

The State Hub Roadmap:

CDSS CalFresh and CalWORKs Streamlining Verifications

Final Webinar

November 15, 2018

How to Listen In

This webinar will be held in “listen only” mode.

There are two ways to connect to audio:

- Via Phone
- Via Computer

How to Ask Questions

- Use the chat box to ask your question any time during the presentation.
- At the end of the presentation, we will address as many questions as possible.
- We will follow up on questions that we cannot get to during the allotted presentation time.

Note: This webinar will be recorded. A copy of the recording and all presentation materials will be provided after the presentation.

Agenda

- Project Background
- Current Environment
- Key Findings
- Key Recommendations
- Next Steps
- Q&A

Project Background



Purpose

- Explore options to streamline and modernize the processes for obtaining required verifications for CalFresh and CalWORKs eligibility.
- Provide recommendations to make required verifications fast, accurate, and efficient for both clients and program staff.
- Engage stakeholders.
- Consider solutions that can be reused/leveraged by other programs.

Stakeholder Engagement

- Methods
 - Interviews with more than 20 people
 - Focus groups with counties and consumer advocates
 - Two working sessions with more than 30 participants each
 - Site visits to eligibility offices and customer service centers in Sacramento and Los Angeles counties
- Perspectives
 - State agencies
 - Counties and consortia
 - Policy and advocacy
 - Other states

Current Environment

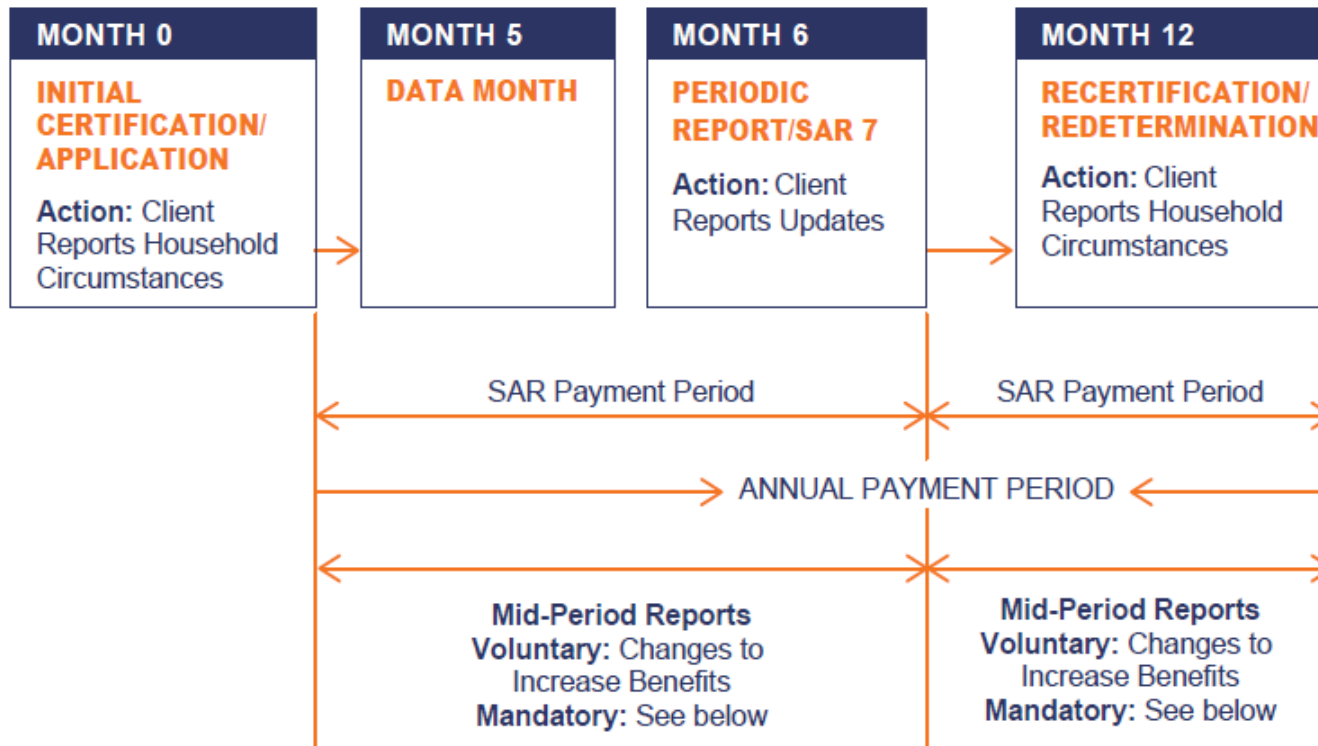


General Overview

Complex and Variable

- Policy
- Operations
- Data sources
- Technology

Verifications During the Certification Period



Mandatory Mid-Period Reporting

CalFresh: IRT, Decrease of work hours below 20 hrs/week for ABAWD

CalWORKs: IRT, fleeing felon status, violation of probation/parole, address changes, and changes in household composition for AR/CO

Verification Systems and Sources

Applicant IEVS

- Managed by DHCS
- Automated request
- Data includes income, citizenship/immigration status, disqualifications

Recipient IEVS

- Managed by CDSS
- Periodic matches
- Data includes income, assets, incarceration, death

Other Sources

- Work Number (earned income)
- Vital Statistics (birth, death)
- CAIR2 (immunizations)

Key Findings



Findings: Complexity & Variability

- Lack of alignment and standardization leads to difficulties navigating requirements, variable client experience and outcomes, and over-verification.
 - Variation between programs
 - Variation between eligibility and performance monitoring
 - Variation among counties
- Certain client populations may experience unique or more frequent challenges that lead to avoidable delays and churn.

Findings: Data

- Lack of timely electronic data leads to an over-reliance on paper documentation.
 - Data not available in real time
 - Data not sufficiently current
 - Insufficient detail to resolve apparent discrepancies
- “Pushed” data may raise unnecessary questions and lead to avoidable effort for clients and program staff.

Findings: Manual Processes

- County workers are required to perform repetitive manual processes that lead to processing delays and potential errors.
 - Multiple logins
 - Repetitive data entry and transfer
 - Unfiltered and unprocessed data

Findings: Paper Documents

- Paper documentation processes are burdensome for clients and program staff, leading to avoidable processing effort, processing delays, and repetitive document submission.
 - Consumer portal challenges
 - Document imaging and management delays
 - No centralized document repository
 - Under-utilization of advanced tools

Key Recommendations

Objectives: For Clients

- Clarity about verification requirements and how to comply with them
- Transparency regarding the status of their verifications and the basis for verification results
- Reduced need for paper documentation, including repetitive requests for documents that have already been provided and remain valid
- Multiple means of easily submitting verification documents when they are needed

Objectives: For Program Staff

- Clarity about verification requirements and how to exercise their discretion in satisfying them quickly, accurately, and efficiently given the client's circumstances
- Access to only the electronic information that is relevant to a client's eligibility and only at the time it is needed for expedient processing
- Sufficient transparency regarding verification results from electronic data matches to help resolve potential verification discrepancies
- Efficient access to and processing of documents provided by clients.

Recommendations Overview

- Mix of coordinated efforts to achieve the objectives for clients and program staff
 1. Statewide vision
 2. Governance
 3. Policy
 4. Operations
 5. Technology
- Phased approach

1. Articulate a Statewide Vision

- Articulate a statewide, client-centered vision of the desired CalFresh and CalWORKs eligibility experience and outcomes.
- Use this vision to create a context for and guide decision-making about CalFresh and CalWORKs verifications.
- Potential model: Affordable Care Act “Culture of Coverage”

2. Refine Policy

- Better alignment across programs
- Better align eligibility with performance monitoring
- Clarify policy regarding historic data
- Clarify income verification policy

3. Create Governance Structures

- Formalize coordination on matters of common value across agencies, departments, programs, systems, and stakeholders.
- Address current and future:
 - Shared technology infrastructure
 - Coordinated business processes
 - Data-sharing agreements and access controls
 - Change management

4. Improve Operations

- Initiatives to address the needs of specified populations
- Training
 - To address over-verification
 - As policies, business processes, and technologies change
- Testing and analytics, including performance metrics

5A. Enhance Existing Systems

Address burdensome, inefficient paper documentation processes through:

- User-centered design initiatives
 - Clients
 - County workers
- Consumer portal improvements
- Better scanning capabilities
- Centralized document repository with advanced document imaging and management tools
 - Optical Character Recognition/Intelligent Document Recognition

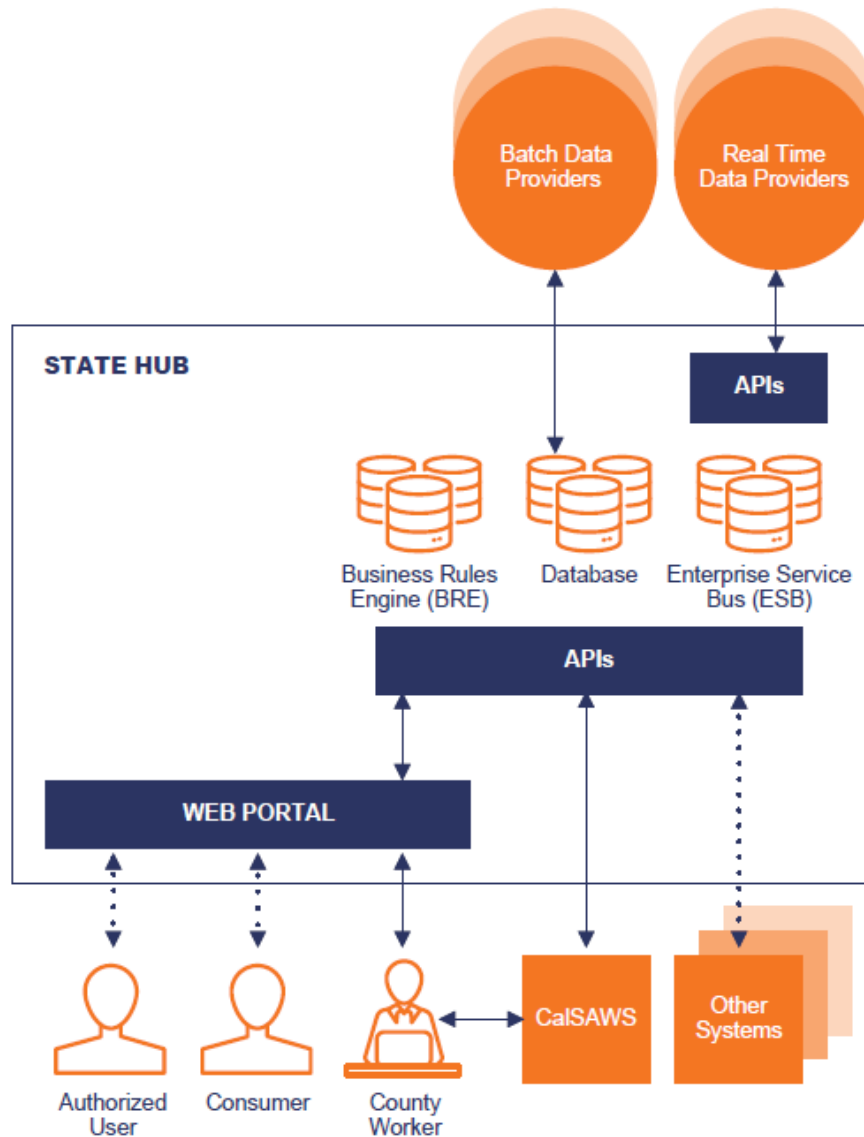
5B. Expand Access to Valuable Data

- Focus on real-time delivery of verification data
- Prioritize statewide adoption of
 - State Online Query Internet (SOLQ-I)
 - Federal Data Services Hub (FDSH)
 - California Immunization Registry (CAIR2)
 - Work Number
- Reduce flow of older, less relevant data
 - Particularly Recipient IEVS “pushes”

5C. Create a New State Verification Hub

- Centralize and facilitate appropriate access to electronic data for authorized users
 - Program staff
 - Consumers
- Migrate current data sources and add new data sources over time
- Provide verification services for additional health and social services programs
- Begin with a proof of concept
- Provide both a web portal and integrated access through SAWS for authorized users

New State Hub



Phased Approach

- Stage 1: Lay the Foundation (Years 0-2)
 - Implement policy, operational, and technical changes within the current environment
 - Develop governance structures
 - Identify requirements for new state hub and build a proof of concept

Phased Approach (cont'd)

- Stage 2: Learn, Plan, and Implement Direct Access (Years 3-5)
 - Continue policy, operational, and technical improvements from Stage 1
 - Design and implement new state hub web portal (Direct Access)
- Stage 3: Integrate with CalSAWS (Years 6-10)

Next Steps



Q&A



Contact Information

Questions or Suggestions?

Email: statehub@dss.ca.gov

Updates

Project Website:

<http://www.cdss.ca.gov/inforesources/calfresh/State-Hub-Roadmap>

Thank You!

