	338	43.9	161	21.0
Minnesota	227	15	6.4	67	29.5	94	41.4	51	22.7
Mississippi	268	61	22.9	44	16.4	137	51.4	25	9.4
Missouri	375	85	22.7	70	18.7	168	44.8	52	13.8
Montana	54	10	18.3	9	16.5	24	43.9	11	21.3
Nebraska	78	12	15.2	15	19.2	37	47.8	14	17.8
Nevada	219	54	24.6	47	21.3	71	32.3	48	21.9
New Hampshire	47	5	10.7	5	10.7	23	49.4	14	29.2
New Jersey	439	46	10.5	90	20.6	205	46.7	97	22.2
New Mexico	210	40	19.0	46	22.0	94	44.6	30	14.4
New York	1,625	135	8.3	298	18.3	865	53.2	327	20.1
North Carolina	750	168	22.4	139	18.5	296	39.4	148	19.8
North Dakota	25	3	12.5	5	18.4	11	44.7	6	24.3
Ohio	779	152	19.5	130	16.7	366	47.0	131	16.8
Oklahoma	272	52	19.1	59	21.5	132	48.6	29	10.8
Oregon	417	92	22.2	57	13.8	157	37.8	109	26.2
Pennsylvania	944	143	15.1	141	14.9	410	43.4	251	26.6
Rhode Island	99	16	16.6	11	11.4	47	47.6	24	24.5
South Carolina	357	72	20.1	79	22.0	159	44.4	48	13.5
South Dakota	42	9	22.0	8	17.9	17	40.5	8	19.5

Examples of Analysis Using Household Characteristics Data

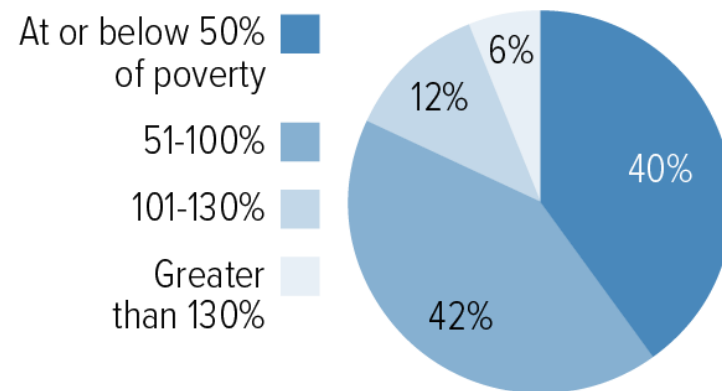
SNAP Work Rates Have Risen, Especially Among Households With Children and Adults Who Could Be Expected to Work

Share of households with earnings



Source: CBPP tabulations of Agriculture Department household characteristics data

Two-Fifths of SNAP Households Are at or Below Half the Poverty Line



Source: Agriculture Department household characteristics data, FY 2016.

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Data from U.S. Census Bureau and CDC

- Current Population Survey (CPS)
- American Community Survey (ACS)
- Survey of Income and Program Participation (SIPP)
- Small Area Health Insurance Estimates (SAHIE)
- National Health Interview Survey (NHIS)

Pros

Information on non-participants

Information on participation in multiple programs

SIPP follows people over time

Cons

Undercounts SNAP and Medicaid by a lot

1 to 2 years old

Differences from SNAP program rules (i.e., income and household)

Sample sizes sometimes small



Participation Rates



United States Department of Agriculture

Food and Nutrition Service

February 2018

CALCULATING THE SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP) PROGRAM ACCESS INDEX: A STEP-BY-STEP GUIDE FOR 2016

Introduction

The Program Access Index (PAI) is a measure developed by the U.S. Department of Agriculture (USDA), Food and Nutrition Service (FNS) to measure States' performance in the administration of the Supplemental Nutrition Assistance Program (SNAP). The PAI is known as the 2002 Farm Income Stabilization Act (FISMA) and is used to establish a number of indicators of program performance and to make payments to States with improved performance. The PAI is a composite of three indicators: the Program Access Index (PAI), the Program Access Index (PAI), and the Program Access Index (PAI).

- FNS Publishes two for SNAP:
 - Program Access Index
 - Participation Rate
- Urban Institute publishes uninsurance rates and Medicaid coverage rates.

Estimates of participation rates varied widely

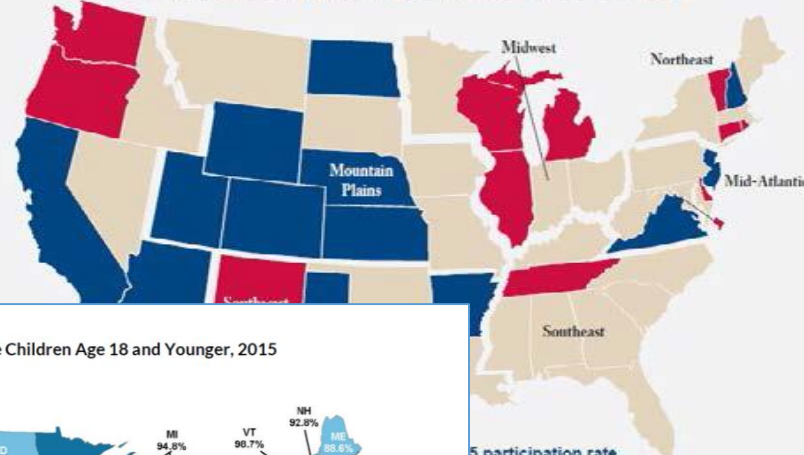
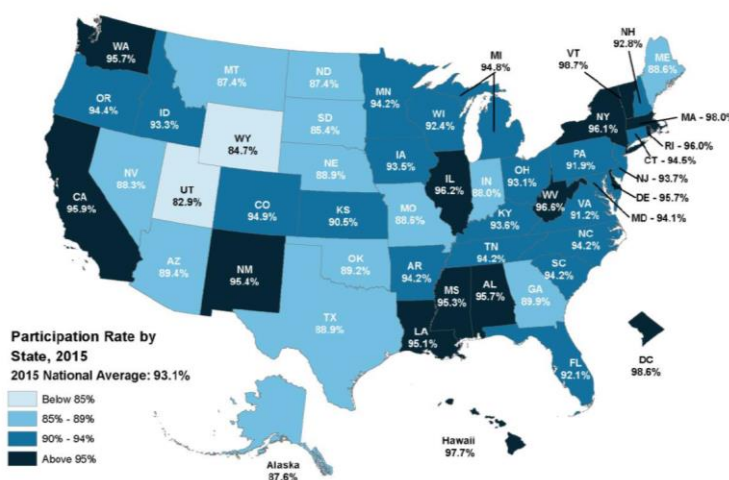


FIGURE 4

Medicaid/CHIP Participation among Eligible Children Age 18 and Younger, 2015



Looking at State Participation Rates

Example: Pennsylvania

SNAP

2016 Program Access Index:	89%	Rank: 9
2015 Program Access Index:	87%	Rank: 13
2014 Program Access Index:	82%	Rank: 5
2015 Participation Rate:	90%	Rank: 17
2014 Participation Rate:	88%	Rank: 20

Medicaid

2013-15 Medicaid/CHIP Children	92%	Avg. expansion states = 95%
2013-15 Medicaid for Parents	78%	Avg. expansion states = 84%

Application Processing Timeliness



United States Department of Agriculture

Fiscal Year 2017 Application Processing Timeliness

The Food and Nutrition Service evaluates application processing timeliness (APT) as part of the quality control (QC) review process. State QC reviewers evaluate APT during the State QC review. For States potentially eligible for performance bonuses (the top 10 or so), Federal QC reviewers validate timeliness for all cases and Federal/State disagreements about timeliness are subject to arbitration. Timeliness is calculated by dividing the number of cases timely processed by the number of cases subject to the timeliness measure. A case is considered processed timely if the household has an opportunity to participate within seven days of the application date for expedited service cases and within 30 days of the application date for regular processing cases. This measure is not a strict measure of regulatory compliance. In some cases, applicant-caused delay (such as missing an interview on an expedited application) may result in the action being coded as untimely although the State agency was in full compliance with program regulations. Cases that are properly pended for the household's failure to provide verification are excluded from the measure.

1	IDAHO	99.66	28	SOUTH DAKOTA	92.73
2	PENNSYLVANIA	98.67	29	NORTH DAKOTA	92.72
3	CONNECTICUT	97.95	30	KENTUCKY	92.47
4	UTAH	97.78	31	MINNESOTA	92.42
5	NEW MEXICO	97.67	32	MAINE	92.31
6	COLORADO	97.37	33	MASSACHUSETTS	92.18
7	ALABAMA	97.25	34	OHIO	91.85
8	NEW HAMPSHIRE	97.08	35	MISSISSIPPI	91.40
9	FLORIDA	96.62	36	VERMONT	90.86
10	NORTH CAROLINA	96.56	37	NEW YORK	90.77
11	DELAWARE	96.32	38	GEORGIA	89.57
12	WISCONSIN	96.15	39	MICHIGAN	88.89
13	INDIANA	96.00	40	MARYLAND	88.24
14	WYOMING	95.95	41	VIRGIN ISLANDS	87.50
15	MISSOURI	95.67	42	VIRGINIA	87.23
16	NEVADA	95.63	43	WEST VIRGINIA	87.01
17	HAWAII	95.28	44	IOWA	86.96
18	MONTANA	95.24	45	ILLINOIS	86.40
19	TEXAS	94.98	46	DIST. OF COL.	86.34
20	LOUISIANA	94.76	47	SOUTH CAROLINA	86.19
21	KANSAS	94.42	48	NEW JERSEY	85.87
22	OREGON	94.33	49	RHODE ISLAND	85.25
23	NEBRASKA	93.67	50	ALASKA	82.65
24	ARIZONA	93.49	51	ARKANSAS	82.47
25	CALIFORNIA	93.22	52	TENNESSEE	81.12
26	WASHINGTON	93.20	53	GUAM	69.64
27	OKLAHOMA	93.11			

State Application Processing Timeliness

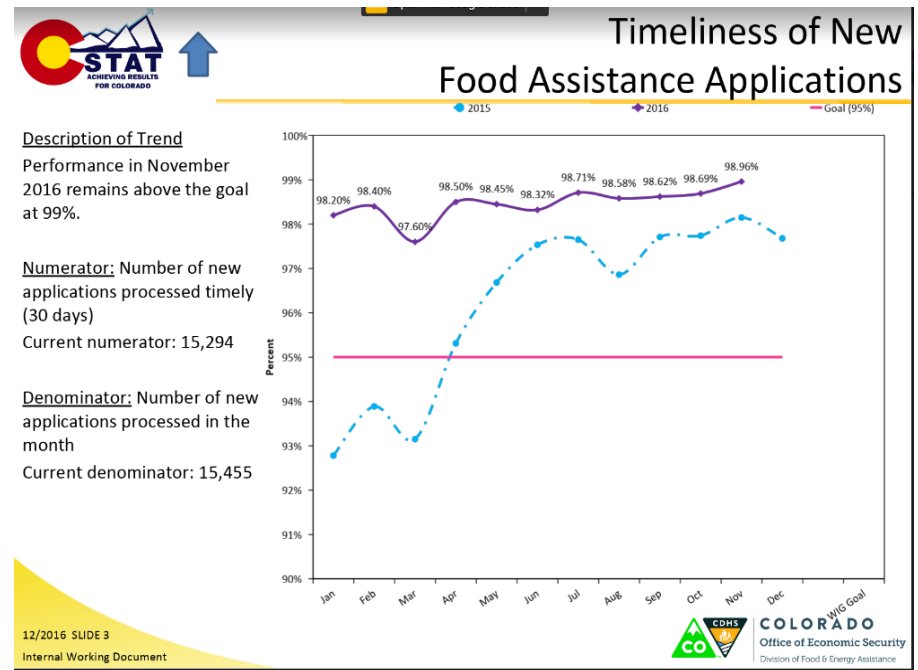
States track (and some share privately) more detail on timeliness, for example:

- More recent
- By county
- By whether the initial application was expedited or not
- For recertification applications
- By stricter standards, such as same-day or within 7 days.
- Colorado emphasized timeliness and has gone from:

2003- 67%

2010- 81%

2017- 97%



Fun Data Example #1: Timeliness

- Overall State Timeliness... 88%
- Expedited Timeliness 95%
- But what if you look at it by office?

Office	NonExp Total	NonExp Timely	% Timely NonExp	Exp Total	Exp Timely	% Timely Exp	Total Timely	% Exp
A	42	40	95%	27	26	96%	96%	39%
B	757	700	92%	473	465	98%	95%	38%
C	<small>Small</small> 73	37	51%	12	5	42%	49%	14%
D	88	88	100%	47	46	98%	99%	35%
E	253	245	97%	112	107	96%	96%	31%
F	387	368	95%	111	75	68%	89%	22%
G	146	146	100%	82	82	100%	100%	36%
H	Big 1489	1485	100%	956	950	99%	100%	39%
I	Big 1274	687	54%	124	123	99%	58%	9%
J	632	632	100%	374	373	100%	100%	37%
K	104	104	100%	52	51	98%	99%	33%
L	Big 1745	1422	81%	600	512	85%	82%	26%
State	6990	5954	85%	2970	2815	95%	88%	30%

Program Access Reviews

- FNS conducts both state and local reviews
- Program Access Review Components include, for example:



- FNS provides state a report with findings and observations (with regulatory cites)
- State responds, in writing, with corrective action steps for each finding.
- FNS monitors each corrective action.

A Few States Make Operations Data Available

Application and Recertification Volume and Disposition

- Approvals and Denials
- Reason for denial/closure
- Online vs. paper applications
- In-person vs. telephone interviews

More Detailed Timeliness

- % same day or within 7 days
- Timeliness delay reasons
- Expedited, regular processing broken out
- Timeliness of recertification processing

Other Workload Data

- Call center metrics (wait time, dropped calls)
- Backlogs, Pending work
- Verification processing time

Churn

- Awesome, but beware...What does it mean?

CalFresh Data Dashboard

Department of
Social Services



This dashboard has two features: slicers and charts. It is suggested to make no more than four selections from any one slicer display, as the charts may be unable to accommodate such a quantity of data in an easily viewable format. A blank data cell in the graphs indicates that raw data is not yet

CalFresh Dashboard

Updated 10/2/18 - click for details



Demographic Trends

CalFresh Caseload
Demographics,
Annual

State & County
General Population
Demographics

CalFresh Child-Only
Households &
Persons, Monthly

CalFresh Persons
& Unemployment

Participation Trends

CalFresh-CFAP Detail

CalFresh
Households, Annual

CalFresh Households,
Monthly

CalFresh Persons,
Annual

CalFresh Persons,
Monthly

Dual Program
Participation

Total & Online
Applications

Program Reach
Index (PRI)

Timeliness & Accuracy Trends

Timeliness, 30-
Day Percent

Expedited Service

Active Error Rate

Negative Error
Rate

Churn

Recertification
Churn

Total Churn

Raw Data Tables

Annual Estimates &
July Demographics

Every Three
Months

Quarterly Average

Monthly

Index (PRI) Data

Medi-Cal Recipients
Likely Eligible for
CalFresh

Resources and Tools

Getting Started

GeoMaps

Contact Us

Definitions & Sources

FAQs

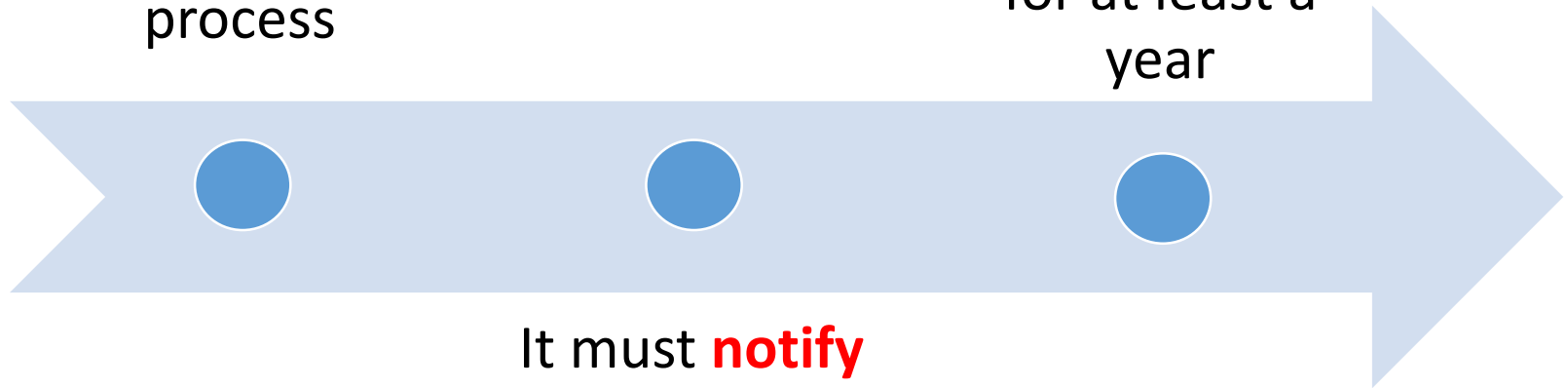
CalFresh Data Tables

<http://www.cdss.ca.gov/Portals/9/DSSDB/Dashboards/CalFresh/CFDashboard.xlsx?ver=>

Overview of Major Systems Change Rule

When a state implements a **change** to its business process

If FNS finds it's a major change, the state **must provide reports** for at least a year



It must **notify** FNS, **describe** the change **assess** the potential impact

Fun Data Example #2: Monthly Case Flow

	Sep-18	
Number of households participating	406,000	
Number of individuals participating	875,000	
Applications		
Received	35,000	
Approved	21,000	70% Approval rate
Denied	9,000	
Closures effective next mo.	29,000	7% Closure rate
Income	2,000	
Moved out of state	400	
Other eligibility	1,600	
Procedural reasons	24,000	
Failed/refused verification	4,000	
Failed to reapply timely	7,500	
Failure to keep appt.	1,000	
Failed to provide Simplified Report	11,000	
Other procedural	500	
Sanction	500	
Other	500	

What happens to the other 5,000 applications? Is this a lot of applications?

So does this include recertification applications? Or just new?

Is this high? low?

And what about this?


This seems high, but what if 7% is a low closure rate?

Wait, they treat expiring cert. periods as closures?

Yikes. This seems high. Do some of these get reopened without a new application?

Possible Questions to Ask

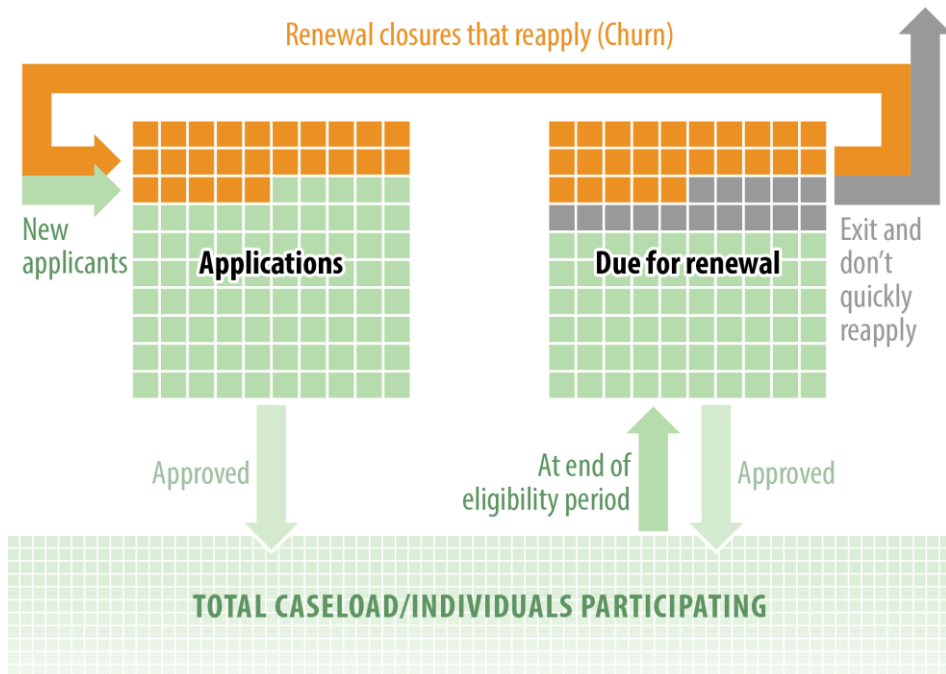
- Does it add up?
- What's in there?
- What's not in there?
- What's the numerator and denominator for that percentage?
- Do the numbers make sense given other data?
- How do you define those terms?
- Can you use it in a sentence?
- Who knows the answers to these questions?



<i>From Last Slide</i>	
Total Participating Cases this Month	406,000
less closures	-29,000
plus approvals	21,000
Hmmm what's missing?	398,000

Two Important Data Concepts Have Proved Difficult for States to Measure

Visual Representation of Churn



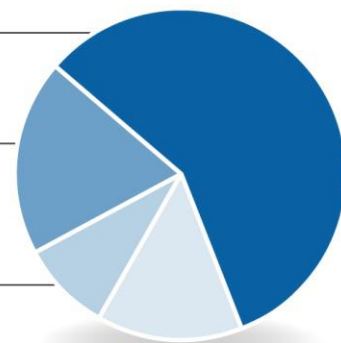
Program Overlap

Receive SNAP and Medicaid/CHIP
58%

Receive Medicaid/CHIP only
19%

Receive SNAP only
9%

Receive neither
14%

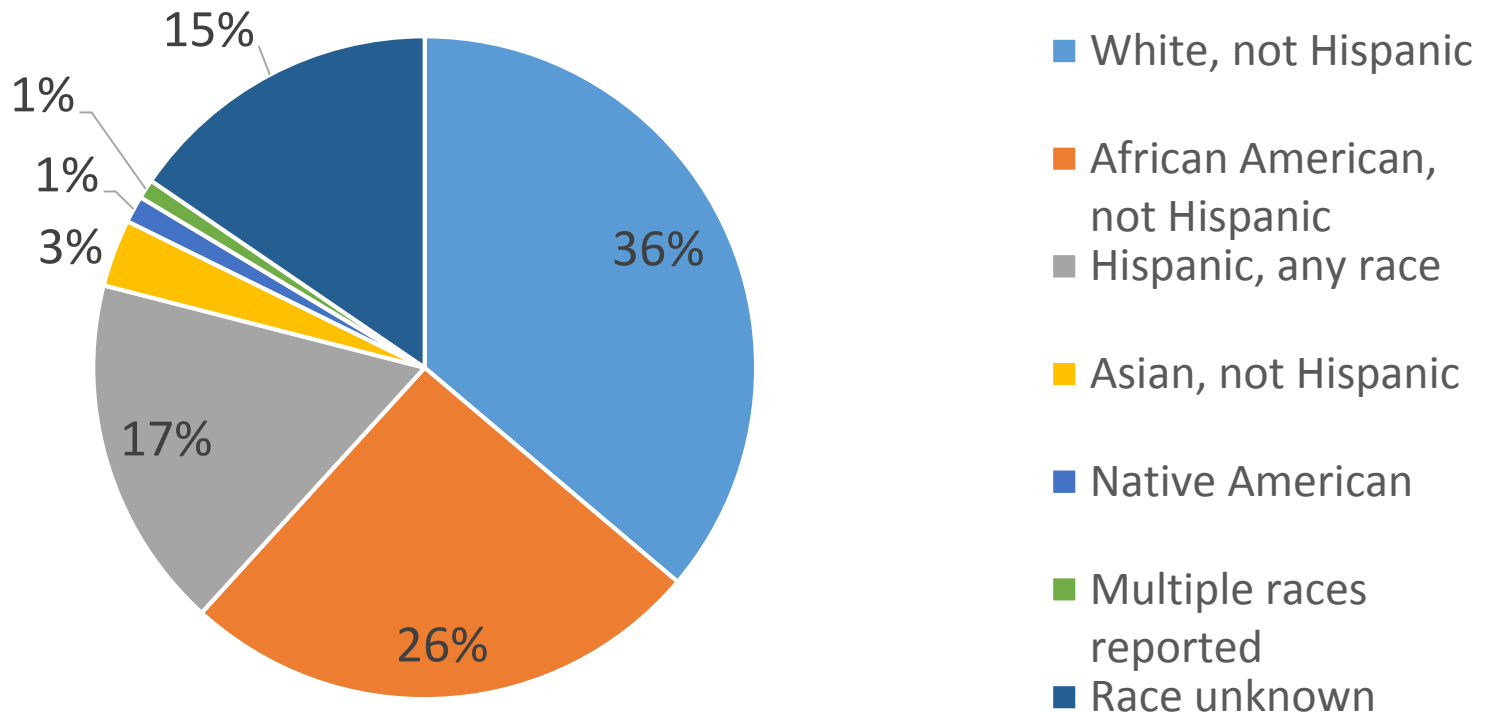


Race/Ethnicity and Data

- Sometimes can get data “by race”
- Can help uncover inequities
 - Discrimination in procedures
 - Geographic disparities
 - Language access
 - Other?

Data Categories May Not Be Great

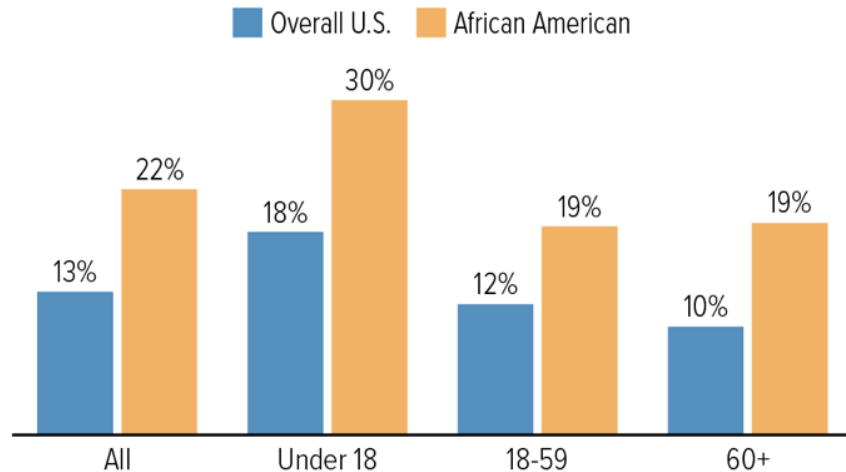
SNAP Participants by Race and Hispanic Status, 2016



Can Take Several Steps to Explain

African Americans Have Higher Poverty Rates Than Nation as a Whole

Poverty rates by age and race in 2016



Source: U.S. Census Bureau, Current Population Survey, 2017 Annual Social and Economic Supplement.

CENTER ON BUDGET AND POLICY PRIORITIES | CBPP.ORG

- Disproportionate representation because of
 - Higher poverty rates
 - Less wealth
 - Discrimination
 - Etc...
- Often oversimplified and reinforces stereotypes.

State Advocate Perspective

- Louise Hayes
Community Legal Services of Philadelphia
- Sovereign Hager
New Mexico Center on Law and Poverty

Pennsylvania: Medicaid Real Time Eligibility



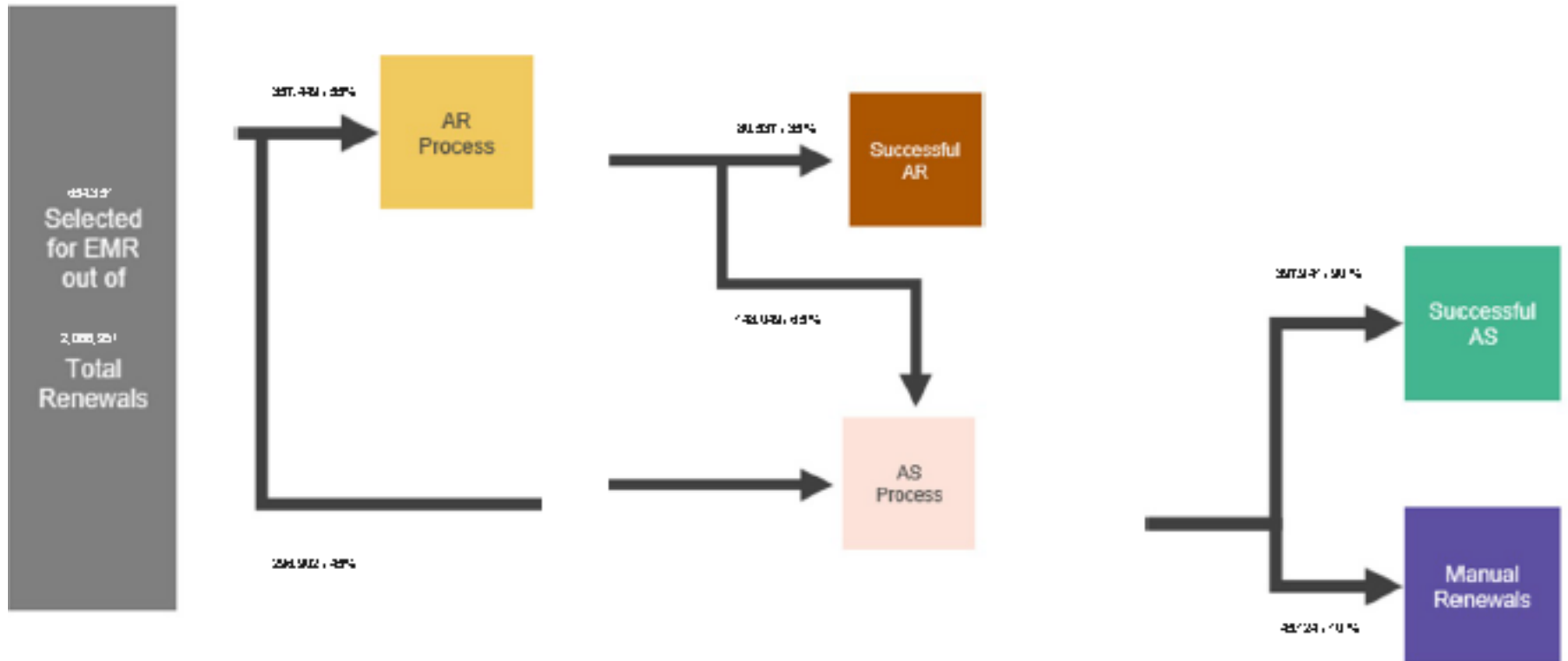
Exception Statistics by Gatepost

Based on the rules implemented in 2B, applications are removed from the RTE process and are manually processed by a case worker.

Gatepost / Check	Dropped Applications	Remaining Applications	Percentage Dropped
Health Care	184,611	828,188	0.00%
MAGI/Non-MAGI	203,388	643,577	22.29%
Application Source	47,408	440,189	31.60%
Pre App	179,991	392,881	10.75%
Indiv Status Check	24,419	212,890	45.81%
MCI Search	13,169	188,471	11.47%
Post App	37,799	175,302	6.99%
eSign	2,434	137,503	21.58%
Income Check	5,962	135,069	1.77%
JNET	3	129,107	4.41%
SSA	117,337	129,104	0.00%
RIDP	2,015	11,767	90.88%
MCI Clearance	702	9,752	17.12%
Full RTE – Auto Case Open Process	1,999	9,050	7.20%
Automated Application Processing	3,253		
Total Automated	5,252		

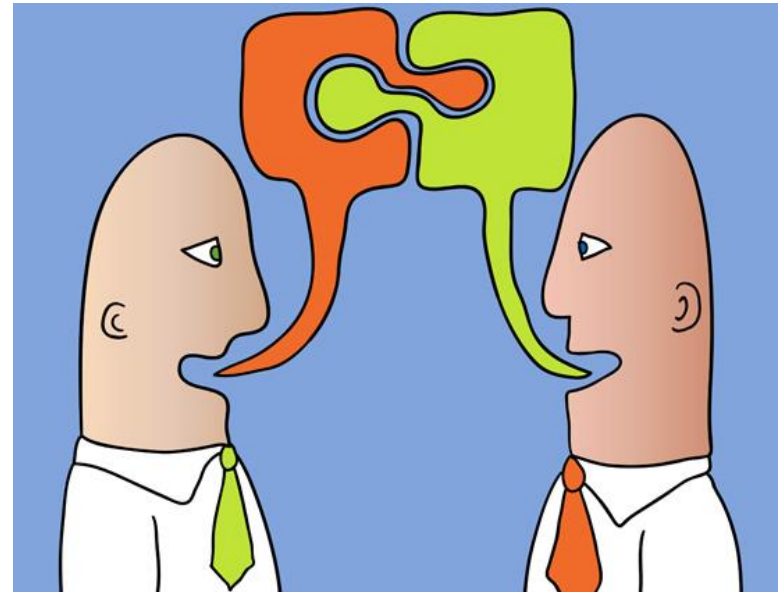
* 3,798 Applications did not complete the process due to the application not being submitted/completed

Pennsylvania: Ex Parte Renewals



From States' Perspective

- Capacity and lack of resources sometimes a barrier.
- Turf issues.
- Leadership and focus critical.
- Culture change needed.
 - Communication
 - Iterative conversations
 - Empathy and honesty
- Cross-program is challenging.
- We can help with some of these.



Why/How States Share Operations Data

Observations/Conversation

- Often happy to share, especially if proud of performance, BUT
- Sometimes will share privately – risks for them.
- Lawsuits and FNS scrutiny can be a factor.
- State Legislatures may request investigations.
- Staff performance evaluations in a task-based system.
- Dynamics in a County-administered state
- To FOIA or not to FOIA?

Reflections #1

Data Allows Advocates to Focus on Outcomes

- Historically we've focused on adoption of good policies.
- Data allows us:
 - to confirm our theories
 - focus on families experiences.
- Balance competing instincts:
 - Know every detail of the state's work
vs.
 - Pick high priority measures and leave the details to them.

Reflection #2

Transparency has value

- What they make public is important about their values.
- Public data can help build consensus about goals.
- It may not always be perfect.
- It may not always even be right.
- States face serious challenges with data.
- They may share your frustrations about data.

Reflection #3

Data Conversation for Relationship Building

- Data gives you something to talk about.
- Requires empathy and good will – mistakes happen.
- How can you help them
 - Get the resources
 - Get information they lack through your work.
- But also may tie your hands, especially if they've shared it privately!

Your Turn

Data in your states...

What data are you using?

What data do are you trying to get and why?

Are you collecting data from your clients?

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