



**Workforce Services**  
Eligibility Services Division



**Eligibility**  
Services Division



## Applications Received: August 2024- September 2026

**26,647**

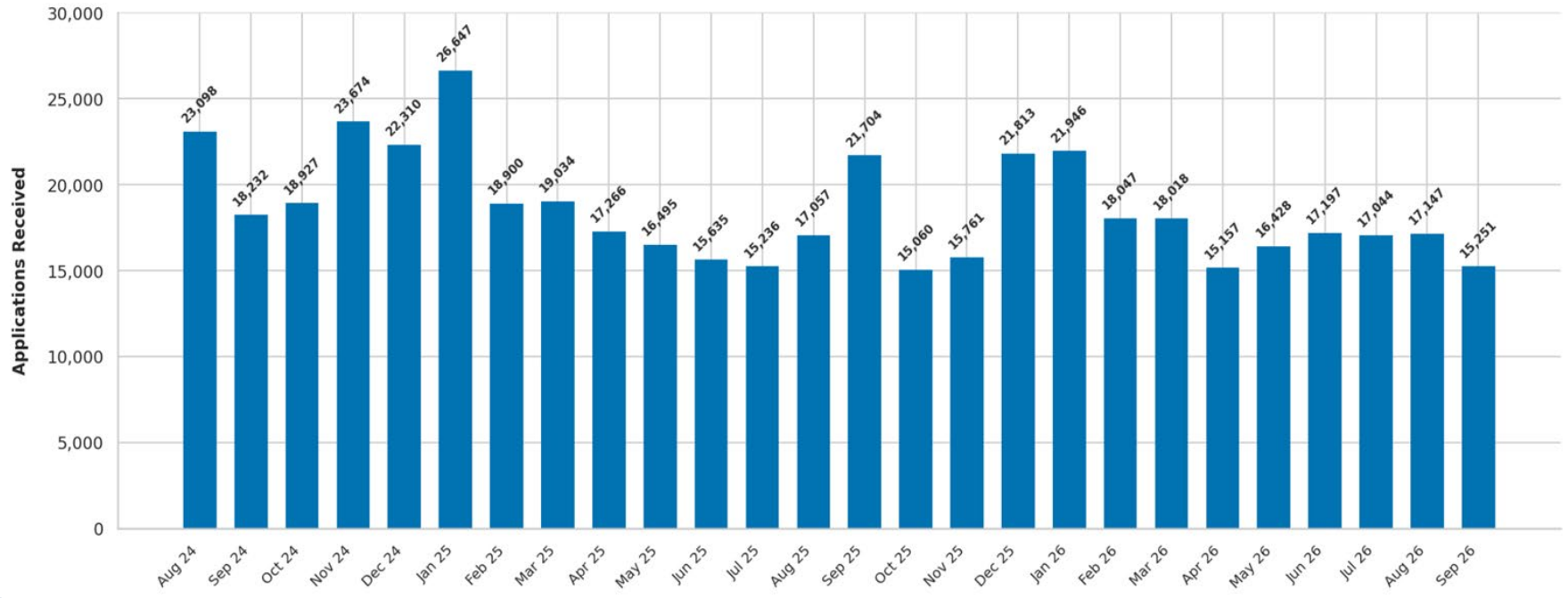
Peak Volume (Jan 2025)

**~18,500**

2-Year Monthly Average

**15,251**

Recent Baseline (Sept 2026)





# Workforce Services

## Eligibility Services Division

### Days to Decision: August 2024 September 2026

**19 Days**

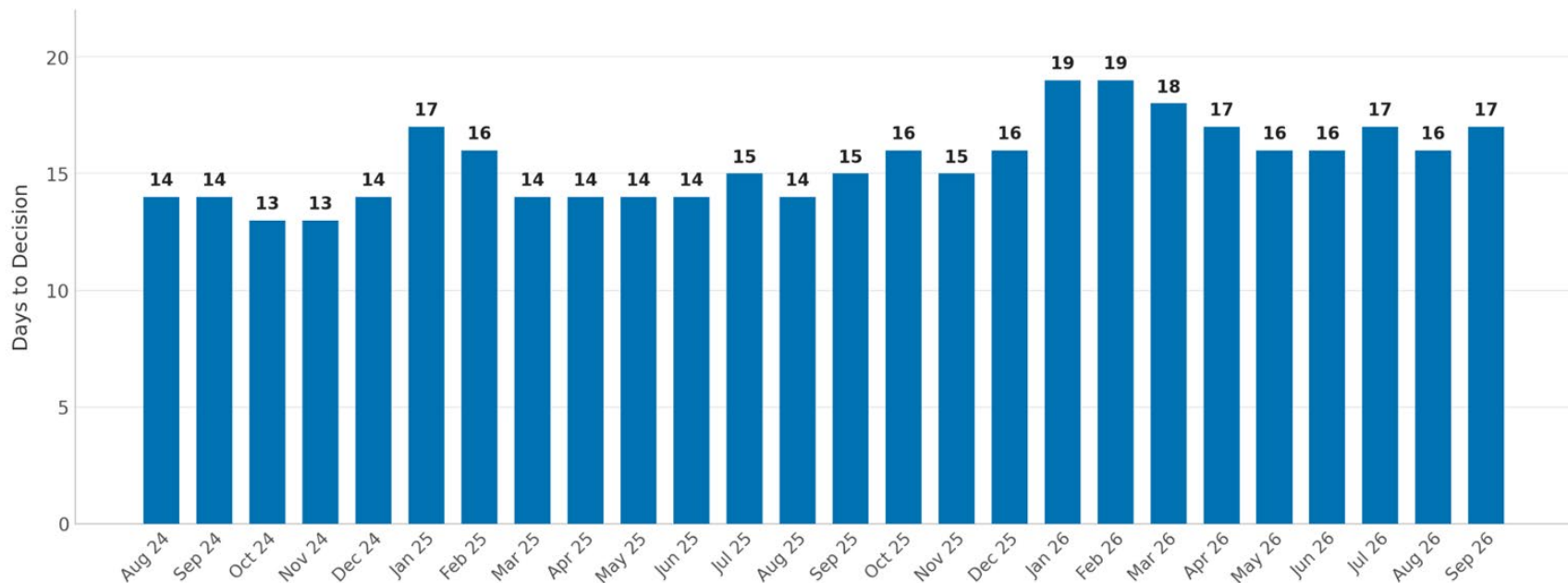
Peak Time (Jan-Feb 2026)

**~15.5 Days**

2-Year Monthly Average

**17 Days**

Recent Baseline (Sept 2026)





## Ex Parte Reviews: August 2024 September 2026

**~38%**

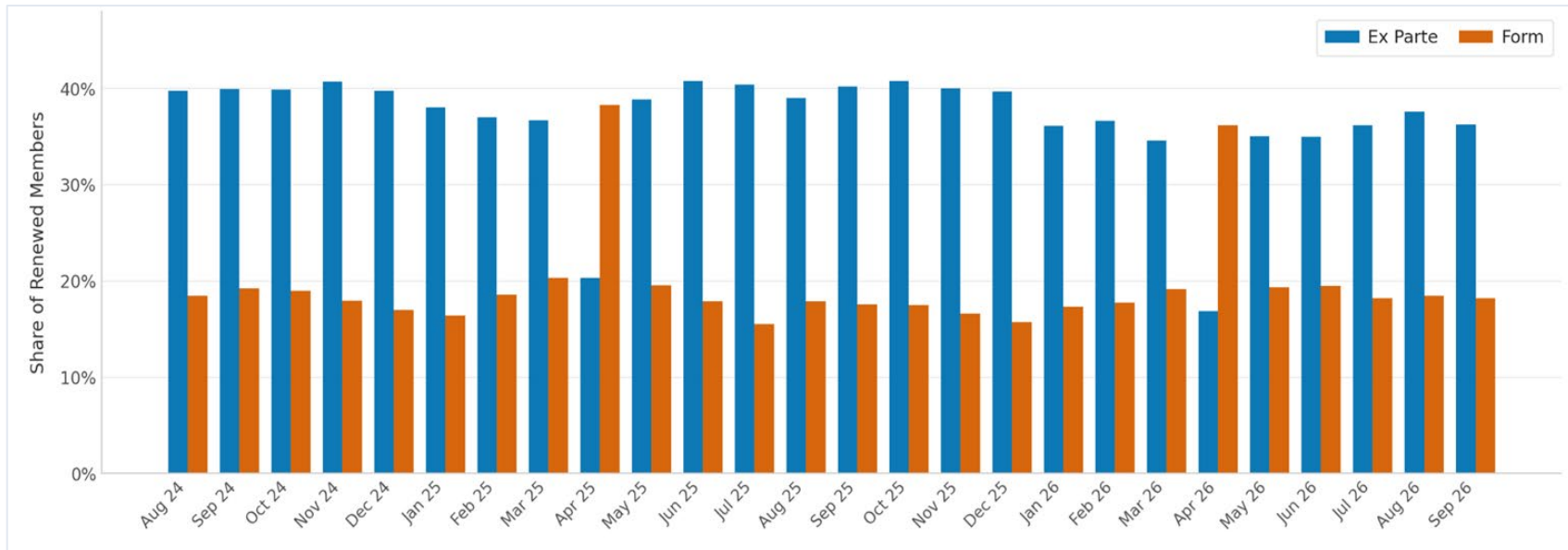
Ex Parte Average Rate

**~18%**

Form Renewal Average

**38.3%**

April Form Outlier Peak





## Wait Time & Call Volume: August 2024- September 2026

**111,000**

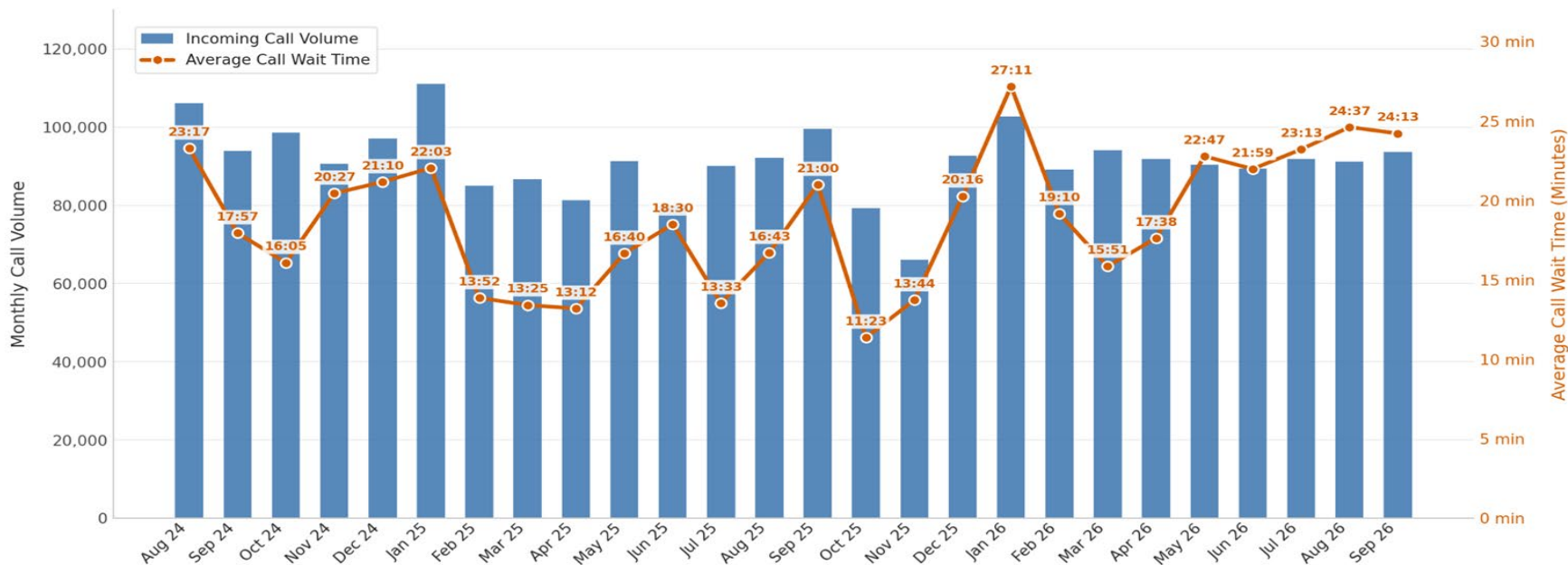
Peak Call Volume (Jan 2025)

**27:11**

Peak Wait Time (Jan 2026)

**11:23**

Lowest Wait Time (Oct 2025)





## Program Individual Summary: August 2024 - September 2026

### **Medical Program** -25,505 Total

Aug-24 Start: **354,452** • Sept-26 End: **328,947**

Avg. Monthly Change: **-878 / mo**

### **SNAP Program** -33,554 Total

Aug-24 Start: **180,397** • Sept-26 End: **146,843**

Avg. Monthly Change: **-1,262 / mo**

### **Child Care Program** +1,531 Total

Aug-24 Start: **19,653** • Sept-26 End: **21,184**

Avg. Monthly Change: **+82 / mo**

### **Financial Program** -1,425 Total

Aug-24 Start: **6,182** • Sept-26 End: **4,757**

Avg. Monthly Change: **-53 / mo**



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# Questions