



STEERING COMMITTEE

**Tuesday, May 18, 2010
2:00 pm. to 3:00 p.m.
Pasteur Medical Building
Oklahoma Commission on Children and Youth
1111 N. Lee, 5th Floor, Oklahoma City, OK**

Minutes

Attendees: Tammy Williams (DHS), Sandra Stokes (DRS), Connie Steffee (OHCA), Connie Schlittler (DHS), Mani Lee Smith (DHS), Ray Bottger (ODMHSAS), Dan Ingram (OCCY), Lealah Shahin (OCCY)

I. Call to Order

Sandra Stokes

Sandy Stokes called the meeting to order at 2:05 pm.

II. Data Repository

Dan

No new business since being hit with the hail storm has been a distraction.

III. 211's/Resource Directory

Dan

Dan - Well the 211s are down to two call centers, Oklahoma City and Tulsa. They may look at looking at hiring someone in those rural communities to look at the data and make sure it's accurate, but the calls will only go to those two cities. We've been helping this past month to help with that transition set up, to get the data from those cities transferred to Oklahoma City for the most part. In addition, Oklahoma City has been undergoing a large network transition and that has created quite a few interesting little bugs with the IRis 3.0 software and the compatibility issues with the server. What we're looking at is the rollout on IRis 4.0 a lot quicker since there are only 2 call centers left. So because of the issues we're looking at just upgrading Oklahoma City to IRis 4.0 to hopefully resolve some of those compatibility issues. That's about all I have for the 211's. Mike printed off the reports for the Resource Directory which shows the numbers are standard for this time of year.

IV. Eligibility Questionnaire

Dan

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Dan – We approved creating a subcommittee for the eligibility questionnaire. We really haven't had much back on that yet.

Lealah – We have had two volunteers; Tammy Williams with DHS and Rebekah Zahn with Commerce.

Connie Steffee – I have our person for OHCA.

Ray Bottger – I have our person, too.

Lealah – Okay.

Dan – Yeah, just give that to Lealah. And other than that we were just waiting to see who our contacts were, now we can start calling around and seeing who else will be involved. Actually having those as our starting participants is pretty good. So, other than that, we haven't spent a lot of effort in the last month on that.

V. Brochures

Dan

Dan – Brochures! We've handed out the new brochures. I brought a box in so anyone that has been asking about them, you may take as many as you need.

Sandy Stokes – Looking good, very good.

Dan – The only thing we changed was we dropped some of the more technical stuff down to a more public level. Once our data repository is finished, we will look at making brochures more focused on that to market to other agencies at state conferences and such. We go through a lot of these through SoonerStart.

Sandy – Okay, Tammy?

VI. OKDHS Live! Presentation

Tammy Williams

Tammy – Director Hendrick has requested that we give some relief to field staff in how we process our work. I have some numbers here: 58,000 reviews per month for our food stamp clients, which is now SNAP. We have a very extensive review form that we send to our clients every 6 months and the client will submit any changes in income and then the field staff will make the changes in the system and it will continue on for another 6 months. As you can imagine, 58,000 papers a month is a lot for our field staff. What happens is they have a set deadline that says, please submit this completed form with income verification by deadline and if you don't your case will close. So what happens is people don't get their reviews in on time and have to come back in fill out a 21 page form and reapply for benefits. So we hope with our online review form that we have more people go online and participate in completing the reviews. And what we really want is to get to where people fill out their applications online. We honestly wanted to do that first because that's what the federal food stamp agency does. We are going to do that, it's going to be a month after the review application comes out. So what we've done is created an eligibility questionnaire to start that off. It's a lot more robust than what we did with the JOIN eligibility questionnaire. It'll ask you how much money you make, how many people are



in your household and then it will say, it looks like you qualify for approximately \$180 worth of benefits per month, go apply. So it is very robust. We like the way it's formatted, that was the first release and it's been out since the first of April. What we really like about it is that it came out so quick, we got the code from San Francisco; they do something similar. As you all know in government, if you ask someone else in government for code, they give it to you, it's propriety. So we asked San Francisco for their code and they sent it to us and we had great cooperation from Connie Steph over in data services, they dedicated 100% of their resources to changing this code from San Francisco to Oklahoma. And that's what we've done in about 6 weeks' time, from the time we got the code to the time it got on the web. This is what you're going to see today, it's Eligibility Pre-Screening for SNAP benefits and SoonerCare benefits only. We are going to add child care and TANF at some point. We are first going to get it to where we can get the reviews done online first and hopefully give some of our field staff some relief from all that paperwork. We don't know what kind of response we are going to get because it varies from state to state. We hope to send a review letter to these clients on the month their review is due and say you could do this review online. We haven't exacted exactly how to do this, we may just go ahead and send the review and give them the choice, I see this as the most palpable. The cool thing that we are going to do that San Francisco doesn't, is we're going to have a data back integration. San Francisco has it to where the reviews are done and then printed into a pdf and ultimately makes it harder on them because there is no queuing system, it populates 24-7. So Director Hendrick told us that since that wouldn't help us, we needed to design this to go ahead and integrate into our back end system and automatically populate into what we already have. We are required to have by social worker laws to have someone go ahead and click yeah. We have a very unique system in Oklahoma because our programs all come together where as other states have child care in one place and then food stamps in another and Medicaid in another that is quite challenging for us but very rewarding for clients because they just have one place to go. So! Any questions?

Connie Schlittler – I just wanted to say that I worked on a project on the reviews and the number of people that were able to complete the forms by themselves successfully was very low. Only 1%, and that's spread over different counties, could complete the whole form by themselves.

Dan – On this?

Connie Schlittler – No, on paper, our current system.

Dan – Oh, I could see that.

Connie Schlittler – Their employment verification and everything. So basically people are closed and then opened again, closed and then open again. Now you can access that online right? You can't Google it, but it's got an address?

Tammy – No, you can't Google it, the address is www.okdhslive.org. We have not marketed this at all, because we feel that if we market this a lot and our clients go and look at it and

OKLAHOMA COMMISSION ON CHILDREN AND YOUTH



see that it's *only* a pre-eligibility tool then when they get the letter with the review they will not be excited about it. They will just think that they already saw it and it didn't help them much then. So it's just word of mouth now that we tell people that may want to see if they're eligible. We have people that are looking to see what they will be paid on furlough that are looking to see if they will be eligible for food benefits.

Connie Schlittler (to Connie Steffee) – I think we need to get you guys out to come demonstrate your eligibility tool.

Tammy – Okay can we do this now?

Presentation

VII. New Business **All**

Connie Steffee – All I have is a request for a time for our Online Enrollment people to come out and present.

Dan – Sure, of course.

VIII. Next Meeting Date **All**

June 15, 2010.

IX. Next Meeting Agenda Items **All**

Data Repository
211s/Resource Directory
Eligibility Questionnaire
Online Enrollment

X. Adjournment **All**

Connie Steffee motioned.
Connie Schlittler seconded.
Sandy adjourned at 2:58 pm.