

PROGRAM FACT SHEET

Arizona Department of Economic Security
 Division of Benefits and Medical Eligibility

Services:

The Department of Economic Security (Department) provides a variety of assistance programs to needy families and individuals throughout Arizona. The Division of Benefits and Medical Eligibility (DBME) is one of two divisions that administer the Department's primary welfare programs.

DBME's Family Assistance Administration (FAA) administers the Temporary Assistance for Needy Families (TANF), food stamps, and state-funded General Assistance programs. Additionally, DBME determines eligibility for the State's medical assistance program (AHCCCS), as well as supplemental security income through its Disability Determination Services Administration.

Facilities and equipment:

DBME leases office space in 93 locations, including 60 locations shared with other DES divisions, at an annual cost of \$8.7 million. It also has offices in 11 DES-owned buildings. Additionally, DBME owns a variety of equipment and property, including standard office equipment such as computer equipment, furniture, and an approximately \$3 million telephone system, and 62 vehicles costing approximately \$1.15 million.

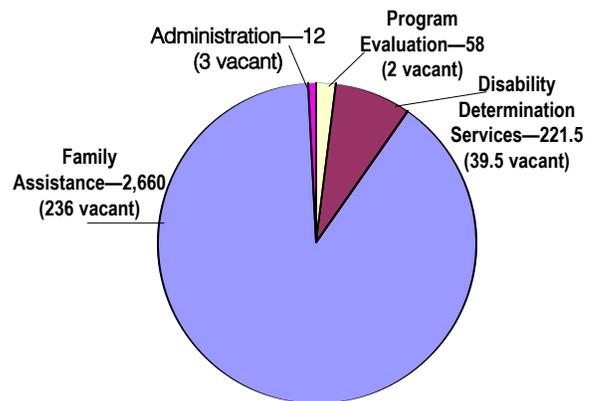
Mission:

Although DBME does not have its own mission, FAA's mission is:

To assist individuals and families to improve their quality of life.

DBME staffing:

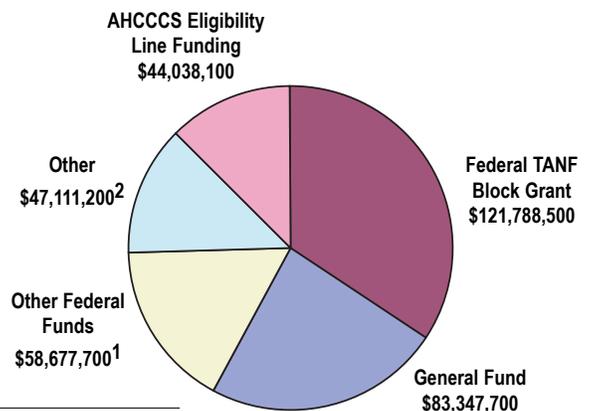
2,951.5 FTE, as of June 30, 2003, including 280.5 vacancies¹



¹ According to the Department, DBME's vacancies were unusually high due to Special Session budget reductions in fiscal year 2003.

DBME revenue:

\$354,963,200 (fiscal year 2004 estimated)



¹ Other Federal Funds include Food Stamps Administration and Disability Determination Services Administration. They do not include \$616.4 million in Electronic Benefit Transactions for food stamps paid directly to a third-party contractor.

² Other revenues include tobacco taxes, general administrative activities, county share of eligibility determination costs, and miscellaneous.

FAA Program Goals:

DBME does not have a mission and goals specific to it. Its FAA has established the following goals:

- To improve customer service and accessibility.
- To improve job satisfaction.
- To increase efficiency and accountability.

Adequacy of goals and performance measures:

FAA's goals and objectives appear appropriate for its mission. FAA has performance measures that include all the recommended types of measures. Several of its efficiency and accountability objectives, such as maintaining a high accuracy rate in the Food Stamp Program, are measured using data collected under a formal quality control system to meet federal requirements.

DBME's Office of Strategic Planning, Budget, and Management Information compiles a monthly report on certain performance measures at the state-wide and district levels. According to the Office's manager, these reports are sent out of the districts. Providing such feedback is an important component of a good performance measurement system.

Source: Auditor General staff compilation of unaudited information obtained from the Department's Web site, the Department's FTE Status/Tracking Report for the year ended June 30, 2003, the Department's Datawarehouse, the Department's strategic plan, and information provided by the Department from its Financial Management Control System for the years ended June 30, 2002 and 2003, and other information provided by the Department.