



# STATE OF RHODE ISLAND

Executive Office of Health & Human  
Services

MODERNIZATION

21<sup>st</sup> CENTURY

Gary D. Alexander, Secretary



# AGENDA

- **Current Reality:** 1960's Service Delivery Model
- **Why Modernize?**
- **Where We Want to Go:** Person and Family Centered Delivery System Model
- **Technology:** Tools to Get us There
- **Timeline:** 3-5 Year Strategic Plan
- **Budget**



# CURRENT REALITY

- Limited Individual and Family Centered Model to Access and Assess Services and Needs
- Rapidly Rising Unemployment Rates
- Duplicative Policies and Procedures
- Siloed/Confusing/Cumbersome Applications & Notices
- Limited On-Line Access



# CURRENT REALITY

(2)

- **Antiquated Technology**
- **Limited Program Integrity Tools**
- **Limited Staffing Flexibility**
- **Staff is not Cross Trained Across Programs**
- **Complex State and Federal Programs**
- **Limited Systems Coordination**
- **Budget Constraints**



# WHY MODERNIZE?



## RI EOHHS Offices Currently Serve:

- Over 300,000 Rhode Islanders
  - 185,000 People Receiving Medical Assistance (Last 2 months have seen increases in Rite Care of over 400 cases per month)
  - 107,000+ Receiving Nutritional Services (24% rise in SNAP over last 6 months)
- Medicaid Direct service Budget is 1.5 billion (2008)



# WHY MODERNIZE?

(2)

- Implement Legislative Initiatives
- Update Service Delivery System
- Manual Processing
- Access Barriers to Services To Employed/Unemployed Recipients
  - Siloed Intake/Interviewing Processes
  - Coordination of Services Across Populations
- Necessary To Integrate and Streamline to Enhance Efficiency
- Need Greater Transparency and Information Sharing





# WHERE WE WANT TO GO

- **Create a Dynamic Person Centered One Stop Shopping Model to Serve the Public-Customer**  
Service and Satisfaction is the Key
- **Simplify Applications, Policy and Procedures**
- **Enable Self-Service – Create Multiple Access Points**
- **Minimize Time Allocated To The Application/Re-determination Process**
- **Streamline Program Access**
- **Coordinate Services Across ALL Populations**





# RI REDS

## (RAPID ENTRY DELIVERY SYSTEM)

### 5 MAJOR COMPONENTS

- One Stop Shopping and Increased Access
- Simplification
- Greater Customer Service
- Modernization: Technology
- Community Partnerships
- Streamline







# ONE STOP SHOPPING



- Establish “Case Load Banking” & Customer Information Specialists (CIS)
- Implement Simplified and Targeted Eligibility Process of cases for Elderly/Disabled/Homeless/Veterans
- One Simplified On-Line Application
- Encourage Participation/Overcome Barriers
- Increase Outreach To Hard To Reach Populations
- Cross Train Staff



# ONE STOP SHOPPING

(2)

- Centralized and Synchronized Application/Re-Determination Process
- Enable Access to “Timely” Data For Automated Eligibility Determination, Re-Certification, and Case Status (SSA, DLT, Etc.)
- Expand Document Imaging Abilities
- Greater Coordination Between Programs and Agencies
- Implement Specialized Units To Expedite Process



# SIMPLIFY



- Review and Cross-Walk Policies for all EOHHS Programs-Federal and State
- Identify Inconsistencies Between Programs
- Change Policies and Attain Consistencies: Rules and Regulations, State Statutes, and Federal Waivers
- Develop Solutions to Streamline The Basics
- Simplify Fractional Process at Pivotal Points On The Service Delivery Continuum
- Compose More Coherent and Accessible Policies



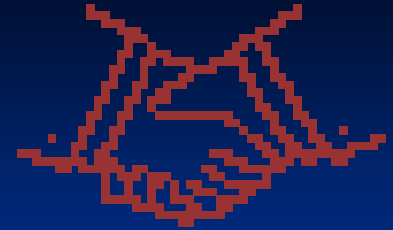
# MODERNIZE



- Upgrade Network, Hardware/Software Applications
- Implement Data Sharing Across Agencies
- Implement Centralized and Innovative IT Monitoring Tools (Active Directory for User Groups, Server and Desktop Remote Management)
- Implement Web Based Tools (Document Viewing, Storage and accessible Program/Client Benefit Information)
- Consistent Confidentiality Standards
- Implement a Call Center
- Create Centralized Portal to Access EOHHS Programs
- State Administrated “Dash Board”
- Customer Friendly On Line Application
- Web Based Training Opportunities for Staff and Partners



# COMMUNITY PARTNERSHIP



- Create and Maintain Statewide Relationships with Community Agencies to Assist EOHHS Achieve Access to Services
  - Community Partners
  - Faith Based
- Increase Outreach To Hard To Reach Populations
- Provide Training Opportunities to Partners to Empower Clients to Utilize The New Service Delivery Model



# STREAMLINE

- New Self Service Delivery Approach
- Develop a Cross Trained Work Force
- Reduce Redundant Processes Across EOHHS Delivery System
- Develop Policies that Optimize Available Resources
- Enhance Technology
- Streamline and Consolidate Leases





# EOHHS MODERNIZATION SUMMARY

- **STREAMLINE** Access to EOHHS Programs and Services
- **CREATE** a “One-Stop” Shopping Capability
- **IMPLEMENT** a New Electronic “Front-Door” System Utilizing The New Triage Ability to Access All EOHHS Services Within A Centralized Location
- **STRENGTHEN** Partnerships Across Organizations
- **MODERNIZE** Technology and Secure On-Line System Access
- **CENTRALIZED** EOHHS Calling/Reporting Center
- **EFFICIENT** Administrative Operations



# Modernization Current Work

- ✓ State working with stakeholders and community partners
- ✓ National Foundation and National Public Policy Organization Support

## Committees Established

1. DHS [Economic Supports] Simplification/Access – improve ability of residents to access and retain benefits across the programs.
2. Medium and Long Term Planning – Plan for integrating work of the committees into a unified strategic plan. Research and follow up on technology to allow all EOHHS agency systems to talk to one another. Best practices to streamline /improve access across all EOHHS services.
3. Long Term Care Simplification and Access – This work will take place through the GWTF and be passed to the Modernization Task Force for review and implementation.
4. Information Workgroup – Review current EOHHS websites for ease of access to info and consistency. Develop plan for improved access to information.
5. MHRH/DCYF Simplification and Access Workgroup – streamlined process for youth transitioning from DCYF to MHRH. Access simplification to MH, DD, and Substance Abuse. This workgroup is not operationalized yet. In progress.

EOHHS OFFICES

DEA



DHS



DCYF



MHRH



IN WHAT AREA DO YOU NEED ASSISTANCE?

MA	SNA P	GP A	RW OR KS
DEA	VET S	DC YF	MH RH

ALL AREAS

FAITH  
BASED  
ORGANIZATIONS



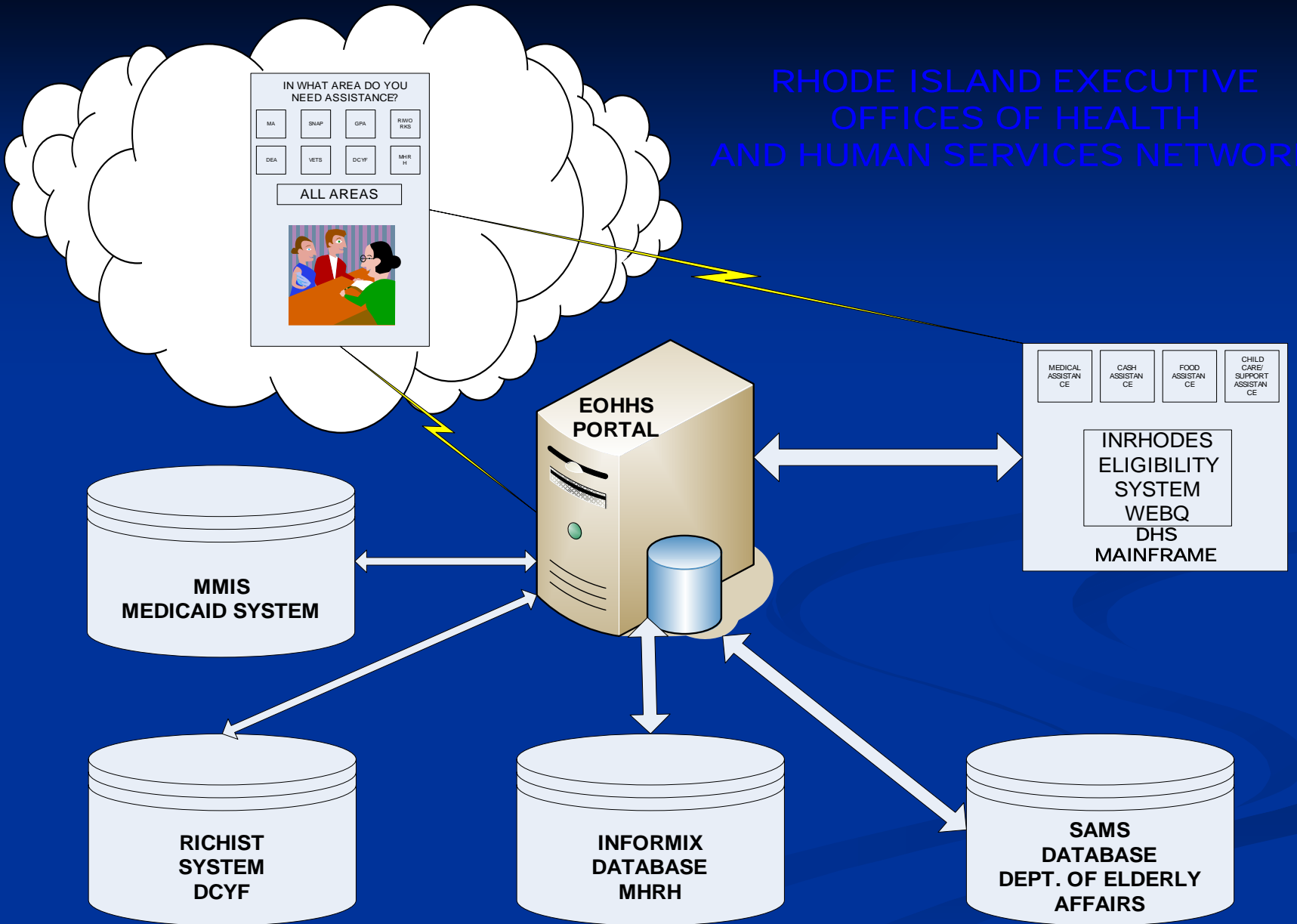
COMMUNITY  
PARTNERS



RHODE ISLAND EXECUTIVE  
OFFICES OF HEALTH AND HUMAN  
SERVICES AND COMMUNITY

DRAFT CONFIDENTIAL DOCUMENT

# RHODE ISLAND EXECUTIVE OFFICES OF HEALTH AND HUMAN SERVICES NETWORK



# Thank You!

# EOHHS

