



# Community Action Network

Working together to build  
a community of equity  
and opportunity.





# 2009 CAN Work Initiatives

## Major Initiatives:

- Community dashboard
- Compact for children & youth
- Maximize public assistance enrollment to draw down more federal funds





# Maximize Public Assistance

**Goals:** Increase enrollment of eligible individuals in public assistance programs including TANF, Food Stamps, Medicaid, and CHIP and draw down federal dollars to our community to assist those in need.

**Scope of Work:** Guide process to develop inventory of current initiatives and identify short-term and long-term strategies for optimizing public assistance outreach, eligibility, and advocacy.

**Project Completion Date:** November 13, 2009

**Deliverables:** Inventory & Plan





# 2009

- Conducted an inventory of agencies and resources that help with enrollment.
- Met with stakeholders to discuss what type of “community plan” was needed.
- Connected with other local and State efforts to improve the enrollment system and/or expand outreach and enrollment assistance.
- Created “straw-man” list of strategies for discussions with CAN Councils.



# Inventory

## ELIGIBILITY & ENROLLMENT ASSISTANCE OUTREACH

- Any Baby Can
- Capital Area Food Bank
- Caritas
- Catholic Charities of Central Texas
- City of Austin
- Insure-a-Kid
- Integrated Care Collaboration
- SafePlace
- Seton
- Travis County HHS & VS
- Travis County Healthcare District

## ADVOCACY

- Center for Public Policy Priorities
- Children’s Defense Fund
- Lone Star Legal Aid
- One Voice: Austin Health & Human Services Association
- Texas CHIP Coalition
- Texans Care for Children
- Texas Association of Aging of the Capital Area
- Texas Hospital Association
- Texas Legal Services Center
- Texas RioGrande Legal Aid





# Texas Workgroup

## Key barriers identified:

- Inadequate HHSC staffing, resources and funding for outreach
- Poor information on how to apply and renew successfully
- Challenges with retrieving client case information and resolving client problems
- Inconsistent application of policy
- Complexity of eligibility, application and enrollment processes



# Other Local Initiatives

- Insure-A-Kid and State HHS pilot for on-line submission of applications for CHIP and Medicaid
- Travis County Healthcare District initiative to streamline enrollment & eligibility for health services using Medicaider
- Capital Area Food Bank “Last Mile” initiative
- Basic Needs Coalition’s “Best Single Source”
- Catholic Charities, CAFB and BNC enrollment training for caseworkers





# What we've learned...

- Support goal of optimizing family self-sufficiency rather than solely focusing on maximizing public assistance enrollment.
- Expand the effort to include all community resources, not just public assistance.
- Change the message – to “stable families, healthy community”.
- Empower customers and case manager with tools and information to access the full range of services.
- Focus on practical strategies within a 5-year window.
- A local integrated eligibility system with electronic submission of applications to the State is currently not feasible because we have no control over state and federal programs & systems.



# Vision

## *Stable Families, Healthy Community*

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- *Learning & Working*
- *Thriving*
- *Connecting & Leading*



# Goal

*Connect families and individuals  
to all available resources  
to help them achieve  
their optimum well-being.*





# A five year plan to connect families to all available resources while maximizing public assistance enrollment.

## Advocacy and Policy:

1. Change message to "stable families, healthy communities."
2. Remain engaged with state-wide efforts to improve systems.
3. Advocate for stimulus funding that helps connect families to resources.
4. Advocate for electronic submission of applications to expedite assistance.

## Collaboration:

1. Establish a community standard for eligibility to save resources currently used to screen clients.
2. Work with existing users of Medicaider to auto-populate application forms for Food Stamps and TANF.
3. Establish virtual access to Medicaider data to verify prior eligibility determination based on community standard or access client's data and documentation used to screen for eligibility.

## Community Capacity:

1. Enhance awareness of resources, tools and enrollment assistance.
2. Train agencies and case managers on how to connect families to resources.
3. Fund staff and recruit volunteers to assist with outreach on availability of range of resources, tools, and training.
4. Identify/develop tools for customers to self-determine potential eligibility for programs.



Measure the Impact



# Table Talk

- Which strategies are most doable and/or have the most impact?
- What are the biggest challenges to successfully implementing these strategies?
- Who should we engage to help plan and successfully implement these strategies?
- Do you want to help? If so, sign-up at your table.