



# Quarterly Financial Review

Division of Family Resources

## *2008 Fiscal Year in Review*

**State of Indiana**  
Mitchell E. Daniels, Jr.  
Governor

**Family and Social Services  
Administration**  
E. Mitchell Roob Jr.  
Secretary

**Division of Family Resources**  
  
Zach Main  
Director

**State of Indiana**  
Published

***July 2007 – June 2008***

# THE INDIANAPOLIS STAR

THURSDAY, JULY 24, 2008 ★ "Where the spirit of the Lord is, there is liberty" II COR. 3:17 ★ 50 CENTS ★ CITY FINAL

## EDITORIAL

# Give state leaders credit for all-time high rating

State legislators and then-Gov. Joe Kernan had churned through nearly every budget gimmick at their disposal by the fall of 2004.

Payments to public schools, universities and local governments — \$715 million worth — had been delayed indefinitely. A one-time dose of \$250 million in federal aid, thrown into the budget gap, already had been expended. The state also had dipped into Teachers Retirement Fund reserves, pulling out \$380 million to meet current obligations.

Yet, despite running through maneuvers that bordered on desperation, the state still faced a budget shortfall of more than \$800 million. Analysts also were pessimistic about the state's ability to grow its way out of the budget mess because of an old-school economy, dependent on a traditional manufacturing sector long in decline.

The fiscal climate of four years ago needs to be kept in mind when assessing the significance of Standard & Poor's decision this week to award a first-ever AAA bond rating to Indiana.

**Our position:  
State rewarded for taking reasonable chances to bring budget under control.**

Yes, the savings to taxpayers that will come with the higher rating — including \$850,000 a year on Lucas Oil Stadium and the convention center expansion — are worth celebrating.

But perhaps even more important is the fact that a respected independent firm has validated several difficult, controversial decisions that Gov. Mitch Daniels and the General Assembly made to bring Indiana's budget back into balance.

One of those decisions involved capping annual growth in the Medicaid budget at 5 percent (both projections and past experience called for 10 percent

growth). Critics said it couldn't be done, at least not without inflicting undue pain on Indiana's poorest and sickest residents. The cap, however, worked, bringing under control a line item that would have otherwise wrecked the budget. In the interim, the state created a promising health insurance program for low-income Hoosiers that is funded through a cigarette tax increase.

The lease of the Indiana Toll Road continues to draw fire, but the \$3.8 billion in capital leveraged through the deal has enabled the state to make much-needed improvements in infrastructure while handing off management of an underperforming asset.

In announcing Indiana's higher bond rating, Standard & Poor's noted that the state's economy now is more diversified than in past years. That's not by accident. The state, starting in the O'Bannon administration, began pushing growth in the life sciences, logistics, advanced manufacturing and high-tech sectors.

Bottom line? Indiana's leaders took reasonable chances, making hard and sometimes unpopular choices. Now, all Hoosiers are set to reap the rewards.

## Capping Annual Growth in Medicaid to 5%

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# THE WALL STREET JOURNAL.

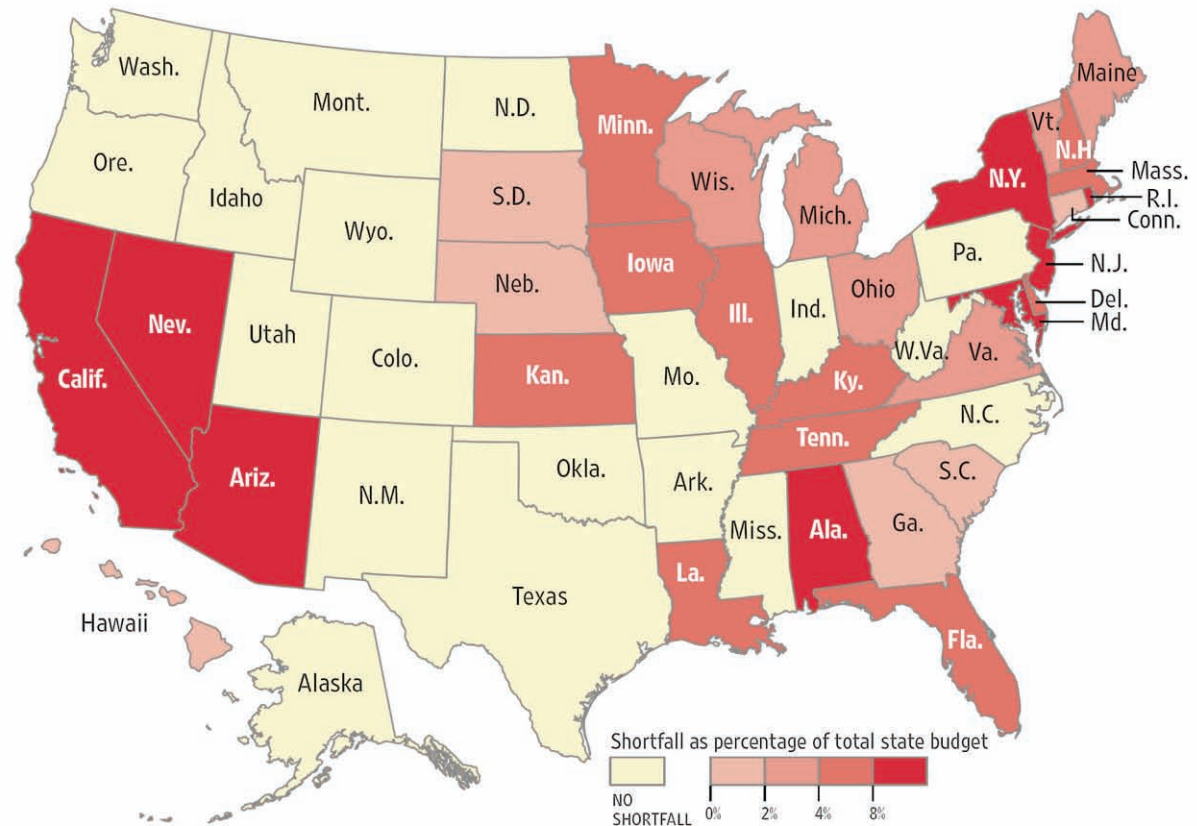
THURSDAY, JULY 24, 2008 - VOL. CCLII NO. 20

## States Slammed by Tax Shortfalls

BY CONOR DOUGHERTY,  
AMY MERRICK  
AND ANTON TROIANOVSKI

### Strapped in America

Size of shortfall faced by states as they prepared budgets for the fiscal year that began July 1.



Note: Fiscal year ends June 2009

Source: National Conference of State Legislatures



Division of Family Resources

June-08

Numbers Illustrated in Thousands

Expenditures

	Current Month Actual	SFY 2008		Variance	SFY 2009
		Actual	Budget		Budget
Federal Child Care Development	14,618	179,343	203,246	23,903	212,179
TANF Assistance	8,373	108,075	113,444	5,369	111,858
County Administration DFR Only	15,298	178,759	163,893	(14,867)	182,770
Indiana Client Eligibility System (ICES)	(1,775)	11,585	19,642	8,057	13,482
TANF Impact	286	4,797	14,421	9,625	9,792
Food Stamp IMPACT	126	4,264	8,749	4,485	9,034
DFR Administration Central Office	(473)	5,329	8,130	2,801	6,791
Electronic Benefits Transfer (EBT)	515	5,539	7,746	2,207	5,015
Domestic Violence Prevention & Treatment (DVPT)	76	2,811	2,996	185	3,006
Federal Family Violence Prevention Fund (FFV)	57	1,781	1,910	130	1,910
Burials	44	1,319	1,598	279	1,343
School Age Child Care (SACC)	84	776	850	74	950
Head Start Partnership Coordination	10	228	235	7	235
Commission on Social Status of Black Males	10	142	140	(2)	155
Child Care Fees and Fines	0	58	100	42	100
<b>Total - Expense</b>	<b>37,249</b>	<b>504,806</b>	<b>547,099</b>	<b>42,293</b>	<b>558,620</b>



<b>DFR SFY08 Budget Surplus</b>	<b>\$ 42,293</b>
CCDF Federal TANF Allocation Increase	23,903
TANF IMPACT Under Utilized	9,625
ICES Accounting Methodology Change (Cost Allocation)	5,179
Food Stamps IMPACT Under Utilized	4,485
	<hr/> <hr/>
	<b>\$ (899)</b>

**Child Care & Development**  
**Fund**



# SFY 2008 – CCDF Accomplishments

**Indiana was chosen as one of 17 first round states to participate in the Federal CCDF Improper Payments Initiative. Participation was based upon history of partnership with HHS during the design and development of the Improper Payment Process.**

**Period Reviewed : October 1, 2006 to September 30th, 2007**

**Final Improper Payment Rate: 2.6%**

**Average Amount of Improper Payment: \$182**

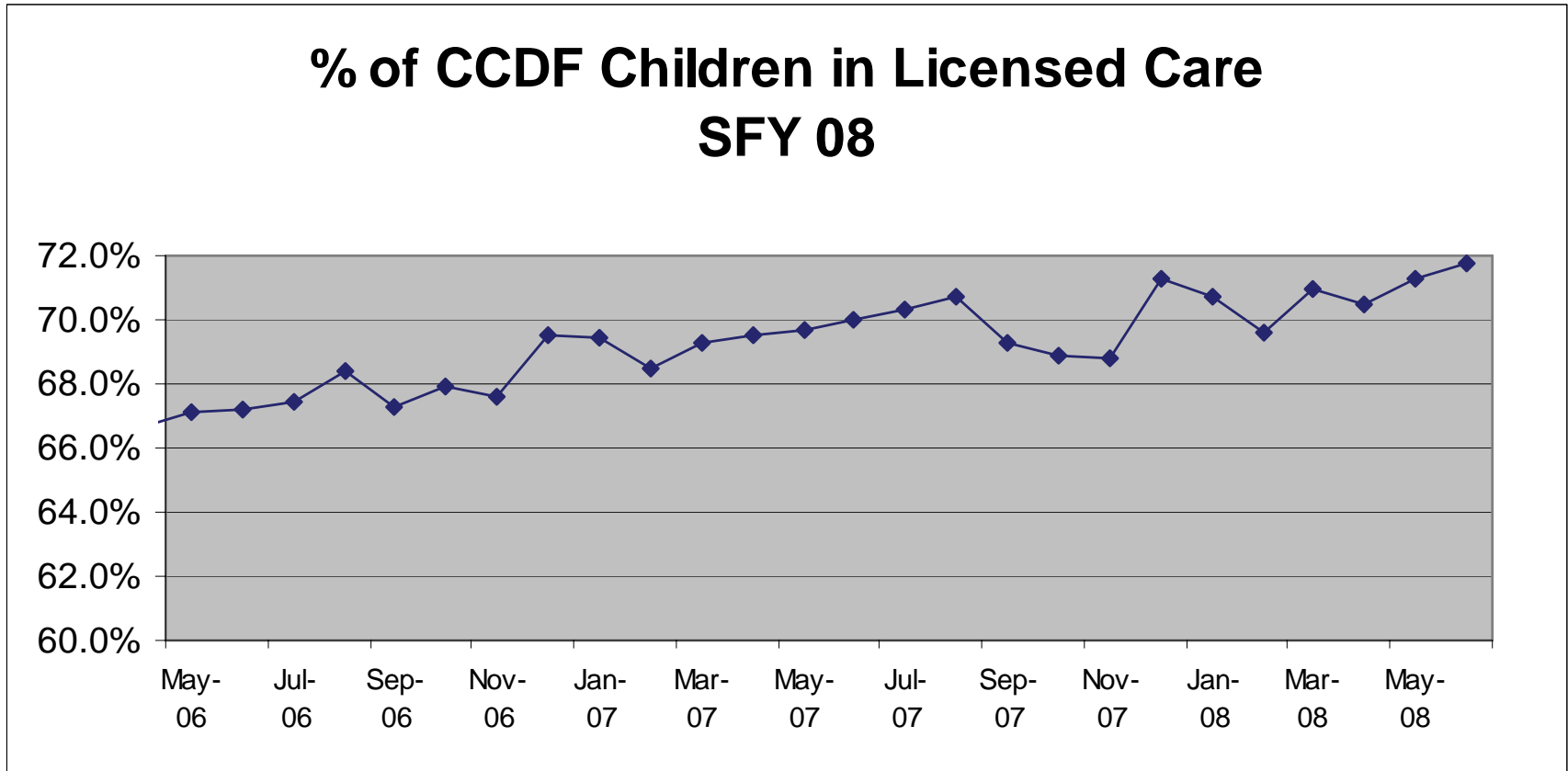
**HHS will repeat process with 17 states in each FFY 2009 and FFY 2010 before making determination on “acceptable” rate.**





# SFY 2008 – CCDF Accomplishments

Increased CCDF children enrolled in licensed child care settings







# Paths to QUALITY™

*Better Child Care. Brighter Futures.*

# What is **Paths to QUALITY**?

- Voluntary and free system
- Benefits parents, providers, children, and your community
- Promotes high quality child care for all children



# Paths to QUALITY participation goals

- Within one year regional rollout dates:

60% Licensed Centers

35% Licensed Homes ; and

5% Unlicensed Ministries

Total projected providers – 1,450

Projected # children impacted – 54,000



# Wave 1 PTQ Participation

## 6 month progress report

Evansville and Ft Wayne regions

Provider Type	Providers Enrolled	Total Providers	Current Percent Enrolled	Jan Target 2009 Goal
Licensed Centers	88	102	86.3%	60%
Licensed Homes	213	557	38.2%	35%
Unlicensed Ministries	18	94	19.1%	5%

MFR June 2008

Source: PTQ Database

# Wave 2 Participation

## 3 month progress report

Terre Haute, Kokomo, Columbus, New Albany regions

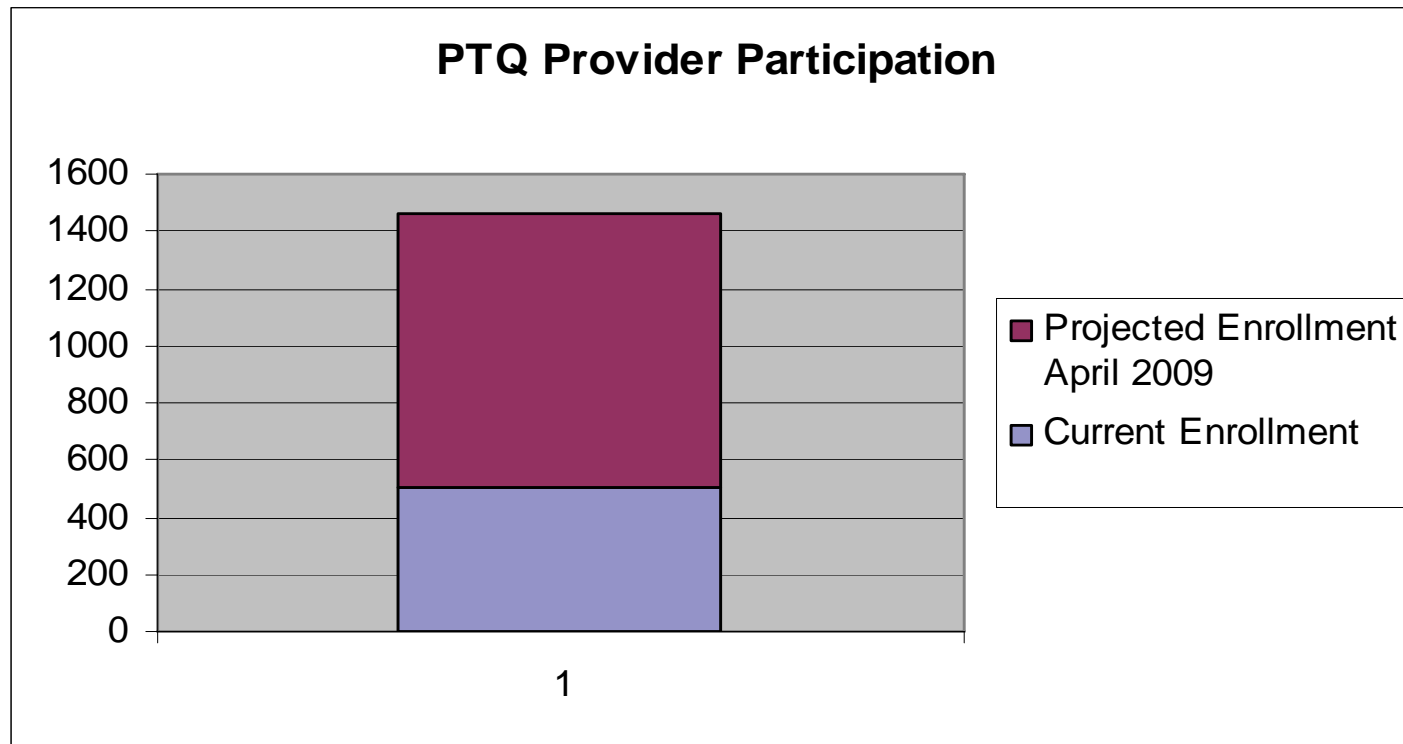
Provider Type	Providers Enrolled	Total Providers	Current Percent Enrolled	May 2009 Target Goal
Licensed Centers	40	134	29.9%	60%
Licensed Homes	153	880	17.4%	35%
Unlicensed Ministries	1	152	.6%	5%

## Total PTQ Participation to Date (Wave 1 and 2)

Provider Type	Providers Enrolled	Total Providers	Current Percent Enrolled	May 2009 Target Goal
Licensed Centers	128	236	54.2%	60%
Licensed Homes	366	1437	25.5%	35%
Unlicensed Ministries	19	246	7.7%	5%

# Statewide Paths to QUALITY Participation Goals

- Regional rollout began and continues on schedule. Last region go live 1/1/09.
- Currently impacting 18,000 children with projection for 54,000 at completion



Run Date:  
7/18/2008

MFR June 2008  
Source: PTQ Database





# **Modernization**



## Indiana Eligibility Modernization Update

- Accomplishments:
  - Modernized solution deployed to 59 counties serving 430,000 Hoosiers
  - Over 1.5 million calls received with almost 800,000 calls handled by call center agents with average call abandonment rate of approximately 11.5%
  - Over 50,000 online applications submitted
  - Almost 1,200 agencies participating in the voluntary community assistance network (V-CAN) to assist clients in accessing services
  - Over 500 V-CAN members are access points covering over 90% of the counties
  - Advanced V-CAN 2.0 Training going well, 218 people registered with 100 in Fort Wayne
- Challenges being addressed:
  - Ensuring that clients understand the variety of ways to interact with DFR – enhanced client outreach well underway
  - Operations extended so we could adjust the staffing model and system solution to accommodate much higher than anticipated demand and accommodate disaster relief efforts efficiently

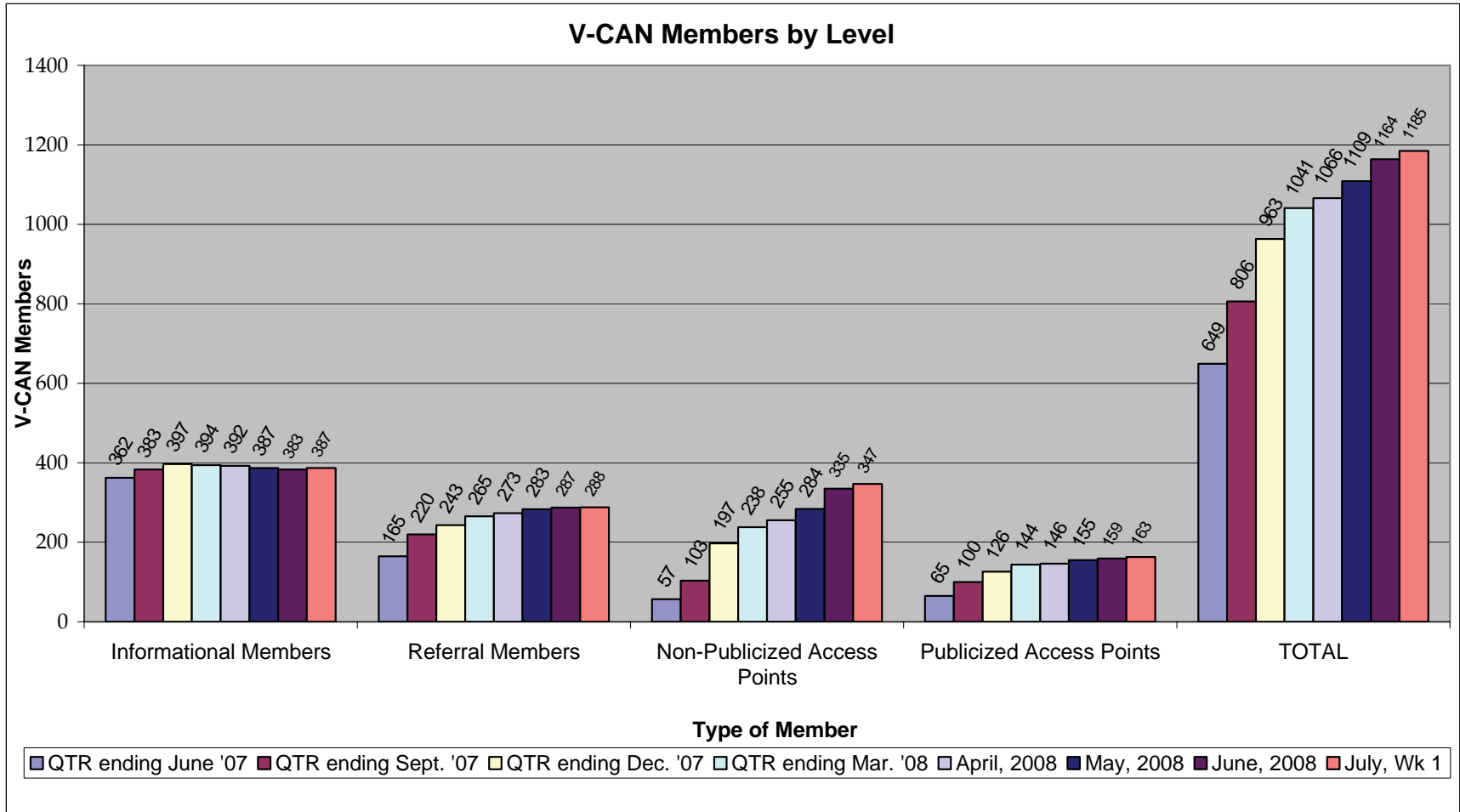
# Modernization Statistics (through 7/22/08)

Call Center Statistics	PILOT TO DATE	Week33	Week34	Week35	Week36	Week37	Week38	Week39
		(w/e 6/15/08)	(w/e 6/22/08)	(w/e 6/29/08)	(w/e 7/6/08)	(w/e 7/13/08)	(w/e 7/20/08)	(w/e 7/27/08)
Total Call Volume into 800 #	1,515,256	70,240	62,200	62,885	53,275	73,341	66,270	27,660
% of Calls Completed in the IVR	37.20%	37.23%	40.86%	42.18%	34.00%	35.30%	39.50%	38.04%
Total Call Volume in ACD Queues	951,636	44,090	36,785	36,359	35,161	47,454	40,096	17,139
Total Call Volume Answered (+ Flowout)	798,342	37,334	33,610	32,514	31,444	39,667	32,727	15,283
Flowout Calls (manual transfers out of queue)	63,611	1,003	262	955	339	620	1,474	153
% of Calls Handled (Answered+Flowout)	83.89%	84.68%	91.37%	89.42%	89.43%	83.59%	81.62%	89.17%
Average Call Handle Time (mm:ss)	7:08	6:39	6:39	6:53	6:44	6:11	6:34	6:47
Average Call Response Time (mm:ss)	4:25	4:53	3:37	3:55	3:52	5:39	4:27	3:28
Average Hold Time (mm:ss)	0:59	1:04	1:10	1:11	1:08	0:54	1:00	1:06
Abandonment Rate (%)	11.52%	13.79%	7.43%	9.18%	9.01%	14.35%	11.80%	8.78%
Abandonment Rate Within 15 Seconds (%)	4.43%	1.71%	1.27%	1.39%	1.59%	1.95%	1.72%	2.05%
Calls Abandoned within 15 seconds	42,176	756	469	505	560	926	690	351
Calls Abandoned after 15 seconds	109,587	6,079	2,732	3,338	3,167	6,810	4,733	1,505
Number of Answered Calls - On Hold Over 10 Minutes	9,687	425	411	433	399	318	412	0
Number of Abandoned Calls with Duration Over 10 Minutes	29,546	1,967	1,077	1,081	1,235	1,940	2,906	0

Other Statistics	PILOT TO DATE	Week33	Week34	Week35	Week36	Week37	Week38	Week39
		(w/e 6/15/08)	(w/e 6/22/08)	(w/e 6/29/08)	(w/e 7/6/08)	(w/e 7/13/08)	(w/e 7/20/08)	(w/e 7/27/08)
Total Applications Requested by Clients (All Channels)		14,365	13,742	9,540	8,462	9,543	11,203	4,689
Total Applications Requested by Clients (Online)	51,343	3,177	3,032	2,717	2,563	2,629	2,979	1,314
Percentage of On-line Applications Received		22.12%	22.06%	28.48%	30.29%	27.55%	26.59%	28.02%
Number of Envelopes Received by Doc Center	270,816	9,550	10,190	10,564	7,627	9,770	8,469	3,667
Number Faxed Documents Received	593,829	23,259	26,847	27,030	17,837	23,566	21,783	4,523
Number FTP Documents Received	765,006	46,322	61,867	54,877	40,801	46,594	48,904	11,665
Number of Documents Received & Scanned by Doc Ctr (Paper)	1,039,890	33,795	39,811	41,352	26,591	35,857	34,803	14,268



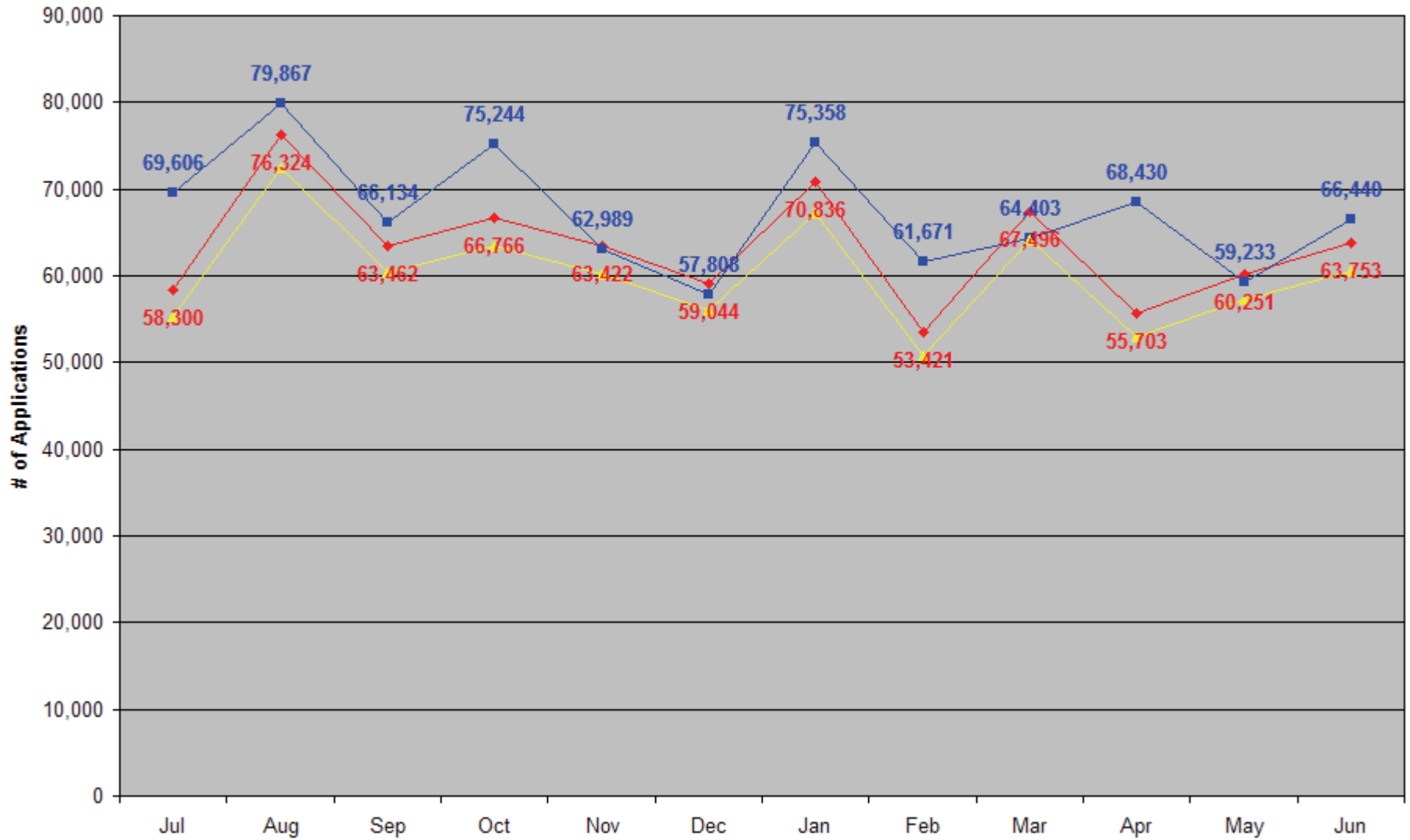
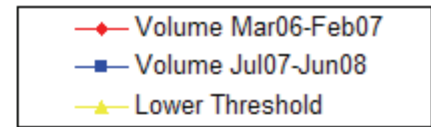
# V-CAN Membership



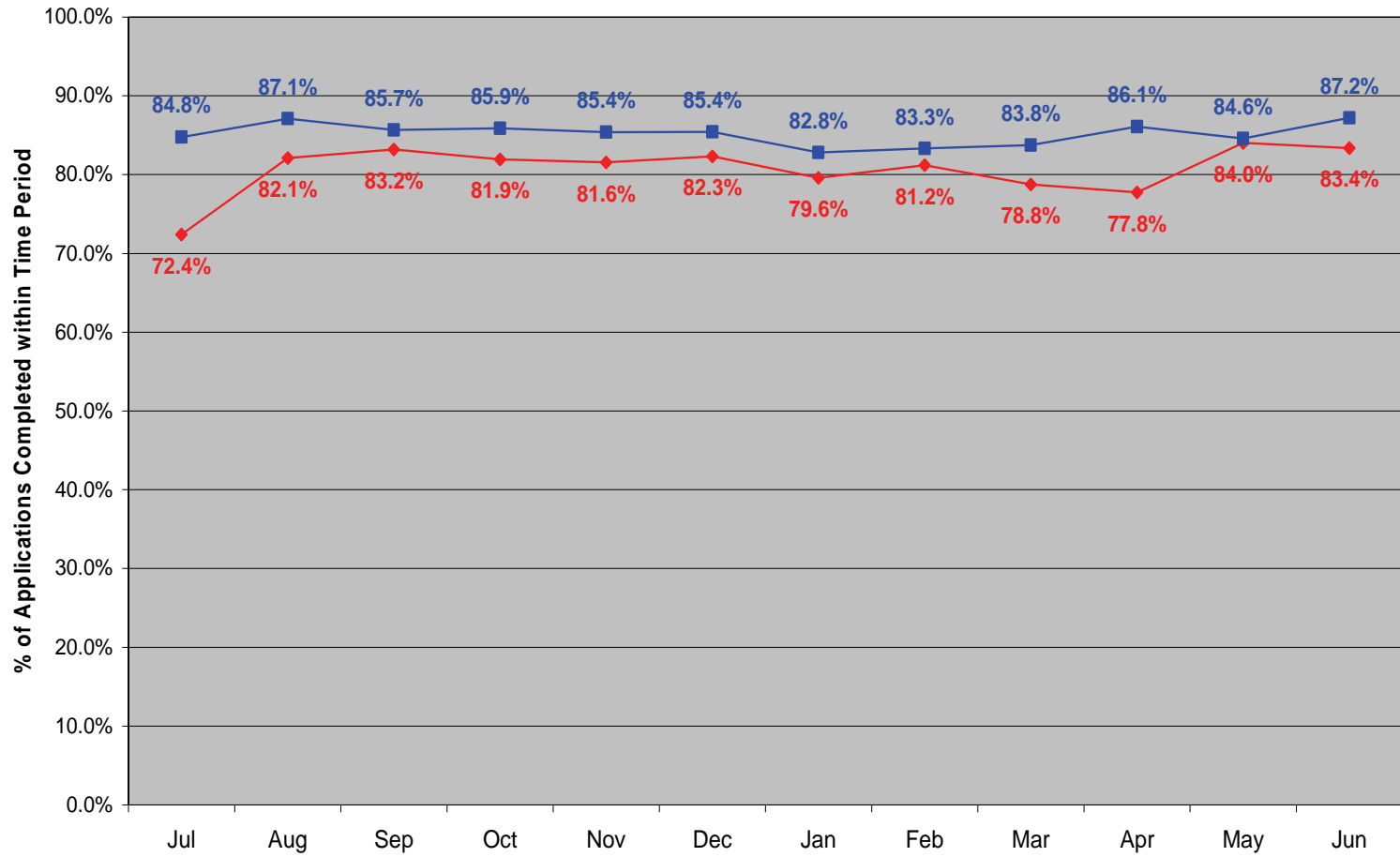
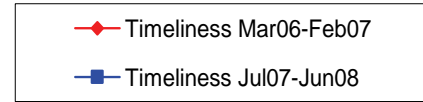
# V-CAN Outreach Calendar – August 2008

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1	2
3	4	5 Fort Wayne V-CAN Training 2.0 @ Ivy Tech	6 Fort Wayne V-CAN Training 2.0 @ Ivy Tech	7	8	9
10	11	12 Sellersburg V-CAN Training 2.0 @ Ivy Tech	13	14	15 Terre Haute Client Open House @ Ivy Tech	16
17	18	19	20	21 New Albany Client Open House @ IU Southeast	22 Jeffersonville Client Open House (Tentative)	23
24  31	25	26	27	28	29	30

All Programs Volume-Statewide  
June 2008

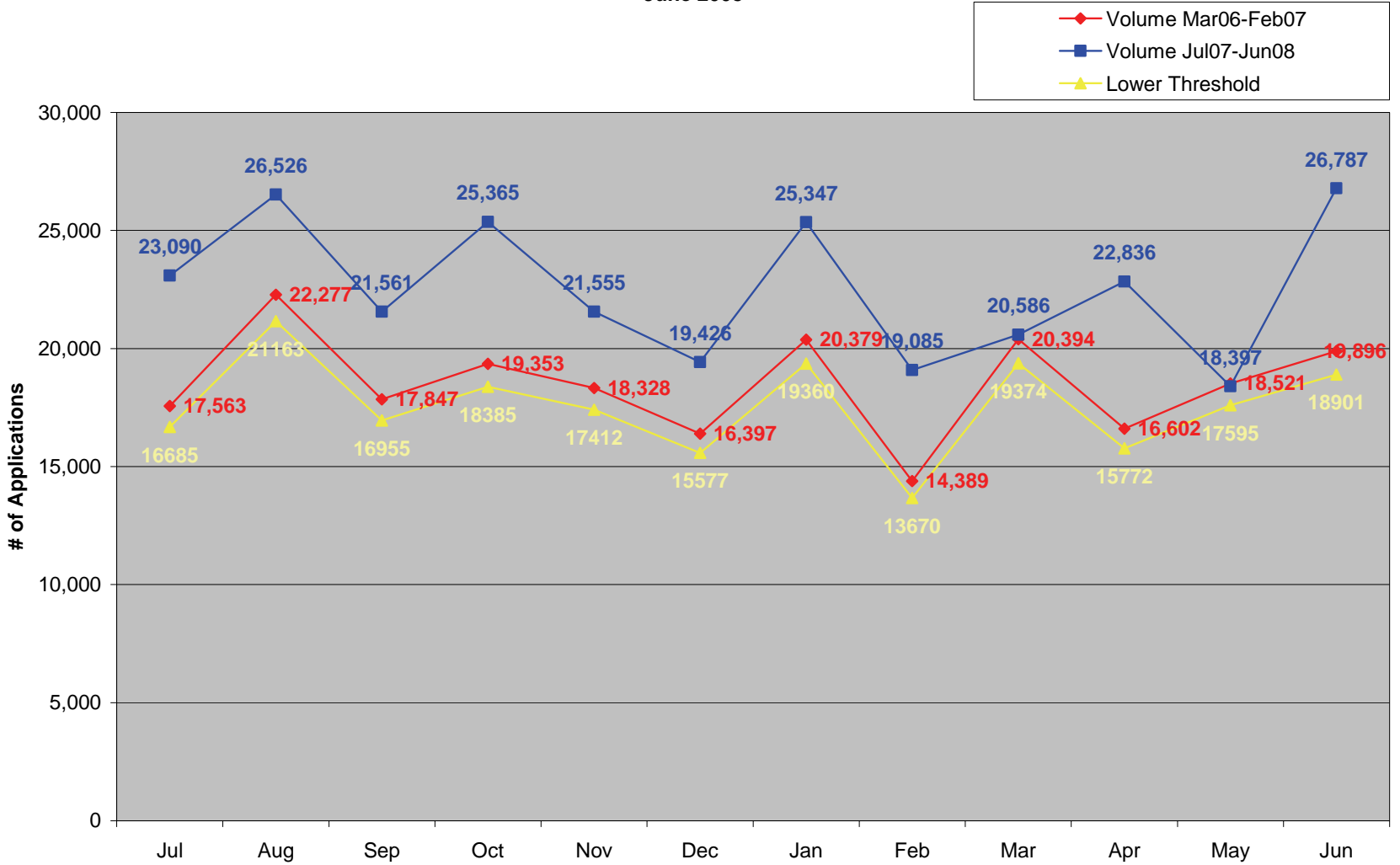


All Programs Timeliness-Statewide  
June 2008

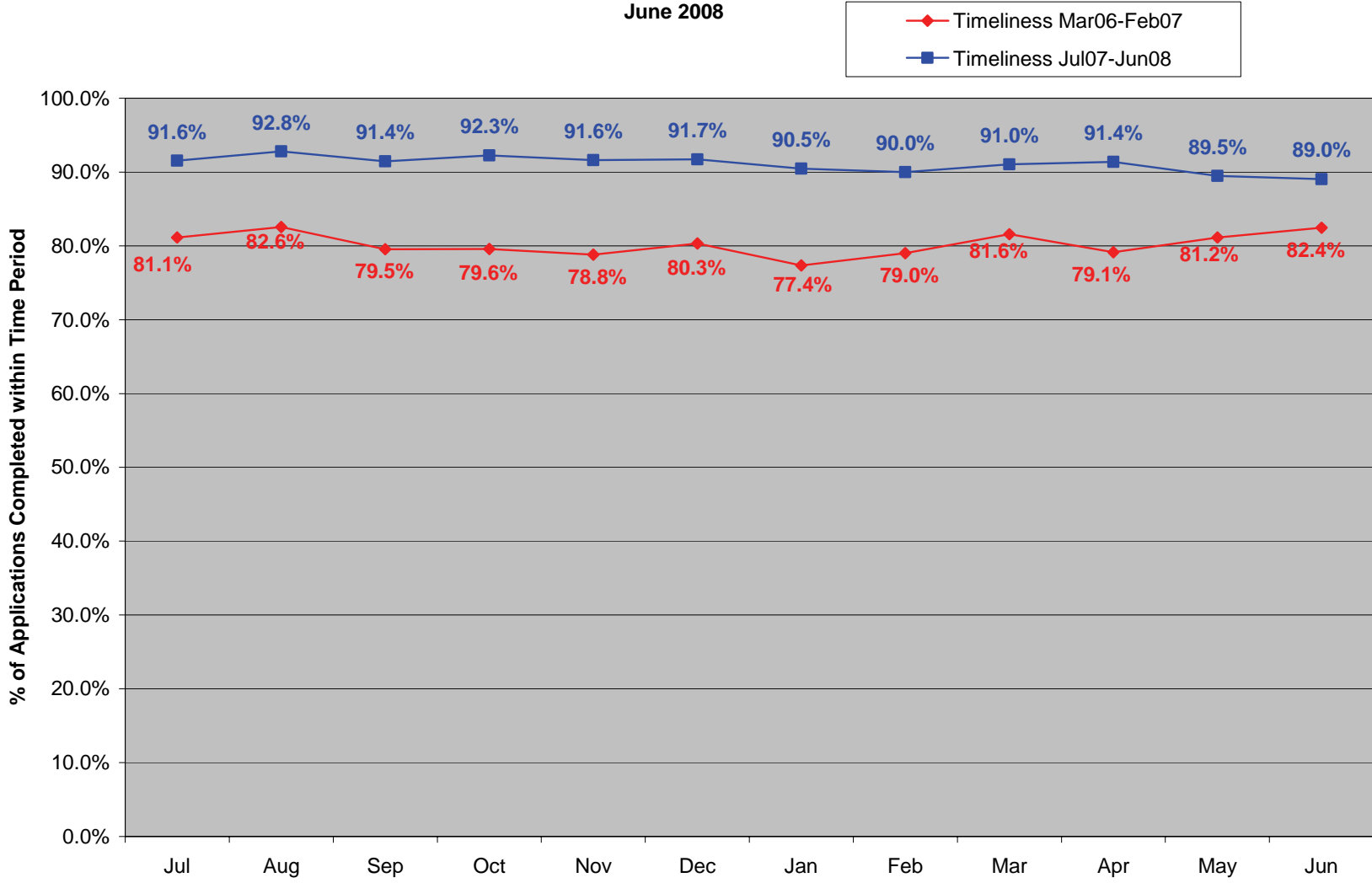




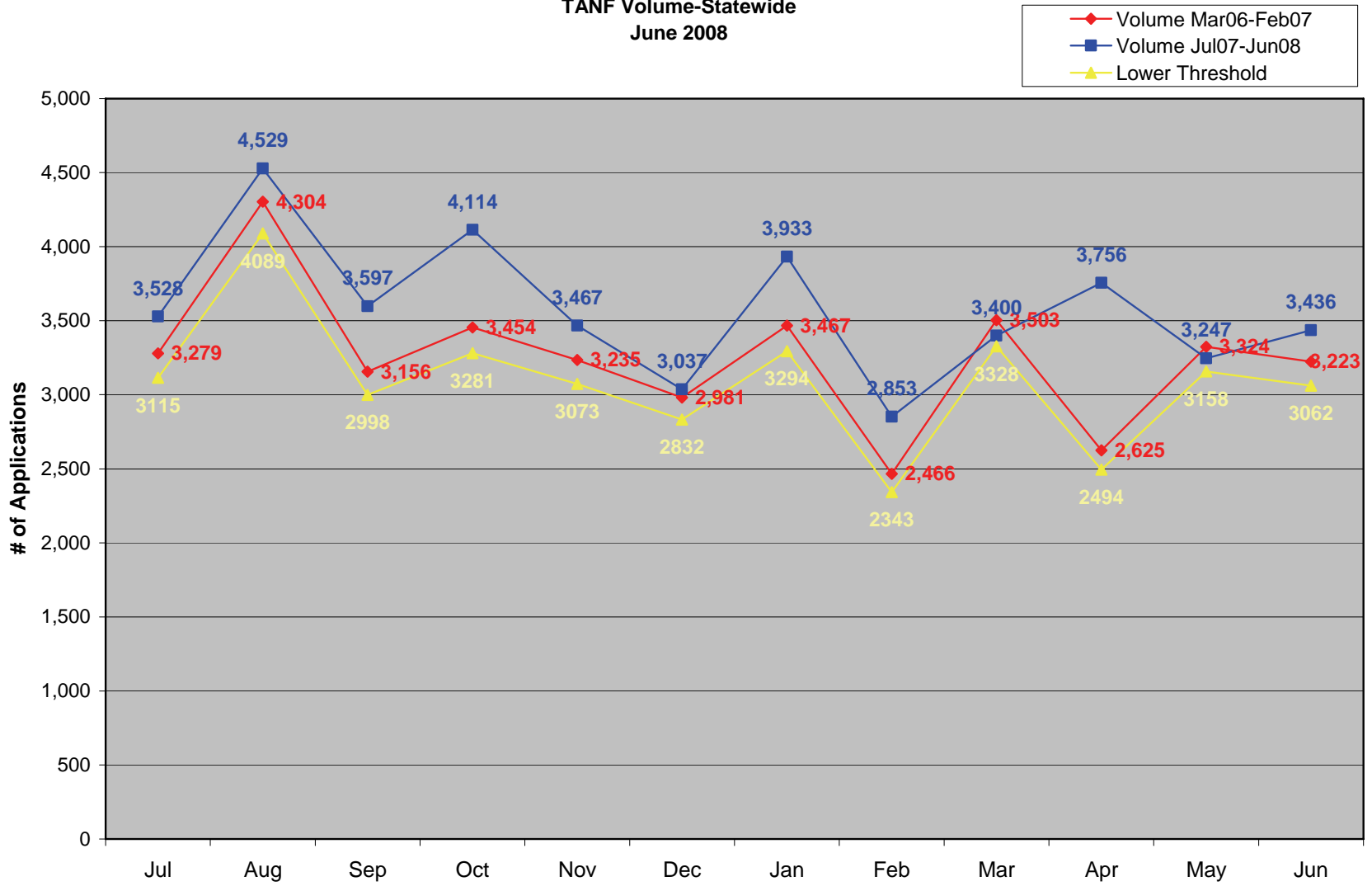
**Food Stamps Volume-Statewide  
June 2008**



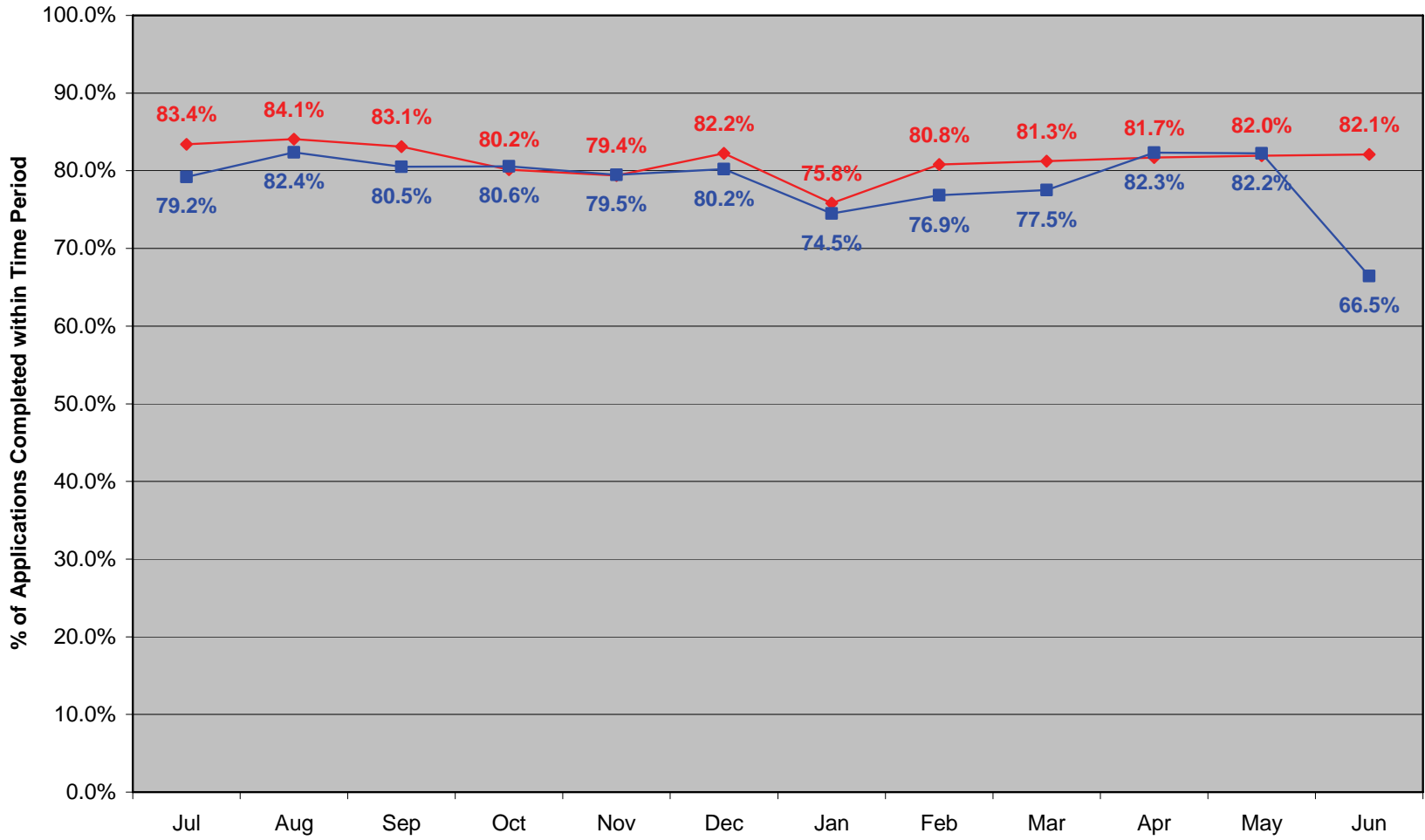
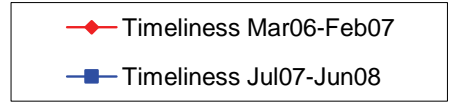
**Food Stamps Timeliness-Statewide**  
**June 2008**



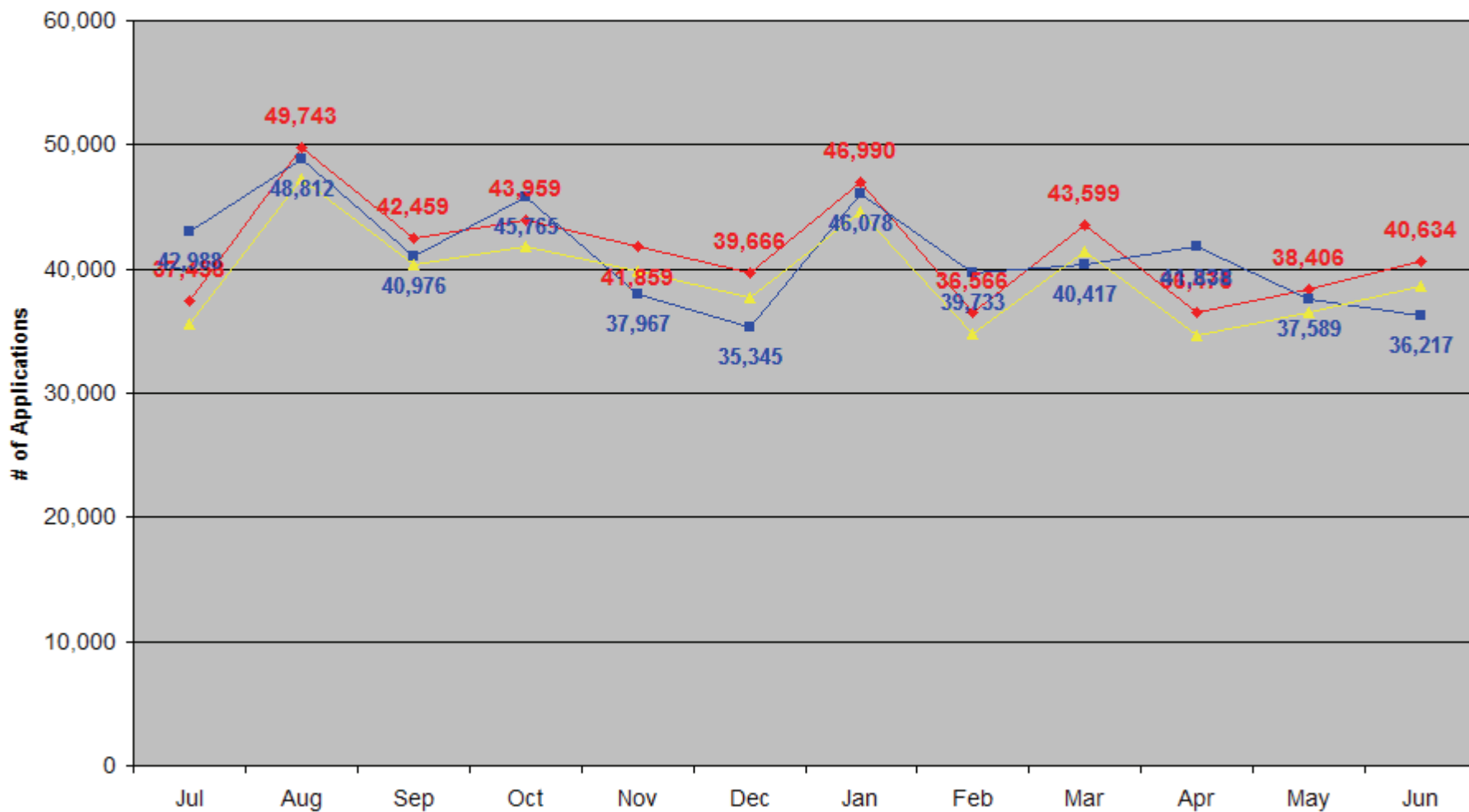
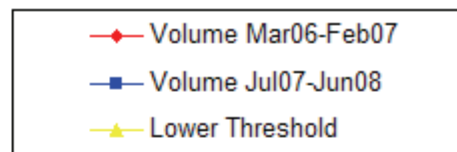
TANF Volume-Statewide  
June 2008



TANF Timeliness-Statewide  
June 2008

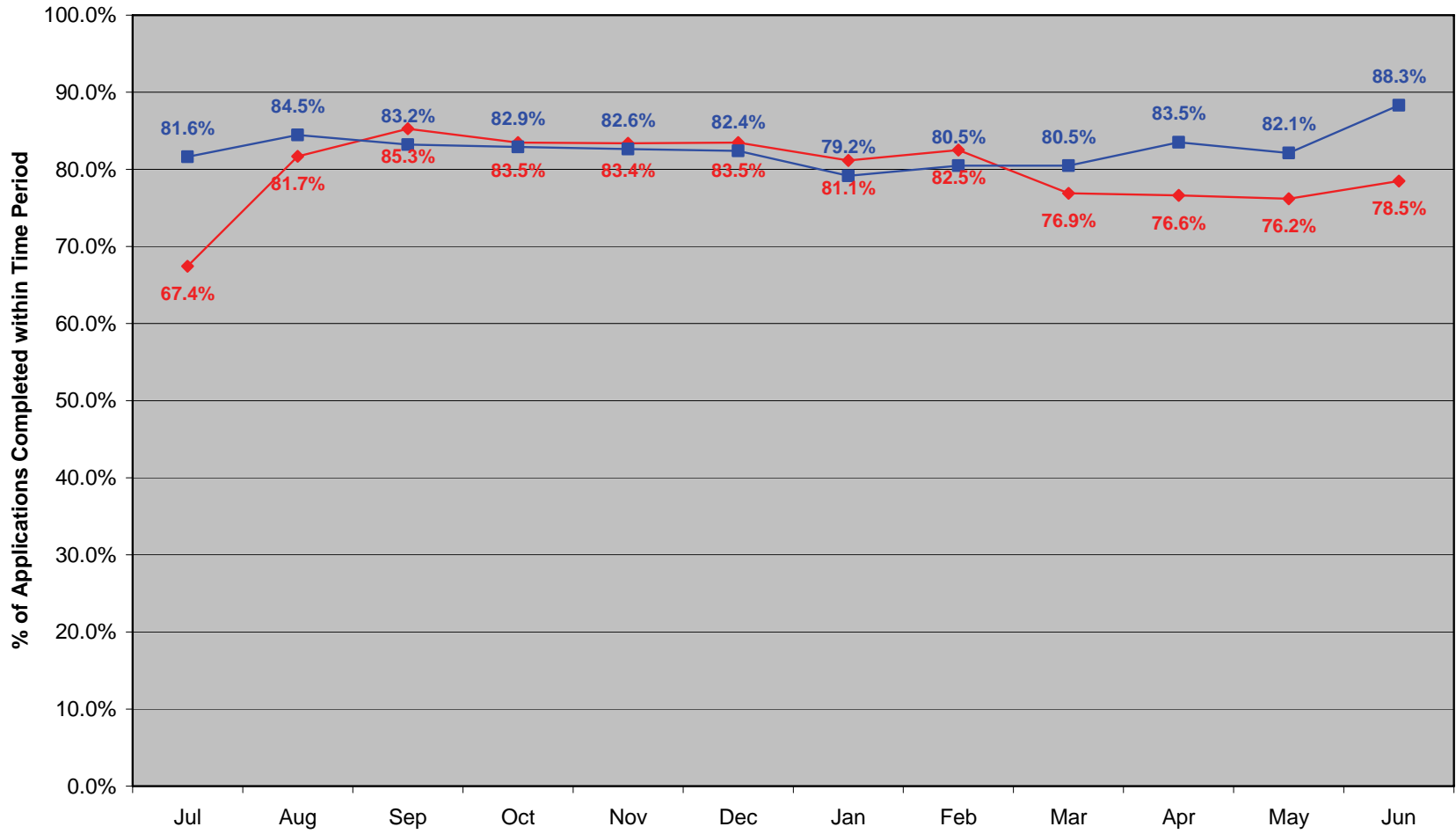


Medicaid Volume-Statewide  
June 2008



Medicaid Timeliness-Statewide  
June 2008

◆ Timeliness Mar06-Feb07  
■ Timeliness Jul07-Jun08



# Special Projects – Disaster Relief Update

- Established Hoosier Help Line at Coalition Call Center
  - Staffed by Faith Based Initiative Volunteers
  - Responded to Inquiries for Assistance from Victims
  - Provided guidance to those seeking Volunteer and donation opportunities
- Joined IOT in providing infrastructure and technical support to Eight Disaster Recovery Super Centers
  - Bartholomew
  - Brown
  - Johnson
  - Knox
  - Morgan
  - Owen
  - Shelby
  - Vigo
- Provided technology solutions (remote and physical infrastructure) and staffing for co-location of FSSA and DWD in remaining thirty-six Disaster Declared counties.
- Nearly 800 state employees worked more than 40,800 hours during a two week period . At the centers, the IOT and IBM offered 134 laptops and 80 phones so victims could apply for federal assistance
- \$3.3 million of disaster food stamp relief was provided to over 9,592 Hoosier households.



# Special Projects – Disaster Relief Phase II

- Conducting additional client assistance in five disaster counties: Bartholomew, Johnson, Morgan, Owen and Vigo
- We are contacting 4,600 victims in these five counties that have registered with FEMA
  - We created a checklist/call script to review with victims
  - The checklist focused on victim's needs including; FEMA or SBA assistance, food, shelter, medical care, birth/death certificates, driver's licenses and any other help they may have needed
  - Utilized 70 IBM Coalition resources available in Lake & St. Joe County Service Centers to call victims
  - Leveraged the Modernization telephone and computer infrastructure to quickly set up this capability
  - Modified the intake web application to capture additional checklist data
- To date we have:
  - contacted 77% of the approximately 4600 victims
  - referred hundreds of client to agencies to gain the assistance they have needed
  - doubled the number of SBA applications that had been submitted, a key to obtaining individual Federal assistance
  - Begin outbound calling and Individual Assistance data collection (target is Thursday, July 10)
  - Monitor and track progress
- Next Steps:
  - Possibly expand beyond the original five counties
  - Complete outbound calling and Individual Assistance data collection August 11.



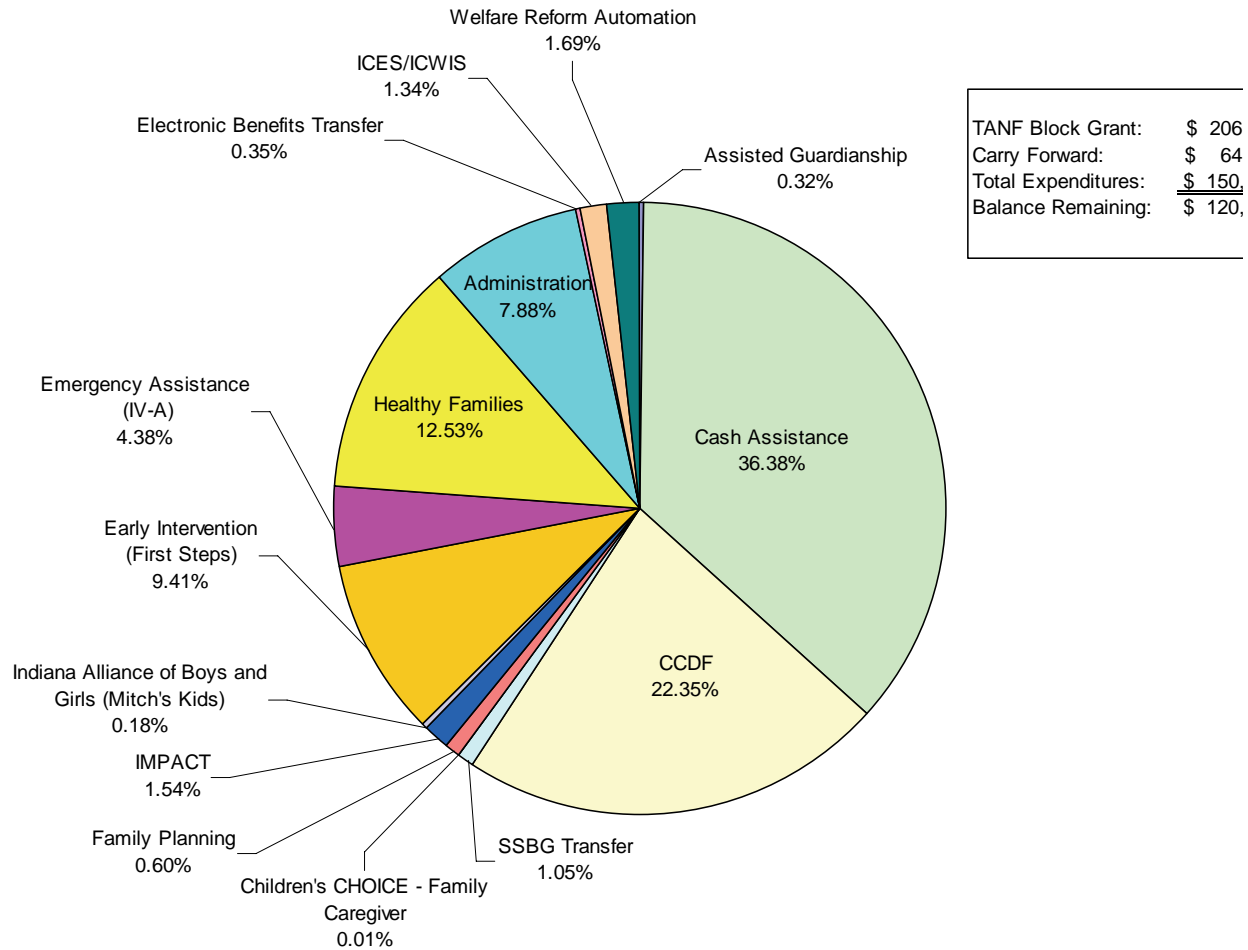
## Special Projects - Plastech Plant Closing

- Plastech Decorating Systems in Elwood, IN is scheduled to close its doors due to bankruptcy on July 25. As a result 286 employees will be losing their jobs
- Special Sessions:
  - As a result of this special situation DFR has held two sessions (July 17 and 18) at Elwood Elementary to assist enroll former Plastech employees in applying for public assistance
  - The IBM coalition brought in five laptop computers, remote broadband telecommunications cards and printers to Elwood Elementary
  - During the two sessions seven state and coalition staff served 14 clients by taking applications and scheduling appointments
  - DFR will be holding two additional session on July 24 and 25

# Temporary Assistance for Needy Families



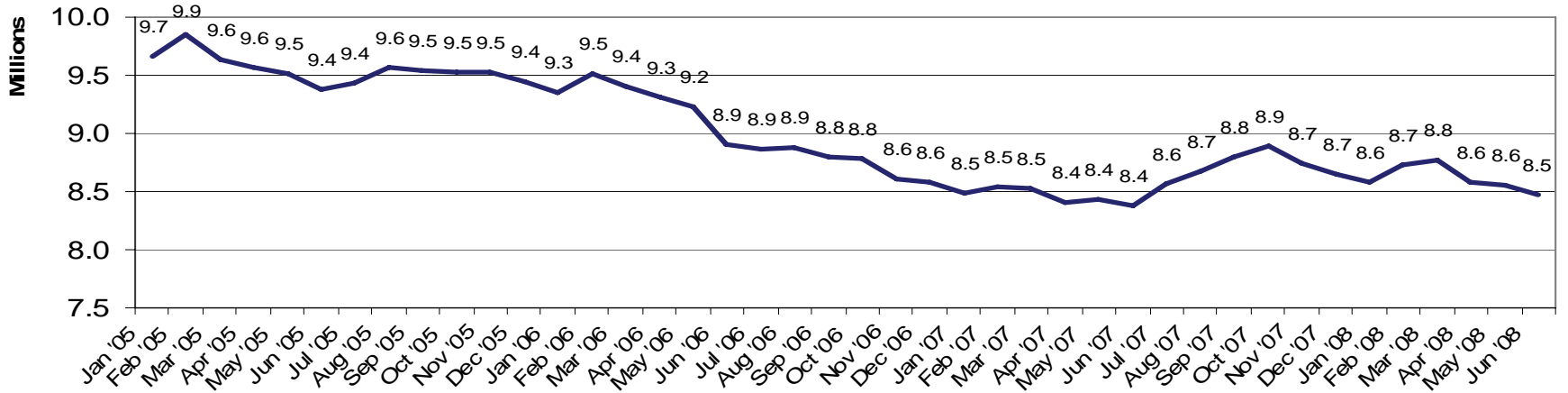
# Monthly Financial Review Division of Family Resources



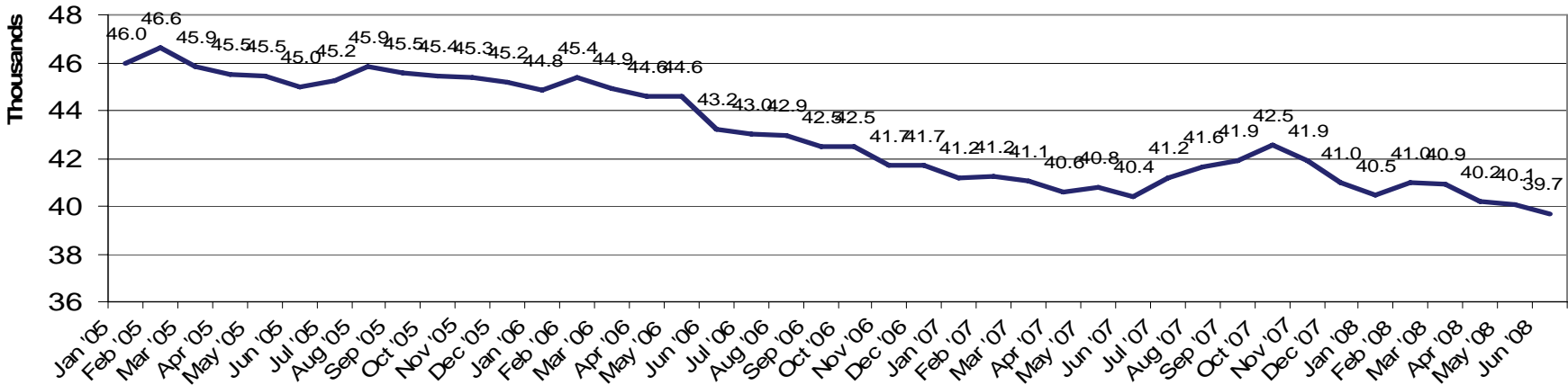
TANF Block Grant:	\$ 206
Carry Forward:	\$ 64
Total Expenditures:	<u>\$ 150</u>
Balance Remaining:	\$ 120,



Total TANF Cash Assistance



Total TANF Caseload

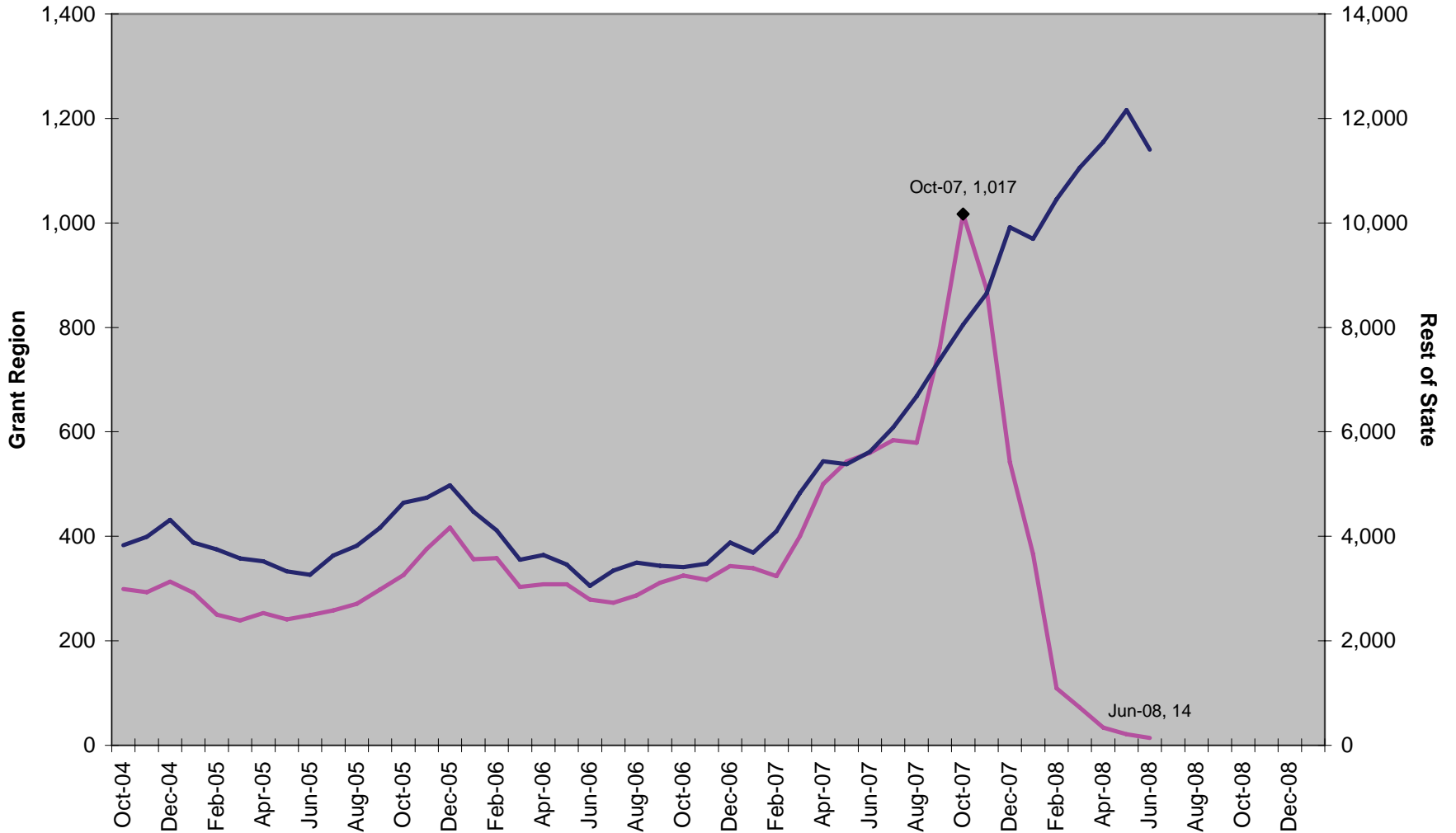


Source: Data Warehouse

**Indiana Manpower and**  
**Comprehensive Training**  
**(IMPACT)**

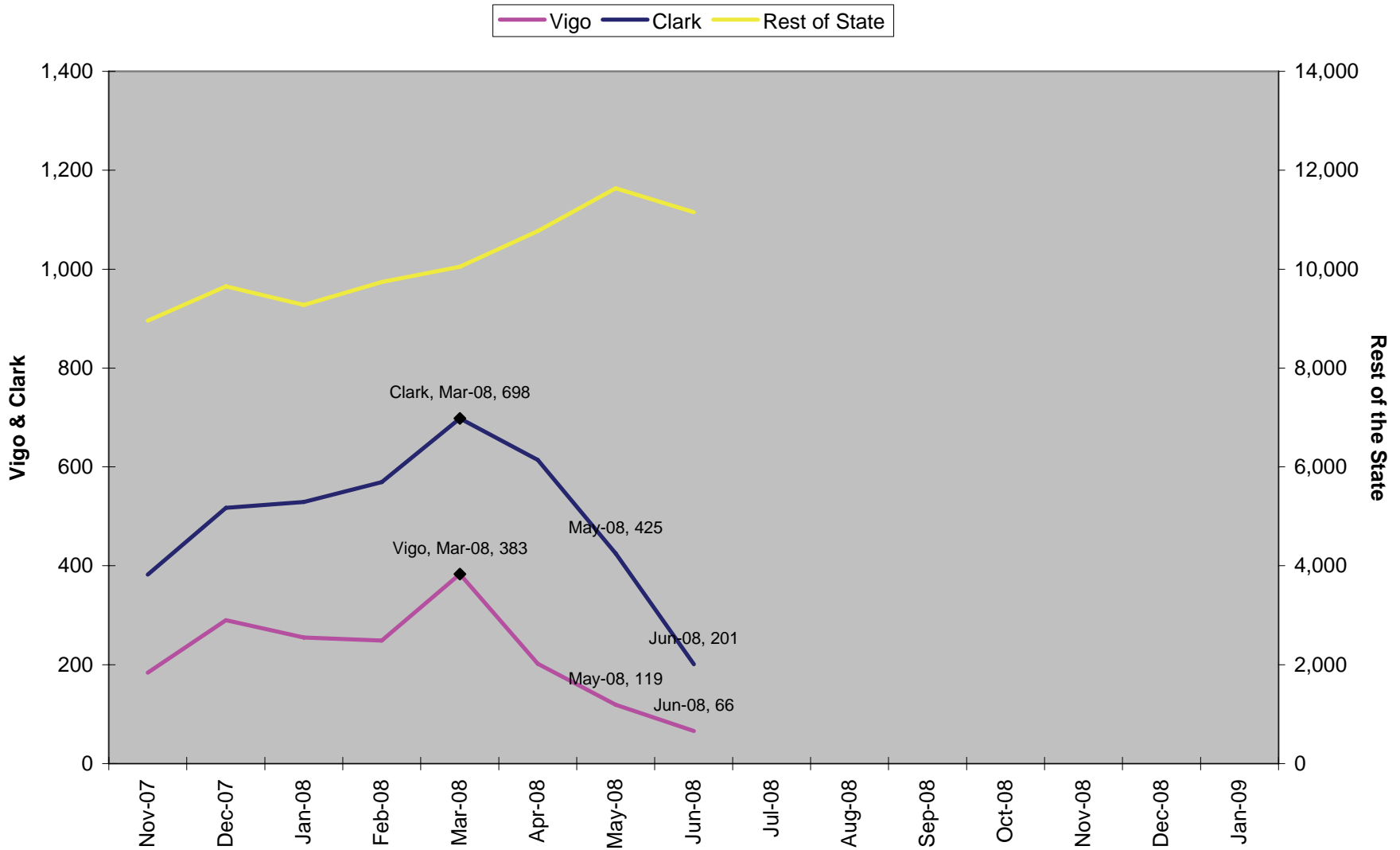
# # of TANF IMPACT Individuals Assigned to State or Coalition Worker Awaiting Services

(IMPACT Activity Report)



## Vigo & Clark - TANF Recipients Referred to IMPACT Awaiting Services

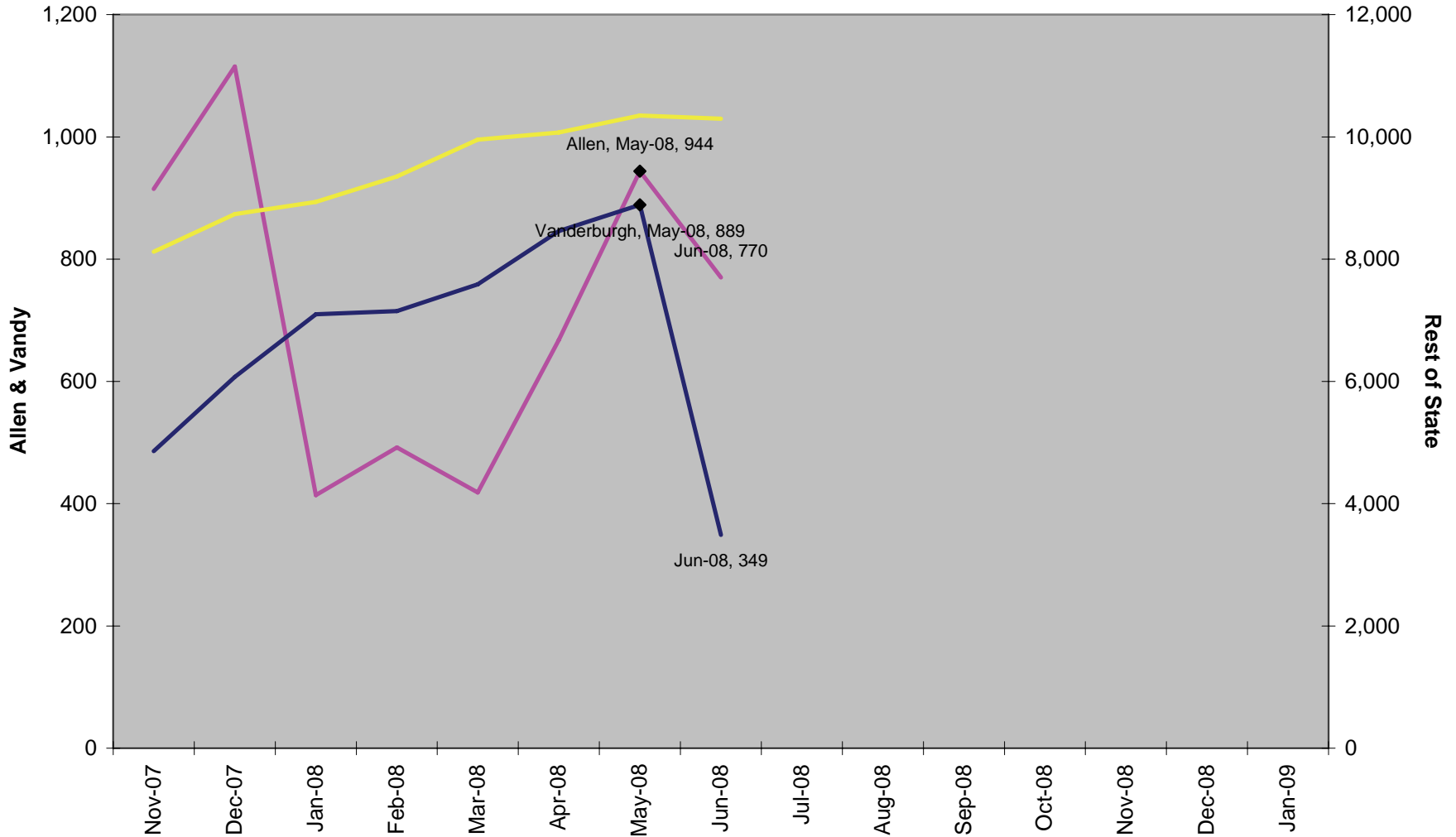
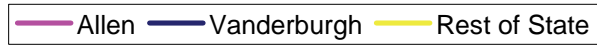
(Monthly IMPACT Reports)





# Allen & Vanderburgh Regions - TANF Individuals Referred to IMPACT, Awaiting Services

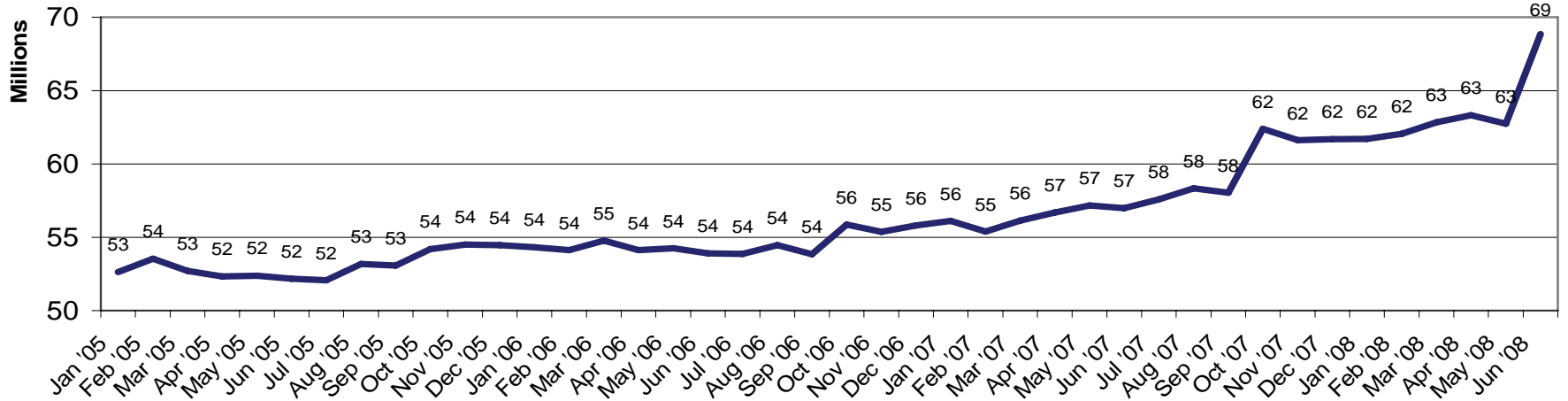
(IMPACT Caseload Report)



# Food Stamps



Food Stamps Issued



Food Stamp Households

