The State Hub Roadmap:

CDSS CalFresh and CalWORKs Streamlining Verifications

Final Webinar

November 15, 2018

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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
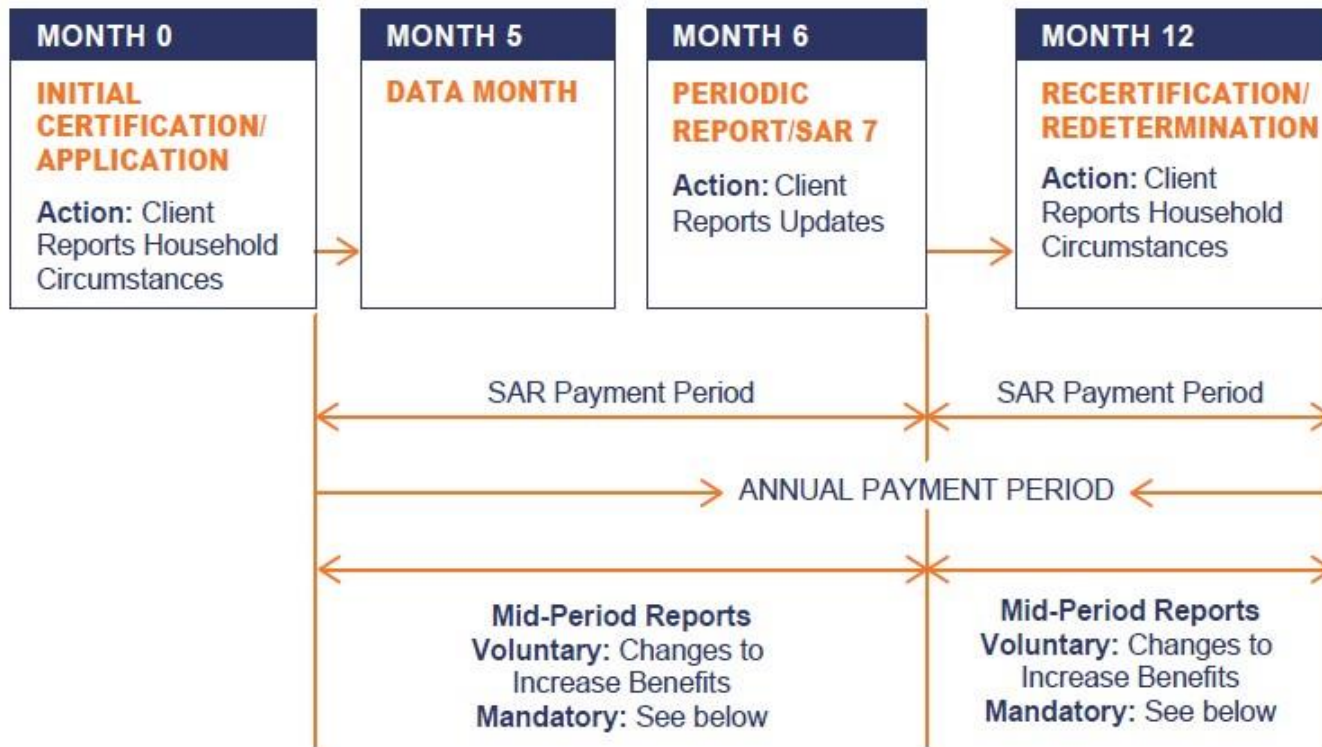 - Policy and advocacy
  - Other states

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

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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
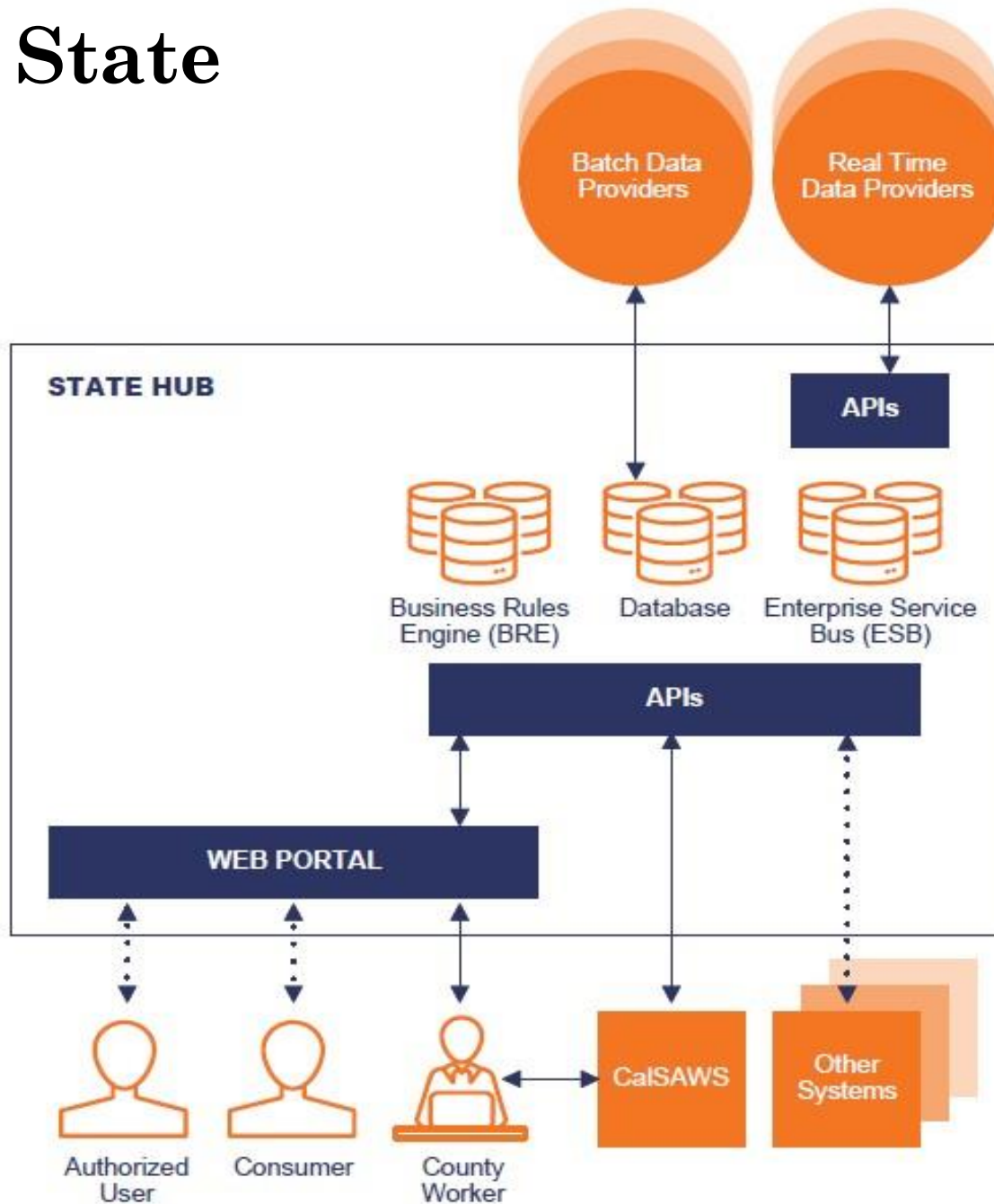
Phased Approach

- 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:
State Hub-Roadmap
Website

Thank You!