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Measures of Child and Family Economic Security for Families Participating in Maine's Public Assistance Programs

2025 Biennial Report

Required by:

22 MRS, §3109; Public Law 2019, Ch. 485

Submitted by:

Maine Department of Health and Human Services
Office for Family Independence

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BACKGROUND

The 129th Maine Legislature enacted Public Law 2019, Ch. 485, introduced as LD 1774, *An Act to Reduce Child Poverty by Leveraging Investments so Families Can Thrive* (LIFT). This law took important steps toward policy changes that reduce child poverty, increase food security, and create stronger bridges to employment for families and children. It also requires the Department of Health and Human Services to collect and provide data regarding the economic security of children and families. Specifically, the language requires that the Department shall obtain and compile data annually “regarding child and family economic security from those sources reasonably available to the Department, including, but not limited to, data collected and maintained by the Department, data available from the Department of Labor and the Department of Administrative and Financial Services, Bureau of Revenue Services or other state or federal agencies and such other data as can reasonably be obtained from other public or private sources upon request.”

The 130th Maine Legislature amended this statute with additional requirements for this report, including survey information collected from current and former TANF recipients about their experiences with the program. The Department has since contracted with Public Consulting Group (PCG) to complete this participant survey.

Included here is an interim version of this report. Due to delays in the contracting process, this interim report does not include the survey results from current and former TANF recipients which are stipulated in Section 2-A of 22 M.R.S. §3109. This survey is currently being administered, and the Department will share an updated version of this report with survey results in Spring 2025. All subsequent versions of this report (submitted to the Committee biennially) will include a summary of the previous two years of survey responses, along with the required five-year data.

The Department is also currently developing a process for collecting and presenting some sections of data to more fully align with the requirements of 22 M.R.S. §3109 Sub§-2. The tables containing data for sub§ D-8 and H are being adjusted to better align with the legislative requirements, and more up-to-date data will be included in the subsequent version of this report submitted to the Committee in Spring 2025. In addition, previous versions of this report included only partial responses to Sections F and H, which ask for estimates of potentially eligible families for SNAP and MaineCare, respectively. The Department is developing a process to make a reasonable estimate of Maine families who are potentially eligible for these programs using Census data, which will also be presented in the Spring 2025 version of this report.

Some of the five-year data outlined in 22 M.R.S. §3109 requires use of data from the US Census Bureau. Due to the timing of the release of Census data, previous reports have had a two-year delay in the data presented. The Department is working to provide more current data. The version of this report submitted in Spring 2025 will present at least six years of data through 2023. Additional data through 2024 will also be included where it is available.

A. Ratio of Families with Children Receiving TANF and Families with Children and Income at or below 100% of the Federal Poverty Level (FPL)

Calendar Year	Families with Children Receiving TANF Cash Assistance	Families with Children and Income at or Below 100% FPL	Ratio of TANF Families to Families < 100% FPL
2018	4,335	18,271	24%
2019	3,980	15,264	26%
2020	3,571	16,485	22%
2021	3,324	17,219	19%
2022	4,185	13,847	30%

These data reflect the ratio of families with children receiving TANF compared to the number of Maine families with children and income at or below 100% of the federal poverty level.

Families with Children include a household which includes a parent or specified relative with at least one minor child also residing in the household. Those families defined as receiving TANF must have at least one household member eligible for and in receipt of the TANF monthly cash benefit. For example, one family may include a sole parent receiving Supplemental Security Income (SSI) benefits (and therefore, are not eligible to receive TANF cash benefits) and one child who is eligible for the TANF monthly cash benefit. The included counts are a monthly average by calendar year to better relate to the US Census Bureau data.

Data Sources

TANF Counts: ACES

Families Below 100% FPL: US Census Bureau, 1-Year American Community Survey Families

Context for the TANF to Poverty Ratio

Due to the nature of the federal TANF block grant, eligibility standards for cash assistance and program participation are largely determined by the states administering the program. Title 22 MRS §3769-C requires the Department to utilize what is called the Standard of Need (SON) to determine both eligibility and benefit levels for TANF cash assistance, rather than 100% FPL. Pursuant to statute, the Department updates the SON annually, and the SON is different when housing costs exceed 50 percent of TANF countable income.

The following chart compares eligibility based on the current SON and the corresponding FPL of households.

TANF Income Eligibility Under Standard of Need					
Household Size	Income to be Eligible (housing expense <50% of income)		Income to be Eligible (housing expense >50% of income)		100% FPL (Monthly Income)
	Monthly Income Limit (SON)	Percentage of FPL	Monthly Income Limit (SON)	Percentage of FPL	
1	\$379	33.45%	\$679	59.93%	\$1,133
2	\$597	39.12%	\$897	58.78%	\$1,526
3	\$800	41.67%	\$1,100	57.29%	\$1,920
4	\$1006	43.49%	\$1,306	56.46%	\$2,313
5	\$1,209	44.68%	\$1,509	55.76%	\$2,706
6	\$1,414	45.61%	\$1,714	55.29%	\$3,100
7	\$1,619	46.35%	\$1,919	54.94%	\$3,493
8	\$1,824	46.94%	\$2,124	54.66%	\$3,886
+1	\$204	51.78%	\$204	51.78%	\$394

Based on the SON calculation, it is possible that someone below 100% of FPL would still be determined ineligible for benefits. It is possible that by changing eligibility in statute to 100% FPL rather than SON, more families would be deemed eligible and have access to the TANF program. There are other considerations related to the impact this change would have on other benefits and programs, such as child support “gap” payments. Before considering any proposal for change, the full impact on clients should be analyzed and considered.

B. Percentage of Children Under 5 Years of Age Receiving TANF and WIC

Calendar Year	Children Under 5 Receiving WIC + TANF in Same Year	Children Under 5 Receiving TANF	% of Children Under 5 Receiving WIC also Receiving TANF
2018	3,086	5,977	51%
2019	2,642	5,268	50%
2020	2,523	4,947	51%
2021	2,216	4,694	47%
2022	2,767	4,864	57%

The percentage of children under 5 years of age receiving TANF also received assistance through WIC.

Children under 5 include birth through the month the child turns 5 years of age and only includes those with Social Security Numbers (SSN) as this is a requirement of WIC eligibility. Children included for both TANF and WIC counts must have been in the program for at least one month of the calendar year. These counts are distinct counts by year, meaning each child will only be counted once in a calendar year.

Data Sources

TANF Counts: ACES

WIC Counts: SPIRIT

C. Percentage of Children Under 5 years of Age Receiving SNAP Benefits and WIC

Calendar Year	Children Under 5 Receiving WIC + SNAP	Children Under 5 Receiving SNAP	% of Children Under 5 Receiving SNAP also Receiving WIC
2018	12,935	29,992	43%
2019	11,990	28,353	42%
2020	10,752	28,449	37%
2021	9,722	24,359	40%
2022	13,265	24,082	55%

The percentage of children under 5 years of age receiving Supplemental Nutrition Assistance Program (SNAP) that also receive assistance from WIC.

SNAP includes state and federally funded SNAP. Children under 5 include children from birth through the month the child turns 5 years of age and only includes those with SSNs as this is a requirement of WIC eligibility. Children included for both SNAP and WIC counts must have been in the program for at least one month in the calendar year. These counts are distinct counts by year, meaning each child will only be counted once in a calendar year.

Data Sources

SNAP Counts: ACES

WIC Counts: SPIRIT

D. For All Families for Whom TANF Cash Assistance has Terminated

This section includes a combination of data from the Department of Labor (DOL) and ACES. ACES data are used to determine the proper FPL household limits using DOL data as the income source. Cases are included where TANF is closed for 30 days or more. We then follow up at month 3 after closure (Q2) and then again at month 9 after closure (Q4) to identify if households tend to stay off TANF or reopen at a later date. This data does not demonstrate if a household has other income outside of earnings.

1. The number and percentage of families with no quarterly earnings

	At Termination			Q2			Q4		
	#	Total	%	#	Total	%	#	Total	%
2018	1,878	3,928	48%	1,998	3,928	51%	2,005	3,928	51%
2019	1,591	3,436	46%	1,696	3,436	49%	1,461	3,436	43%
2020	1,559	3,879	40%	1,798	3,879	46%	1,359	3,879	35%
2021	1,583	2,815	56%	1608	2,815	57%	1552	2,815	55%
2022	1,377	2,511	55%	1427	2,511	57%	1433	2,511	57%
2023	2,733	3,834	71%	2856	3,834	74%	2917	3,834	76%

This table includes all applicable households where DOL reports \$0 in quarterly earnings.

2. The number and percentage of families with quarterly earnings from unsubsidized employment are below 50% of the federal poverty level

	At Termination			Q2			Q4		
	#	Total	%	#	Total	%	#	Total	%
2018	735	3,928	19%	526	3,928	13%	516	3,928	13%
2019	587	3,436	17%	525	3,436	15%	422	3,436	12%
2020	507	3,843	13%	507	3,843	13%	507	3,843	13%
2021	342	2,815	12%	316	2,815	11%	314	2,815	11%
2022	276	2,511	11%	220	2,511	9%	227	2,511	9%
2023	267	3,834	7%	212	3,834	6%	221	3,834	6%

This table includes TANF households where DOL reported household income less than 50% of the FPL.

3. The number and percentage of families with quarterly earnings from unsubsidized employment are at least 50% but below 100% of the federal poverty level

	At Termination			Q2			Q4		
	#	Total	%	#	Total	%	#	Total	%
2018	800	3,928	20%	644	3,928	16%	586	3,928	15%
2019	710	3,436	21%	520	3,436	15%	348	3,436	10%
2020	651	3,843	17%	651	3,843	17%	651	3,843	17%
2021	305	2,815	11%	259	2,815	9%	238	2,815	8%
2022	294	2,511	12%	260	2,511	10%	224	2,511	9%
2023	284	3,834	7%	261	3,834	7%	212	3,834	6%

This table includes TANF households where DOL reported household income greater than or equal to 50% of the FPL and less than 100% for the household size.

4. The number and percentage of families with quarterly earnings from unsubsidized employment that are at least 100% but below 150% of the federal poverty level

	At Termination			Q2			Q4		
	#	Total	%	#	Total	%	#	Total	%
2018	307	3,928	8%	382	3,928	10%	365	3,928	9%
2019	307	3,436	9%	367	3,436	11%	281	3,436	8%
2020	390	3,843	10%	275	3,843	7%	390	3,843	10%
2021	274	2,815	10%	251	2,815	9%	270	2,815	10%
2022	252	2,511	10%	241	2,511	10%	223	2,511	9%
2023	246	3,834	6%	180	3,834	5%	218	3,834	6%

This table includes TANF households where DOL reported household income greater than or equal to 100% of the FPL and less than 150% for the household size.

5. The number and percentage of families with quarterly earnings from unsubsidized employment that are at least 150% but below 200% of the federal poverty level

	At Termination			Q2			Q4		
	#	Total	%	#	Total	%	#	Total	%
2018	155	3,928	4%	247	3,928	6%	270	3,928	7%
2019	169	3,436	5%	155	3,436	5%	256	3,436	7%
2020	322	3,843	8%	322	3,843	8%	322	3,843	8%
2021	156	2,815	6%	168	2,815	6%	188	2,815	7%
2022	162	2,511	6%	163	2,511	6%	188	2,511	7%
2023	158	3,834	4%	157	3,834	4%	172	3,834	4%

This table includes TANF households where DOL reported household income greater than or equal to 150% of the FPL and less than 200% for the household size.

6. The number and percentage of families with quarterly earnings from unsubsidized employment that are at least 200% of the federal poverty level

	At Termination			Q2			Q4		
	#	Total	%	#	Total	%	#	Total	%
2018	53	3,928	1%	131	3,928	3%	185	3,928	5%
2019	72	3,436	2%	150	3,436	4%	644	3,436	19%
2020	414	3,843	11%	414	3,843	11%	414	3,843	11%
2021	155	2,815	6%	213	2,815	8%	253	2,815	9%
2022	150	2,511	6%	200	2,511	8%	229	2,511	9%
2023	146	3,834	4%	194	3,834	5%	221	3,834	6%

This table includes TANF households where DOL reported household income greater than or equal to 200% of the FPL for the household size.

7. The mean and median income of families with no quarterly earnings from unsubsidized employment.

	At Termination		Q2		Q4	
	Mean	Median	Mean	Median	Mean	Median
2018	\$1,314	\$898	\$1,320	\$939	\$1,326	\$935
2019	\$1,472	\$1,135	\$1,491	\$1,168	\$1,499	\$1,169
2020	\$1,443	\$1,331	\$1,358	\$1,233	\$1,434	\$1,312
2021	\$1,458	\$472	\$1,919	\$472	\$1,284	\$315
2022	\$1,494	\$425	\$1,267	\$547	\$1,289	\$433
2023	\$1,420	\$398	\$1,180	\$526	\$1,152	\$440

This table includes only households that had their TANF terminated for whom DOL report \$0 in earned income in the relevant quarter. Included income amounts consist of only Unemployment Insurance Benefits, Child Support, and/or other monies received from subsidized income sources as reported in ACES. These are mean and median income amounts by month at the start of each period – Termination, 2nd quarter following termination, and 4th quarter following termination. NOTE: A mean, or average, is the sum of the data points divided by the total number of data points. A median value is the middle number derived from an ordered list of data points.

8. The number and percentage of families receiving income from the Federal Supplemental Security Income or Federal Social Security Disability benefit programs

	Section A: Individuals in Receipt of SSI or SSDI at Termination of TANF			Section B: Receipt of SSI or SSDI at 2nd Quarter Post TANF Termination			Section C: Receipt of SSI or SSDI at 4th Quarter Post TANF Termination		
	SSI or SSDI	Total Terminations	%	SSI or SSDI	Total Terminations	%	SSI or SSDI	Total Terminations	%
2018	161	10,026	2%	148	10,026	1%	127	10,026	1%
2019	185	8,014	2%	169	8,014	2%	172	8,014	2%
2020	163	7,169	2%	119	7,169	2%	119	7,169	2%
2021	121	2,635	5%	192	2,635	7%	234	2,635	9%
2022	145	2,366	6%	201	2,366	8%	236	2,366	10%

This table includes only those households and individuals who remain open on an OFI program and have active data fields within the ACES system for the dates queried.

SSI recipients cannot receive TANF and SSI concurrently. Previous TANF payments are taken into consideration when SSI benefit amounts are determined to ensure no duplication of funding. These totals include households that were open on TANF and included an individual that received SSI or SSDI.

While it is possible that a household may have their TANF terminated twice in one of the above periods, those occurrences are rare and are not statistically significant. A minor percentage of 2% of the population was found. Data includes records where DOL reported no wages and ACES reported otherwise; In this instance, data in ACES includes only unearned income. Data is provided at an individual level as the figures on a per case basis returned results < .5%

Data Sources

ACES

MDOL

E. Highest Level of Educational Attainment of Adult Parents or Caretaker Relatives Receiving TANF Cash Assistance or Prior Year Participation Termination

1. Highest Level of Educational Attainment for Adult Parents and Caretaker Relatives on TANF

	2018		2019		2020		2021		2022	
	Client Count	% of Total	Client Count	% of Total	Client Count	% of Total	Client Count	% of Total	Client Count	% of Total
< High School	1,193	24%	1,049	24%	942	25%	1,317	29 %	633	21%
High School Graduate or Equivalency	2,611	53%	2,212	52%	1,844	50%	2,692	50%	1,626	53%
Other Credentials and Some College	782	16%	720	17%	611	16%	777	14%	528	17%
Associate's Degree	187	4%	150	3%	169	5%	189	3%	150	5%
Bachelors and Beyond	175	4%	159	4%	139	4%	204	4%	140	4%
Total	4,948		4,290		3,705		5,427		3,077	

The table shows the highest level of education attained by an adult parent or caretaker relative that received TANF cash assistance, by year.

Data show the Parent/Caretaker's highest level of education at the time of TANF program termination. OFI does not consistently track the highest level of education after TANF program termination. Highest level of educational attainment is self-reported at the time of DHHS contact and is not required information or a required data field for eligibility determination. Less Than High School includes cases where the client had no formal education, the education level was unknown, or the client did not complete High School. High School Graduate or Equivalency includes cases where the Parent/Caretaker either has a High School Diploma, GED or equivalent. Other credentials include Parent/Caretakers that have some post-secondary education or other certification. Associate's degree includes those records where the Parent/Caretaker has an Associate's Degree while the Bachelors and Beyond column includes all other Parent/Caretakers that have at least a Bachelor's Degree.

2. Highest Level of Educational Attainment for Adult Parents and Caretaker Relatives Terminated in the Prior Year

	2018		2019		2020		2021		2022	
	Client Count	% of Total	Client Count	% of Total	Client Count	% of Total	Client Count	% of Total	Client Count	% of Total
< High School	547	20%	473	21%	628	24%	671	29%	354	20%
High School Graduate or Equivalency	1,475	55%	1,234	55%	1,308	51%	1,137	49%	932	53%
Other Credentials and Some College	453	17%	381	17%	413	16%	313	14%	284	16%
Associate's Degree	99	4%	75	3%	95	4%	84	4%	77	4%
Bachelors and Beyond	125	5%	83	4%	133	5%	105	5%	97	6%
Total	2,699		2,246		2,577		2,310		1,744	

This table also lists data regarding the highest level of education attained but differs in that it pertains solely to adult parents or caretaker relatives whose participation in the TANF program was terminated in the year prior.

Data shows highest level of education at the time of TANF program termination. OFI does not consistently track the highest level of education after TANF program termination. Highest level of educational attainment is self-reported at the time of DHHS contact and is not required information or a required data field for eligibility determination.

Data Source
ACES

F. Age and Disabled Breakdown of Persons Receiving SNAP to Those Potentially Eligible for SNAP

1. SNAP Recipients by Age Range

Calendar Year	Under 18 Years Old		Ages 18-59		60 Years and Older		Total Individuals Receiving SNAP
	#	% of Total	#	% of Total	#	% of Total	
2018	79,426	36%	107,964	49%	32,509	15%	219,899
2019	75,717	35%	104,831	49%	32,886	15%	213,434
2020	74,591	34%	108,213	49%	34,409	16%	217,713
2021	66,104	32%	104,049	50%	38,630	19%	208,783
2022	65,974	31%	107,204	50%	41,715	19%	214,893

This table reflects the data on individuals meeting the characteristics prescribed in the statute, (e.g., age and disability). This report includes only a partial response to Section F without an estimate of potentially eligible families. The Department is developing a process to make a reasonable estimate of Maine families who are potentially eligible for SNAP using Census data, which will be presented in the April 2025 version of this report.

Total individuals are a distinct count of clients with federally and state funded SNAP for any duration throughout the calendar year.

2. SNAP Recipients with a Disability

Calendar Year	SNAP Recipients with a Disability	Total SNAP Recipients	% Total
2018	64,527	219,899	29%
2019	62,345	213,434	29%
2020	62,861	217,213	29%
2021	62,893	208,783	30%
2022	63,397	214,893	30%

This table reflects the data on individuals meeting the characteristics prescribed in the statute, (e.g., age and disability). This report includes only a partial response to Section F without an estimate of potentially eligible families. The Department is developing a process to make a reasonable estimate of Maine families who are potentially eligible for SNAP using Census data, which will be presented in the April 2025 version of this report.

Total individuals are a distinct count of clients with federally and state funded SNAP for any duration throughout the calendar year.

Data Source

ACES

G. Highest Level of Educational Attainment of Adult Parents or Caretaker Relatives Receiving SNAP

	2018		2019		2020		2021		2022	
	Client Count	% of Total	Client Count	% of Total	Client Count	% of Total	Client Count	% of Total	Client Count	% of Total
< High School	9,728	14%	9,525	15%	9,319	14%	8,794	15%	8,524	14%
High School Graduate or Equivalency	34,981	51%	33,540	51%	32,930	51%	30,340	50%	29,233	49%
Other Credentials and Some College	9,979	15%	9,521	15%	9,261	14%	8,358	14%	7,884	13%
Associate's Degree	3,201	5%	3,016	5%	2,985	5%	2,687	4%	2,618	4%
Bachelor's and Beyond	3,548	5%	3,342	5%	3,332	5%	2,934	5%	2,885	5%
Total	67,925		65,622		65,008		60,498		59,499	

This table shows the number and percentage of adult parents or caretaker relatives who have children in the household and are receiving SNAP. Data are grouped by highest level of education attained by adult parent or caretaker relative.

Highest level of educational attainment is self-reported at the time of DHHS contact and is not required information or a required data field for eligibility determination.

Data Source

ACES

H. The Ratio of People Participating in the MaineCare Program, by Eligibility Group, to the Total Number of Potentially Eligible Persons Within Each Group

The data below reflect the number of individuals participating in the MaineCare program in June of each year. In future versions of this report, the Department will compare these data with Census data to estimate potentially eligible persons within each group.

The U.S. Department of Health and Human Services prohibited states from closing MaineCare coverage, with limited exceptions, through the duration of the COVID-19 Public Health Emergency and subsequent “unwinding” period which combined lasted from 2020 to 2024. The effect of the continuous coverage requirement coupled with MaineCare eligibility expansions in 2019 (Adults), 2023 (Children), and 2024 (Medicare Savings Program) have significantly expanded MaineCare membership through 2019. December 2024 data are provided since unwinding was completed in October 2024.

Year	Tradition al Adult	Aged	Child	Disabled	Expansio n Adult	Limited & Other	Total Enrollment
June 2019	47,367	20,893	100,212	53,188	22,045	40,656	284,361
June 2020	55,897	21,696	104,021	51,449	47,843	38,995	319,901
June 2021	65,397	22,559	115,352	50,960	68,519	41,850	364,637
June 2022	71,033	23,150	122,690	49,790	83,409	45,287	395,359
June 2023	75,779	24,263	129,976	48,842	97,398	46,898	423,156
June 2024	65,753	25,661	133,896	45,926	93,564	48,242	413,042
Dec 2024	57,510	26,342	130,836	44,463	83,248	49,640	392,039

MaineCare enrollment counts include members with full and limited coverage benefits, including state-funded services. Excluded from the enrollment counts are members enrolled through the MaineRX program, the Low-Cost Drugs for the Elderly and Disabled Program (DEL), the Qualifying Individual (QI) program, and several other MaineCare eligibility categories associated with limited or no coverage benefits. Also excluded from the enrollment counts are individuals with retroactive coverage.

Data Source: Maine Integrated Health Management Solution (MIHMS)

I. MaineCare and CHIP Application Processing

1. MaineCare Application Processing Times

Timeliness		2018	2019	2020	2021	2022
<24 Hours	# Applications	6,791	7,893	8,072	10,819	10,912
	% Applications	28%	24%	23%	31%	30%
1-7 Days	# Applications	2,893	4,230	5,043	5,028	5,789
	% Applications	12%	13%	15%	14%	16%
8-30 Days	# Applications	6,270	11,163	12,049	9,778	13,735
	% Applications	26%	34%	35%	28%	37%
31-45 Days	# Applications	2,190	4,304	4,101	3,563	3,571
	% Applications	9%	13%	12%	10%	10%
>45 Days	# Applications	5,898	5,715	5,269	5,705	2,920
	% Applications	25%	17%	15%	16%	8%
Total	# Applications	24,133	33,305	34,534	34,893	36,927

Data reflect the number and percentage of applications received by the Department for the MaineCare program and the children's health insurance program (CHIP) as defined in section 3174-X, subsection 1, paragraph A 2 , by eligibility group, that are processed in less than 24 hours; that are processed within one

to 7 days; that are processed within 8 to 30 days; that are processed within 31 to 45 days; and that are processed more than 45 days after receipt.

These data count only unique households where there could be the possibility of multiple eligibility decisions; however, any case must have a household member with potential eligibility for CHIP and/or another MaineCare related program.

Data Source

ACES

2. CHIP Application Processing Times

Timeliness		2018	2019	2020	2021	2022
<24 Hours	# Applications	197	210	464	695	855
	% Applications	22%	19%	20%	26%	25%
1-7 Days	# Applications	51	70	316	476	582
	% Applications	6%	6%	14%	18%	17%
8-30 Days	# Applications	224	357	968	941	1482
	% Applications	25%	32%	43%	35%	43%
31-45 Days	# Applications	71	131	338	286	323
	% Applications	8%	12%	15%	11%	9%
>45 Days	# Applications	358	358	182	314	210
	% Applications	40%	32%	8%	12%	6%
Total	# Applications	901	1,126	2,268	2,712	3,452

Data reflect the number and percentage of applications received by the Department for the MaineCare program and the children's health insurance program (CHIP) as defined in section 3174-X, subsection 1, paragraph A 2 , by eligibility group, that are processed in less than 24 hours; that are processed within one to 7 days; that are processed within 8 to 30 days; that are processed within 31 to 45 days; and that are processed more than 45 days after receipt.

These data count only unique households where there could be the possibility of multiple eligibility decisions; however, any case must have a household member with potential eligibility for CHIP and/or another MaineCare related program.

Data Source

ACES

J. & K. Data on Calls to the Office for Family Independence

Month Ending	Average Speed of Answer (in min)	Calls Received	Abandoned Calls	% Abandoned Calls
10/31/2024	2:09	38,964	2,005	5%
9/30/2024	1:14	38,518	1,266	3%
8/31/2024	0:38	36,278	796	2%
7/31/2024	1:44	33,002	1,497	5%
6/30/2024	1:12	27,863	1,431	5%
5/31/2024	1:03	29,951	824	3%
4/30/2024	1:05	34,376	1,013	3%
3/31/2024	0:58	34,619	864	2%
2/29/2024	2:02	37,315	1,527	4%
1/31/2024	6:10	48,182	5,986	12%
12/31/2023	6:50	43,310	1,064	2%
11/30/2023	1:38	38,138	1,169	3%
10/31/2023	17:38	45,311	10,244	23%
9/30/2023	18:39	49,430	32,751	66%
8/31/2023	21:51	51,005	18,301	36%
7/31/2023	23:35	44,929	17,680	39%
6/30/2023	2:49	46,096	23,549	51%
5/31/2023	11:52	45,624	10,849	24%
4/30/2023	9:34	40,767	9,423	23%
3/31/2023	17:52	42,067	11,463	27%
2/28/2023	19:14	31,802	10,397	33%
1/31/2023	22:43	34,317	10,364	30%
12/31/2022	6:50	33,864	5,320	16%
11/30/2022	15:18	31,673	9,778	31%
10/31/2022	14:54	39,557	12,280	31%
9/30/2022	12:20	30,589	8,306	27%
8/31/2022	12:11	40,571	11,110	27%
7/31/2022	5:32	35,599	5,904	17%
6/30/2022	4:44	34,891	4,851	14%
5/31/2022	7:32	35,451	7,152	20%
4/30/2022	10:09	37,595	9,086	24%
3/31/2022	15:12	44,098	13,578	31%

2/28/2022	17:39	33,826	11,220	33%
1/31/2022	15:02	36,507	11,478	31%
12/31/2021	11:21	34,463	8,979	26%
11/30/2021	6:44	32,424	7,554	23%
10/31/2021	9:15	38,014	12,375	33%
9/30/2021	11:36	41,195	15,752	38%
8/31/2021	4:25	41,687	7,478	18%
7/31/2021	3:18	43,976	5,435	12%
6/30/2021	2:19	39,328	3,546	9%
5/31/2021	2:22	40,686	3,527	9%
4/30/2021	4:39	45,125	7,027	16%
3/31/2021	5:41	52,669	9,139	17%
2/28/2021	7:25	44,014	9,769	22%
1/31/2021	13:14	52,058	16,476	32%
12/31/2020	16:21	51,967	18,261	35%
11/30/2020	11:03	42,548	12,151	29%
10/31/2020	8:17	52,868	16,077	30%
9/30/2020	6:32	64,518	14,301	22%
8/31/2020	3:53	52,253	8,867	17%
7/31/2020	0:28	38,388	1,266	3%
6/30/2020	0:11	34,218	914	3%
5/31/2020	0:12	33,046	675	2%
4/30/2020	0:20	11,477	321	3%
3/31/2020	4:06	55,295	9,088	16%
2/29/2020	4:54	46,615	7,624	16%
1/31/2020	9:39	63,995	18,628	29%
12/31/2019	7:38	51,816	12,995	25%
11/30/2019	5:59	46,924	10,419	22%
10/31/2019	2:01	49,832	4,939	10%
9/30/2019	3:14	51,258	9,057	18%
8/31/2019	3:19	56,603	8,731	15%
7/31/2019	3:38	54,096	8,572	16%
6/30/2019	1:56	43,885	4,296	10%
5/31/2019	3:20	43,321	6,142	14%
4/30/2019	3:19	18,605	2,233	12%
3/31/2019	29:56	35,267	17,034	48%

2/28/2019	24:48	36,874	17,749	48%
1/31/2019	39:17	39,993	23,289	58%
12/31/2018	25:54	36,427	19,637	54%
11/30/2018	20:58	39,811	17,292	43%
10/31/2018	22:24	46,295	19,899	43%
9/30/2018	21:24	36,725	14,526	40%
8/31/2018	26:36	47,475	22,336	47%
7/31/2018	22:51	40,833	18,194	45%
6/30/2018	23:35	44,135	19,440	44%
5/31/2018	23:02	46,028	19,471	42%
4/30/2018	23:21	43,133	16,684	39%
3/31/2018	24:12	42,423	13,955	33%
2/28/2018	24:28	43,977	19,555	44%
1/31/2018	25:33	57,281	31,930	56%
12/31/2017	24:57	52,090	23,790	46%
11/30/2017	22:13	64,123	28,727	45%
10/31/2017	24:41	54,172	19,447	36%
9/30/2017	15:04	38,720	16,373	42%
8/31/2017	25:27	57,683	26,182	45%
7/31/2017	24:06	54,066	27,615	51%
6/30/2017	16:26	53,889	22,105	41%
5/31/2017	23:41	58,361	26,822	46%
4/30/2017	29:17:00	54,541	27,726	51%
3/31/2017	29:11:00	66,437	32,772	49%
2/28/2017	20:16	50,255	18,912	38%
1/31/2017	22:69	64,143	27,940	44%

Data reflects the average waiting times, by month, for a person calling the Department's call center to speak to a person, not including an interactive voice response system. Additionally, this includes the number and percentage, by month, of telephone calls to the Department's call center that are abandoned (terminated) by a caller prior to the caller's speaking to a person, not including an interactive voice response system.

Beginning 4/21/2019, all OFI incoming calls are handled by staff assigned to an OFI Call Center in Wilton, Maine. Prior to April 2019, all calls were distributed to the following queues: Food Stamp Interview, General Eligibility, My Maine Connection, Provider Line, and TANF. Each of these queues was responded to by dedicated teams trained on specific topics.

Data Source

Avaya Call Manager System (CMS)