

# CONNECTING PEOPLE TO SERVICES

Presentation to the Juvenile Welfare Board



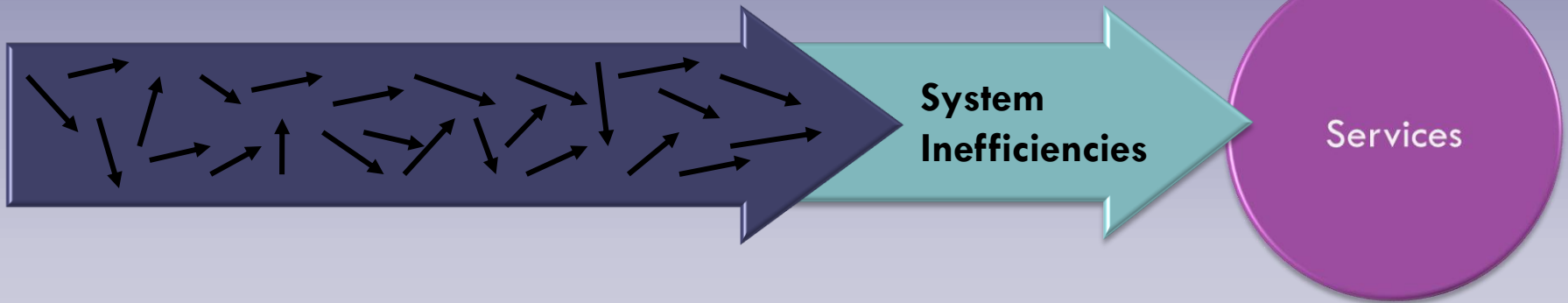
May 12, 2011

Re-Designing the Front-End of the Service System

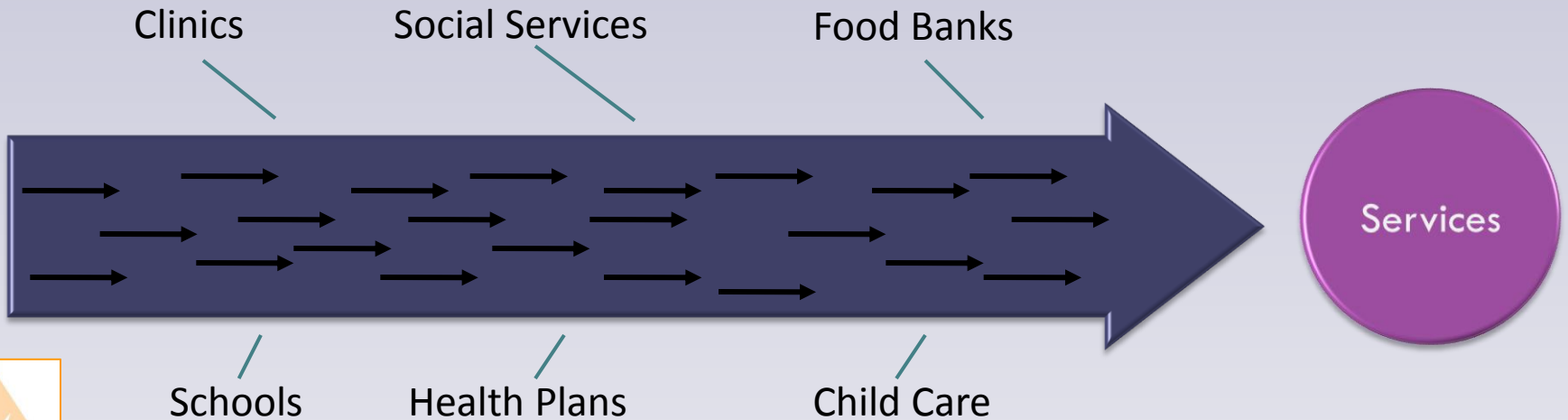
# The Experience of Asking for Help



## CURRENT STATE



## DESIRED STATE



# SYSTEM RE-DESIGN

Potential Eligibility for Benefits System

HLN System Re-design

Navigator/  
Master Case Management

211

## SERVICES

Food  
Health Care  
Counseling  
Other

Tarpon Springs  
Common Eligibility Pilot

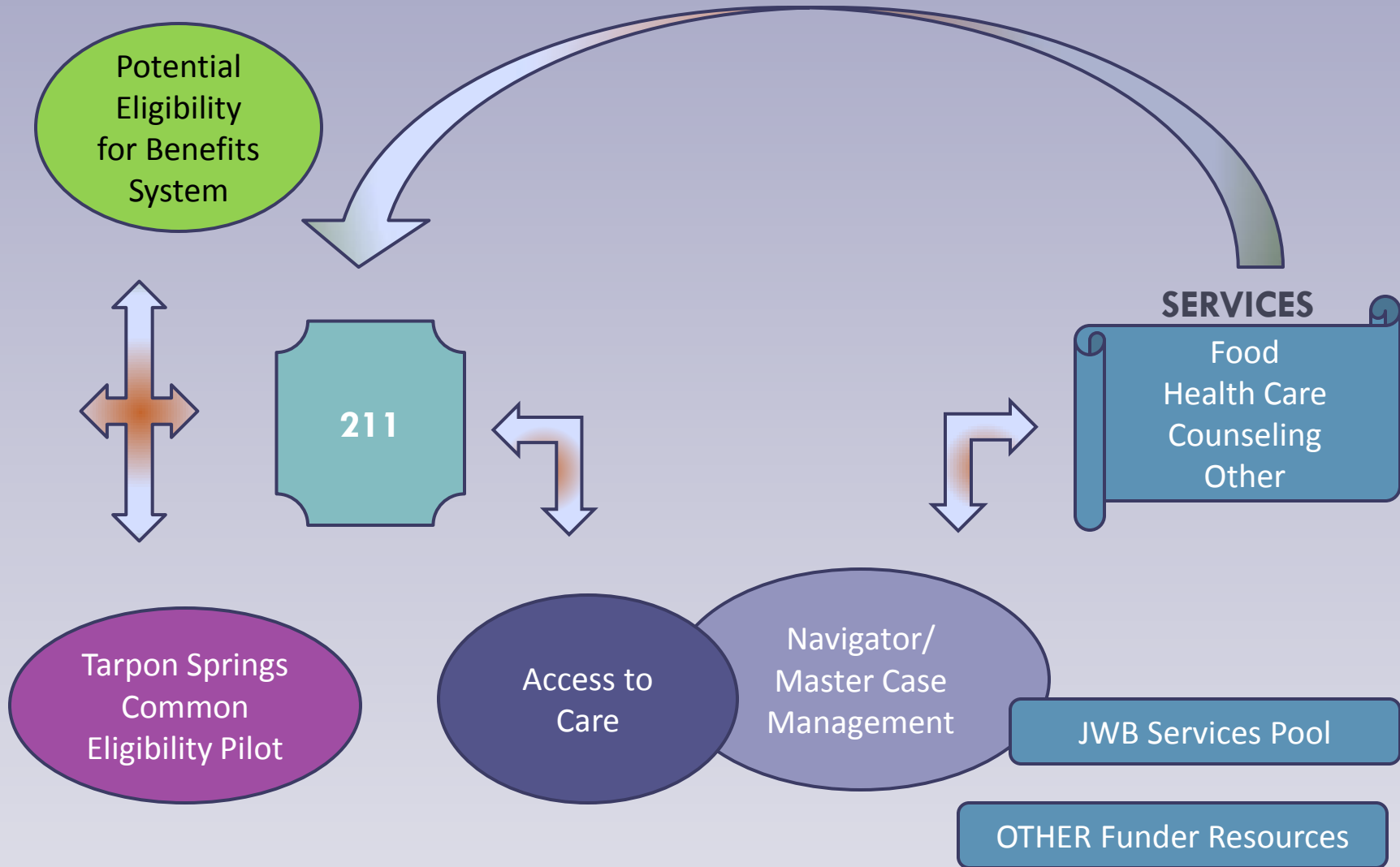
Access for Families

Navigator/  
Master Case Management

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# SYSTEM RE-DESIGN



# Common Eligibility in the South Florida

## Tri-County Area



A project of West Palm Beach, Broward, and Miami-Dade Counties

## Portals of Access



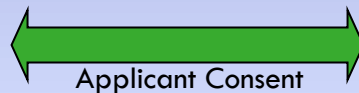
# Software Application for Assessing POTENTIAL ELIGIBILITY FOR BENEFITS

## Process and Data Flow

Rules Engine

Universal Interface

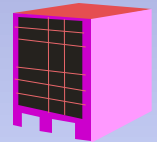
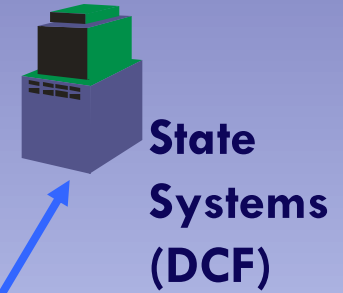
*Determine  
Preliminary  
Eligibility*



*Submit  
Application*

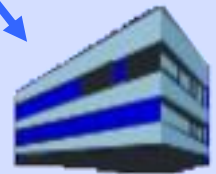
*Data and  
Document  
Storage*

*Case  
Management  
Tools*



**County  
Systems**

**Other**



**Health  
Plans**





# BENEFITS FOR CONSUMERS

Provides a one-stop application process for a range of publicly-funded health and social service programs

Offers immediate answers about preliminary eligibility and real-time electronic submission of applications

Prints application documents and notification letters in the client's preferred language

Simplifies annual renewals for many programs

Eliminates or reduces the need to re-submit verification documents for renewals or future applications as documentation is stored in the system

Has the capability to scan and retain documents



# BENEFITS FOR COUNTY GOVERNMENT AND AGENCIES

A one-stop process reduces duplication of effort

Interfaces with statewide data

Eliminates the need for manual data re-entry

Improves the quality of applications and decreases the number of incomplete applications through a consumer friendly, interview style format with built-in error checking features

Allows counties and providers to track and support enrollment activities across programs

Protects data security and applicant confidentiality





# Tri-County Structure

## All Counties <sup>1</sup>

- *Central Oversight Agency*
  - Maintenance and enhancement of system.
  - Training and support
  - System administration and user accounts
- Portal Development
  - Medicaid
  - Supplemental Nutrition for Women, Infants, and Children (WIC)
  - Temporary Assistance for Needy Families (TANF)

## County-specific<sup>1</sup>

- Development of County-Specific Rules Engines
  - Miami-Dade
    - Emergency Food and Shelter
    - After School Programs
  - Palm Beach
    - Free Primary Care
- Development of County-Specific Portals

<sup>1</sup> Programs and Services are examples, not intended to be inclusive.



# Additional Sample Programs/Benefits

- KidCare
- County Specific Health Plan
- Child Tax Credit
- Telephone Assistance Programs
- Food Stamps
- Earned Income Tax Credit
- Low Income Home Energy Assistance
- Elderly Home Energy Assistance



# Opportunities

