Statewide Verification Hub Project
Pre-Stakeholder Kickoff Meeting
December 6, 2019
Pre-Stakeholder Kickoff Agenda

- Re-cap findings and technical recommendations of the Social Interest Solution (SIS), State Hub Roadmap (2018)
- Statewide Verification Hub (SVH) Goals and Objectives
- Project Efforts Overview
- Next Steps
SIS State Hub Roadmap Findings

• Complexity and variation among counties and across programs.
• Current electronic data lacks timeliness, accuracy, transparency, and access to alternative sources.
• Burdensome manual processes including dependency on ancillary data sources, multiple logins, and lack of automation.
• Burdensome paper documentation resulting in document imaging delays, document management delays, and under-utilization of document management tools.
SIS State Hub Roadmap Technical Recommendations

• Creation of a centralized state verification hub.
• Include better access to real-time electronic data sources.
• Combine Applicant and Recipient Income Eligibility Verification System (IEVS) into one IEVS system.
Statewide Verification Hub (SVH): Goals & Objectives

- Establish a leverageable and centralized IT solution to streamline the eligibility verification process for CHHS need-based programs.
- Integrate both Applicant and Recipient Income Eligibility Verification System (IEVS) data matches.
- Easily implement new regulations and policies affecting CalFresh, CalWORKs, and Medi-Cal program eligibility.
- Streamline the eligibility verification business process for clients and county workers.
Goals of Journey Mapping

- Articulate specific user experiences (i.e. Client, County Worker, State-level IEVS worker).
- Comprehensively document the complexity of the current business problem.
- Identify duplicative business processes.
- Identify opportunities to streamline business processes.
Project Next Steps

• Project Resource Staffing
• Journey mapping effort
• Stage 2 Alternatives Analysis
How can you get involved?

• Volunteer to participate in Journey Mapping
• Attend next SVH Project Quarterly Stakeholder Meeting:

  Wednesday, March 25th, 2020
  9:00am-12:00pm
  CWDS Auditorium (Rooms Ford, Franklin, and Fields)
  Office of Systems Integration (OSI)
  2870 Gateway Oaks
  Sacramento, CA 95833
Contact Information

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