



# **Improving Access to Work Supports**

**National Governors Association  
March 31, 2006**

# AGENDA

---

- 1) What is COMPASS?
- 2) How does COMPASS “Simplify” the application process?
- 3) How did it become possible?
- 4) COMPASS Statistics
- 5) Questions



## What is COMPASS?

---

- ◆ Provides a single point of access for Pennsylvania health and human services programs.
- ◆ Allows citizens to Screen, Apply, Renew, e-Sign, View a Benefits Summary, and Check Status.
- ◆ Routes application to appropriate state agencies.
- ◆ Allows citizens to e-Sign applications & renewals



## What is COMPASS?

---

- ◆ Provides community partners the ability to...
  - ◆ Apply, Screen and e-Sign for their clients
  - ◆ Assist in verification process
  - ◆ Check status of applications
  - ◆ Access Power User application

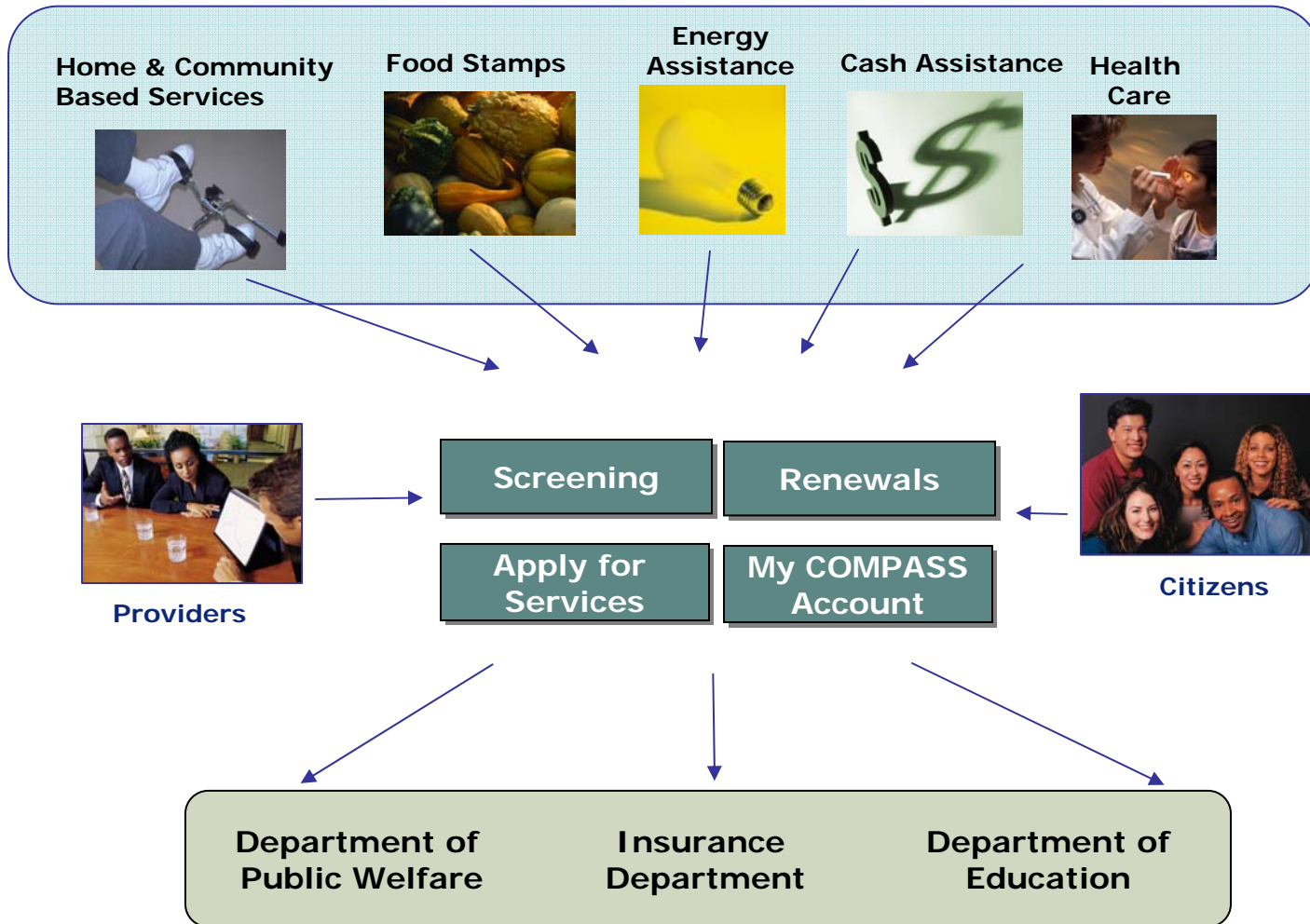


## What is COMPASS?

---

- ◆ COMPASS provides state agencies (DPW/PID/PDE)...
  - ◆ Electronic means of collecting applicant information in a consistent format
  - ◆ Reduction in errors from illegible forms, incorrect form responses, and incomplete forms
  - ◆ Decrease in amount of data entry
  - ◆ Routes applications to the appropriate Department

# COMPASS Access to Social Services





## **“Simplifies” the Application Process?**

---

- ◆ Single application for multiple services
- ◆ English/Spanish with taglines in other languages
- ◆ Available 24/7 – 365 days
- ◆ Lists verification documents required
- ◆ E-Signed Applications & Renewals
- ◆ Generic Healthcare application – COMPASS routes to the appropriate Department
  - DPW – Medicaid
  - PID – adultBasic / CHIP

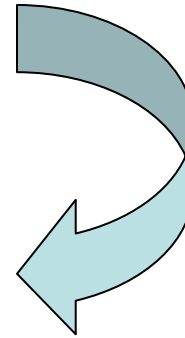
# Healthcare Routing



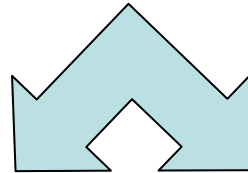
Pennsylvania  
Citizens



Health Care



COMPASS



Medicaid



adultBasic / CHIP



## How did it become possible?

---

- ◆ DPW and PID Policy advancements
- ◆ Common income verification policies
- ◆ Consensus on application questions
- ◆ Acceptance of redirected applications
- ◆ Agreed upon rules and policies
- ◆ Common goal of serving the citizens
- ◆ Initial cost to implement Healthcare/Cash and Food Stamps in COMPASS - \$ 3 Million

## How did it become possible?

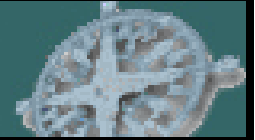
---

- ◆ Started on a small scale
- ◆ Built upon early successes
- ◆ Involved community organizations
- ◆ Previewed each software release with advocate groups to get input
- ◆ Developed supportive collateral materials

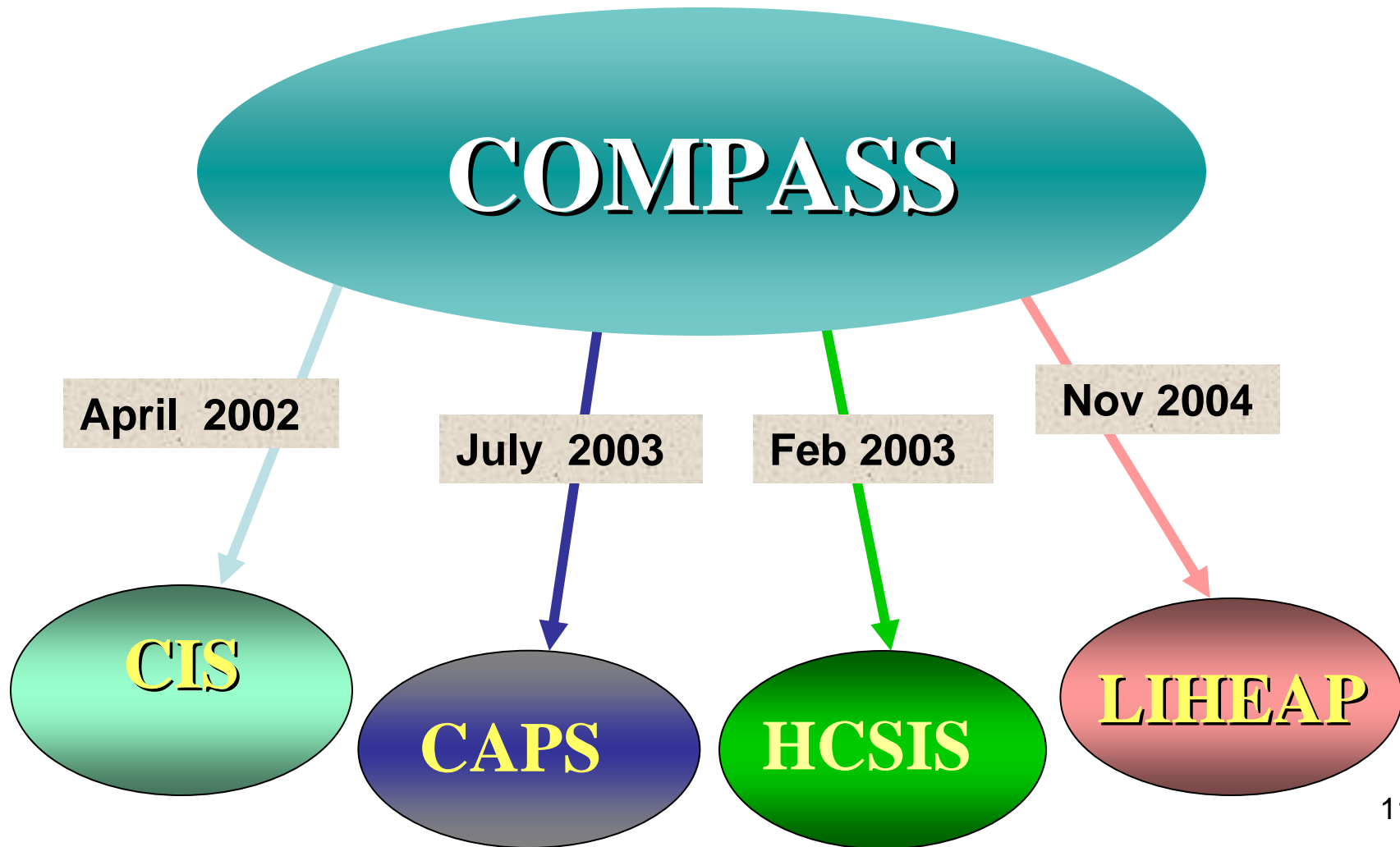


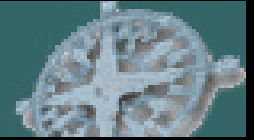
**COMPASS**

*Commonwealth of Pennsylvania Access to Social Services*



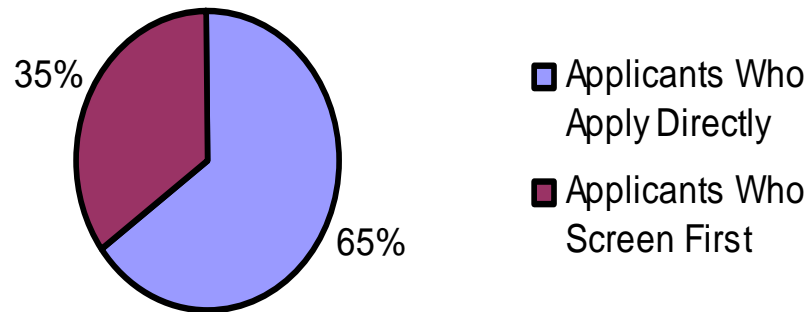
# System Interfaces



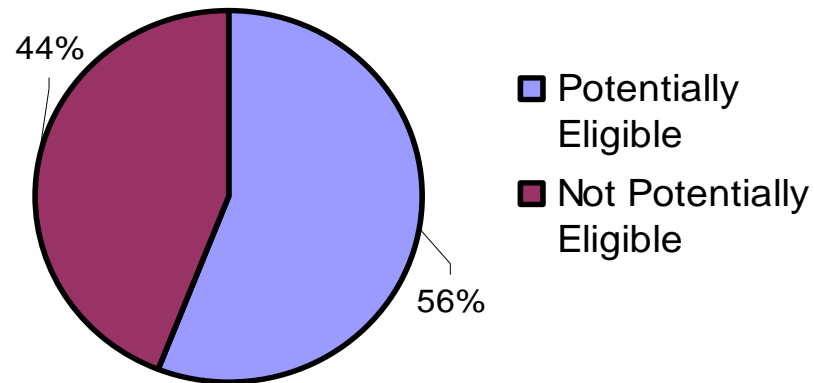


## COMPASS Statistics

### Applicants Who Screen Before Applying

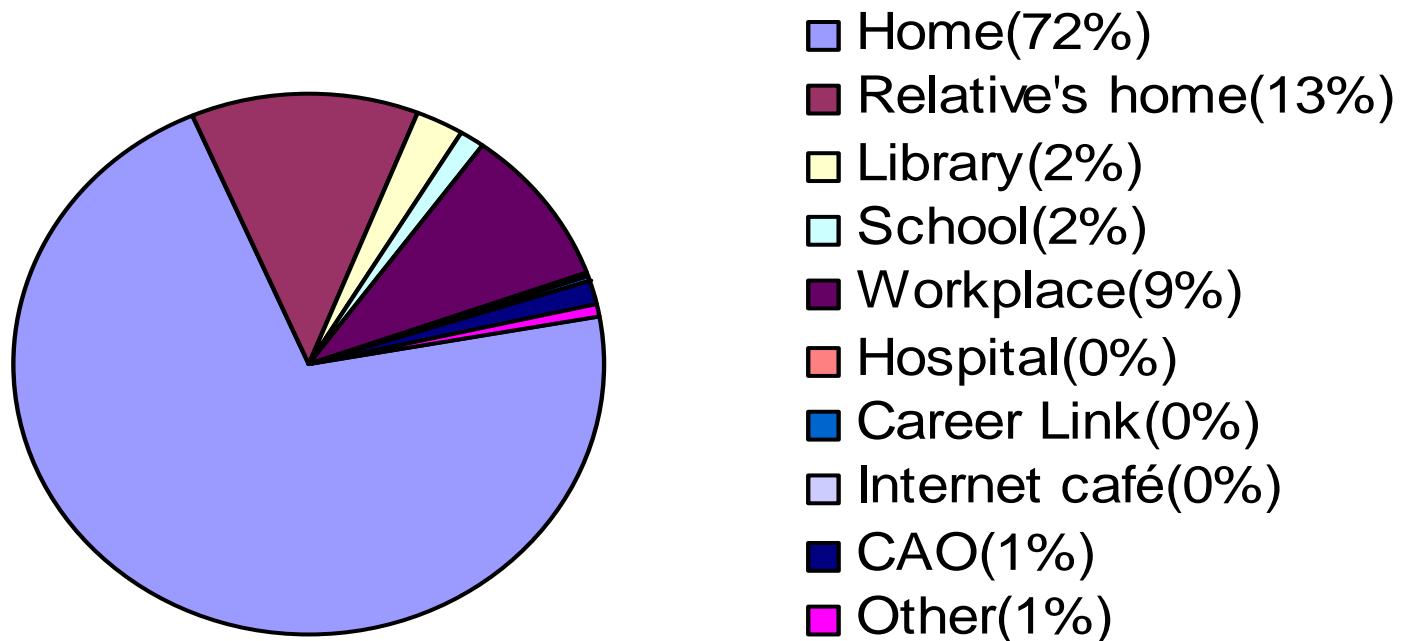


### Screening Questionnaires Distribution

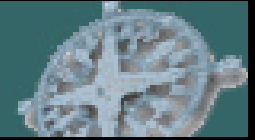


# COMPASS Statistics

## Application Location

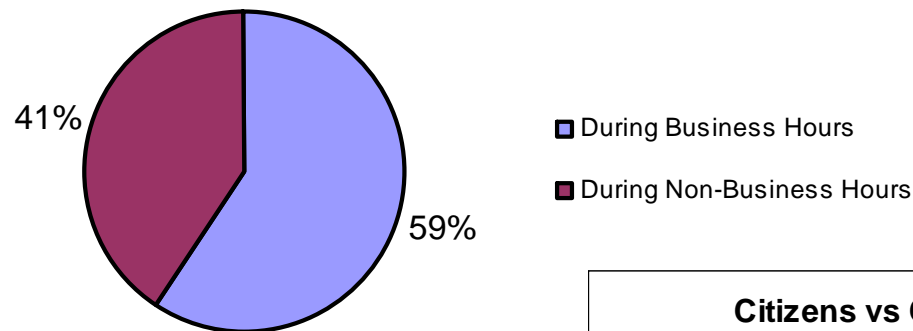


***Citizens may have greater access to the internet than previously thought***

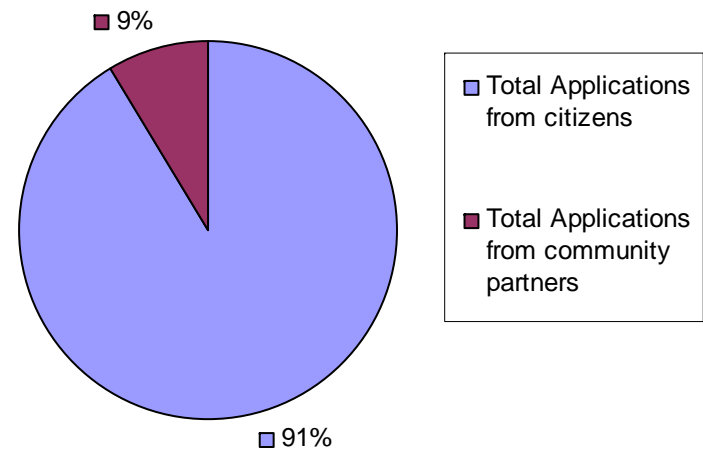


## COMPASS Statistics

**Applications Submitted During Business & Non-Business Hours (8 a.m. - 5 p.m.)**



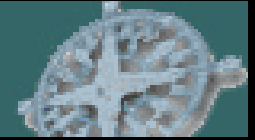
**Citizens vs Community Partner Applications**





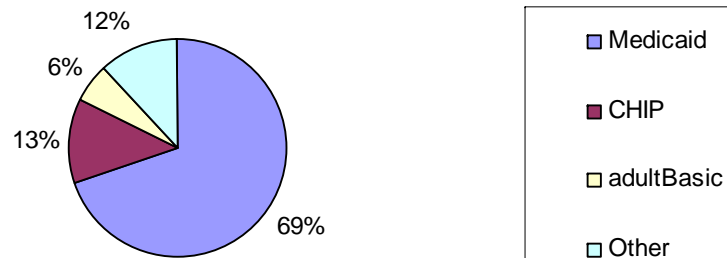
# COMPASS

Commonwealth of Pennsylvania Access to Social Services

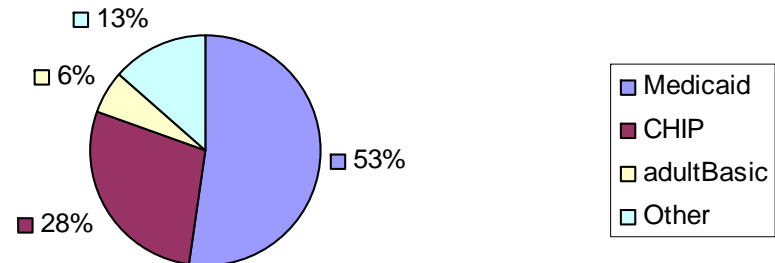


## COMPASS Statistics

**Total Applications and Healthcare Applications in the past 12 months**



**Total Renewals and Medicaid/adultBasic/CHIP renewals**



## **Coming Attractions in 2006**

---

- ◆ National School Lunch Application – Statewide
- ◆ Imaging of Verification Documents
- ◆ Application e-Signature (March 27, 2006)
- ◆ On-line Change Reporting
- ◆ Automated Renewals
- ◆ Pharmaceutical Assistance Contract for the Elderly (PACE)
- ◆ Electronic Referrals (Medicaid & CHIP/aB)

## Questions?

---

George Hoover

Deputy Commissioner

Pennsylvania Insurance Department

[gehoover@state.pa.us](mailto:gehoover@state.pa.us)

717.346.1366

Jerry Koerner

Supervisor

Department of Public Welfare

[jkoerner@state.pa.us](mailto:jkoerner@state.pa.us)

717.772.7817

