ACCESSNebraska Reports to the Legislature

Current Quarterly Reports	Reports required per LB898
Number of days to process applications (approval and denial) for ADC, SNAP, AABD and CC	Number of days to process applications (approval and denial) for ADC, SNAP, AABD and CC
Number of days to process applications for Medicaid and CHIP, separating disability and non-disability	Number of days to process applications for Medicaid and CHIP, separating disability and non-disability
Reasons for benefit application processing delays for all programs processed beyond federal timeliness for ADC, SNAP, AABD, Medicaid, CHIP and CC.	Reasons for benefit application processing delays for all programs processed beyond federal timeliness for ADC, SNAP, AABD, Medicaid, CHIP and CC.
Number of closures in Medicaid, CHIP, ADC, SNAP, AABD and CC and reasons for closure	Number of closures in Medicaid, CHIP, ADC, SNAP, AABD and CC and reasons for closure
Number of case closures due to failure to recertify/review, failing to provider information or appear for appointment	Number of case closures due to failure to recertify/review, failing to provider information or appear for appointment
Total number of first time applicants for benefits	Total number of first time applicants for benefits
Percentage of applications that are reapplications	Percentage of applications that are reapplications
Percentage of individuals whose cases are closed who reapply for benefits within 30 and 60 days	Percentage of individuals whose cases are closed who reapply for benefits within 30 and 60 days
Overall average wait time for EA and MLTC CSC response	Overall average wait time for EA and MLTC CSC response
	Average and maximum wait time for EA and MLTC CSC response in each menu queue
Number of client call terminations that occur prior to speaking with a staff member and average wait prior to call termination	Number of client call terminations that occur prior to speaking with a staff member and average wait prior to call termination **(by month and day)**
Number of clients who receive a busy signal when all call lines are full, by month and day, showing specific hours when lines are full	Number of clients who receive a busy signal when all call lines are full, by month and day, showing specific hours when lines are full
Average number of minutes per delivery system transaction or task, based on type of transaction, including but not limited to, application management, interviewing, application processing, and change management. (providing what data we do track)	
	Total number of work tasks created each month and day, total number of work tasks completed each month and day; the average number of days to complete work tasks broken down by type or priority of the task, and the number of work tasks older than 5 days.
Monthly information on workers in csc and in local offices: number of SSWs, Eligibility technicians, and SSW leads, number of vacancies in these positions, the number of these positions vacated within a month and the number of these positions filled within a month	Monthly information on workers in csc, **in the department's website called ACCESSNebraska** and in local offices: number of SSWs, Eligibility technicians, and SSW leads, number of vacancies in these positions, the number of these positions vacated within a month and the number of these positions filled within a month