Draft 10/6/10

DHS
PAST AND PRESENT

2005 to 2009

- Web-based Screening Tool SNAP/MA
- On-Line SNAP Application
- Web-based CC Provider Enrollment System
- Web-based TANF Employment Activity Referral and Response System (EARR)
- Automated MA Recert Form
- Automated Child Care Recert Form
- Phase I Scanning into InRhodes (Desk-top Devices) Piloted in Child Care Assistance Unit

2010

- Streamlined SNAP Appl. For Elderly
- SNAP/CAP E-Bridge to On-Line SNAPAppl.
- Auto-Appointment Tool Automated NOMI notices
- Programmed Expanded Categorical Elig. Screens
- Expand.Tele. Interview Option
- Auto-Recert form SNAP/RIW
- Implemented Block App'ts
- Auto-Interim Report Forms
- Expanded Scanning to Other Programs

MODERNIZING COMMUNICATION SYSTEM DURING 2010:

- Purchased 5 New Telephone Systems for all DHS Offices (Providence to be installed this Month)
- Activate New Interactive Voice Response (IVR)
  - Access program information and eligibility requirements
  - Request an application
  - Use an automated menu to get benefits information
  - Report changes
  - Connect with a service representative - foundation for establishing a DHS Call Center

    - **BEGINNING WITH SNAP AND CASH—WILL BE ADDING CHILD CARE AND MEDICAL ASSISTANCE – TARGET JANUARY 2011**

FUTURE 2011

CREATE NEW PROCESSING CENTER

Application and Document Processing Center

–Process all incoming and outgoing client mail

–Scan, index and image all documents to INRHODES Workload Management System

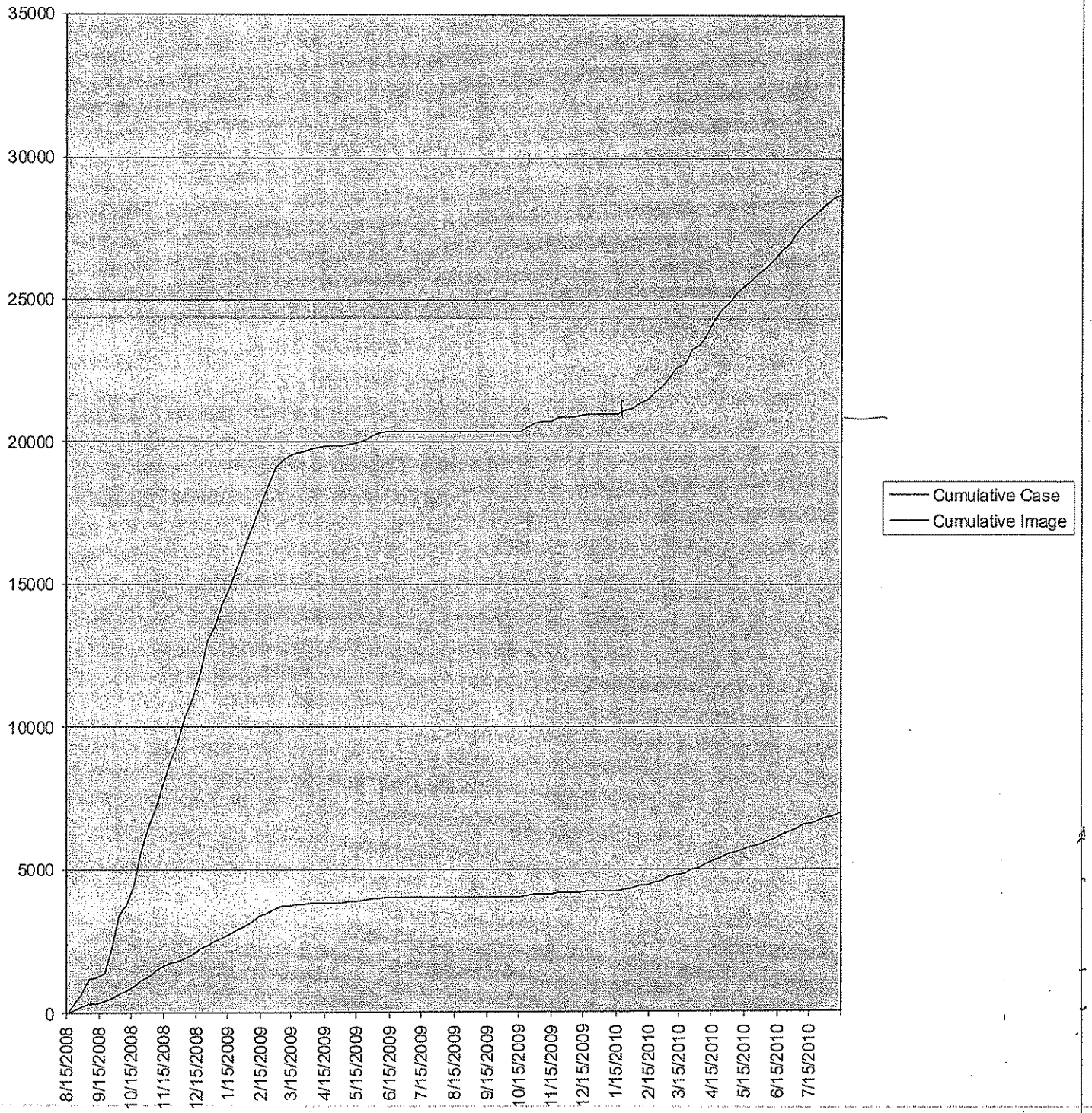
–Program InRhodes to create Mail Bar-coded documents and forms

–Acquire necessary equipment and devices needed to operate processing center

FUTURE PLANS FOR CALL CENTER

- IMPROVE POLICIES/FORMS/TECHNOLOGY THROUGH MODERNIZATION COMMITTEE PARTNERSHIP

- Staff with Experienced Eligibility Specialists who:

  - Answer general program questions
  - Refer callers to services
  - Assist in forms completion
  - Process changes
  - Resolve complaints
  - Conduct telephone interviews
  - Handle requests for fair hearings
- Automated Child Care Program Time and Attendance Reporting System

CIS Case/Image Count