

Modernization Steering Committee
Meeting Minutes
10/6/10

In Attendance:

Gary Alexander, Linda Katz, Deborah Buffi, Lissa DiMauro, Corrine Calise Russo, Craig O'Connor, Maria Cimini, Diana Beaton, Thomas Marcello, Art Schnure, Sarah Griffen, Thomas Conlon, Elizabeth Earls, Anne Mulready, Gerry Bedrick, Fred Sneesby, Stephanie Geller, Hector Rivera, Donalda Carlson, Kim Merolla Brito, Mary Slinko

1. Welcome and Introductions

Gary Alexander- DHS received \$500,000 in Food Stamp Program (SNAP) performance bonus from USDA.

2. EOHHS Updates

Donalda Carlson- gave an overview of the modernization accomplishments in the Economic Supports programs at DHS (SNAP, Child Care, RI Works) that have occurred over the last 12 to 18 months. (See handout.)

- Reviewed processes that are web-based and also forms that have been automated. (i.e., auto-recertification process for some programs).
- Presented information on new phone system (Interactive Voice Response)
 - Not yet active yet; plans are for it to be live next week for SNAP and Cash Assistance.
 - We are talking with Medicaid staff to see if it can also be used for Medicaid information. It will take some \$ to add Medicaid.
 - This will give beneficiaries a directory of choices and also access to their worker.
 - We will continue to use the 462-5300 number (DHS Info Line)
 - The DHS Info Line person has taken another position. We will be looking to hire someone for this position.

G. Alexander- Our goal is to make sure this is compatible with a call center.

L. Katz- Can the advisory committee listen to the message before it goes live? (to provide input).

D. Carlson- Maybe the advisory committee can educate beneficiaries on how to use the system. Linda K. and Donalda C. will pull together a small group of interested parties to review the IVR process and script so that implementation goes well.

- Update on Application and Document Processing Center (FY 2011)
 - We have purchased 3 large scanners to process images in a short amount of time.
 - It will scan applications and other important documents.
- Nancy Pellegrino gave an update on the revised SNAP Application. It was shortened from 30 to 8 pages. DHS will pilot this revised application in Woonsocket first, then the rest of the state.
- Art Schnure gave an update on the Choices project and Community Supports Management (CSM). *Choices* is a Human Services data warehouse– and with it, DHS has the capability to access data in close to real time. It's a significant modernization effort for DHS and other EOHHS state agencies. Currently, Choices will only be accessible for staff within the state

network. It can be used to produce ad hoc reports and also standardized reports and includes multiple programs. The CSM has recently been rolled out in the DHS Long Term Care Offices. Its purpose is to support the processing of LTC applications and re-determinations in RI to support care management activities. It will support workflow functions in the processing of applications for LTC benefits.

3. COMMITTEE REPORTS

A. DHS Simplification/ Access Workgroup

L. Katz reported. This group has looked at the programs for families (SNAP, RIte Care, Child Care, and RI Works). It looked at using income from SNAP and RIte Care, aligning SNAP and RIte Care for recert. purposes. At this time there are 2 processes for 2 programs. Do workers in SNAP ask families if they have health insurance coverage (ie, RIte Care)?

B. Technology Workgroup

S. Gellar reported. One of the projects of this group was to look at the EOHHS website and see how it can be a portal for citizen access to programs. We've thought about different ways to approach this, ie, by type of service, by population, by basic needs. We are not looking to re-organized the entire website, just the front end. Next step is for Gary and the Steering Committee to look at the results of this group and give us feedback/ approval for moving forward. This is a first step. The next step will be a benefit screener.

The group has also looked at benefit screener for SNAP/MA and made some small suggestions for that. A reminder is that technology should follow policy and process.

C. BHDDH Simplification/Access Workgroup

A. Mulready reported. BHDDH simplification group is working on transparency and accessibility of application process for DD, substance abuse, and mental health services. We are looking at duplication in the application process. There appears to be quite a bit of duplication in eligibility documentation for people who apply for MA (through DHS) and DD (through BHDDH). There was one meeting with Jane Morgan but they haven't had another one yet. Gary said he would help expedite getting people together around this issue. G. Alexander wanted to know what the turnaround time for clients is?

E. Earls reported that the RI Community Mental Health Centers currently have a national consultant that is looking at applications and if there are barriers to care.

4. Ford Foundation Grant Application

Sarah Griffen reported on the Ford Foundation Grant that RI Kids Count is applying for. Its called "Work Support Strategies: Streamlining Access and Strengthening Families."(See handout for summary.) It's a competitive grant; only 8 states will be selected. Sarah will be writing it. One of the goals of the program is to deliver benefits more effectively and efficiently through innovative technology with a focus on eligibility determination, enrollment, and retention.