

January 10, 2020

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

EXECUTIVE SUMMARY

ALL COUNTY WELFARE DIRECTORS LETTER

This letter is to inform the 58 counties of the Statewide Verification Hub Project and to request participation in the project planning efforts.



KIM JOHNSON
DIRECTOR

STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY
DEPARTMENT OF SOCIAL SERVICES
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GAVIN NEWSOM
GOVERNOR

January 10, 2020

ALL COUNTY WELFARE DIRECTORS LETTER (ACWDL)

TO: ALL COUNTY WELFARE DIRECTORS
ALL COUNTY CONSORTIA PROJECT MANAGERS
ALL COUNTY IEVS COORDINATORS
ALL COUNTY SIU REPRESENTATIVES
ALL CALWORKS PROGRAM SPECIALISTS
ALL CALFRESH PROGRAM SPECIALISTS

FROM: JENNIFER HERNANDEZ
Deputy Director,
Family Engagement and Empowerment Division

SUBJECT: REQUEST FOR COUNTY PARTICIPATION IN PLANNING EFFORTS
SUPPORTING THE STATEWIDE VERIFICATION HUB

The Statewide Verification Hub (SVH) is an agency-wide IT solution that will improve California families' access to services by streamlining the eligibility verification process for many California Health and Human Services Agency (CHHSA) programs. Initial efforts will focus on CalFresh, CalWORKs, and Medi-Cal. While upholding Californians' privacy and security, the new IT effort will develop a modernized and leverageable Hub that will connect eligibility case management systems with federally-mandated Income Eligibility Verification System (IEVS) data matches and where possible, real-time data sources. The SVH Project is a multi-department effort to bring key programs together with the common goal of producing fast and accurate eligibility determinations for needs-based programs.

Seeking County Participation

The SVH team is requesting counties to participate in a 2-3 day on-site visit where the project team will observe and interview eligibility and IEVS workers on the current business processes. Volunteering counties will also be included in region-wide meetings to discuss the current verifications and opportunities for improvement.

Please email the SVH project team at StatewideVerificationHub@dss.ca.gov by January 31, 2020 if your county is interested in participating in this project. Counties will be selected to represent each of the SAWS consortia systems, varying county sizes,

different regional locations, and varying eligibility processing business models. More specific information will be provided once the counties have been selected.

High-Level SVH Solution Goals:

- Streamline client experience when applying and reporting
- Simplify operations for county workers
- Improve accuracy rates and reduce incorrect benefit determinations
- Modernize technology to allow for better responsiveness to program changes
- Leverage centralized data processes for other departments and programs

Improving Eligibility Verifications

To ensure the IT solution reflects a streamlined, user-centered business process, the SVH project will use a business process reengineering framework of analyzing process and redesign to achieve major improvements over time. This process is iterative and will continue throughout the life of the project. The SVH Project is undergoing an extensive journey mapping effort to assist in accurately capturing client's, county worker's, and State-level IEVS worker's business processes. Effective journey mapping lays the foundation for business process reengineering and will help inform the SVH alternatives analysis.

Journey Mapping Overview

Journey mapping is a crucial tool for the SVH Project because it documents current business processes and integrates end-user feedback throughout project planning. The SVH Project must articulate specific touchpoints regarding county worker's eligibility and IEVS business processes to establish a comprehensive understanding of all ancillary verification services and localized business solutions used by a county welfare department. Anticipated outputs of the journey mapping effort include:

- Articulate specific user experiences.
- Articulate the complexity of the current business problem.
- Comprehensively document the current "as is" business processes.
- Identify duplicative processes.
- Identify opportunities to streamline business processes and technology.

The SVH Project is undergoing a three-part journey mapping effort to achieve these outputs. The focus of these journeys will fall into three work efforts:

Client Journey: SVH Project staff will interview clients and advocates to build a foundational analysis of a client's experience throughout the eligibility verification process with the County Welfare Department (CWD).

County Worker Journey: The SVH Project must articulate specific touchpoints regarding county worker's eligibility and IEVS business processes to establish a

comprehensive understanding of all ancillary verification services and localized business solutions used by a CWD.

State-Level IEVS Journey: The scope of the SVH Project includes the integration of Applicant and Recipient IEVS matches. These two systems have varying levels of automation, with some data matches relying on paper processes performed at CDSS and DHCS. The SVH Project must have a detailed understanding of the current State worker processing practices for each individual data match.

If you have any questions, please contact the project team at the email address indicated above. We look forward to this collaboration effort.

c: Christiana Smith, CWDA
CalWORKs and CalFresh Program Managers