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# Benefits Eligibility Modernization

A Technology-Based Plan to Enhance  
Productivity and Expand Client Access

# ESD Provides Essential Services to More than One in Five Vermonters

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- Health Care Eligibility
- Food & Nutrition Program
- Home Heating Fuel Assistance
- Reach Up
  - Cash assistance and services supporting self-sufficiency through work.

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- **General and Emergency Assistance**
    - Emergency assistance, including housing, food, and medical care.
  - **Essential Person Program**
    - Supports care needed for the elderly and disabled to remain in their homes.
  - **Lifeline/Link Up**
    - Telephone support service.

# Strengths:

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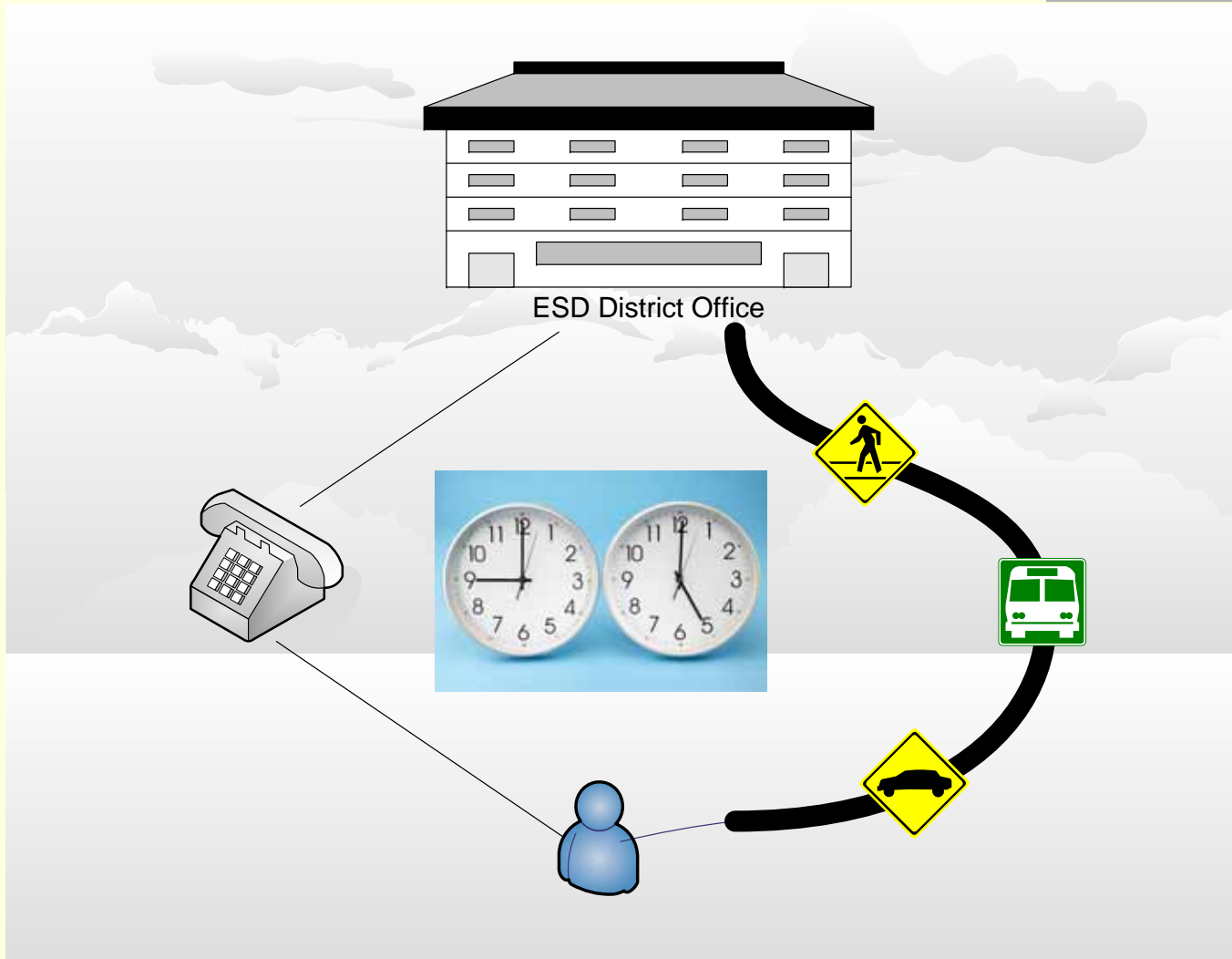
- Caring, dedicated, and professional staff.
- Significant financial resources to invest in families and community programs.
- Exceptional programs in many areas.

# Problems:

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- Limited client access and self-service opportunities.
- Cumbersome process.
- Overwhelming workloads.
- Serious shortcomings in information technology.

# Existing Access Options



# Eligibility Determination

## Existing Model

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Eligibility Reviews

Verification

Responses  
to Questions

Appeal  
Preparation  
and Defense

Eligibility Determinations  
for Multiple, Complex  
Programs and—in many  
cases—RU Case  
Management

Data Entry

Processing Reports of  
Changed  
Circumstances

Review of  
Data-  
Matching  
and  
Corrective  
Action

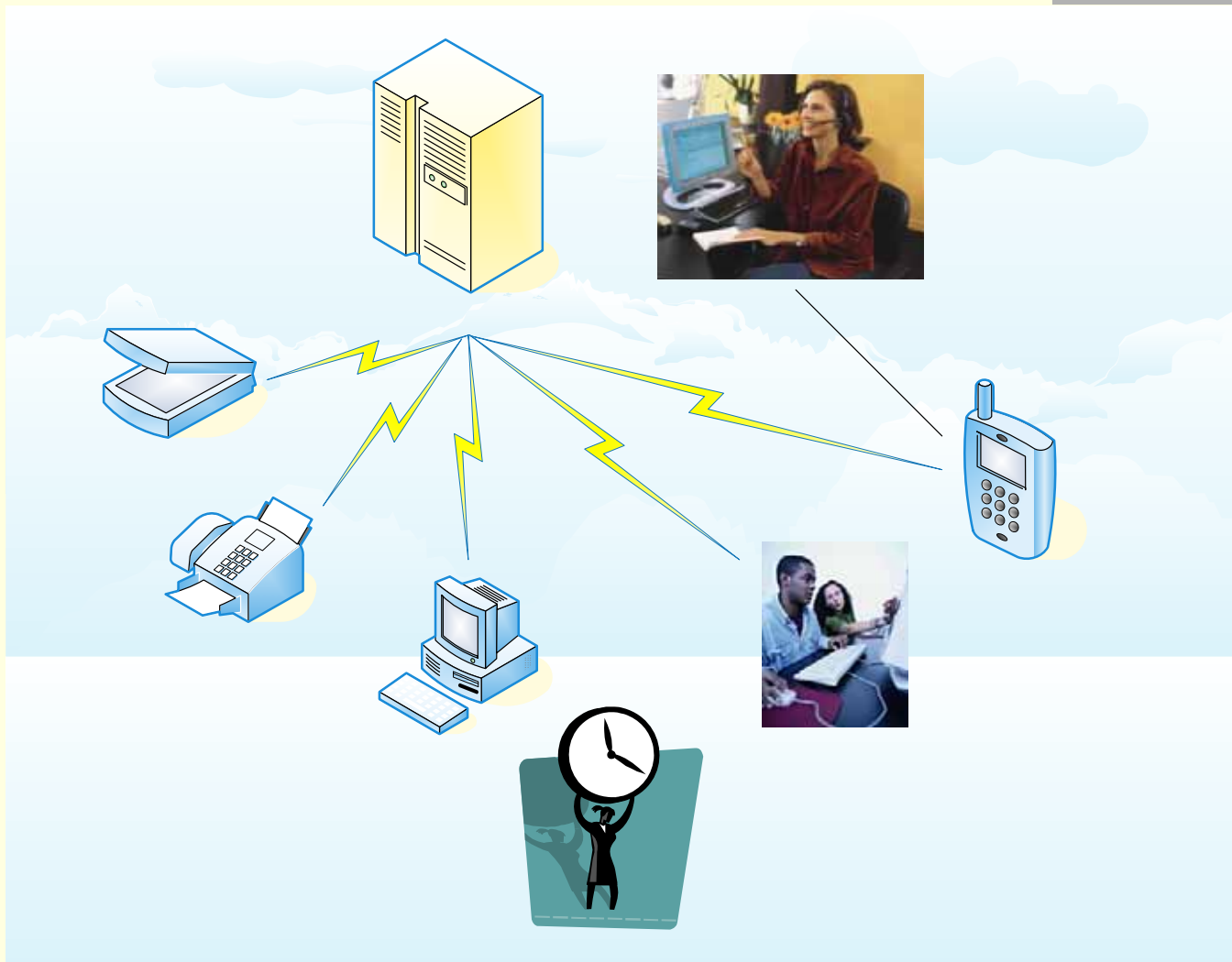
Subject-Matter Generalists with  
Responsibility for All Facets of the Work

# Solutions:

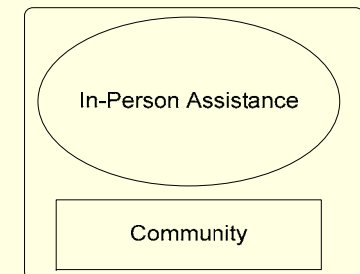
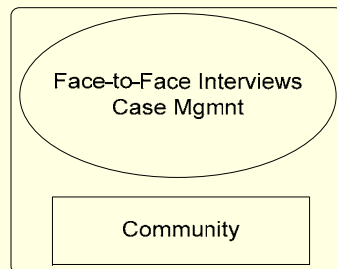
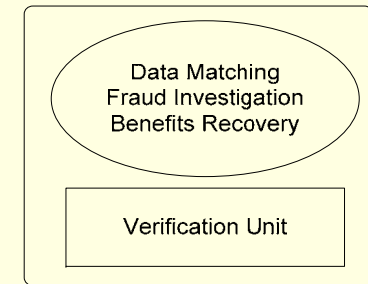
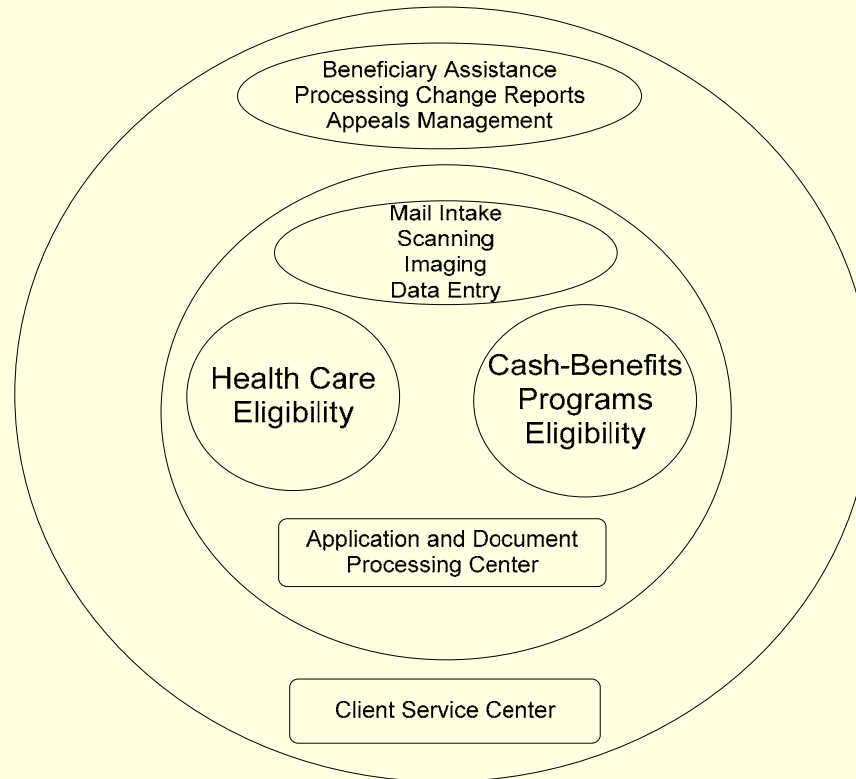
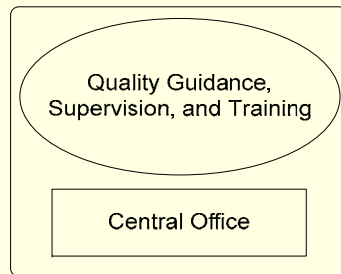
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- Recast business process.
  - Enhance client access.
  - Automate high-volume activities.
  - Streamline and refine work flow.
  - Free work from geographic constraints.
- Support the work with radical improvements in Information Technology.

# Future Access Options



# Eligibility Determination New Model



Streamlined and Optimized Work-Process,  
Positioned for Future IT Enhancements

# Goals:

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- Increase access.
- Enhance client and staff satisfaction.
- Boost productivity and program accuracy.

# Voodoo Bureaucrats?

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- Florida modernization:
  - Saved 29% in operating costs.
  - Clients like it better.
  - Staff: “We never want to go back.”





# Key Elements

# Client Service Centers

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- Make general inquiries.
- Receive support.
- Report changes.
- Lodge complaints.
- Request Fair Hearings.



# Interactive Voice Response System

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- Access program information and eligibility requirements.
- Request an application.
- Use an automated menu to get benefits information.
- Report changes.
- Connect with a service representative.

# Online Services



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## ACCESS

State of W I S C O N S I N

[Home](#) | [Am I Eligible?](#) | [Apply For Benefits](#) | [Check My Benefits](#) | [Report My Changes](#) | [About ACCESS](#)

Tuesday April 22, 2008

**Welcome to ACCESS!**

ACCESS is a quick and easy way for people in Wisconsin to get answers to questions about health and nutrition programs. Please click on a picture below to choose the tool you would like to use.

To avoid errors when using ACCESS, please do not use the Forward, Back or Stop buttons on your browser. Instead, click on the ACCESS pictures and links to move from page to page.

Please keep in mind that this website works best with Internet Explorer. If you have trouble while using ACCESS, please call the Recipient Services hotline at 1-800-362-3002. For answers to common questions, [click here](#).

If you are a partner, provider, or employer, please [click here](#).

<p><b>Am I Eligible?</b></p> 	<p><b>Apply For Benefits</b></p> 	<p><b>Check My Benefits</b></p> 	<p><b>Report My Changes</b></p> 
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Click on the picture to see if you might be eligible for FoodShare, BadgerCare Plus, Medicaid, SeniorCare, and other programs.

Click on the picture to apply online for FoodShare and Medicaid (including BadgerCare Plus and the Family Planning Services Program).

Click on the picture to check the status of your benefits.

Keep in mind that you'll only see information about your FoodShare.

Click on the picture to report a change to your local agency.

# Auto-Population

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- Intelligent Character Recognition.
- Online application and change reporting.

# Application and Document Processing Center

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- Receive and sort incoming documents.
- Scan and index documents.
- Manage data entry.

# Eligibility Specialists

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- Work specialized by function and/or program.

# Data-Matching Unit

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- Monitor client information in other agencies' computer records.
- Pursue overpayment recovery.

# Community Eligibility Supports

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- Support self-directed client activities by providing access to business machines.
- Assist with application and other tasks.

# The Yield

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# Client Benefits

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- Improves access to services.
- Expands self-service opportunities.
- After-hours communication tools.
- Limits need to “come in.”
- Reduces workday transactions.

# Worker Benefits

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- Flattens learning curve.
- Reduces high-volume activities.
- Manageable jobs, suiting personalities and career aspirations.

# Administrative Benefits

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- Substantial productivity gains.
- Reduced transaction costs.
- Program-integrity enhancements.
- Staffing and coverage improvements.
- Process- and performance-management benchmarks.

# Project Organization

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- Implementation Team
- Work Groups
  - Client Service Center
  - Eligibility Website
  - Application and Document Processing Center
  - Eligibility Determination
  - Community Eligibility Supports
  - Child Care Subsidy
  - Long-Term Care



Questions? Suggestions? Comments?

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