

Community Engagement

C E

Learning Collaborative

Session 2: Key Considerations for Eligibility Operations and Processes

September 26, 2018
11:00am-12:00pm ET

Key Considerations for Eligibility Operations and Processes

Implementation Planning Steps

1

- Define community engagement policies
 - Eligible/exempt populations
 - Qualifying activities and hours

2

- Identify beneficiary supports and provide reasonable modifications
 - Connections to available qualifying activities
 - Tools and resources to help beneficiaries participate

3

- Track beneficiary compliance
 - Expectations for beneficiary reporting
 - Back-end verification processes

4

- Develop strategies for non-compliance
 - Suspension/termination, reinstatement, grace periods

5

- Establish continuous monitoring
 - Assessment of policies and processes and refinement, as needed

3 Key Focus Areas

The plan for each implementation step will need to address these areas:

Area	Examples of Activities	
Operational Changes	<ul style="list-style-type: none">• Develop SOPs• Identify resources• Establish partnerships• Modify contracts	<ul style="list-style-type: none">• Assess staffing needs• Create training materials
System Capabilities	<ul style="list-style-type: none">• Develop new functionality• Maintain successful capabilities	<ul style="list-style-type: none">• Create new portals• Set system flags• Build interfaces
Communication Strategy	<ul style="list-style-type: none">• Strategies for:<ul style="list-style-type: none">○ Beneficiaries○ Stakeholders○ Agency staff	<ul style="list-style-type: none">• Create notices• Develop web content• Establish a social media plan

Examples of Work to be Done:

Operational Changes

- Develop new SOPs and training materials for eligibility staff on qualifying activities, exemptions, compliance requirements
- Revise application and enrollment processes to incorporate community engagement eligibility requirements
- Assess staffing needs for all components of the work – eligibility, systems, project management, stakeholder engagement, etc.

System Capabilities

- Assess needed systems modifications and new functionality to be developed
- Develop concept of operations
- Identify needs for new contracts and vendors

Communication Strategy

- Develop a communications plan for facilitating change management with agency staff
- Develop communication plan for beneficiaries that addresses the new requirements and their responsibilities - notices, PSAs, social media, etc.
- Establish communication strategies to recruit partners and stakeholders

Examples of Work to be Done:

Operational Changes

- Modify call center contracts to add new requirements/ functionality or connecting beneficiaries to tools and resources
- Develop new partnerships with other agencies such as state departments of labor, transportation, and education; volunteer organizations; child care providers

System Capabilities

- Establish interfaces with agencies providing supports
- Perform data analytics to identify and flag exempt beneficiaries
- Develop tracking tools for those needing reasonable modifications

Communication Strategy

- Develop partnerships and engage volunteer groups, employers, educators, training entities, public libraries, etc.
- Provide ongoing information and guidance to stakeholders who can provide supports to particular populations

Examples of Work to be Done:

Operational Changes

- Establish data sharing agreements with other human services programs to track participation in SNAP/TANF programs
- Consider special units dedicated to tracking compliance

System Capabilities

- Build interfaces with available data sources to check compliance. Identify and tag beneficiaries in the system who must comply, who are exempt, etc.
- Develop new interfaces for beneficiary reporting, including functionality for uploading documentation, if needed
- Modify consumer and worker portals to assist eligibility staff and beneficiaries in understanding compliance status
- Develop functionality to identify beneficiaries who are not meeting requirements and may need reminders or help

Communication Strategy

- Create notices to clearly define the expectations for beneficiary reporting at each step in the process
- Expand partnerships with MCOs and other stakeholders providing support to beneficiaries in meeting requirements

Examples of Work to be Done:

Operational Changes

- Establish clear pathways for beneficiaries to be reinstated after suspension or re-enrolled after termination
- Ensure that penalties do not have a negative impact on other household members who are not subject to the demonstration

System Capabilities

- Develop system capabilities to function dynamically with on-ramp activities, lift sanctions timely, monitor suspensions to stop or start capitation payments
- Expand data analytics and reporting functionality to monitor beneficiaries once suspended or terminated

Communication Strategy

- Notify beneficiaries of changes in eligibility, and build in time to provide advanced notice of adverse action
- Develop materials and outreach strategies to help beneficiaries and stakeholders understand requirements for reinstatement, as necessary

Examples of Work to be Done:

Operational Changes

- Establish monitoring plan including metrics
- Conduct regular data analysis to identify success and problems
- Establish processes for refining SOPs and training materials in response to newly identified issues

System Capabilities

- Build functionality to track and report metrics.
- Develop data analytics and refine systems to capture the data that you can refine your own monitoring and what to report to CMS. Data warehouse supports, etc.

Communication Strategy

- Obtain regular stakeholder input (eg. from community organizations, state staff, and workforce partners) on policies and processes
- Survey beneficiaries to gauge understanding of policies and consequences of non-compliance
- Develop strategies for communicating revisions to processes

Thank you!

To ask questions and provide feedback, contact
CELC@mathematica-mpr.com