

Program has grown to 32840 active enrollees. Last year at this time we were at 18628 actives

Average processing time for application received is 24 days

The Program has hired 3 new information and records clerks and are in the process of hiring two more.

In addition, we have hired a Data Management person who will assist with public records request.

The program is working on several items to improve processing of applications and communication. This includes development of online application processes however we have to develop policies and get them reviewed regarding records retention for electronic submission and electronic newsletter sign up which will enable the program to send newsletters to enrollees electronically whenever there are updates to the program.

I want to take this time to thank our staff for working so hard to address the previous delay in processing. For six weeks our staff worked an average of 62 hours a week to process applications and I truly appreciate all of their hard work.