PROGRAM DESCRIPTION

Department: Social Services   **HB Section(s):   11.125**
Program Name: Family Assistance Management Information System (FAMIS)
Program is found in the following core budget(s): Family Assistance Management Information System (FAMIS)

1a. What strategic priority does this program address?

Move families to economic independence

1b. What does this program do?

The Family Assistance Management Information System (FAMIS) is a legacy eligibility determination system for Child Care, Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF), MO HealthNet (Aged, Blind, and Disabled) and related programs. FAMIS helps the Family Support Division (FSD) team members process applications and deliver benefits to customers in an accurate and timely manner. FAMIS issues benefits to customers and payments to vendors.

As the programs managed in the system are constantly changing due to both state and federal requirements, FAMIS will require continued funding to make necessary changes. This appropriation also supports modifications to increase system efficiency, prevent fraud and abuse, comply with and prevent audit findings, and provide enhanced client services. To support these changes, the FAMIS team gathers business requirements, completes design, development, and testing for all system changes.

The Missouri Eligibility Determination and Enrollment System (MEDES) will eventually replace FAMIS. Beginning January 1, 2014, the Family Medicaid (MAGI) program was converted into MEDES. The MEDES project encompasses the design, development, and implementation of a federally certified system for the MO HealthNet, SNAP, TANF, and Child Care Assistance programs. The development of SNAP into MEDES began November 2021. TANF, Child Care and MO HealthNet (Aged, Blind and Disabled) programs will follow. The Adult Expansion Group (AEG) related to the expansion of Medicaid in Missouri was added to MEDES in FY 2022 and applications for adult programs now begin with a registration in MEDES. However, if the applicant is not eligible for expansion coverage the application may also be registered in FAMIS if applicant indicates disability, receives Medicare Part A or B, or receives Supplemental Security Income (SSI) benefits. FAMIS must remain fully functional for the remaining programs until conversion is complete. The FAMIS unit also operates a help desk, which took 6,482 calls in FY 2022.
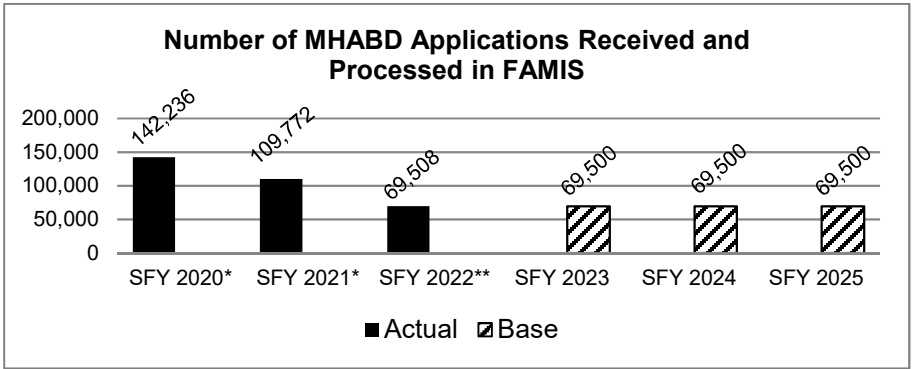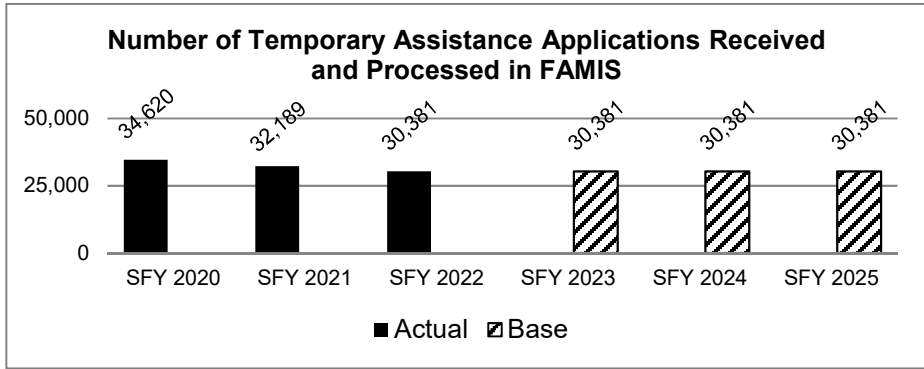
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Department: Social Services   **HB Section(s):**   **11.125**
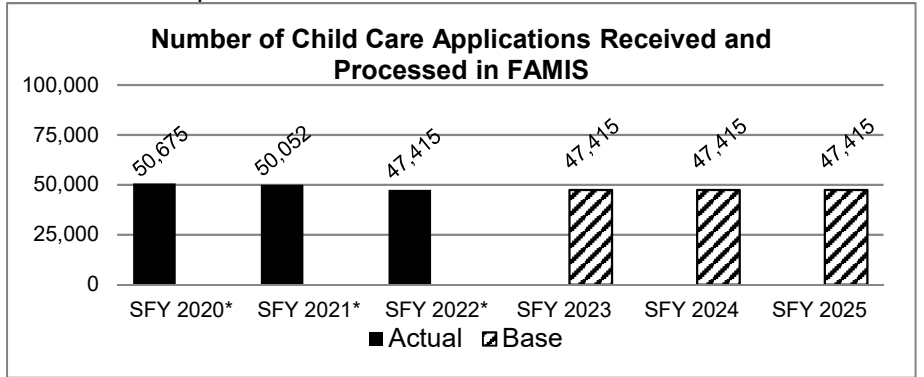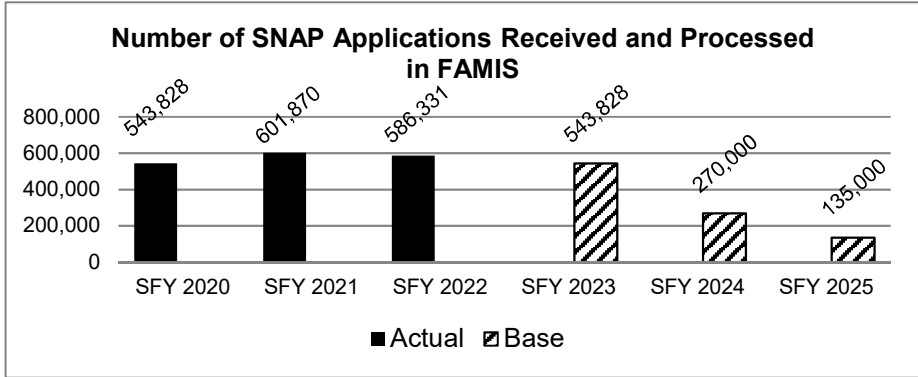**Program Name: Family Assistance Management Information System (FAMIS)**
Program is found in the following core budget(s): Family Assistance Management Information System (FAMIS)

2a.   Provide an activity measure(s) for the program.

Number of Temporary Assistance Applications Received and Processed in FAMIS

Number of MHABD Applications Received and Processed in FAMIS

*In SFY 2020 and 2021 COVID-19 Public Health Emergency (PHE) guidelines resulted in fewer closings of MO HealthNet cases. The decrease in re-applications impacted the total number of MO HealthNet applications received.
**SFY 2022 Without any comparable data, the decrease is thought to be related to the implementation of the AEG in October 2021.

Number of SNAP Applications Received and Processed in FAMIS

Number of Child Care Applications Received and Processed in FAMIS

SNAP applications processed in FAMIS are expected to decrease when the implementation of SNAP into the MEDES is complete.
SNAP applications increased in SFY 2021 due to the increase in need during the COVID-19 PHE. Projected figures for SFY 2023 are anticipated to decrease but not to pre-COVID-19 numbers as fluctuations can be expected with changes in the economy or outbreaks of the COVID-19 virus.

*The decrease reported in SFY 2020, 2021, and 2022 can be attributed to COVID-19 measures. Some child care benefits were extended or granted automatically as part of the COVID-19 response and employees statewide, public and private, transitioned to remote work environments reducing the need for childcare.
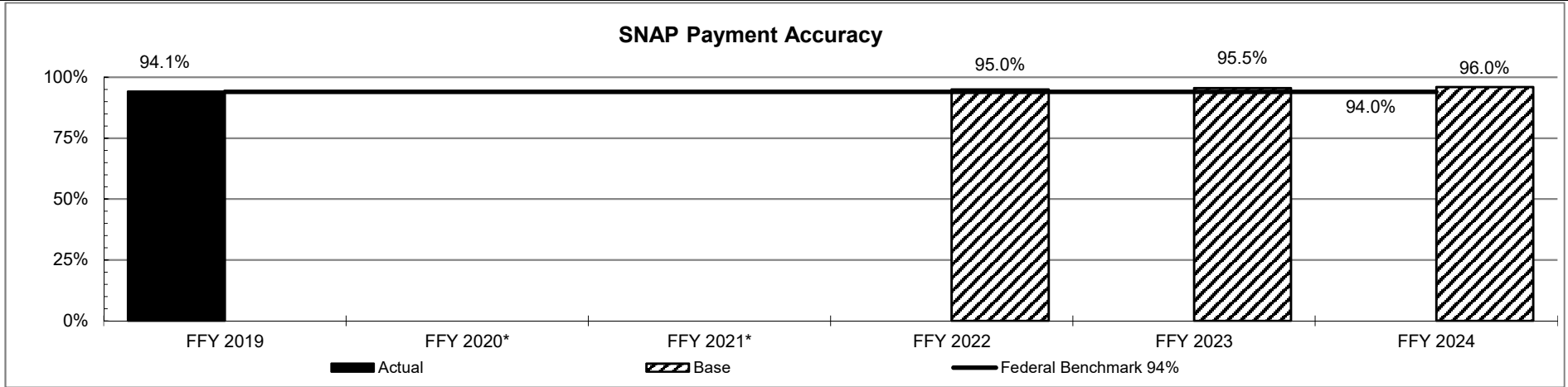
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2b. Provide a measure(s) of the program's quality.

SNAP Payment Accuracy

Year	Value
FFY 2019 (Actual)	94.1%
FFY 2020*	
FFY 2021*	
FFY 2022 (Base)	95.0%
FFY 2023 (Base)	95.5%
FFY 2024 (Base)	96.0%

94.0%

Legend: Actual, Base, Federal Benchmark 94%

*In FFY 2020 and FFY 2021, there was no data to report as COVID-19 PHE guidelines suspended requirements for Quality Control reviews. FFY 2022 data will be available in Spring of 2023.

2c. Provide a measure(s) of the program's impact.

Active Participants in FAMIS

Year	Value
SFY 2020 (Active Participants)	1,133,628
SFY 2021 (Active Participants)	1,146,003
SFY 2022 (Active Participants)	1,087,664
SFY 2023 (Base)	1,000,000
SFY 2024 (Base)	730,000
SFY 2025 (Base)	440,000

Legend: Active Participants, Base

Future active participants are expected to decrease with the implementation of more programs in MEDES.

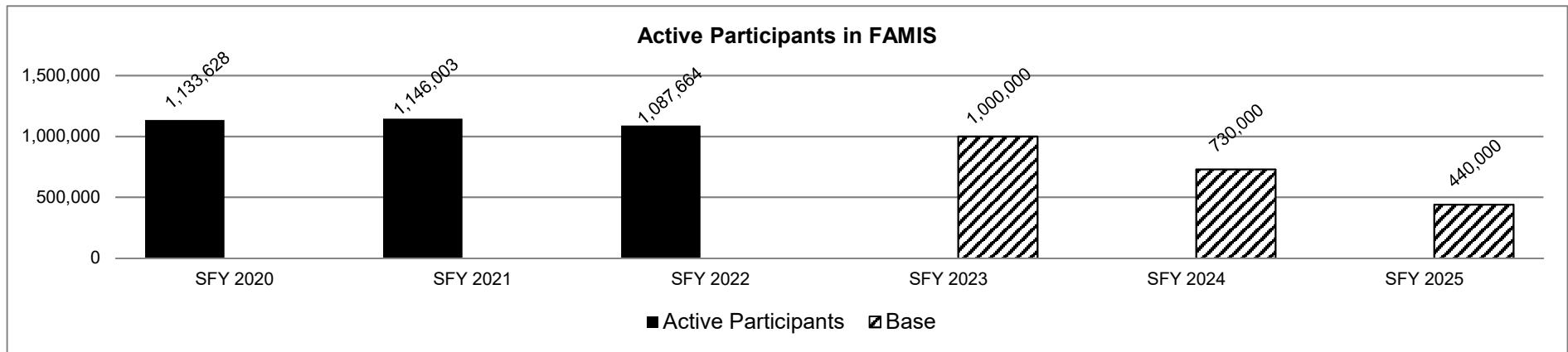# PROGRAM DESCRIPTION

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2d.   Provide a measure(s) of the program's efficiency.

Average Days to Process a SNAP Application

Legend: Actual, Base, Stretch, Federal Processing Timeframe 30 Days

Values: SFY 2020: 15; SFY 2021: 15; SFY 2022*: 17; SFY 2023: 15 (Base), 14 (Stretch); SFY 2024: 15 (Base), 14 (Stretch); SFY 2025: 15 (Base), 14 (Stretch). Federal Processing Timeframe: 30

Average Days to Process a Temporary Assistance Application

Legend: Actual, Base, Stretch, Federal Processing Timeframe 45 Days

Values: SFY 2020: 19; SFY 2021: 18; SFY 2022*: 22; SFY 2023: 18 (Base), 17 (Stretch); SFY 2024: 18 (Base), 17 (Stretch); SFY 2025: 18 (Base), 17 (Stretch). Federal Processing Timeframe: 45

Average Days to Process a Child Care Application

Legend: Actual, Base, Stretch, Federal Processing Timeframe 15 Days

Values: SFY 2020: 12; SFY 2021: 12; SFY 2022*: 14; SFY 2023: 12 (Base), 11 (Stretch); SFY 2024: 12 (Base), 11 (Stretch); SFY 2025: 12 (Base), 11 (Stretch). Federal Processing Timeframe: 15

Note: FSD continues to maintain the FAMIS System until MEDES is fully implemented.

*In SFY 2022, the increase is attributed to the high turnover rate and difficulty hiring processing staff. An improvement is projected with the implementation of new technology, such as enhanced Eligibility Verification Service (EVS), and employee retention initiatives.

PROGRAM DESCRIPTION

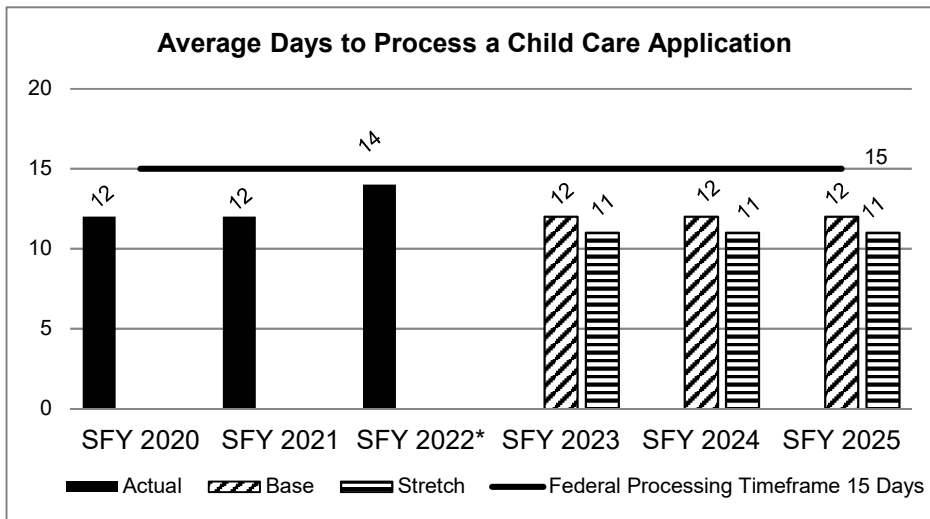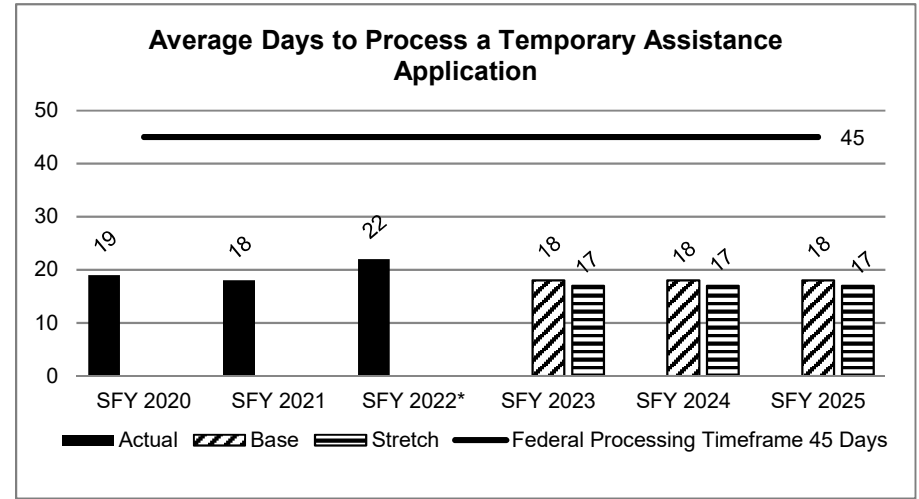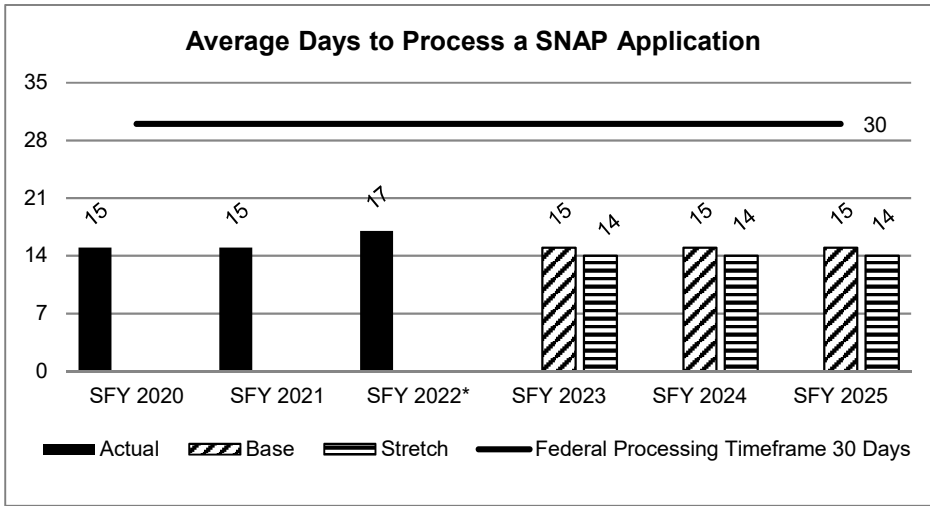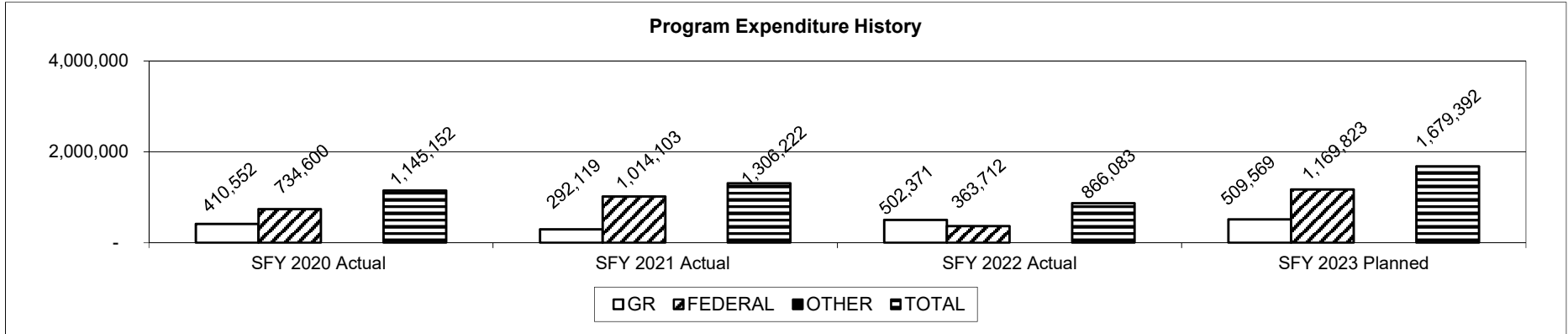**Department: Social Services**   **HB Section(s):   11.125**
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3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (*Note: Amounts do not include fringe benefit costs.*)

Program Expenditure History

	GR	FEDERAL	OTHER	TOTAL
SFY 2020 Actual	410,552	734,600		1,145,152
SFY 2021 Actual	292,119	1,014,103		1,306,222
SFY 2022 Actual	502,371	363,712		866,083
SFY 2023 Planned	509,569	1,169,823		1,679,392

SFY 2023 Planned expenditures are net of reverted.

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4. What are the sources of the "Other " funds?

N/A.

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5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)

Federal law: Title IV-A of the Social Security Act, Federal regulations: 45 CFR Part 95, 7 CFR Part 272 and 277.

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6. Are there federal matching requirements? If yes, please explain.

Yes. FAMIS has an approved cost allocation plan outlining financial participation of the state and federal partners.

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7. Is this a federally mandated program? If yes, please explain.

Resources used to support federal mandated programs, such as SNAP and MO HealthNet, are considered federally mandated.