Eligibility Determination in California Counties

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Overview of Presentation

- Background

- Applying for Benefits

- Continuing Client Experience

- Automation Support

- Closing Thoughts

BACKGROUND

County Social Services

- 58 county social service departments

- Serving clients
  - In over 1,000 offices
  - In conjunction with community organizations
  - Over the phone
  - Online
  - Through the mail

- In multiple languages

- Using automated systems
  - LEADER/GEARS – Los Angeles County
  - CalWIN – 18 counties
  - C-IV – 39 counties
  - Interacting with state & federal systems for information verification

Assistance Programs Supported

- Medi-Cal
- County Medical Services Program
- CalFresh (formerly Food Stamps)
  – Eligibility & Employment Services
- California Food Assistance Program
- CalWORKs – Eligibility & Employment Services
- Refugee Cash Assistance
- Cash Assistance Program for Immigrants
- CalLearn
- Foster Care, KinGAP & Adoption Assistance
- General Assistance/General Relief

Clients Assisted

400,000 Applications Monthly

8 Million Recipients

1.5 million CalWORKs recipients

4.7 million Medi-Cal recipients

3.9 million CalFresh recipients

APPLYING FOR BENEFITS

Application Process

- Seek services
- Complete application
- Communicate with Eligibility Worker as needed
- Submit any needed documentation
- Receive notice of decision
- Receive ID card, EBT card, benefits

Paths to Submitting an Application

CalWORKs	Food Stamps	Medi-Cal
■On-line ■In person ■Mail in ■Phone Must have a Face-to-Face interview Must complete finger imaging	■On-line ■In person ■Mail in ■Phone Must have a Face-to-Face or phone interview Must complete finger imaging	■On-line ■In person ■Mail in ■Phone ■Doctor Office ■Referral No interview required No finger imaging

On-Line Applications

- Submit application for multiple programs
  - Medi-Cal, CalFresh, CalWORKs, CMSP

- Multiple languages

- Statewide portal – **www.benefitscal.org**

- This portal connects three sites
  - C4Yourself
  - BenefitsCalWIN
  - YourBenefitsNow

Statewide Portal

CONTINUING CLIENT EXPERIENCE

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- **Generally, 12 months of eligibility**
  - Clients report changes to eligibility worker
  - Periodic reporting requirements for some

- **Changes most often reported**
  - Employment
  - Income
  - Address
  - New family member

CONTINUING CLIENT EXPERIENCE

- **Periodic reporting requirements**
  - Quarterly for CalWORKs & Food Stamps
  - Semi-Annual for most Medi-Cal parents

- **Annual eligibility renewal**
  - Requirement in federal law
  - Clients receive packets in advance
  - Provide information to eligibility worker
  - Eligibility recalculated

CONTINUING CLIENT EXPERIENCE

- **Reported changes often affect eligibility**
  - If moved to a new county
  - If gained/lost job or gone from full to part time
  - If family member moved into/out of household

- **Eligibility worker processes these changes**
  - Gathers any necessary verifications
  - Enters changes into automation system
  - System recalculates eligibility for all programs
  - Notifies clients if eligibility or benefits change

AUTOMATION SUPPORT

How Counties are Using Automation to Improve Efficiency & Client Service

Telephonic Communication
Information Over the Phone

- **Case Specific Information**
  - Check address
  - Check grant amount or CalFresh allotment
  - Check Medi-Cal Share of Cost

- **General Information**
  - Office hours
  - Contact information

Telephonic Communication
Phone Messages

- Option to Receive Information via the Phone
  - Reporting requirements reminder
  - Eligibility renewal due date reminder
  - Up coming appointments reminder
  - General information

Online Reporting

- **Submit changes online**
  - Address change
  - Change in income
  - Change in family members

- **Submit regular status reports online**
  - Quarterly Status Reports
  - Mid-Year Status Reports

Eligibility Redetermination

- Option to submit eligibility redetermination online

- Available statewide September 2011

Document Imaging

- Applicants provide information once

- Information readily available for authorized use

- Future capability for clients to submit documents electronically

- Implementing incrementally

Automated Verification & Information Exchange

- **MEDS**
  - Statewide client index
  - Benefit Identification Card Issuance
  - Support Child Support collection & accounting

- **Electronic Benefits Transfer**
  - EBT card issuance
  - Cash & CalFresh benefit allotment

- **Child Support**
  - Provide client information and referral

- **Social Security** (via MEDS)
  - Citizenship verification

- **Other State & Federal Systems**
  - Income & employment verification

Inter-County Transfer

- Electronic Transfer Triggered by Client Move

- Implemented April 2011
  - Medi-Cal
  - CalWORKs
  - Many CalFresh

- All CalFresh Implementation July 1, 2011

Call Centers
Quick access to county eligibility staff

- Apply for benefits

- Report changes

- Get information

Kiosks

- Place in community organizations
- Apply for assistance
- Provide documents
- Submit updates

Future Enhancements

- Assistor Role

- "Click to Chat" Option

- eTelephonic Signature

- eNOAs (Electronic Notices of Action)

CLOSING THOUGHTS

Opportunity to Create Universal Health Coverage

- Easy Access to Coverage

- Many Doors – No Wrong Door

- "First in Class" Customer Experience

- Simplified Consistent Rules

- Integrated Eligibility & Services

QUESTIONS