



COUNTY OF SAN MATEO
Inter-Departmental Correspondence

Human Services Agency

DATE: September 10, 2012

TO: Honorable Members of the Board of Supervisors
FROM: Beverly Beasley Johnson, Human Services Agency Director
SUBJECT: FY 2012-13 Budget Hearings Report Backs: Eligibility
Determination Service Delivery Redesign

RECOMMENDATION:

Accept this report requested by the Board of Supervisors during the FY 2012-13 Budget Hearings.

BACKGROUND:

During the June 2012 budget hearings, the Board directed the Human Services Agency (HSA) to report back on the status of the eligibility determination service delivery redesign.

DISCUSSION:

Over the last quarter, HSA has finalized the design phase of our new eligibility determination process.

- We have designed a new layout for our Redwood City lobby.
- We have established a shared caseload model which will allow us to maximize resources and assign work to staff according to our clients changing needs.
- We have defined new roles and responsibilities for Office Support staff, Benefits Analysts, and supervisors.
- We have determined our staffing structure to support our new business model.
- We have documented our current processes and designed a new standardized process by which applications will be managed.
- We have defined a simplified phone process which will ensure that clients are able to easily retrieve their case information regarding their benefits.
- We have procured appropriate technology which streamlines the management of face-to-face and phone appointments.

Our efforts are now focused towards our primary goal of preparing for the additional clients who will be transferred from the Healthy Families program to the Medi-Cal

program beginning in January 2013. An estimated 10,000 families will be transitioned from the Health System to HSA by the end of March 2013. This transition leads up to the full implementation of the Affordable Care Act in January 2014 when an additional 8,000 families from the Low Income Health Program (LIHP) and Medi-Cal Expansion (MCE) will also transition into Medi-Cal. These additional 18,000 cases will be added to the current Medi-Cal caseload of approximately 35,000 recipients. This unprecedented rapid caseload growth requires additional resources for a successful implementation. In the current September budget process, we have requested additional unclassified positions to prepare for the transition of Healthy Families cases and to be ready for the full implementation of the Affordable Care Act in January 2014.

We are excited to announce that on December 12, 2012 (12/12/12), the Human Services Agency will officially launch our new service delivery model to be piloted in the Redwood City office. We will introduce the community our remodeled lobby space where there will be a self service kiosk prominently placed at the entrance of the lobby. We will have greeters to assist clients through the check-in process. We will have monitors that display next applicant to be served and our current wait time. We will have drop boxes in our lobbies and outside our offices so that documents may be dropped off at a time that is most convenient. We are redesigning our interview rooms to be family friendly. These features will only enhance the work that we are doing to streamline our policies and procedures, re-train our staff in new technologies and workflow, and improve our overall application processing time. All of these changes are being made in order to achieve the highest outcomes and enhance our customer experience.

With Redwood City as our pilot, we will gain valuable information that will allow us to make any necessary modifications prior to our full launch throughout San Mateo County in July 2013 when Circle Star is available.

FISCAL IMPACT:

The Economic Self Sufficiency Service Delivery Redesign will be funded with State, Federal, and Agency Fund Balance for the Fiscal Year 2012-13. There is no fiscal impact with accepting this report.