



2010 Streamlined Common Eligibility Initiative

Goal: Connect families & individuals to all available resources by streamlining eligibility determination for services.

Scope of Work / Deliverables:

- *Inventory of Documents* – July 9
- *Virtual Access Plan* – Fall 2010

**Virtual Warehouse of
Commonly Used Eligibility
Documents & Information**



**Customer gives Service
Providers permission to
access documents from
Virtual Warehouse**



Benefits to Customer

- Simplify application for services
- Reduce redundancies
- Expedite eligibility determination
- Ongoing updates to eligibility documentation

Streamlined Common Eligibility Work Group



SCE Work Group Members

- **Employment, Training, GED / ABE/ ESL –**
Workforce Solutions, Goodwill Industries,
Literacy Coalition (will help when possible)
- **Childcare, Early Education, Youth Services –**
Workforce Solutions, Goodwill Industries,
Family Connections, Child Inc., Webb Family
Resource Centers, Any Baby Can



SCE Work Group Members

- **Housing & Utility Assistance – Austin Energy, Housing Authority of the City of Austin, City of Austin NHCD, Travis County Family Support Services, Caritas, Frameworks, Foundation Communities**



SCE Work Group Members

- **Legal Services, Credit Counseling** – Travis County Adult Probation, United Way Capital Area (Bank on Central TX)
- **Health, Behavioral Health, Dental, Assisted Living** – Central Health, St. David's Foundation, CommUnityCare, ATCIC, Easter Seals of Central TX, Vaughn House, Integrated Care Collaboration (?)



SCE Work Group Members

- **Food Security & Public Assistance –**
Capital Area Food Bank, Insure-a-kid,
Catholic Charities, City of Austin
Neighborhood Centers, HHSC
- **Transportation –** Capital Metro
- * United Way 2-1-1 also participating

Inventory

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Benefits of UT Work

- Graduate students have community placements w/ professional supervision
- Students aid collaborative projects
- Expand community capacity & resources
- Students conduct research locally
- Mutual benefit to students/local agencies



Inventory Project Launched

- Streamlined Common Eligibility (SCE) Project initiated in Jan. 2010
- SCE Work Group formed
- “Collaborative Leadership” students form 7 groups focused on service areas
- CAN Ex. Director, Professor and Teaching Assistant available for consult



Inventory Process

- 2-1-1 training on services and criteria
- List of agencies w/ eligibility criteria & documents
- Work plan & timeline
- Matrix of commonalities across all groups
- Student groups matched w/ issue liaisons
- Early May, report out on documents, criteria, commonalities

Virtual Access Plan

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Claudia Lindenberg, Central Health



Virtual Warehouse Plan

- SCE Work Group will develop PLAN to develop virtual access to documents:
 - scanned at service sites
 - placed on a secure on-line site
 - used to determine eligibility for services
 - with client permission



Virtual Warehouse Plan

- PLAN may also address consideration for using virtually stored information to:
 - auto-populate applications for public assistance
 - determine eligibility for range of services
 - develop tools for staff & consumers to self-determine potential eligibility



Build on Central Health's Initiative

- Vision is to facilitate access to health care services for uninsured individuals in Central Texas.
- Involves clarifying eligibility requirements and related documentation.



Build on Central Health/ICC's Eligibility Initiative

- Objectives include:
 - **“No Wrong door”** – Ensure uniformity in the eligibility determination process for safety net providers in Central Texas.
 - **Develop regional approach to eligibility determination** for safety net healthcare providers that can be transferrable to other safety net providers.



Build on Central Health/ICC's Eligibility Initiative

- Accomplishments to Date:
 - Implementation of **shared eligibility determination system (Medicaider)** that has virtual warehouse capability.
 - **Developed shared definition** for household size.
 - **Identified documents** to be used for determining household income.
 - **In-Process:** Researching privacy issues to allow for access of stored information.

Considerations for Document Management Technology

- **Location** – where docs are stored
- **Creation** – how docs are created
- **Filing & Access** – how docs are organized & found
- **Distribution** – how docs are made available to users
- **Workflow** – rules for how docs are handled/verified
- **Security & Privacy** – how legal privacy requirements will be met
- **Authenticity** – verifying users and signatures
- **Auditing** – when, where and by whom are docs accessed
- **Disaster recovery**
- **Archiving & Retention**
- **Community of Users**



Other Preliminary Planning Considerations

- Cost-benefit
- Value-add for agencies
- Legal privacy issues
- Different technological capabilities
- Cost
- Ownership/management of virtual warehouse



Virtual Access Plan - Process

- **February 1** SCE Work Group formed, other partners identified, Central Health presentation
- **March 1** Network Sciences presents considerations for document management technology
- **May 3** SCE Work Group reviews UT's inventory
June 7 & begins developing framework for plan
- **July 9** CAN Board updated on Inventory
- **Sept. 10** CAN Board updated on Plan
- **October** Plan presented at CAN Retreat
- **Dec. 10** CAN Board presented final plan