

**Charlie Crist, Governor**  
**George Sheldon, Secretary**

# **ACCESS Florida's Modernization Initiative**

**Webinar**

**Improving Coordination of Public Benefits**

**Center for State Innovation**

**August 5, 2009**

**Mission: Protect the Vulnerable, Promote Strong and Economically Self-Sufficient Families,  
and Advance Personal and Family Recovery and Resiliency.**

# Nation is Interested in Florida's Model Because it is:

- Customer friendly
- Uses current technology
- Cost efficient
- Accurate



# Why Did We Change the Model?

- Implement (2003) Legislative direction to achieve efficiency
- Update 1960's service delivery model
- Respond to changes in customer base

# How We Started

## Early Model

- Pilot office – 2003
- Statewide – April 2004
- No new technology
- Paper eligibility questionnaire supplemented paper application
- Quick 7 minute interview in lobby
- Red-track cases could have 2 interviews



# Lessons we learned from the Hurricanes in 2004 and 2005

Desperately needed

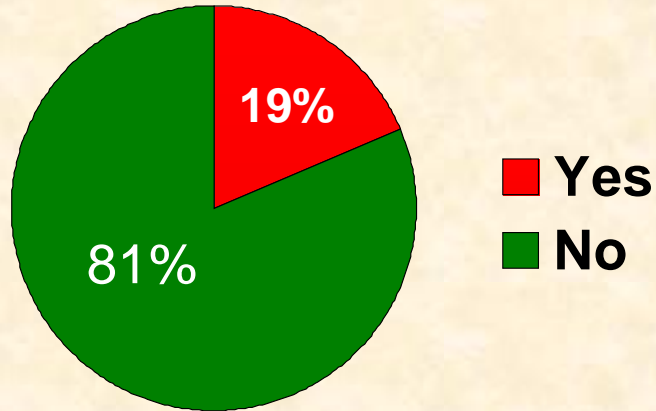
- Electronic data
- Document imaging
- Back room processing
- Web app and pre-registration

# Web Application

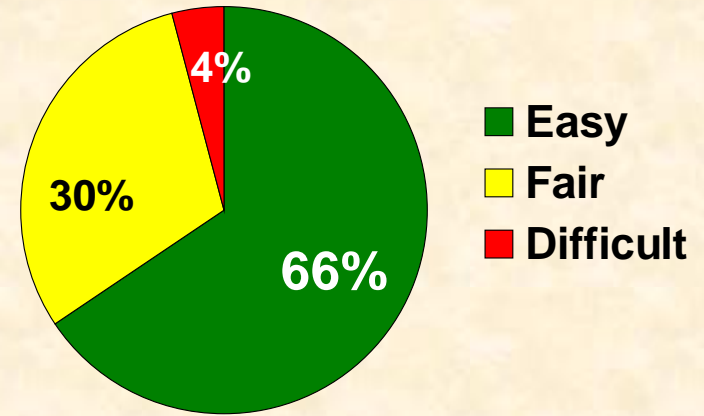
- April 2005 - Released on the internet with electronic signature
- January 2006 - Americans with Disabilities Act compliant version
- March 2008 - more user-friendly version

# ACCESS Web Application User Feedback Survey – June '09

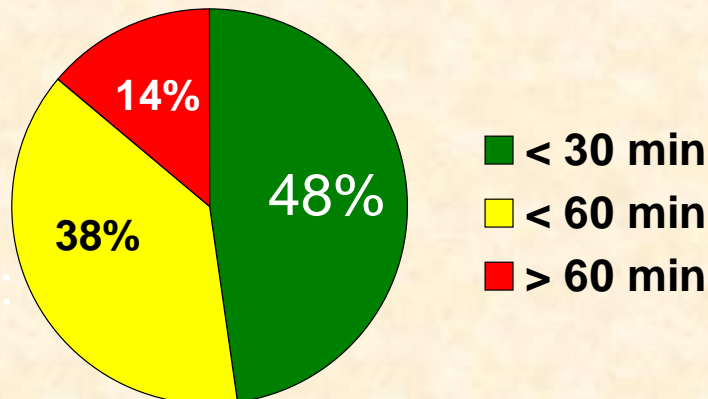
## Needed Help to Complete?



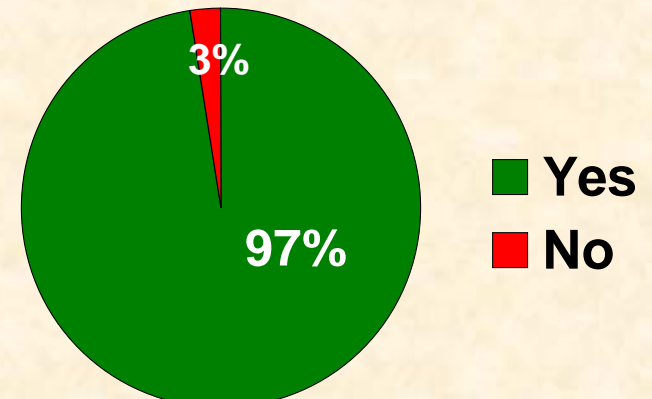
## Experience with Screens



## Time to Complete



## Use Again?



**Total Users Responding: 52,997**

# The ACCESS Model Overview

## Customer Access Opportunities

### Front End Services



DCF Customer home,  
Service Centers or  
Satellite Offices



Community  
Partners



Customer Call Center  
for Information

### Core Eligibility Services

#### “Back Office” Processing

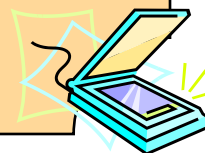
- Telephone Interviews
- Processing Units/Centers
- Case Maintenance Center
- Customer Call Center for changes
- Front-End Fraud (ACCESS Integrity)
- KidCare (Medicaid only for children) Processing Centers



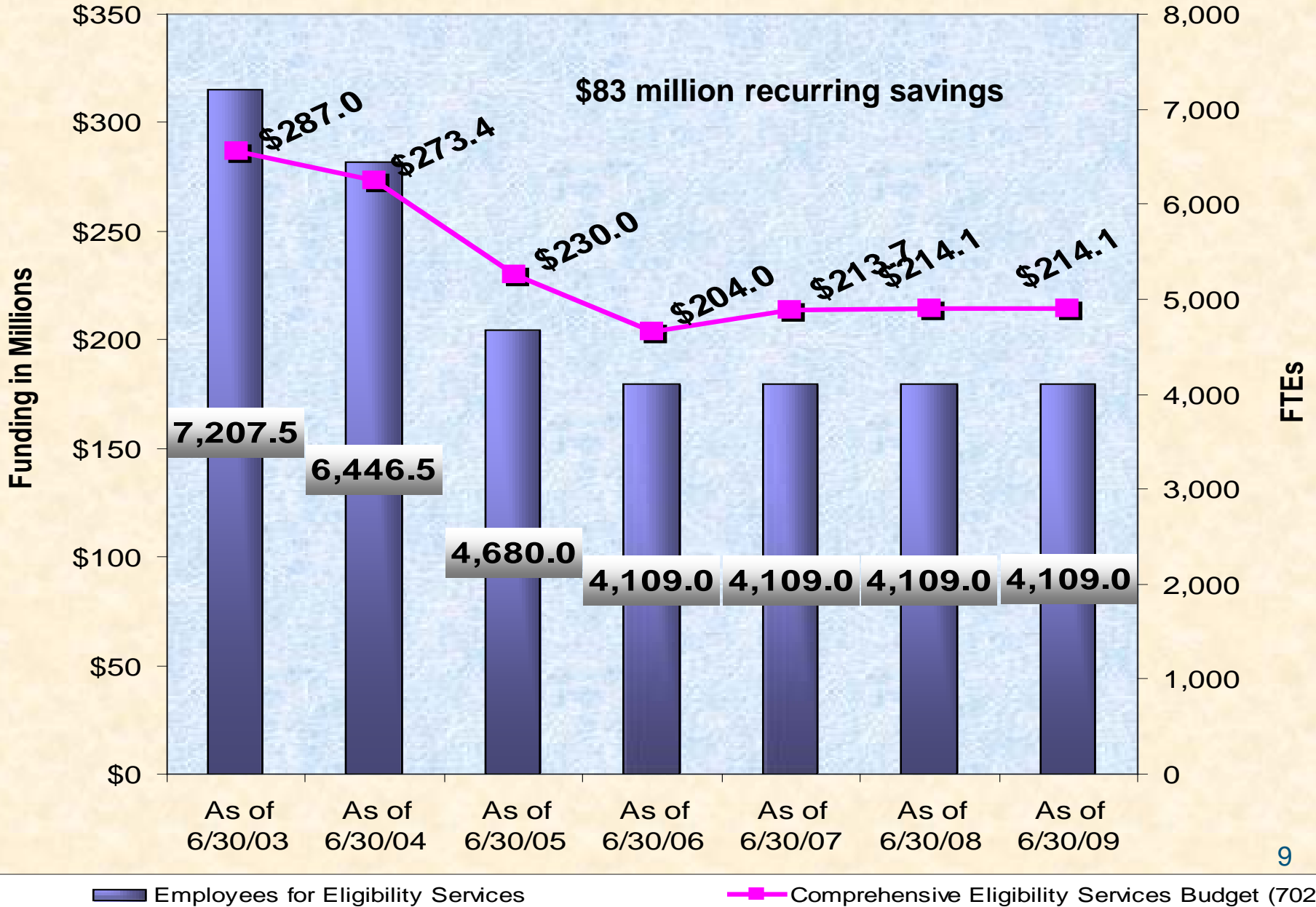
### Back-end Support Services

#### Enhanced Technology

- Automated ACCESS Response Unit
- Web Application
- Document Management
  - Virtual case records and verification document
  - Scanning and indexing
  - My Account customer inquiries



## ESS Modernization Funding & FTE Reductions Beginning SFY '03 - '04



# My Account for Customers

- Began Labor Day weekend 2008 when **14,000** customers established accounts without assistance or advertizing.
- There are now more than **500,000** customers with accounts and the number continues to grow.

**My Account Status**  
As of: 07/01/2008

Head of Household: **JANE Y. JETSON**  
Case #: **5001418976**

Next Review due by: **09/30/2008**  
My Appointments: [Click Here For Details](#)  
Verification needed: [Click Here For Details](#)

**Food Stamp**

Group #	Payee	Begin	End	Status	Monthly Amount	Benefit Month	Date Benefit Available	History	Information
01	JANE Y. JETSON	08/01/2008	09/30/2008	Open	424			<a href="#">↻</a>	<a href="#">↻</a>
01	JANE Y. JETSON	07/01/2008	07/31/2008	Open	424	July, 2008	07/12/2008	<a href="#">↻</a>	<a href="#">↻</a>

**Temporary Cash Assistance**

Group #	Payee	Begin	End	Status	Monthly Amount	Benefit Month	Date Benefit Available	History	Information
01U	JANE Y. JETSON	08/01/2008	09/30/2008	Open	303			<a href="#">↻</a>	<a href="#">↻</a>
01U	JANE Y. JETSON	07/01/2008	07/31/2008	Open	303	July, 2008	07/03/2008	<a href="#">↻</a>	<a href="#">↻</a>

**Medicaid**

Individual	Pin #	Status	Type Coverage	Temporary Medicaid Card	History	Information
ELROY Y. JETSON	7410143452	Verification Needed	Medicaid		<a href="#">↻</a>	<a href="#">↻</a>
JUDY Y. JETSON	7410143451	Verification Needed	Medicaid		<a href="#">↻</a>	<a href="#">↻</a>
GEORGE Y. JETSON	7410143479	Verification Needed	Medicaid		<a href="#">↻</a>	<a href="#">↻</a>
JANE Y. JETSON	7410143487	Verification Needed	Medicaid		<a href="#">↻</a>	<a href="#">↻</a>

[Go Back](#)

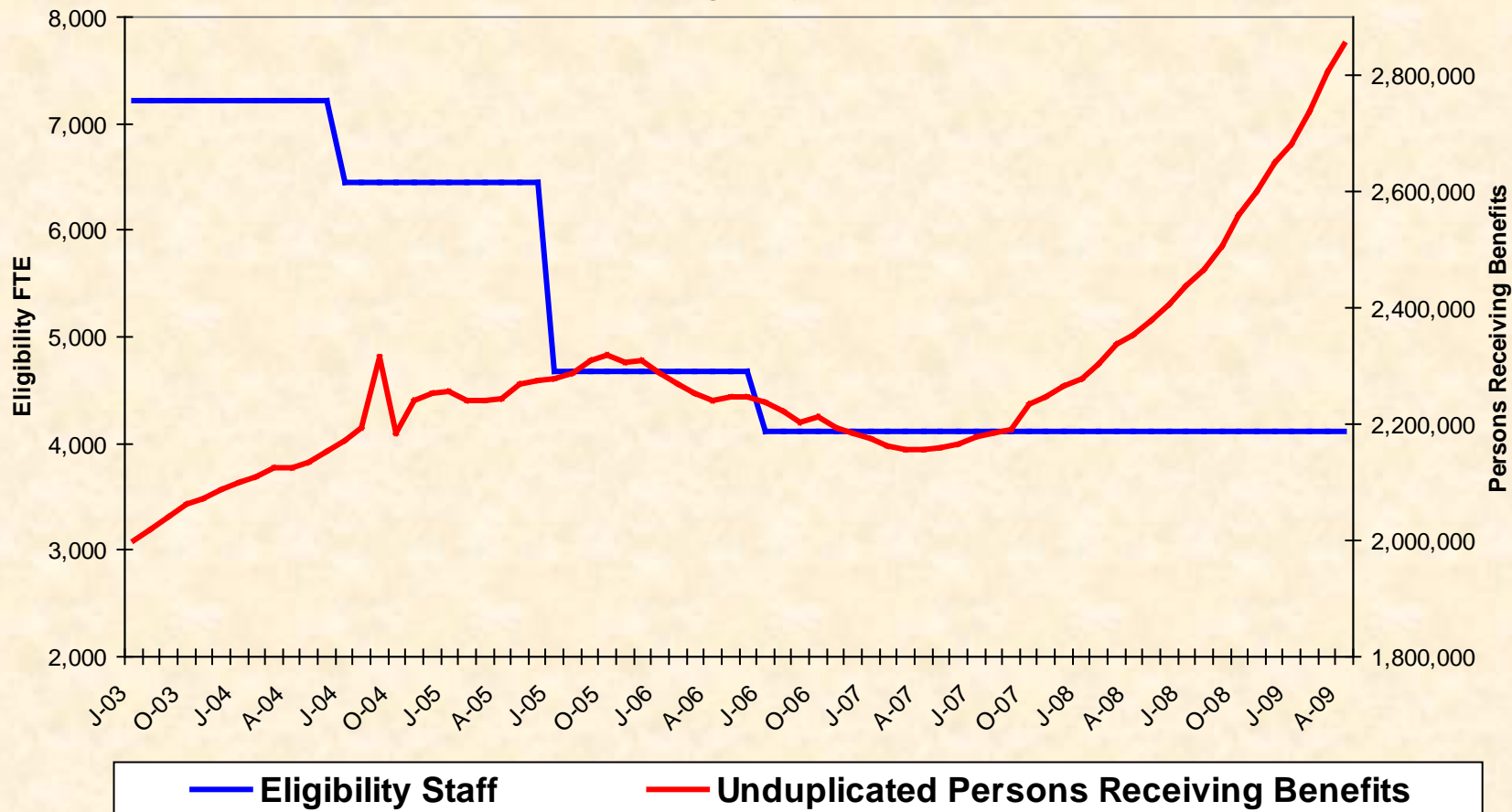
# The Challenge Ahead

*Unduplicated Persons Receiving Benefits*

*July 2003 through April 2009*

*[Cash Assistance, Food Stamps and Medicaid (not SSI)]*

*Compared to Eligibility Staff Authorized*



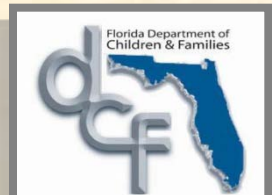
# Food Stamp Payment Accuracy



- FFY 07/08 0.85 % Error Rate  
*Best in Country*
- \$ 7.1 million federal bonus
  
- FFY 06/07 4.15 % Error Rate  
*Most Improved*
- \$ 5.4 million federal bonus



- FFY 08/09 0.52 %  
Oct. 08 – Feb. 09





Automated Community Connection to Economic Self-Sufficiency

Florida's Eligibility Determination System

Powered by Partnerships and Supported by Technology

# ACCESS Florida Innovations Website

[www.accessfloridainnovations.com](http://www.accessfloridainnovations.com)

## What is ACCESS Florida ?



An introduction from **Secretary George H. Sheldon**, Department of Children and Families  
[Play Video Now](#)

(2:30)

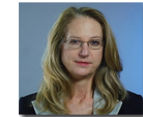
- [Caseload Information](#)
- [Quick Facts](#)
- [Visionaries Video](#) (11:40)
- [Modernization Overview](#)

## How did we make the redesign happen ? How can I adapt this to my agency ?



**Lourdes Benedict**,  
Regional Operations  
Manager  
[Play Video Now](#) (4:24)

- [Blueprint for Service Delivery](#)
- [Call Center Information](#)
- [Customer Service Centers](#)
- [Case Maintenance Units](#)
- [ACCESS Integrity](#)



**Jennifer Lange**,  
Director, ACCESS  
Program  
[Play Video Now](#) (4:25)

- [Detail on Glide Path, Current Staffing and Budget](#)
- [Workforce Transition Plan](#)
- [Human Resources Restructuring Guide](#)
- [Caseload Change over time](#)
- [Impact on SNAP \(Food Stamp\) Error Rate](#)
- [Department's Telecommuting Policy](#)
- [Circuit 10 - Telecommuting Handbook](#)

## What role does technology play ?



**Bill Hudgens**,  
Database  
Administrator  
[Play Video Now](#) (2:50)

- [Presentation for ACCESS Systems & Development Processes](#)
- [Data and Reports](#)
- [Document Imaging](#)
- [Quality Management System \(QMS\)](#)
- [My ACCESS Account](#)
- [Power Tools](#)
- [Workload Tracking System](#)

## What role do Community Partners play ? Do I need to change my policies or training ?



**Ester S. Tibbs**, Circuit  
Administrator  
[Play Video Now](#) (4:21)

- [Community Partner Resource Guide](#)
- [Community Partner Site on Internet](#)
- [Community Partner Locator for Customers](#)
- [Community Partner Training](#)
- [Provider Funded Positions](#)
- [Client Brochure](#)
- [Partner Brochure](#)
- [Customer Information Card](#)
- [Customer Business Card \(front\)](#)
- [Customer Business Card \(back\)](#)



**Lawayne E. Salter**,  
Operations Review  
Specialist  
[Play Video Now](#) (1:32)

- [Policy Changes for Workload](#)
- [Knowledge Bank](#)
- [FNS Waivers](#)
- [Policy Manual](#)
- [Quick and Easy Website](#)
- [Example of In-Service Training Blitz](#)
- [Example of On-Demand Training](#)

## Forms, Publications and More Information

- [USDA Study: "Modernization of the Food Stamp Program in Florida" February 2008](#)
- [OPPAGA Report 08-13 March 2008](#)
- [Food for Florida- Food Stamp Disaster Site](#)

This site presents information in several formats. In order to fully utilize this resource, you will need the [Adobe Reader](#) and the [Flash Player](#) available from Adobe.com free of charge as well as **Microsoft Word 2003 or higher**, **Microsoft Excel 2003 or higher** and **Microsoft PowerPoint 2003 or higher**.

If you have problems viewing this website, please contact the [ACCESS Program Office](#).

# Questions

