Medicaid Advisory Committee
Public Education Subcommittee Meeting
Thursday, October 12th, 2017
10:00 a.m. to 12:00 p.m.

401 S. Clinton St., Chicago – 1st Floor Video Conference Room
201 S. Grand Ave. East Bloom Bldg., Springfield – 1st Floor Large/Video Conference Room

Agenda

1. Introduction
2. Approval of the Meeting Minutes from August 10th, 2017
3. Care Coordination Update
4. IES (Integrated Eligibility System) Update
5. ABE (Application for Benefits Eligibility) Update
6. Customer Service Concerns
7. Medicaid Redetermination Update
8. Open Discussion and Announcements
9. Adjourn

For anyone who cannot attend in person but wishes to participate by conference call, please confirm your attendance by responding to HFS Website via e-mail at hfs.mac@illinois.gov or by phone at 312 793-1984 or 312 793-5270. This will help to ensure the distribution of meeting materials and to accurately record your participation. You will receive meeting instructions and the access code when you confirm. The conference call telephone number is: 1-888-494-4032.

This notice is also available online at:
https://www.illinois.gov/hfs/About/BoardsandCommisions/MAC/News/Pages/default.aspx
Illinois Department of Healthcare and Family Services
Public Education Subcommittee
Draft Meeting Minutes
August 10th, 2017

401 S. Clinton Street, Chicago, Illinois
201 S. Grand Avenue East, Springfield, Illinois

Committee Members Present
Kathy Chan, Cook County Health & Hospitals System
Margaret Stapleton, Shriver Center
Sue Vega, Alivio Medical Center (by phone)
Sherie Arriazola, TASC (by phone)
Erin Weir Lakhmani, Molina Healthcare
Nadeen Israel, EverThrive Illinois
Connie Schiele, HSTP (by phone)
Sergio Obregon, CPS
Michelle Butts for John Jansa, Health & Disability Advocates (by phone)
Ramon Gardenhire, AFC (by phone)
Brittany Ward, CPS

Committee Members Absent
Hardy Ware, East Side Health District

Interested Parties
Carol Leonard, DentaQuest
Avelle Bailey, Medical Home Network
Mike Welton, Meridian
Helena Lefkow, IHA
Stephanie Volante, IHA
Judith Davis, BCBSIL
Emily Gerber, Esperanza Health Centers
Matt Werner, Werner Consulting
Graciela Guzman, PIC
Enrique Salgado, Harmony/WellCare
Anna Wojcik, UIC
Cyrus Winnett, IAMHP
Alicia Donegan, Age Options
Michael Lafond, Abbott
Sandy De Leon, Ounce of Prevention
Anna Carvallo, La Rabida
Andrea Davenport, Meridian
Paul Frank, Harmony
Julissa Cruz, CPS
Luvia Quiñones, ICIRR
Jill Hayden, Meridian
Ralph Schubert, DSCC
Katie Shaffer, DSCC
Chris Manion, ISDS

HFS Staff
Jacqui Ellinger
Lauren Polite
Robert Mendonsa
Elizabeth Lithila
Arvind Goyal
Gretchen Vermeulen
Amy Harris-Roberts
Veronica Archundia

DHS
Gabriela Moroney
Patricia Reedy
Enid Rivera (by phone)
Willie Haywood (by phone)
Angela Imhoff (by phone)
Diane Campbell
Danielle Jacobson
Interested Parties
Paula Campbell, IPHCA
Susan Gaines, IPHCA
Cheri Hoots, IPHCA
Mikal Sutton, BCBSIL

Interested Parties (by phone)
Kim Burke, Lake County Health Department
Dave Lecik, Illinois Department of Aging
Judy Bowlby, Liberty Dental Plan
Rose Dunaway, Girling Community
Margo Holden, BCBSIL
Angela Boley, Land of Lincoln Legal Assistance Foundation
Nelson Soltman,
Dennis Brennan, DuPage Health Center
Christy Johnston, Premier Home Health Center
Sherie Cohen, City of Chicago
David Hurter, Presence Health
Kristin Hartsaw, DuPage Federation if Human Services
Karen Dunaway, Gentiva
Rina Shah, Presence Health
1. **Introductions:**
   Chairperson Kathy Chan conducted the meeting. Attendees in Chicago and Springfield introduced themselves.

2. **Review of Minutes:**
   Mikal Sutton and Cyrus Winnett asked for a name amendment; with these changes, the minutes were approved. Nadeen Israel made a motion to approve the minutes from the June 15th meeting, which was seconded by Margaret Stapleton. The minutes were approved by a vote of eleven members in favor and none opposed.

3. **Care Coordination Update:**
   Robert Mendonsa began his presentation by clarifying that HFS has not made a decision, in relation to the awarding contracts for the Managed Care Organizations. He said that he has not been involved in the selection process and is not aware of when an announcement will be made. Nevertheless, he indicated that HFS is diligently working on the drafting of transitions letters which will be sent to clients so they can learn about the new Medicaid Managed Care plans in order to help ensure a smooth transition.

   Amy Harris-Roberts discussed the content of four letters which were distributed during the meeting. These letters will be sent to members enrolled in the Family Health Plan (FHP), ACA Adult, Integrated care Plan (ICP) and Managed Long Term Services and Support (MLTSS). Attachments enclosed. Amy said that the goal is to begin mailing transition letters to clients the first week of October for a January 1st, 2018 launch date. She noted that these letters will be translated into Spanish. In addition, she pointed out that the LTSS letter is slightly different that FHP/ACA/ICP letters, since it is necessary to account for the MMAI opt-in option for this group. This is the first stage of the Medicaid Managed Care transformation, but there will be a second stage scheduled for April 1st, 2018 for additional populations. She added that all members currently enrolled in MCOs will be given a 90 day switch period starting January 1st, 2018. Amy asked members of the committee to provide comments and recommendations about these letters by noon on Friday August 18th, 2017 at Amy.Harris-Roberts@Illinois.gov

   A committee member asked if promotional materials will be made available for the community so they can learn about the upcoming Medicaid Managed Care transformation. Mr. Mendonsa said that, due to budget constraints, this will not be possible. However, it is expected that plans will have to address this necessity. He added that a provider notice will be sent to all medical providers to keep them fully informed. Lastly, Mr. Mendonsa said that the contract with Cigna Health Spring has been terminated as part of the MMAI effective December 31, 2017.

3. **Customer Service Concerns:**
   Nadeen Israel made a motion to add Customer Service Concerns as agenda topic, which was seconded by Erin Weir Lakhmani; it was unanimously approved by the committee. Kathy Chan introduced the topic. She said that, in previous meetings, several committee members had expressed concerns about customer service issues, particularly in terms of barriers that some clients have encountered to retaining their benefits, or in getting them in the first place. Kathy Chan welcomed and thanked four regional administrators who participated by phone: Enid Rivera from Region 1 North, Willie Haywood from Region 1 Central, Diane Campbell from Region 4, and Angela Imhoff from Region 5.

   Sue Vega shared her experiences with regard to difficulties she had encountered while advocating for her clients in Region 1N and Region 1C. Nadeen Israel said that this is not a new occurrence at the
Illinois Department of Healthcare and Family Services
Public Education Subcommittee
Draft Meeting Minutes
August 10th, 2017

FCRCs, and expressed similar concerns. Sergio Obregon said that issues of this nature have been discussed by the Social Services Advisory Council (SSAC), which is being hosted by DHS. A committee member said that these meetings are very brief, and often cancelled at the last minute. Sergio stated that the next SSAC meeting is scheduled for August 11th, 2017. Upon conclusion of this meeting, HFS will send a follow-up e-mail with the call-in information so anyone interested can be able to participate.

Sergio Obregon indicated that another important resource is the Community Quality Council (CQC) meetings which are held at a various Family Community Resource Centers. Sergio said these meetings have been instrumental for him and CPS staff members to develop collaborative relationships with Local Office administrators and managers. He explained that, within these meetings, participants have the opportunity to discuss case specific situations, and work with administrators in finding resolution. Sergio Obregon said that these meetings are facilitated by Local Office administrators in conjunction with the Illinois Hunger Coalition, however he does not know if these meetings are open or by invitation. For more information please follow this link: https://docs.google.com/document/d/11WJe_ai3WKQfOo_6jkFkKjF_kCgzsgBuQaIAQE-b/edit

Jacqui Ellinger proposed the utilization of existing resources, such as the SSAC and the CQC meetings, as well as the creation of a workgroup comprised of members from this committee. Ms. Haywood, Ms. Rivera, and Ms. Campbell said that they would be willing to collaborate on this effort in order to improve the communication process and the client’s experience at the FCRCs. The committee asked to keep this agenda item for the next meeting.

4. ABE/IES Update:
Jacqui Ellinger provided the update of this topic. She said that DHS and HFS continue combined efforts in preparation for the launching of IES Phase 2, scheduled for October 24, 2017. Deloitte Consulting continues making improvements to IES and ABE that will be deployed in October. Although it is possible that there may be some slowdowns and confusion, staff members from both agencies, HFS and DHS have being going through a tremendous amount of training. Upon conclusion of their training, they will also be exposed to a practice environment in their corresponding FCRCs. Furthermore, caseworkers will be expected to successfully complete webinars; the aim being to improve the quality of work with regard to both efficiency and accuracy.

Ms. Ellinger said that Lauren Polite continues working on the development of outreach materials for clients, providers, and community partners. She is updating the ABE Guide, which will comprise information about the new ABE Partner portal, Manage My Case and appeals. She also said that, last week, the ABE portal was down a little over a day in order to take the system off line to perform needed maintenance.

5. Medicaid Redetermination Update:
Elizabeth Lithila provided an overview of the most recent redetermination report, which is attached, and responded to the committee’s questions and concerns. Erin Weir Lakhmani said that, in order to interpret the language data effectively and interpret its significance, it is necessary to know what portion of the Medicaid membership are English speakers. She also asked if this information would be posted somewhere on the HFS website. Elizabeth asked that any additional questions or suggestions should be sent to Elizabeth.Lithila@illinois.gov
6. **Manage My Case One Pager:**
Lauren Polite discussed the Manage My Case (MMC) One Pager (which is attached) with members of the committee. She said Manage My Case will be part of the IES Phase 2 roll out, adding that the purpose of this document is to inform clients about this new functionality that will allow customers to manage their benefits online. The MMC One Pager will be made available at various venues which clients may frequent, such as clinics, hospitals, schools, libraries, and state representatives’ office.

Ms. Polite explained that, with MMC, customers will be able to log-in to their ABE accounts and report changes, check and renew benefits, manage account preferences, e-mail the FCRCs, and even start appeals. She said that customers who have an ABE account will be able to link their account with MMC. She added that clients will be able to select an approved representative and that, with client permission, the approved representative will be able to see: dates of coverage, redetermination date, and Managed Care Organization information, as well as medical coverage and copays. Lauren asked committee members for their feedback, suggestions, and edits about this document. Comments should be sent to Veronica.Archundia@illinois.gov by August 18, 2017.

6. **Open Discussion and Announcements:**
Jacqui Ellinger said that she has observed there is duplicate work concerning the reporting of this committee. She said Kathy Chan has been writing up a report that is being provided to the Medicaid Advisory Committee meeting. Jacqui proposed that the meeting minutes from the Public Education Subcommittee should be drafted within a week from the meeting date and then be sent by e-mail to the committee members for their review, and to offer any comments. Upon their final approval, the meeting minutes will then be posted on the HFS website. Erin Weir Lakhmani made a motion to adopt this change, which was seconded by Brittany Ward; and the committee unanimously approved it. Kathy Chan asked members of the committee to send suggestions for agenda topics to Veronica.Archundia@illinois.gov

7. **Adjournment:**
The meeting was adjourned at 12:01 p.m. The next meeting is scheduled for October 12th, 2017, between 10:00 a.m. and 12:00 p.m.
# Medicaid Redetermination Data

## I. Case Level Maximus Related Redetermination Activity Summary

(Reflects month in which action was taken)

<table>
<thead>
<tr>
<th>State Decision</th>
<th>April</th>
<th>May</th>
<th>June</th>
<th>3 Month Total</th>
<th>FY17</th>
<th>FY17 Percent</th>
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<tbody>
<tr>
<td>Continue</td>
<td>22,648</td>
<td>27,717</td>
<td>26,336</td>
<td>76,701</td>
<td>275,935</td>
<td>41%</td>
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<tr>
<td>Change</td>
<td>5,181</td>
<td>5,932</td>
<td>6,535</td>
<td>17,648</td>
<td>68,926</td>
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<tr>
<td>Cancel</td>
<td>27,369</td>
<td>23,398</td>
<td>28,404</td>
<td>79,171</td>
<td>329,620</td>
<td>49%</td>
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</table>

### Reason for Cancellation

<table>
<thead>
<tr>
<th>% Lack of Response</th>
<th>81%</th>
<th>75%</th>
<th>79%</th>
<th>80%</th>
</tr>
</thead>
<tbody>
<tr>
<td>% Other</td>
<td>19%</td>
<td>25%</td>
<td>21%</td>
<td>20%</td>
</tr>
</tbody>
</table>

**TOTAL**: 55,198 | 57,047 | 61,275 | 173,520 | 674,481

## II. Summary Case Level Activity for all Redeterminations

<table>
<thead>
<tr>
<th>Total W/ Maximus Involvement</th>
<th>April</th>
<th>May</th>
<th>June</th>
<th>3 Month Total</th>
<th>FY17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Continuation/Change</td>
<td>27,829</td>
<td>33,649</td>
<td>32,871</td>
<td>94,349</td>
<td>344,861</td>
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<tr>
<td>Initial Cancellations</td>
<td>27,369</td>
<td>23,398</td>
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<td>79,171</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Total W/o Maximus Involvement</th>
<th>April</th>
<th>May</th>
<th>June</th>
<th>3 Month Total</th>
<th>FY17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Continuation/Change</td>
<td>61,674</td>
<td>78,134</td>
<td>70,194</td>
<td>210,002</td>
<td>902,188</td>
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<tr>
<td>Initial Cancellations</td>
<td>14,904</td>
<td>17,564</td>
<td>19,515</td>
<td>51,983</td>
<td>200,455</td>
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</table>

### Continuation/Change Language Preference

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<tr>
<th>April</th>
<th>May</th>
<th>June</th>
<th>3 Month Total</th>
<th>FY17</th>
</tr>
</thead>
<tbody>
<tr>
<td>English</td>
<td>77,308</td>
<td>97,745</td>
<td>90,808</td>
<td>265,861</td>
</tr>
<tr>
<td>Spanish</td>
<td>9,261</td>
<td>11,208</td>
<td>9,810</td>
<td>30,279</td>
</tr>
<tr>
<td>Unknown</td>
<td>2,934</td>
<td>2,830</td>
<td>2,447</td>
<td>8,211</td>
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</table>

**TOTAL**: 89,503 | 111,783 | 103,065 | 304,351 | 1,247,049

### Cancellation Language Preference

<table>
<thead>
<tr>
<th>April</th>
<th>May</th>
<th>June</th>
<th>3 Month Total</th>
<th>FY17</th>
</tr>
</thead>
<tbody>
<tr>
<td>English</td>
<td>38,575</td>
<td>37,989</td>
<td>43,497</td>
<td>120,061</td>
</tr>
<tr>
<td>Spanish</td>
<td>3,199</td>
<td>2,570</td>
<td>3,435</td>
<td>9,204</td>
</tr>
<tr>
<td>Unknown</td>
<td>499</td>
<td>403</td>
<td>987</td>
<td>1,889</td>
</tr>
</tbody>
</table>

**TOTAL**: 42,273 | 40,962 | 47,919 | 131,154 | 530,075

## III. Individual Level Cancellation Data

<table>
<thead>
<tr>
<th>April</th>
<th>May</th>
<th>June</th>
<th>FY17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Initial Cancellations</td>
<td>62,798</td>
<td>62,533</td>
<td>72,600</td>
</tr>
<tr>
<td>Return from Cancellation</td>
<td>12,649</td>
<td>10,734</td>
<td>7,842</td>
</tr>
</tbody>
</table>

### Net Cancellations

| % persistent after 1 month | 91% | 90% | 89% |
| % persistent after 2 months | 83% | 83% |
| % persistent after 3 months | 80% | --- | --- |

**TOTAL**: 50,149 | 51,799 | 64,758 | 617,074

**NOTES:**

* Maximus system data is based on the July 10, 2017 data extract; Enterprise Data Warehouse (EDW) data is based on the July 10, 2017 extract.
* Data covers fiscal year 2017 of IMRP, which started in July 2016.
* Attribution to a month reflects the month in which a decision was made, not necessarily the month in which the decision was effective.
* Section I includes case level data from the Maximus system. There are small fluctuations in determinations completed for previous months due to determinations being completed retroactively.
* Section II includes case level data from both the Maximus system for those cases in which Maximus was involved. These are primarily cases without benefits in addition to Medicaid. It also includes cases from the EDW for which Maximus was not involved. These are cases with other benefits in addition to Medicaid. Lower cancellation rates for clients who have additional benefits (primarily SNAP) reflect the fact that these clients return information more promptly because the loss of food support is much more immediate. Medicaid tends to be regarded as a benefit accessed when needed. For the same reason, the more a client uses Medicaid, the more likely information will be returned promptly.
* Section III includes data at the individual level from the EDW. The table shows that a significant number of clients return to the rolls, some of them fairly immediately when they present the required information.
* When IES Phase II is implemented, cancellation reasons along with the next four most common language preferences will be included on the report in response to 305 ILCS 5/11-5.1.
* For total cases that were continued or changed from April to June, 87% of cases had a language preference of English, 10% preferred Spanish and 3% had an unknown language preference.
* For total cases that were cancelled from April to June, 92% of cases had a language preference of English, 7% preferred Spanish and 1% had an unknown language preference.
Manage your Medical, SNAP and Cash Benefits

Online – Anytime

No waiting on the phone or in an office!

ABE – the Application for Benefits Eligibility – is Illinois’ official website to apply for – and now manage – medical, food, and cash benefits. With ABE’s Manage My Case (MMC), you can do things like:

- Check the status of an application
- See benefit details
- View notices
- Report changes: update address, change income and expenses, add a newborn or other people to the case;
- Complete your redetermination
- Upload documents
- File and manage an appeal in the ABE appeals portal connected through MMC

WHO can set up MMC? Anyone who: 1) has an active case or 2) submitted a new application AND that application has been registered in the system, or 3) had benefits not too long ago, even if no longer active.

Can everyone on the case use all of the features? Everyone on the case can view benefit information, but only the Primary Account Holder can do everything, including upload documents and report changes.

It’s Easy to Set-Up “Manage My Case” in ABE:

Step 1: Go to http://ABE.Illinois.gov

Step 2: Click on the green “Manage My Case” button in the lower right corner

- If you have an ABE account, enter your User ID and Password – go to Step 3.
- If you do NOT have an ABE account, you’ll have to create one first. Click “Create an ABE account”. Enter a User ID and Password and answer the security questions. Write your password and answers down and keep them safe. Click the ABE logo and Log in.

Step 3: Select “Link your account.” You will need to enter:

- Your date of birth, and
- Your Individual ID number (listed on a client notice mailed after 10/26/17) OR your Social Security Number.

Step 4: Answer questions that will verify your identity.

Having trouble setting up Manage My Case, call the DHS Helpline at 1-800-385-0872
# Children's Enrollment

### FY2006-2016

<table>
<thead>
<tr>
<th>End of FY</th>
<th>#000s</th>
<th>End of FY</th>
<th>#000s</th>
<th>End of FY</th>
<th>#000s</th>
<th>End of FY</th>
<th>#000s</th>
<th>End of FY</th>
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<tr>
<td>2007</td>
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<td>2008</td>
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<td>2009</td>
<td>1,553</td>
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<td>2013</td>
<td>1,647</td>
<td>2014</td>
<td>1,572</td>
<td>2015</td>
<td>1,516</td>
<td>2016</td>
<td>1,492</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>End of Month 2014</th>
<th>Enrolled Children #000s</th>
<th>End of Month 2015</th>
<th>Enrolled Children #000s</th>
<th>End of Month 2016</th>
<th>Enrolled Children #000s</th>
<th>End of Month 2017</th>
<th>Enrolled Children #000s</th>
<th>End of Month 2018</th>
<th>Enrolled Children #000s</th>
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</thead>
<tbody>
<tr>
<td>Jan</td>
<td>1,582</td>
<td>Jan</td>
<td>1,540</td>
<td>Jan</td>
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<td>Mar</td>
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<tr>
<td>Apr</td>
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<td>May</td>
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<tr>
<td>July</td>
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<tr>
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<tr>
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<tr>
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<td>Dec</td>
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<td>Dec</td>
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</tr>
</tbody>
</table>

### Enrolled Children by Month FY2006-2016 #000s

- **Jan 2014**: 1,582, **Jan 2015**: 1,540, **Jan 2016**: 1,505
- **Feb 2014**: 1,582, **Feb 2015**: 1,540, **Feb 2016**: 1,502
- **Mar 2014**: 1,591, **Mar 2015**: 1,532, **Mar 2016**: 1,501
- **Apr 2014**: 1,595, **Apr 2015**: 1,527, **Apr 2016**: 1,497
- **May 2014**: 1,587, **May 2015**: 1,522, **May 2016**: 1,495
- **June 2014**: 1,572, **June 2015**: 1,516, **June 2016**: 1,492
- **July 2014**: 1,564, **July 2015**: 1,515, **July 2016**: 1,491
- **Aug 2014**: 1,567, **Aug 2015**: 1,514, **Aug 2016**: 1,492
- **Sept 2014**: 1,561, **Sept 2015**: 1,513, **Sept 2016**: 1,488
- **Oct 2014**: 1,554, **Oct 2015**: 1,510, **Oct 2016**: 1,482
- **Nov 2014**: 1,547, **Nov 2015**: 1,508, **Nov 2016**: 1,481
- **Dec 2014**: 1,541, **Dec 2015**: 1,503, **Dec 2016**: 1,477

### Enrolled Children by Month FY2006-2018 #000s

- **Jan 2014**: 1,582, **Jan 2015**: 1,582, **Jan 2016**: 1,595
- **Feb 2014**: 1,582, **Feb 2015**: 1,540, **Feb 2016**: 1,527
- **Mar 2014**: 1,591, **Mar 2015**: 1,532, **Mar 2016**: 1,516
- **Apr 2014**: 1,595, **Apr 2015**: 1,527, **Apr 2016**: 1,497
- **May 2014**: 1,587, **May 2015**: 1,522, **May 2016**: 1,495
- **June 2014**: 1,572, **June 2015**: 1,516, **June 2016**: 1,492
- **July 2014**: 1,564, **July 2015**: 1,515, **July 2016**: 1,491
- **Aug 2014**: 1,567, **Aug 2015**: 1,514, **Aug 2016**: 1,492
- **Sept 2014**: 1,561, **Sept 2015**: 1,513, **Sept 2016**: 1,488
- **Oct 2014**: 1,554, **Oct 2015**: 1,510, **Oct 2016**: 1,482
- **Nov 2014**: 1,547, **Nov 2015**: 1,508, **Nov 2016**: 1,481
- **Dec 2014**: 1,541, **Dec 2015**: 1,503, **Dec 2016**: 1,477

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