



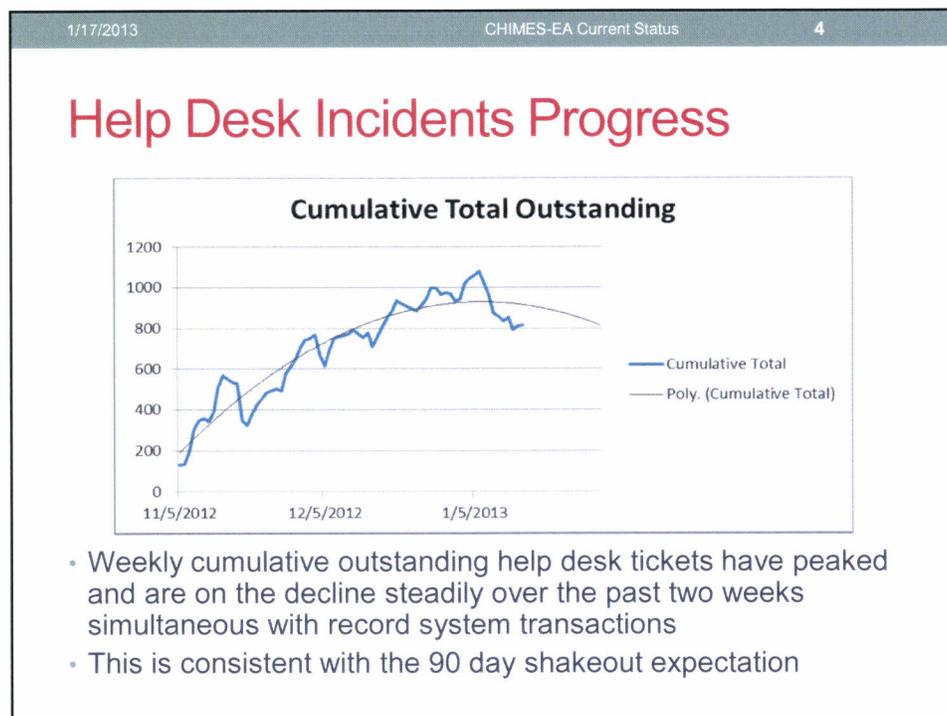
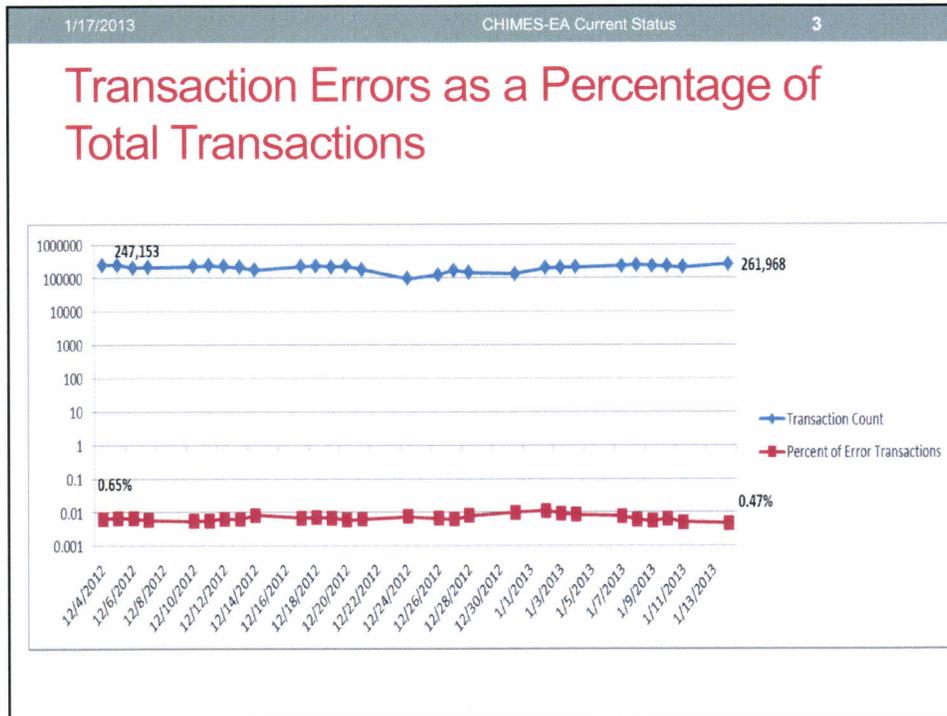
**CHIMES-EA – CURRENT STATUS**  
 PRESENTATION TO THE HHS APPROPRIATIONS SUBCOMMITTEE

Department of Public Health and Human Services  
 January 17, 2013

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### SNAP and TANF Issuance

	Total Issuance Amount				Caseload Count				Average Benefit Amount			
	SNAP		TANF		SNAP		TANF		SNAP		TANF	
Dec-12	\$15,830,943	1.6%	\$1,361,044	6.6%	59,091	0.0%	3,201	2.0%	\$261.88	0.8%	\$411.48	2.5%
Nov-12	\$15,584,531	-0.4%	\$1,275,724	-0.1%	59,229	0.5%	3,137	-0.1%	\$259.59	0.4%	\$401.67	0.7%
Oct-12	\$15,641,525	-0.4%	\$1,276,766	0.1%	59,516	1.9%	3,141	3.2%	\$258.23	-3.9%	\$398.98	-4.8%
Sep-12	\$15,703,700	-1.3%	\$1,275,202	-1.0%	58,414	-0.7%	3,044	-0.4%	\$268.83	-0.7%	\$418.92	-0.6%
Aug-12	\$15,916,489	0.6%	\$1,288,028	-2.5%	58,811	0.3%	3,057	-0.6%	\$270.64	0.3%	\$421.34	-1.9%
Jul-12	\$15,818,801	-0.9%	\$1,321,342	-0.4%	58,629	-0.9%	3,075	-1.8%	\$269.81	0.0%	\$429.70	1.4%
Jun-12	\$15,954,507	-0.1%	\$1,327,151	-2.6%	59,138	-0.1%	3,132	-2.6%	\$269.78	0.0%	\$423.74	-0.1%
May-12	\$15,974,163	-0.4%	\$1,362,740	1.1%	59,209	-0.1%	3,214	1.5%	\$269.79	-0.3%	\$424.00	-0.4%
Apr-12	\$16,034,402	-2.6%	\$1,347,923	1.3%	59,275	-0.7%	3,166	0.3%	\$270.51	-4.5%	\$425.75	1.9%
Mar-12	\$16,458,349	0.1%	\$1,330,312	-4.1%	59,669	0.4%	3,157	-2.4%	\$275.83	-0.3%	\$421.38	-1.8%
Feb-12	\$16,444,916	1.1%	\$1,387,746	-3.7%	59,430	0.4%	3,233	-3.3%	\$276.71	0.7%	\$429.24	-0.4%
Jan-12	\$16,261,509	-1.5%	\$1,440,986	-3.1%	59,165	0.1%	3,344	-2.7%	\$274.85	-1.6%	\$430.92	-0.4%
Dec-11	\$16,504,997	0.7%	\$1,487,736	2.3%	59,117	0.7%	3,437	2.0%	\$279.19	0.0%	\$432.86	0.2%
Nov-11	\$16,388,549	1.4%	\$1,454,575	0.7%	58,724	0.8%	3,368	-0.1%	\$279.08	-0.1%	\$431.88	1.5%



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## Performance and Integration Stability Improvements – Completed

- Over the past week, on average for 6 different offices across the State, 99.45% of all CHIMES transactions were under 2.5 seconds

Percent of Total Transactions less than 2.5 seconds	
	< 2.5 seconds
Billings	99.42%
Missoula	99.51%
Miles City	99.38%
Livingston	99.59%
Helena	99.40%
Hamilton	99.43%
Overall (6 locations)	99.45%

- During the first week of go-live, the integration push failure rate was averaging 3.5%.
  - As of 1/14, the integration push failure rate was 0.34%

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## Performance and Integration Stability Improvements – In Progress

- Improving user experience when accessing Medicaid screens
  - Performance tuning when invoking Medicaid screens from CHIMES-EA through the interface – in localized testing, we have seen a 10x improvement in overall performance with the implementation of this defect – it is undergoing functional testing
- Improving Medicaid eligibility execution time
  - Stopping infinite loops in Medicaid rules on large household cases – To correct business rules structure in these scenarios

## Data Conversion

- Numerous conversion defaults and automated scripts have been completed to reduce caseworker time in “converting” each case.
- As of 1/15, **50%** of all converted cases have been worked and fully converted by end users.