




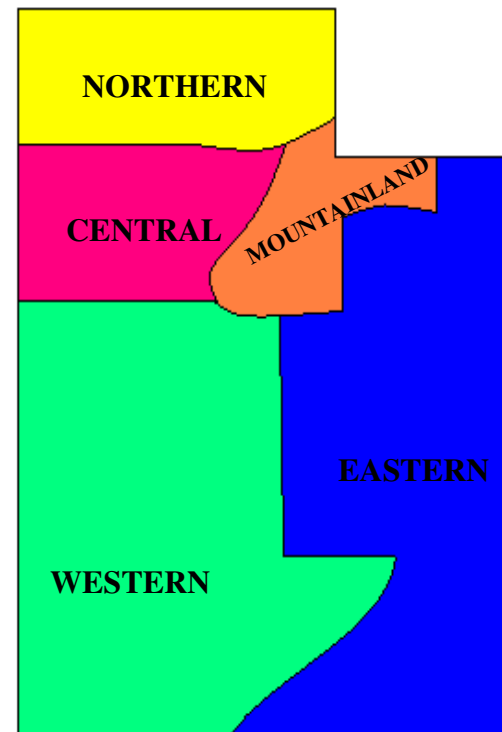
Utah Department of Workforce Services

FSP Symposium
Sacramento, CA
September 2008



Department of Workforce Services

- 5 Regions
 - Northern
 - Central
 - Mountainland
 - Western
 - Eastern
- 36 Employment Centers
- Call centers
- Virtual call centers
- 120,000 medical cases
- 59,000 food stamp cases
- 7,500 child care cases
- 6,500 financial cases



About DWS

- State administered
- Non-union state
- State law allows electronic signature
- 4 day work week as of 8/04/08
- No office closures throughout modernization efforts
- No staff reductions

How this all started

- In 1998 DWS began first eligibility modernization efforts with plans to centralize all of eligibility in Salt Lake City
- We began with:
 - a call center in SLC
 - transferred cases from throughout Utah to SLC
 - started imaging cases at the call center
 - began processing based on transactions rather than caseloads

Background continued

- Work had to be done in SLC due to no statewide imaging system and that moved jobs out of rural Utah
- Required to conduct face-to-face interviews for FS applications and recertifications
- Did not have technology to build in individual accountability for transaction based work

Background continued

- Cases were returned to the region where the customer lived
- Call center in SLC focused on advancing its call center technology and eligibility processes
- State office focused on making the program simpler to administer by implementing statewide policy changes and statewide technologies

Background continued

- Between 2000 and 2004 DWS implemented:
 - Statewide document imaging
 - eFind (data brokering system)
 - On-line policy and procedure manuals
 - Web-based referral system for investigations and overpayments
 - Web-based supervisor case review system
 - Web-based resource and referral system
- Development began on eREP—rules based eligibility system

Goals of modernization

- Increase access
 - Allow people to apply and access services without coming into an office
- Create efficiencies and reduce cost
 - Through the use of technology and economies of scale

Guiding principles



- Maintain high program outcomes
- Pilot and prove concepts before statewide implementation

Accomplishments

- 1/3 of all eligibility staff statewide telecommute
- Telecommuters are part of call centers
- All eligibility staff connected to a call center or use call center technology
- On-line customer education

Accomplishments

- Pilot online application in offices
- Mail EBT cards
- Telephone interviews (approved to conduct all telephone interviews at application and recertification)
- Unscheduled interviews

Accomplishments

- Imaging upgrades (high speed scanners and bar codes)
- 80% of imaging centralized
- Received USDA participation grant to develop partnerships with food pantries and senior centers
- Begin pilot of community partners
- Web access to case information

What is next

- Move online application to web
- Expand community partners
- Automated phone access to case information
- eRep conversion and implementation
 - Client home page
 - Online screening

Questions?



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