



Dept. of Health & Human Services
(DHHS)
May 2020

Performance Metrics
ACCESS NEBRASKA Program



Economic Assistance – Key Performance Metrics



Average Call Wait Time
5:00 or Less
41 out of the last 43 Months



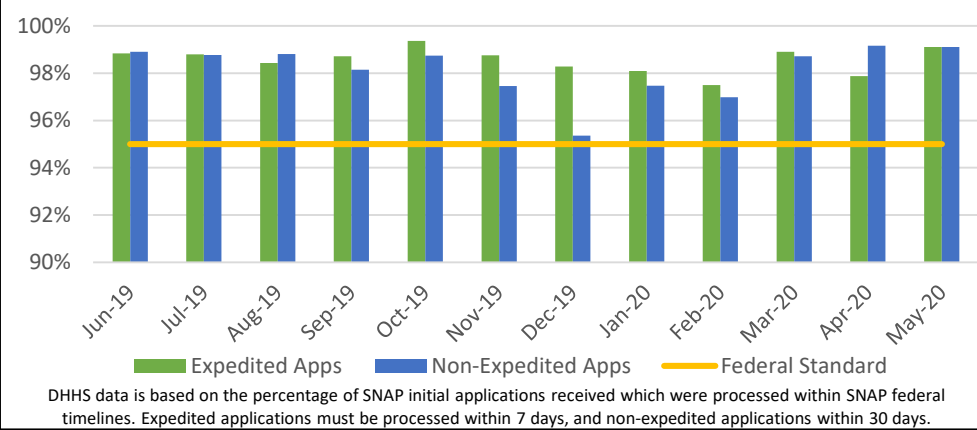
SNAP Processing Timeliness 96% or Better
50 out of the last 51 Months



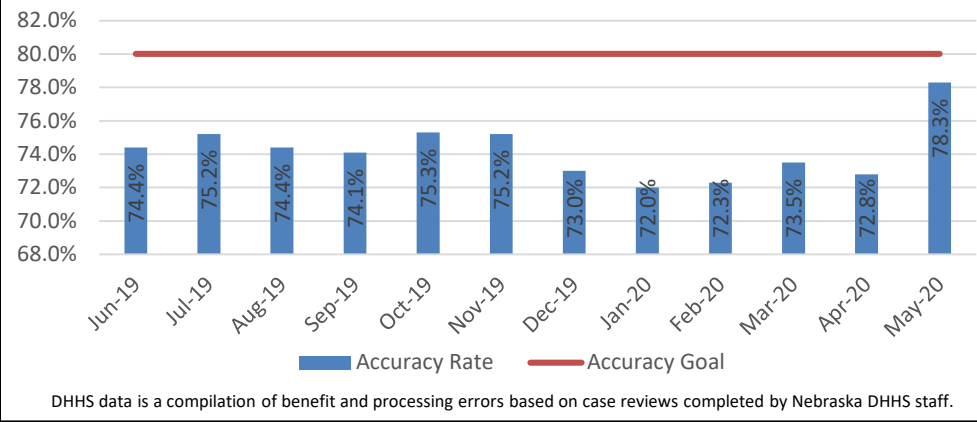
Supplemental
 Nutrition
 Assistance
 Program



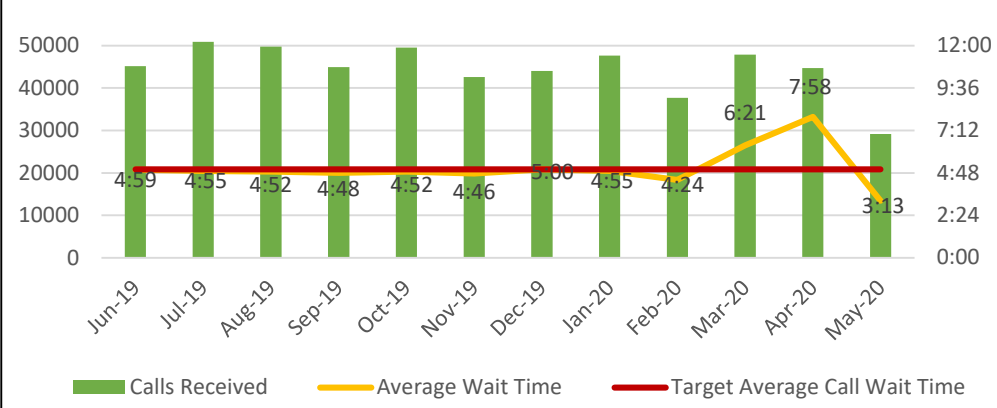
State Reported SNAP Application Processing Timeliness



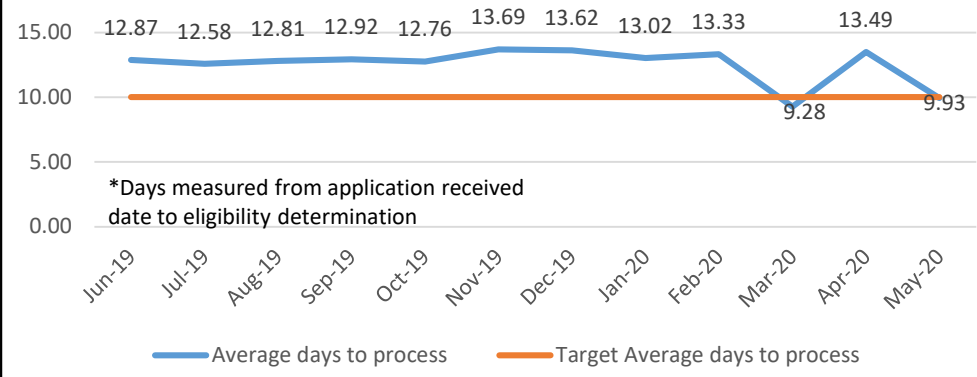
Statewide Economic Assistance Case Accuracy



Economic Assistance Customer Service Centers

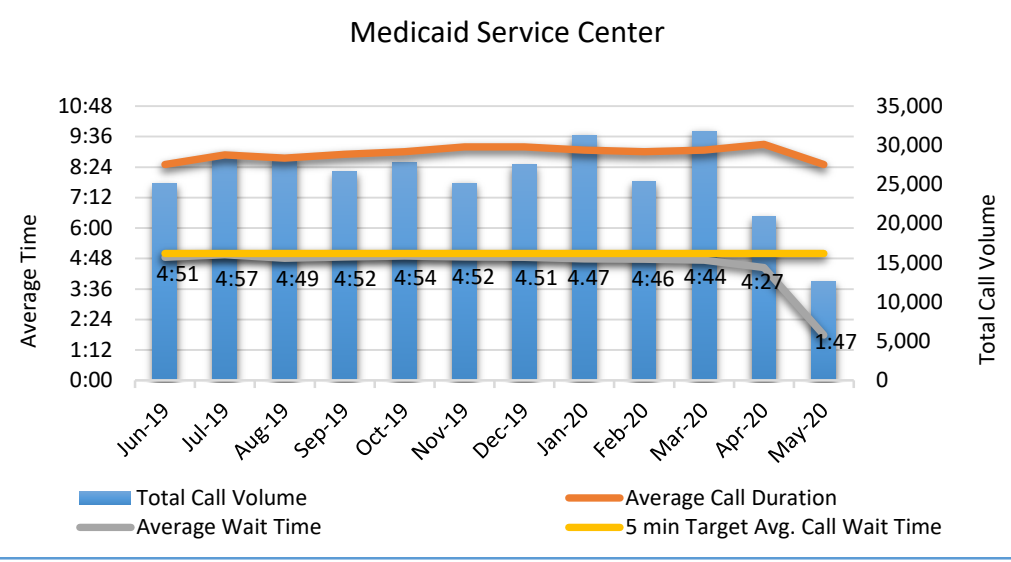
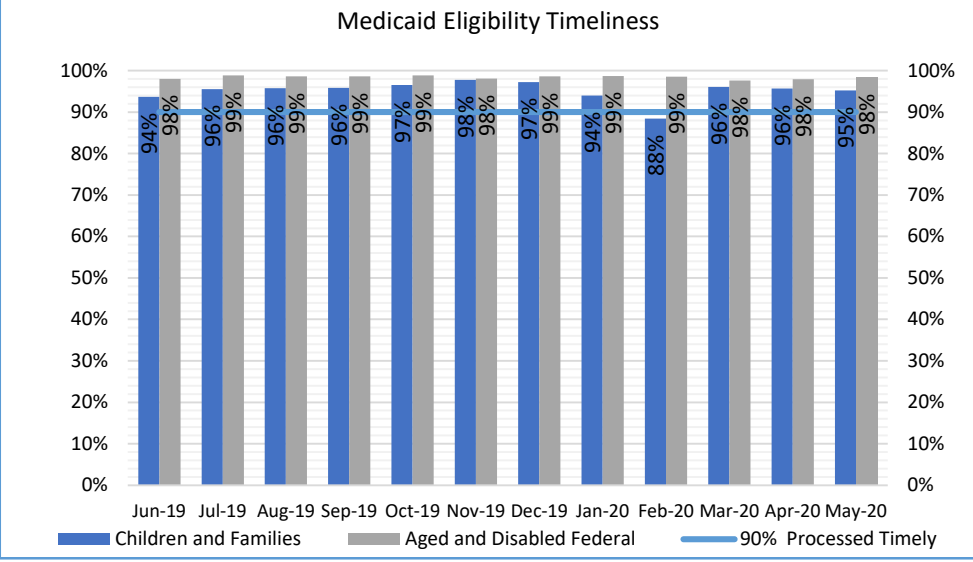
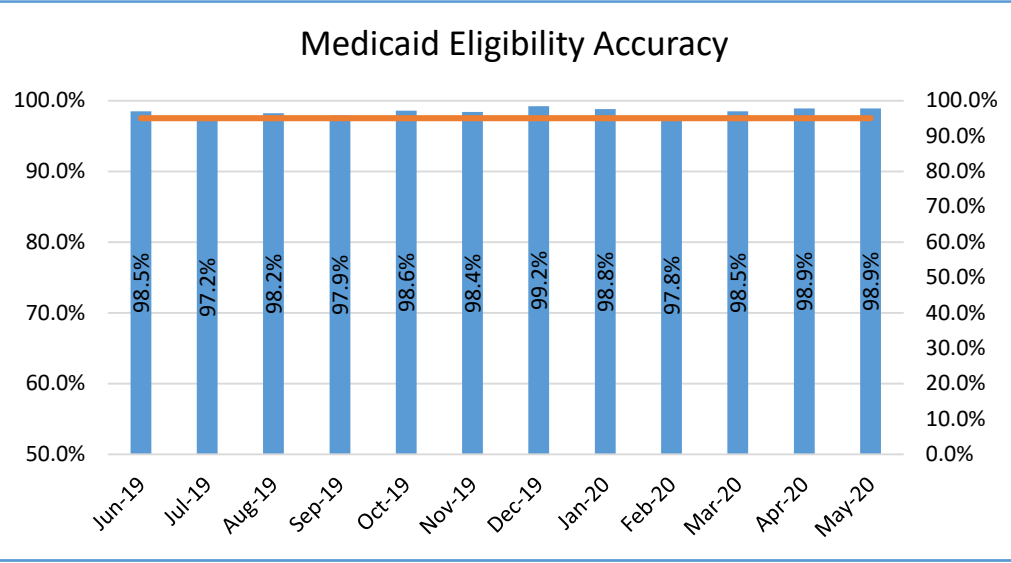
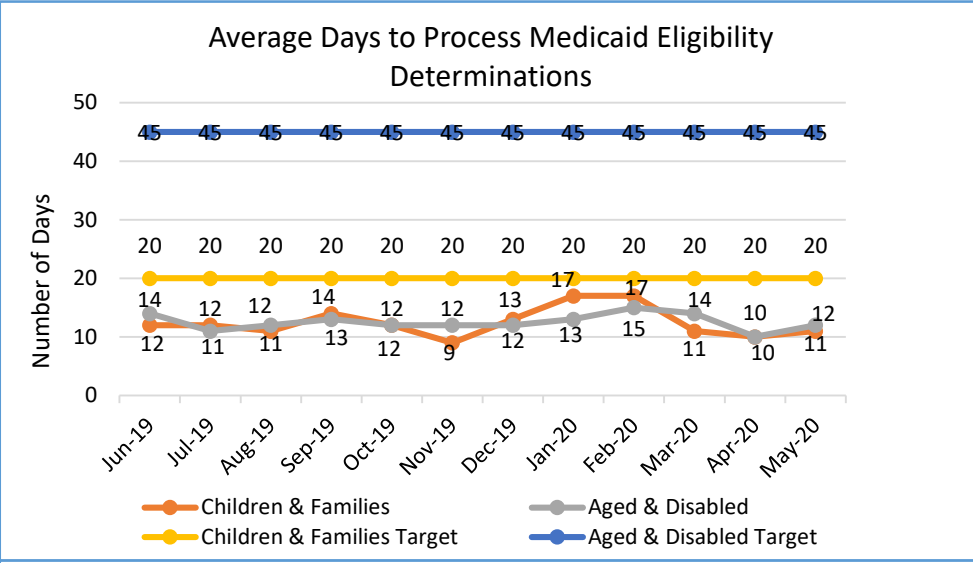


Average Days * to Process All Economic Assistance Programs



Economic Assistance Enrollment	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20
SNAP (food stamp) Households	72,947	72,832	72,272	71,466	71,121	70,821	70,599	70,063	69,986	70,664	76,281	78,627
SNAP (food stamp) Individuals	159,963	159,662	158,755	157,201	156,439	155,532	154,534	153,187	152,869	153,889	165,801	170,724
Aid to Dependent (ADC) families	4,549	4,535	4,615	4,481	4,496	4,412	4,390	4,439	4,397	4,658	5,547	5,225
Children in Child Care Subsidy	17,605	18,001	17,961	17,497	17,000	16,567	16,821	16,638	16,475	16,338	15,079	13,146

Nebraskans Enrolled in SNAP Program – 9% of Population



Nebraskans Enrolled in Medicaid – 12.41% of Population

Medicaid Enrollment	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20
Total Enrollment	244,257	242,809	242,165	240,741	241,525	242,317	242,187	242,897	243,090	242,878	243,691	244,412	244,762	246,460	250,066
Children and Families Enrollment	173,061	172,853	172,579	171,157	171,772	172,114	171,864	172,377	172,342	171,884	172,425	173,161	173,474	176,111	180,174
Aged and Disabled Enrollment	71,196	69,956	69,753	69,584	69,753	70,203	70,323	70,520	70,748	70,994	71,266	71,251	71,288	70,349	69,892