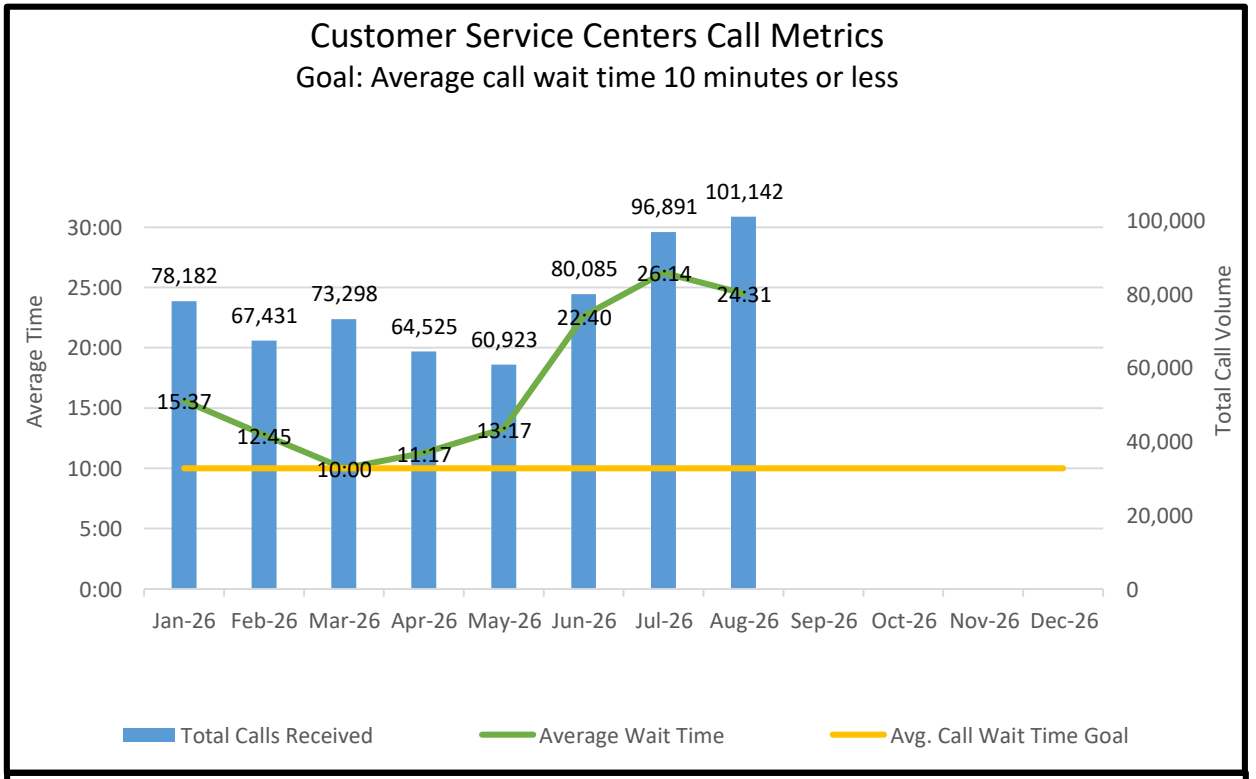
Dept. of Health & Human Services (DHHS)
Office of Economic Assistance

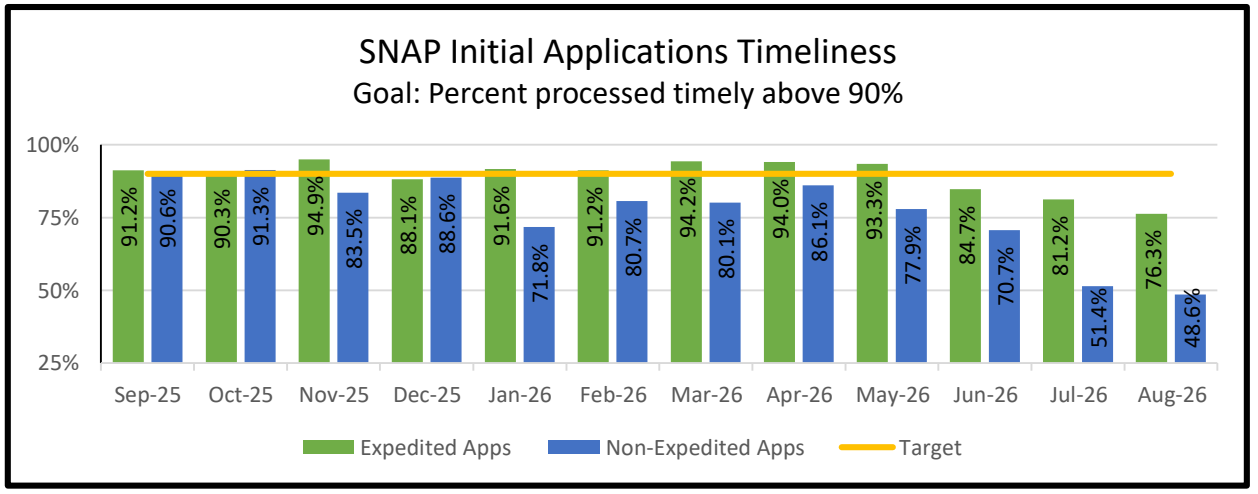
ACCESSNebraska Performance Metrics
August 2026

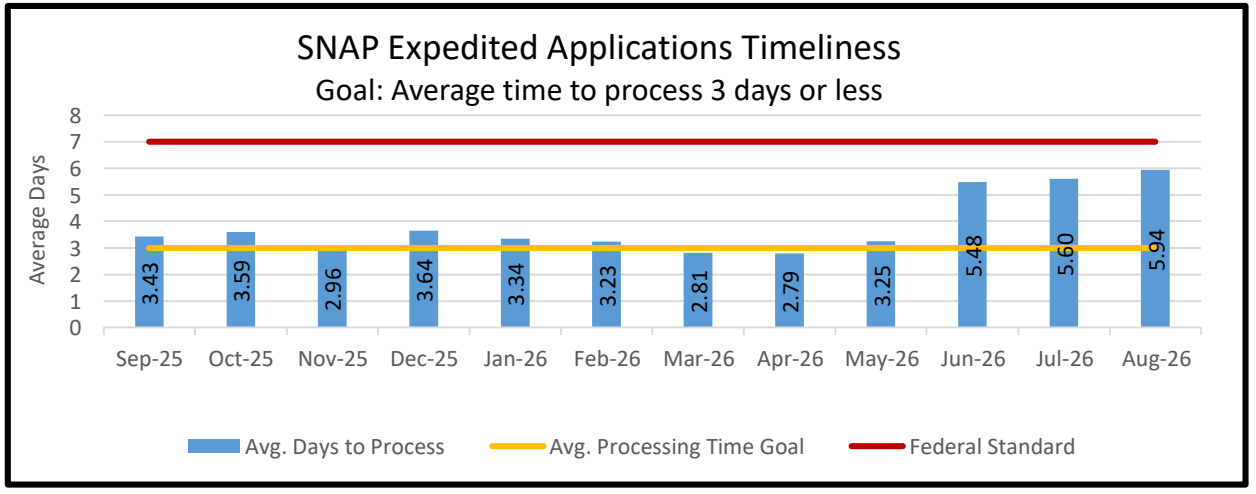
ACCESSNebraska Performance Metrics – Call Centers



As of January 2026, center data is reported combined between all call centers. ACCESSNebraska Customer Services Centers are operated by a combined workforce under the DHHS Office of Economic Assistance. A portion of the workforce works on both Medicaid and Economic Assistance Benefit Programs, including SNAP and LIHEAP (Low-Income Housing and Energy Assistance Program).

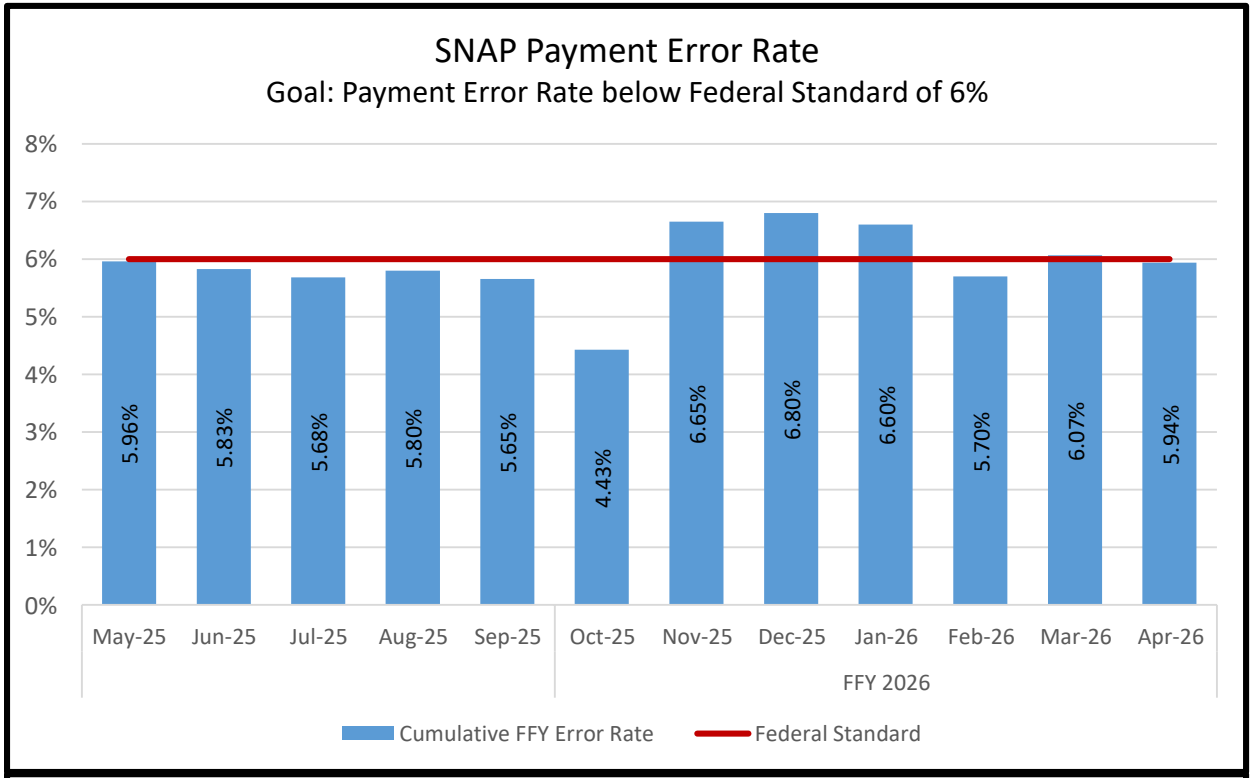
ACCESS Nebraska Performance Metrics - SNAP





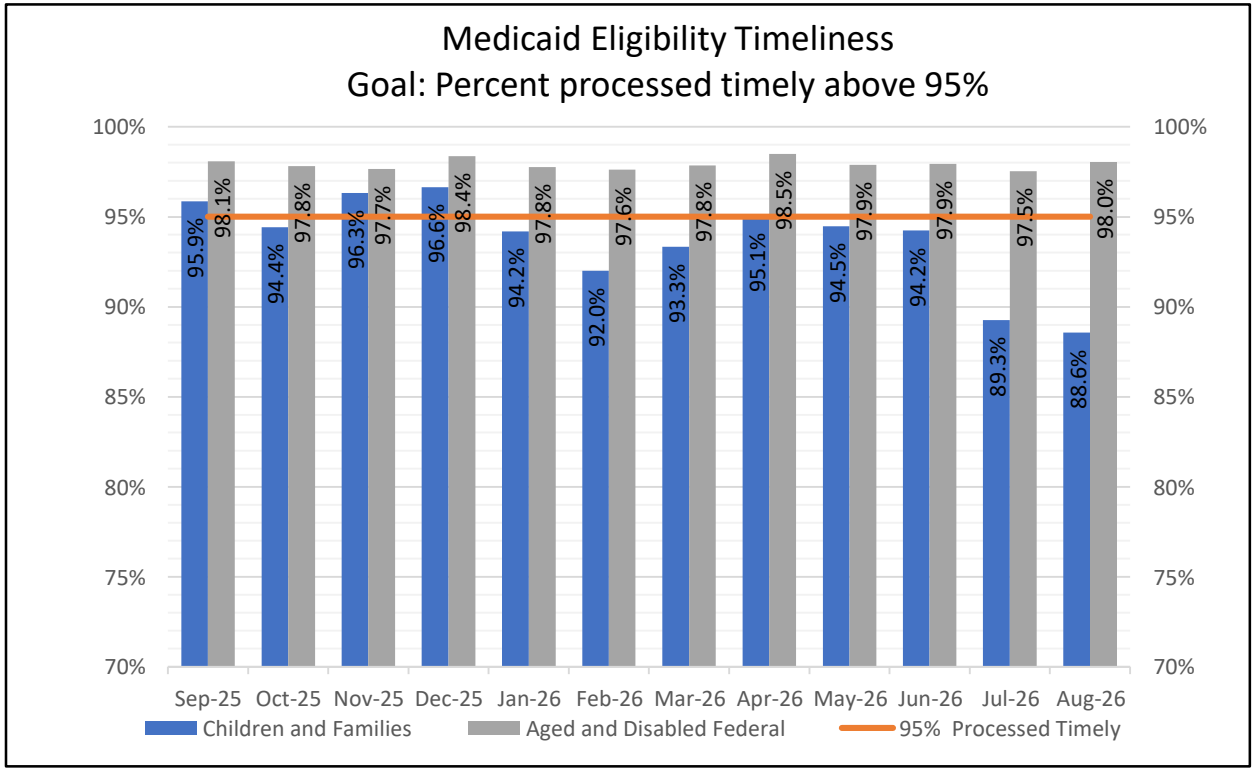
Economic Assistance Enrollment	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26
SNAP (food stamp) Households	73,604	72,853	70,341	69,234	68,440	67,555	66,865	66,664	65,767	63,139	59,425	55,898
SNAP (food stamp) Individuals	148,120	146,368	140,661	138,013	136,218	134,074	132,550	132,242	130,178	124,299	116,703	109,684
Aid to Dependent (ADC) families	2,695	2,623	2,563	2,428	2,392	2,339	2,311	2,302	2,252	2,149	2,032	2,007
Children in Child Care Subsidy	14,120	13,746	13,407	13,736	13,338	13,421	13,580	13,589	13,429	13,895	13,336	13,003

ACCESSNebraska Performance Metrics - SNAP



Includes client-caused and agency-caused errors that can cause both over- and under-issuances. Quality Control reviews require submission to FNS, which results in a 4–5 month delay in reporting. Each month's error rate is the cumulative rate for the current Federal Fiscal Year, October-September.

ACCESSNebraska Performance Metrics - Medicaid



Medicaid Enrollment	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26
Total Enrollment	334,401	333,543	331,167	330,795	332,216	333,666	335,025	332,393	332,232	330,435	329,920	327,606
Children and Families Enrollment	265,039	264,246	262,103	261,698	263,048	264,642	265,991	263,411	263,198	261,538	260,930	258,623
Aged and Disabled Enrollment	69,362	69,297	69,064	69,097	69,168	69,024	69,034	68,982	69,034	68,897	68,990	68,983