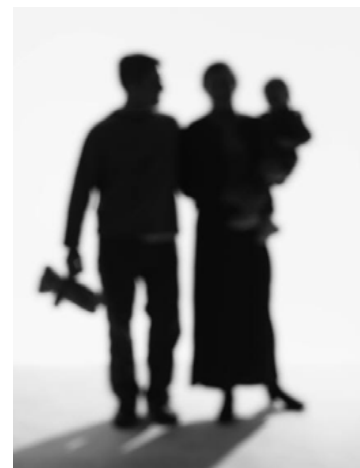# Work Support Strategies Grant:
Streamlining Access, Strengthening Families

The Initiative

The Ford Foundation and partners have invested funds through the Urban Institute for selected states to implement more *effective, streamlined*, and *integrated* approaches to delivering key supports for low-income working families.

The Planning Year

States will be given the opportunity to design and test strategies to improve the delivery of work supports to low-income families during the first year.

Some states may receive funding to implement these strategies for up to 3 years following the planning year.

The Support

Selected states will receive:

- Funding
- Technical Assistance
- Peer Support

The States

- Colorado
- Idaho
- Illinois
- Kentucky
- New Mexico
- North Carolina
- Oregon
- Rhode Island
- South Carolina

The Programs

The work supports targeted by the funders include:

- ‣ Health coverage
- ‣ Nutrition
- ‣ Child care subsidies

Selected Supports

SC targeted the following key programs:

- Medicaid
- Supplemental Nutrition Assistance Program (SNAP)
- Family Independence (FI) Program

The Agencies

- DHHS administers Medicaid
- DSS administers SNAP and FI
- USC will provide process quality improvement across agencies

The Opportunity

In SC it is challenging for low-income families to secure needed work supports because of:

- ▸ Existing organizational structures
- ▸ Administrative processes
- ▸ Legacy eligibility systems

The Goals

SC plans to address the work support issues in the following ways:

- Modernize agency organizational structures
- Assess and redefine program application and retention processes
- Build formal mechanisms to measure and monitor impact of process improvement

The Teams

SC will use the following groups to accomplish it's goals:

▶ Leadership Team
▶ Eligibility Process Improvement Committee (EPIC)
▶ Internal Stakeholders
▶ External Stakeholders

The Objectives

SC will develop an integrated plan that will ease administrative burdens on beneficiaries & workers. SC plans to identify and document:

- ▸ Existing organizational structures & frontline business processes

The Objectives

SC plans to identify and document:

- Intersections between Medicaid, SNAP and FI

The Objectives

SC plans to identify and document:

- ▶ Technology used for eligibility and workload distribution

The Objectives

SC plans to identify and document:

▸ Best practices across agencies and offices

The Objectives

SC plans to identify and document:

- Strategies from states that have had success in modernizing work support structures/processes

The Objectives

SC plans to identify and document:

- Efficiency, quality and customer service measures that best reflect system performance

The Objectives

SC plans to identify and document:

- Appropriate methods for collecting & reporting information to use for continuous improvement & communicating progress/achievements

Tasks

- County visits

Tasks

▸ State visits

Tasks

▸ GIS mapping of offices and beneficiary populations

Tasks

▸ Develop new paper and online applications

Tasks

- Enterprise Document Management
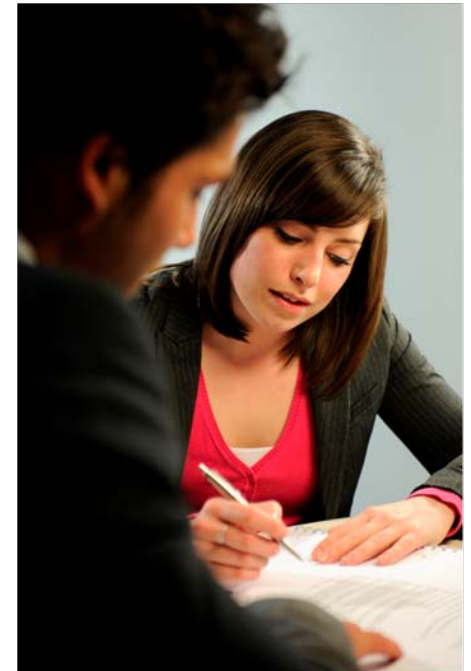
Tasks

▸ Agency reorganization

Tasks

▸ Conduct beneficiary experience time study

Tasks

▸ Develop monthly dashboard reports

Tasks

▸ Align aspects of Medicaid, SNAP & TANF policies

Tasks

▸ Develop a comprehensive plan for process improvement implementation

Contacts:

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Mel Carlyle 898-2067
CARLYLEM@scdhhs.gov

Alisha Hansen 898-0983
Alisha.Hansen@dss.sc.gov