

Table 22: Eligibility and Call Center Staff Vacancy Rates, January 2023		
State	Eligibility Staff Vacancy Rate	Call Center Staff Vacancy Rate
Total	<10%: 10 10%-19%: 9 ≥20%: 7	<10%: 15 10%-19%: 8 ≥20%: 5
Alabama	N/A	N/A
Alaska	15%	N/A
Arizona	6%	20%
Arkansas	N/A	N/A
California	N/A - County Admin	N/A - County Admin
Colorado	N/A - County Admin	10%
Connecticut	14%	14%
Delaware	25%	30%
District of Columbia	N/A	N/A
Florida	19%	11%
Georgia	17%	17%
Hawaii	20%	40%
Idaho	4%	0%
Illinois	14%	20%
Indiana	N/A	N/A
Iowa	0%	0%
Kansas	11%	0%
Kentucky	NR	NR
Louisiana	NR	NR
Maine	12%	6%
Maryland	N/A	2%
Massachusetts	1%	N/A
Michigan	N/A	N/A
Minnesota	N/A - County Admin	N/A - County Admin
Mississippi	16%	12%
Missouri	28%	19%
Montana	40%	N/A
Nebraska	8%	18%
Nevada	17%	17%
New Hampshire	21%	0%
New Jersey	N/A	0%
New Mexico	23%	0%
New York	29%	50%
North Carolina	N/A - County Admin	N/A - County Admin
North Dakota	N/A - County Admin	N/A - County Admin
Ohio	N/A - County Admin	N/A - County Admin
Oklahoma	N/A	5%
Oregon	NR	NR
Pennsylvania	9%	8%
Rhode Island	NR	NR
South Carolina	N/A - County Admin	5%
South Dakota	N/A	N/A
Tennessee	3%	0%
Texas	NR	NR
Utah	6%	6%
Vermont	0%	0%
Virginia	N/A - County Admin	N/A - County Admin
Washington	N/A	N/A
West Virginia ¹	N/A	0%
Wisconsin	NR	NR
Wyoming	8%	NR
SOURCE: Based on a national survey conducted by KFF with the Georgetown University Center for Children and Families, 2023; table presents rules in effect as of January 1, 2023.		

Table 22 Notes

Many states are experiencing vacancy rates for eligibility staff and call center staff.

N/A indicates the data were not available.

N/A – County Admin indicates that eligibility and/or call center staffing decisions are made at the county level and not by the state agency.

NR indicates the state did not report.

Footnotes

1. West Virginia delegates authority for processing renewals to the counties.