

Business Process Redesign



EES Program Information

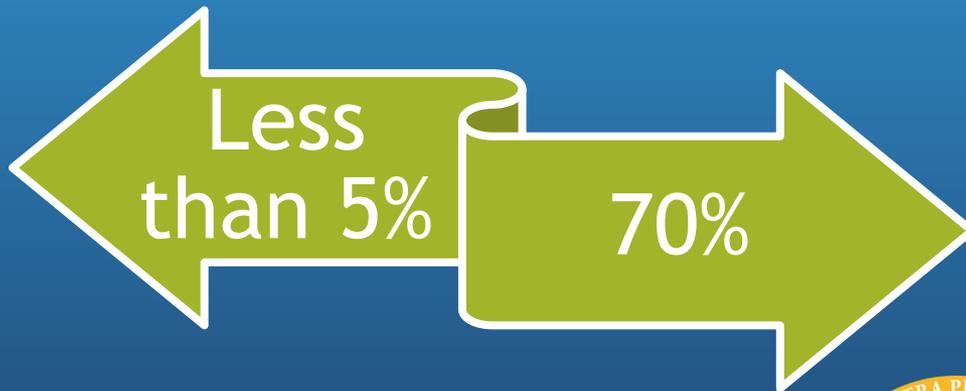
Program	Caseload Unit	Cases	Persons
TANF Cash Assistance	Average Monthly	12,547	32,622
TANF Employment Services	Average Monthly	14,354	14,354
LIEAP	Annual	61,985	152,563
Child Care Assistance	Average Monthly	8,593	16,175
Food Assistance	Average Monthly	142,124	302,669

Business Process Redesign (BPR) Early Accomplishments

*Reduced
interview wait
times*

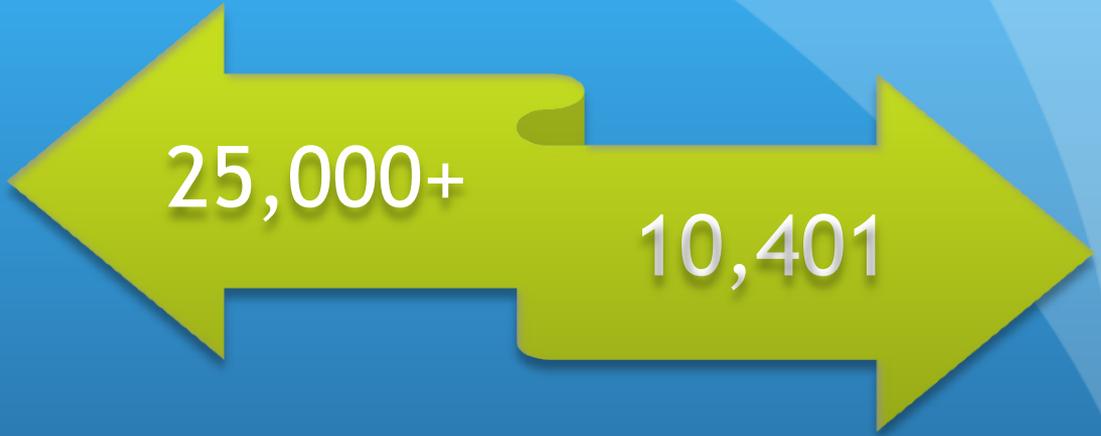


*Increased
percentage of cases
completed at first
contact*



Business Process Redesign (BPR) Early Accomplishments

*Decreased
unnecessary client
transactions/contacts*



*Results: Reduced # of
complaints*

*Reduced client
wait time for
essential
benefits*

December 2011 Data

- Total Clients Served through lobby and non-lobby work: 10,401
- Total Cases completed during first contact: 7,210
- Completion: 69%
- Avoided Visits (2-4 additional): 14,420-28,840

Additional Projected Benefits

- Less interruptions so workers can process cases
- Ability to focus on the task-at-hand
- Improved accuracy and timeliness
- Ability to focus on potentially fraudulent cases
- Increased employee morale / less stress
- Better community image

Additional Projected Benefits

- Improved client experience
- Ability to monitor operations in real time
- Ability to manage increased caseloads
- New staff able to contribute to the process quickly

Why Change?

Caseload increases compared to Staffing

Program	FY 2009	FY2011
SNAP:	94,499	139,000
TANF:	12,571	14,000
Eligibility Staff:	617.9	635.8

Why Change?

- To Prepare Business Processes in EES for KEES
 - Don't pave cow paths
- To ensure that we don't face federal penalties for case accuracy
- To be able to focus on potentially fraudulent cases
- To prepare processes for paperless caseload
- To increase client satisfaction
- To increase employee morale

Findings

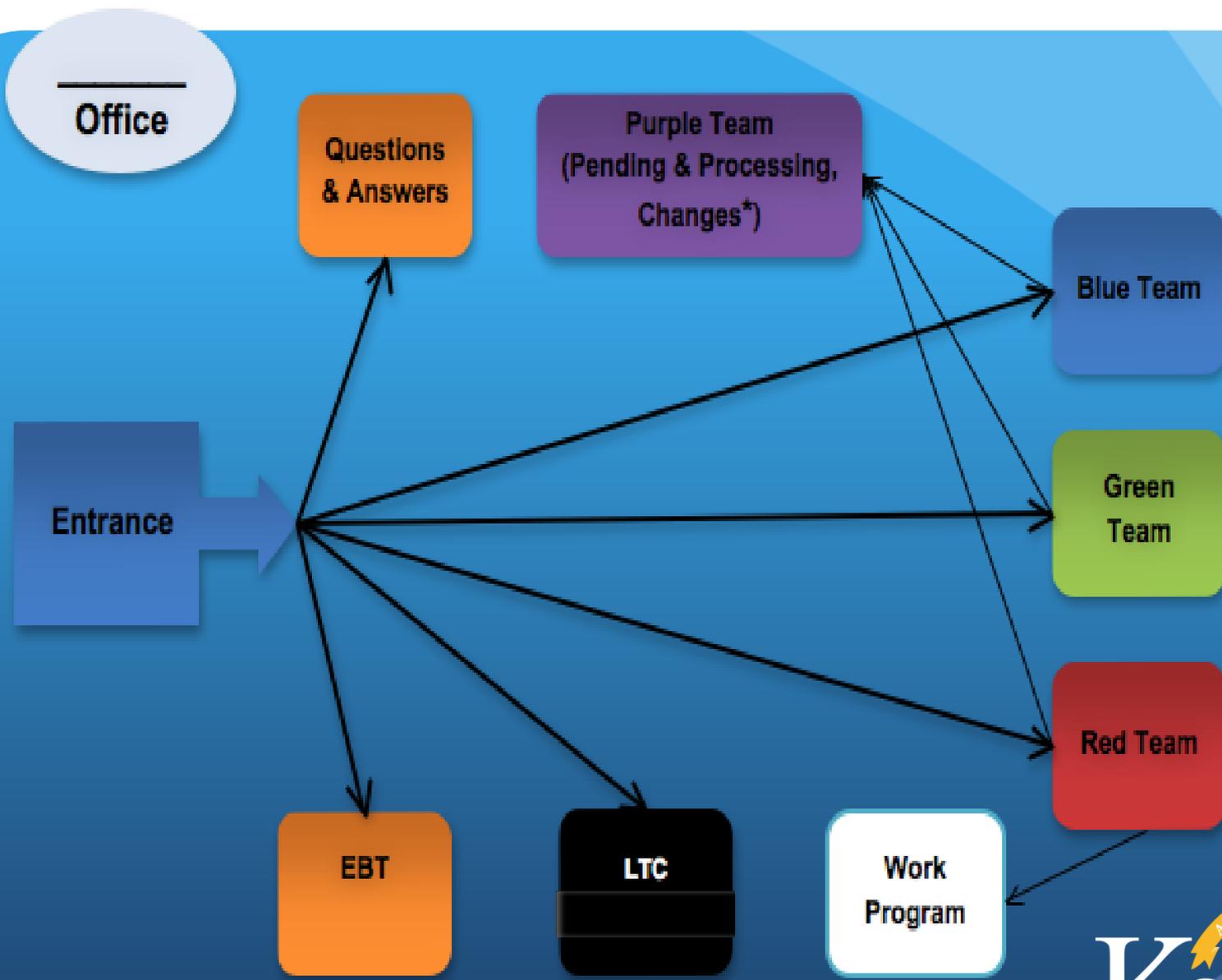
- Benefits processing for initial applications takes 81 minutes of work, but was taking between 21 and 34 client days
- Current verification and scheduling practices were creating unnecessary client visits and phone calls (3-5 , and sometimes up to 7 client contacts) prior to determination
- Inconsistent verification and documentation practices
- Scheduling of interviews causing extra work for clients and staff

Findings

- 70-80% of clients aren't in line (or on the phone) to apply. They are there because:
 - We take too long (Regulation expectations Vs. Client expectations) - Where's my stuff?? I need my stuff!
 - We don't complete cases the first time (95% of interviews don't end with a determination) - forced second interaction
 - We were late renewing the case (70-80% of failed renewals will reapply within 3 months)

Process Management Principles

- Clients have different needs (Triage)
- First-contact resolution
- Eliminate repeat visits / phone calls
- Reduce rework
- Real-time data and resource management



*Local offices will have the ability to put Changes into a separate team depending on office size.

Thursday, January 19th,
2012

House Standing Committee on Government Efficiency

