## SECTION IIC: STATE STRATEGIC OBJECTIVES AND PERFORMANCE GOALS

**Objectives Related to Reducing the Number of Uninsured Children (Do not report data that was reported in Section IIB, Questions 2 and 3) (Continued)**

| FFY 2004 | FFY 2005 | FFY 2006 |
|---|---|---|
| **Goal #4: Track number of complaints and grievances regarding enrollment process** | **Goal #4: Track number of complaints and grievances regarding enrollment process** | **Goal #4: Track number of complaints and grievances regarding enrollment process** |
| **Type of Goal:**<br>☐ New/revised. *Explain*:<br>**X** Continuing:<br>☐ Discontinued. *Explain*: | **Type of Goal:**<br>☐ New/revised. *Explain*:<br>**X** Continuing:<br>☐ Discontinued. *Explain*: | **Type of Goal:**<br>☐ New/revised. *Explain*:<br>**X** Continuing:<br>☐ Discontinued. *Explain*: |
| **Status of Data Reported:**<br>☐ Provisional.<br>**X** Final.<br>**X** Same data as reported in a previous year's annual report.<br>*Specify year of annual report in which data previously reported:* ***2004*** | **Status of Data Reported:**<br>☐ Provisional.<br>**X** Final.<br>**X** Same data as reported in a previous year's annual report.<br>*Specify year of annual report in which data previously reported:* ***2005*** | **Status of Data Reported:**<br>☐ Provisional.<br>**X** Final.<br>☐ Same data as reported in a previous year's annual report.<br>*Specify year of annual report in which data previously reported:* |
| **Data Source:**<br>☐ Eligibility/Enrollment data<br>**X** Survey data. *Specify*: **Eligibility Vendor's monthly report**<br>☐ Other. *Specify*: | **Data Source:**<br>☐ Eligibility/Enrollment data<br>**X** Survey data. *Specify*: **Eligibility Vendor's monthly report**<br>☐ Other. *Specify*: | **Data Source:**<br>☐ Eligibility/Enrollment data<br>**X** Survey data. *Specify*: **Eligibility Vendor's Quarterly Report**<br>☐ Other. *Specify*: |
| **Definition of Population Included in the Measure:**<br>**Children enrolled with income below 350% FPL**<br><br>Definition of denominator:<br>Definition of numerator: | **Definition of Population Included in the Measure:**<br>**Children enrolled with income below 350% FPL**<br><br>Definition of denominator:<br>Definition of numerator: | **Definition of Population Included in the Measure:**<br>**Children enrolled with income below 350% FPL**<br><br>Definition of denominator:<br>Definition of numerator: |
| **Year of Data: 2004** | **Year of Data: 2005** | **Year of Data: 2006** |
| **Performance Measurement Data:**<br>Describe what is being measured: **Number of complaints and grievances received by phone and by mail.**<br><br>Numerator:<br>Denominator:<br>Rate: **From 10/1/03 – 9/30/04 the eligibility vendor received 523 complaints and 1,969 grievances. Out of 1,969 grievances received; 1,170 were upheld, 740 were granted, 33 were withdrawn, and 26 were pending for missing information or final disposition.** | **Performance Measurement Data:**<br>Describe what is being measured: **Number of complaints and grievances received by phone and by mail.**<br><br>Numerator:<br>Denominator:<br>Rate: **From 10/1/04 to 9/30/05, the eligibility vendor received 1,366 grievances.** | **Performance Measurement Data:**<br>Describe what is being measured: **Number of complaints and grievances received by phone and by mail.**<br><br>Numerator:<br>Denominator:<br>Rate: **From 10/1/05 to 9/30/06, the eligibility received 1,011 complaints via phone; 311 complaints via written mail/e-mail; for a total of 1,322 complaints. Out of 952 grievances received; 472 were upheld, 236 were withdrawn, 128 were overturned, and 116 were pending for missing information or final disposition.** |

| FFY 2004 | FFY 2005 | FFY 2006 |
|---|---|---|
| Additional notes on measure: **The eligibility vendor has systems in place to address all inquiries, complaints and grievances through their Grievance Unit. The State evaluates complaints and grievances, monitors incoming calls, and makes procedural changes when necessary.** | Additional notes on measure: **The eligibility vendor has systems in place to address all inquiries, complaints and grievances through their Grievance Unit. The State evaluates complaints and grievances, monitors incoming calls, and makes procedural changes when necessary.** | |

**Grievances Received from October 1, 2005 thru September 30, 2006**

| Dispositions | Number of Grievances |
|---|---|
| Upheld | 472 |
| Overturned | 128 |
| Withdrawn | 236 |
| Pending | 116 |
| **Total** | **952** |

Additional notes on measure: **The eligibility vendor has systems in place to address all inquiries, complaints and grievances through their Grievance Unit. The State evaluates complaints and grievances, monitors incoming calls, and makes procedural changes when necessary.**

**Explanation of Progress:**

**Annual Performance Objective for FFY 2007: We anticipate a 5% decrease in the number of grievances and complaints.**

**Annual Performance Objective for FFY 2008: We anticipate a 5% decrease in the number of grievances and complaints.**

**Annual Performance Objective for FFY 2009: We anticipate a 5% decrease in the number of grievances and complaints.**

*Explain how these objectives were set:* **Ongoing training, experience and on site monitoring will improve the vendor's performance.**

**Other Comments on Measure:**

**Objectives Related to Reducing the Number of Uninsured Children (Do not report data that was reported in Section IIB, Questions 2 and 3) (Continued)**

| FFY 2004 | FFY 2005 | FFY 2006 |
|---|---|---|
| **Goal #5: Number of applications requested that are completed and returned** | **Goal #5: Number of applications requested that are completed and returned** | **Goal #5: Number of applications requested that are completed and returned** |
| **Type of Goal:**<br>☐ New/revised. *Explain*:<br>☐ Continuing.<br>**X** Discontinued. *Explain*: **This question is not included in the 2005 annual report, or any report thereafter.** | **Type of Goal:**<br>☐ New/revised. *Explain*:<br>☐ Continuing:<br>**X** Discontinued. *Explain*: **This question is not included in the 2005 annual report, or any report thereafter.** | **Type of Goal:**<br>☐ New/revised. *Explain*:<br>☐ Continuing:<br>**X** Discontinued. *Explain*: **This question is not included in the 2005 annual report, or any report thereafter.** |
| **Status of Data Reported:**<br>☐ Provisional.<br>**X** Final.<br>**X** Same data as reported in a previous year's annual report.<br>*Specify year of annual report in which data previously reported:* ***2004*** | **Status of Data Reported:**<br>☐ Provisional.<br>☐ Final.<br>☐ Same data as reported in a previous year's annual report.<br>*Specify year of annual report in which data previously reported:* | **Status of Data Reported:**<br>☐ Provisional.<br>☐ Final.<br>☐ Same data as reported in a previous year's annual report.<br>*Specify year of annual report in which data previously reported:* |
| **Data Source:**<br>☐ Eligibility/Enrollment data.<br>☐ Survey data. *Specify*:<br>**X** Other. *Specify*: **Status of applications processed weekly. Report from the eligibility vendor covering 10/1/03 – 9/30/04** | **Data Source:**<br>☐ Eligibility/Enrollment data.<br>☐ Survey data.<br>☐ Other. *Specify*: | **Data Source:**<br>☐ Eligibility/Enrollment data.<br>☐ Survey data.<br>☐ Other. *Specify*: |
| **Definition of Population Included in the Measure:**<br>**Applications requested from the NJ FamilyCare toll free number**<br><br>Definition of denominator:<br>Definition of numerator: | **Definition of Population Included in the Measure:**<br><br>Definition of denominator:<br>Definition of numerator: | **Definition of Population Included in the Measure:**<br><br>Definition of denominator:<br>Definition of numerator: |
| **Year of Data: 2003-2004** | **Year of Data:** | **Year of Data:** |
| **Performance Measurement Data:**<br>Describe what is being measured: **Applications requested from the NJ FamilyCare toll free number.**<br><br>Definition of denominator:<br>**45,924 applications requested**<br>Definition of numerator:<br>**44,216 returned applications**<br><br>Rate: **96% of applications requested are completed and returned.**<br><br>Additional notes on measure: | **Performance Measurement Data:**<br>Describe what is being measured:<br>Numerator:<br>Denominator:<br>Rate:<br><br>Additional notes on measure: | **Performance Measurement Data:**<br>Describe what is being measured:<br>Numerator:<br>Denominator:<br>Rate:<br><br>Additional notes on measure: |

| FFY 2004 | FFY 2005 | FFY 2006 |
|---|---|---|
| **Explanation of Progress:**<br>**Annual Performance Objective for FFY 2007: N/A**<br><br>**Annual Performance Objective for FFY 2008: N/A**<br><br>**Annual Performance Objective for FFY 2009: N/A**<br><br>*Explain how these objectives were set:* | | |
| **Other Comments on Measure:** | | |