Statewide Verification Hub Project
Stakeholder Quarterly Meeting
October 6, 2020
Proposed Agenda

1) Introductions
2) Project Staffing & Organizational Update
3) SVH Project Overview
4) County-Level Business Discovery
5) Stakeholder Workgroups
6) Discussion
7) Next Steps
2) SVH Project Staffing Update

• Research, Automation, Data (RAD) Division
  • Overview of RADD
  • Role of the SVH Project in RADD portfolio
  • Human-Centered Design Unit
  • Agency and Statewide Projects Unit
  • Information Systems Division (ISD) partnership

• New SVH Project staff: ISD, CalFresh, CalWORKs, RADD
3) SVH Project Overview

- Establish a leverageable and centralized IT solution to streamline the eligibility verification processes for CHHS need-based programs.
- Improve access to real-time electronic data sources.
- Create a single point of access for Applicant and Recipient Income Eligibility Verification System (IEVS).
- Flexibly adapt to changes in and new regulations or policies affecting CalFresh, CalWORKs, and Medi-Cal program eligibility.
3) SVH Project Overview
3) SVH Project Overview: Human-Centered Methodology

- Define
- Ideate
- Empathize
- Test
- Prototype
3) SVH Project Overview

- Business Process Inventory
- Process Mapping
- Human Journey, System Interaction, Data Linkages
- Requirements / Jobs-To-Be-Done
- User Stories
3) SVH Project Overview: State-Level Business Process Inventory

Legend:
1 Applicant IEVS
2 Recipient IEVS
*Yet to be documented
3) SVH Project Overview: Draft Process Map, IPV

Intentional Program Violation (IPV) Process

START: CDSS receives IPV action request from County Welfare Department
STOP: County Welfare Department receives IPV data

<table>
<thead>
<tr>
<th>Receive</th>
<th>Manage</th>
<th>Filter</th>
<th>Sort</th>
<th>Deliver</th>
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<tbody>
<tr>
<td>Federal Nutrition Service (FNS)</td>
<td>CDSS</td>
<td>IPV Process</td>
<td>County Welfare Department</td>
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<tr>
<td>Request Received</td>
<td>Assess County Request</td>
<td>Pulls IPV data from eDRS</td>
<td>Filters by state</td>
<td>Identifies MEDS Profile</td>
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<tr>
<td>START: IPV request emailed to CDSS</td>
<td>Adds county users (as needed)</td>
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<td>Deletes Recipient Profiles (as needed)</td>
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STOP: CWD receives IPV data
3) SVH Project Overview: Jobs-To-Be-Done

- Seeks to understand the driving motivations for actions, processes or behaviors--'why'
- Reduces tendency to initially focus on tool substitution ('what') or process substitution ('how') and maximizes focus on customer needs by identifying values, use of technologies, habits, etc.
- Used to build aggregate profiles of impacted individuals (State and county users, clients) – a.k.a personas.
- Facilitates ensuring that the minimum viable product (MVP) identified maps directly to user and client needs and desires
3) SVH Project Overview: Timeline

- **Jul 2020**: Remote Business Discovery: Yolo County
- **Oct-Nov 2020**: Remote Business Discovery: Los Angeles County
- **Dec 2020**: CWD Business Discovery Synthesis
- **Jan 2021**: Client Business Discovery
- **Aug 2020**: Remote Business Discovery: Riverside County
- **Nov-Dec 2020**: Consortia-Based CWD Workgroups
- **Dec 2020**: DHCS Business Discovery
4) Business Discovery: Yolo & Riverside Counties

• Facilitated three consecutive days of business discovery meetings at each county.
• Facilitated persona-building background interviews with county staff.
• Completed real-time process mapping exercises to document end-to-end business processes for CalFresh, CalWORKs, Medi-Cal, and IEVS programs.
• Will meet with Yolo and Riverside again to validate process maps
5) Stakeholder Workgroups

• County workgroups will be organized by consortia and facilitated throughout the lifespan of the SVH Project.

• Initial meetings will be focused on broadening business discovery efforts to understand breadth of experience.

• Intended outputs include:
  1. Pain point/opportunity brainwriting
  2. Affinity maps
  3. ‘How might we…’ statements
6) Discussion

- What is the verification experience like for clients applying for and/or participating in CalFresh, CalWORKs, and/or Medi-Cal programs?

- What kind of verification materials are the most difficult for clients to obtain for their county worker(s)?

- What kind of outlying scenarios impact the verification process for clients?
7) Business Discovery: Next Steps

• Facilitate Los Angeles County remote visits. October 13th – November 5th, 2020
• Facilitate virtual consortia-based business discovery workshops. November 17th – December 14th, 2020
tentatively December, 2020
• Coordinate remote business discovery with DHCS. tentatively early 2021
• Coordinate remote business discovery with clients and advocates.
Contact Information

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