



# Solutions To Increase Your Capacity When You Need It Most



# Introduction to Change & Innovation Agency

## Practice Areas

- Medicaid, SNAP, TANF
- Child Care (Eligibility, Licensing, Administration)
- Child Welfare
- Child Support
- Unemployment Insurance

## Results

**130%**

More families served with Improved accuracy

**70%**

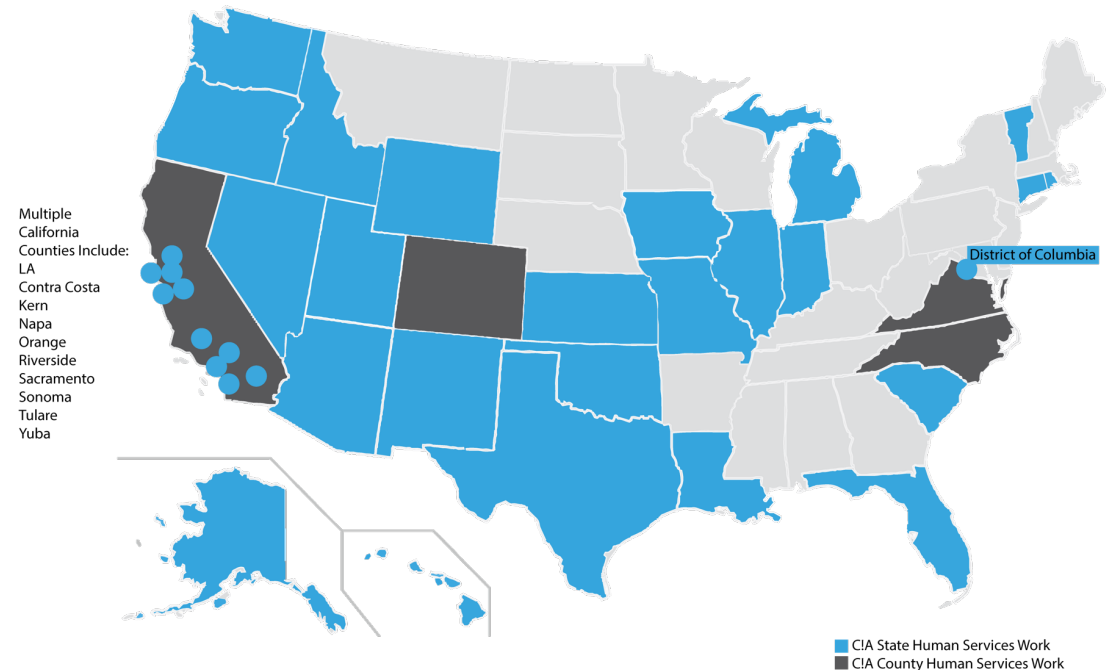
Faster delivery of human services

**80%**

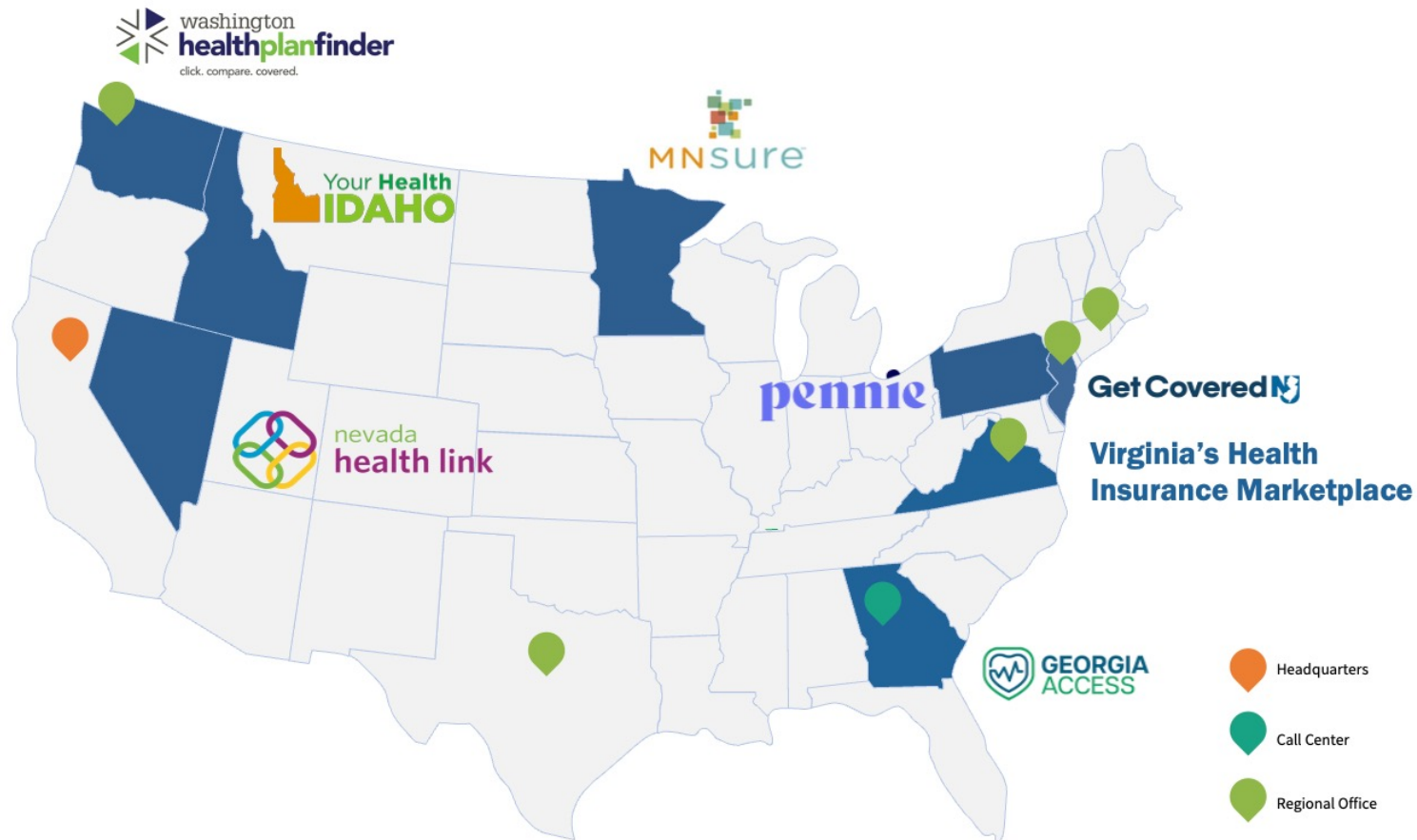
Increase in same-day determinations

**50%**

of all state human services agencies and some large counties are serving more customers faster at the same or lower staffing level as a result of our proven capacity building strategies and innovative SaaS service delivery



# Introduction to GetInsured



GetInsured leads the market with its SaaS technology and services deployed in eight state-based health insurance exchanges.

Our technology and BPO services support roughly 3M enrollments each year – we are known for flawless launches and a best-in-class consumer experience.

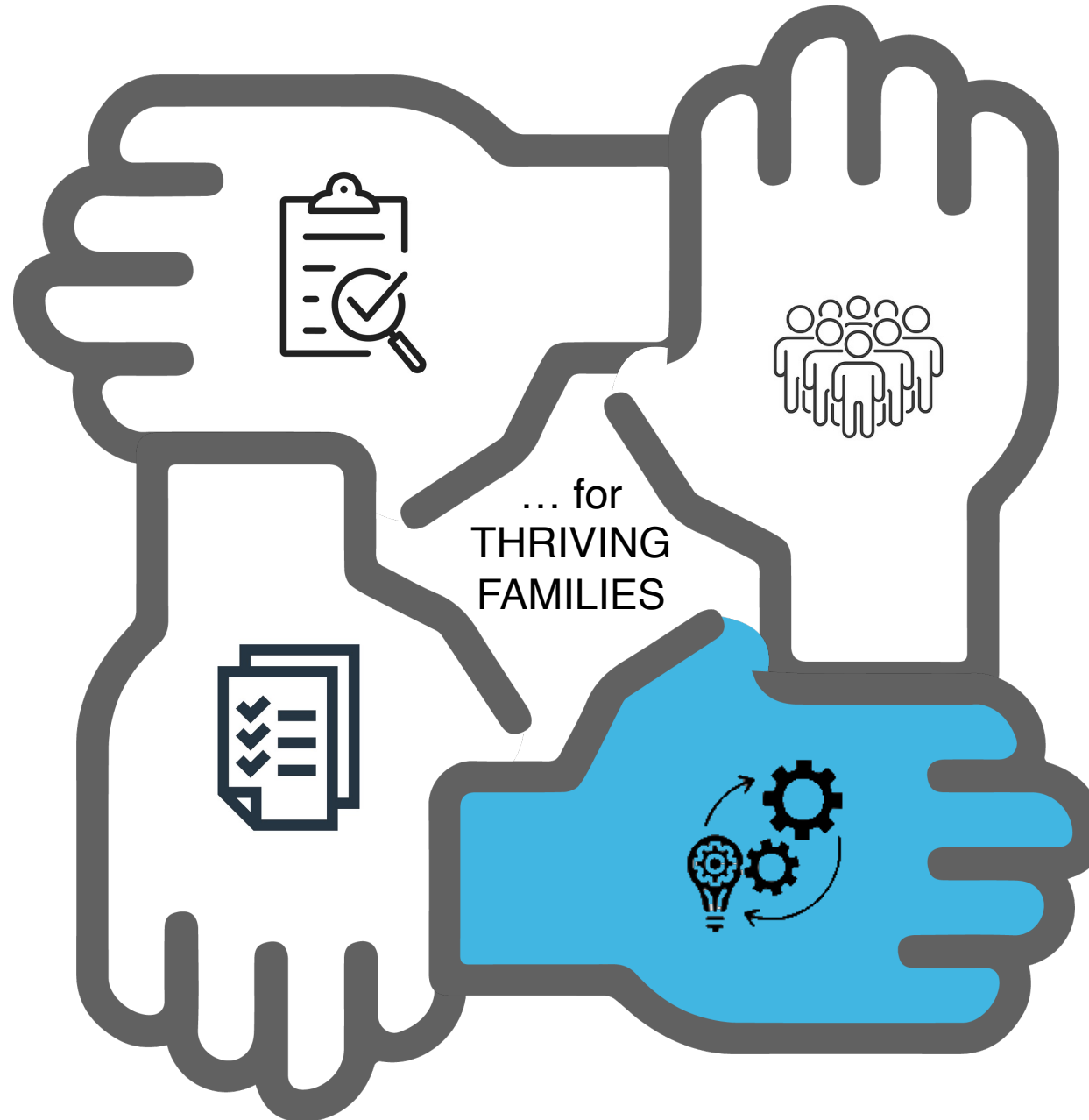
# Working Hand-in-hand...

## Policy

- Child Abuse Prevention and Treatment Act of 1974 (CAPTA)
- Indian Child Welfare Act of 1978 (ICWA)
- Family First & Preventative Services Act of 2018 (FFPSA)

## Practice

- Early intervention and prevention
- Community-based services
- More kids stay in home
- Enhance relative search
- 2GenWhole Family - anti-poverty work
- Transitional youth supports
- Balanced case loads
- Foster Care Supports
- Data Analytics



## People

- Staff Support & Development
- Community Support Services
- Inclusion, Diversity, Equity Work
- Person-Centered Design Efforts
- Trauma-Informed Care
- Engagement & Interactions within system (courts, law enforcement, schools, hospitals, etc.)

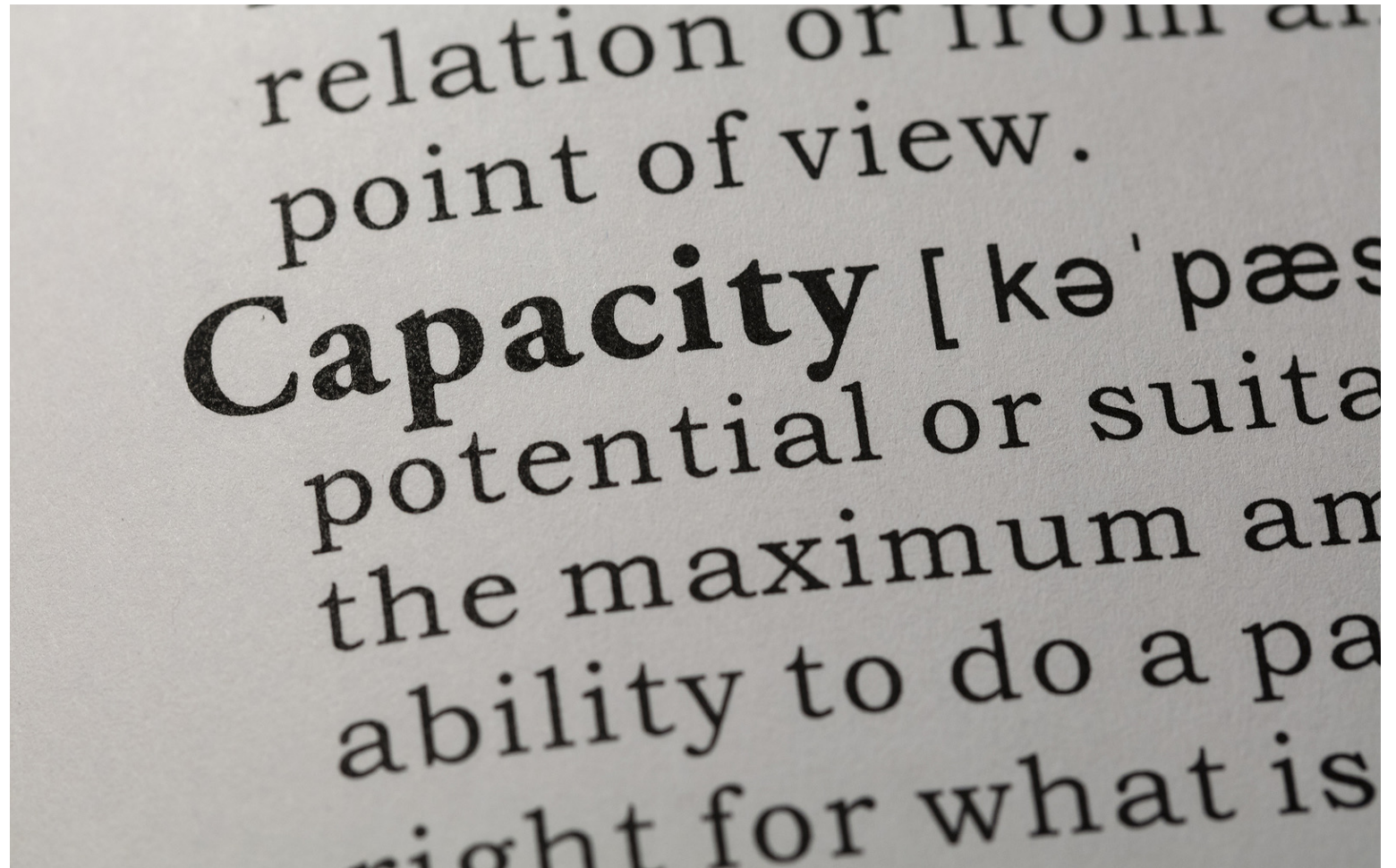
## Processes = Capacity

- Unlock the needed capacity to do what you need to do – and do best

# Agencies are Struggling with Capacity

Capacity is:

- Organizational capability to keep up with the volume of work
- Having sufficient resources and time needed to do the things we want to do



# Capacity Crisis: Multiple Levels of Complexity and Technology Systems



# Medicaid, SNAP, TANF, and Safety Net Programs - The Problems We Solve:

- Staff shortages
- Training needs
- Flood of renewals when Public Health Emergency ends

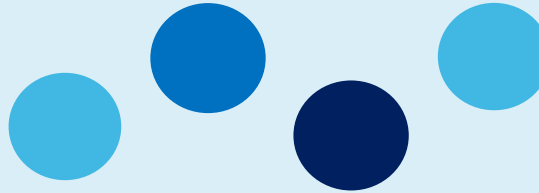


# EXAMPLE

## Largest State-administered Health and Human Services Agency

- Every time a case is pended and is not addressed at first contact with a customer, more work is created
- Multiple customer interactions
  - 3-5 interactions during a single eligibility event
  - Customer calls and visits offices to find out “what is the status of my application?”

**300,000** Applications and Renewals

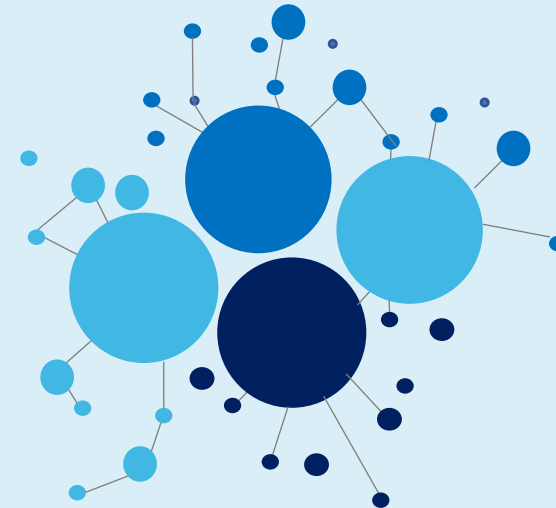


turn into



**1.2 Million**

Total customer interactions every month





# EXAMPLE

## Largest State-administered Health and Human Services Agency

Optimize service delivery to eliminate the additional work that pending cases creates and, in turn, free up staff capacity

- First contact resolution
- Real-time verification
- Expertise upfront
- Eliminate handoffs
- Work routing
- Real-time productivity metrics

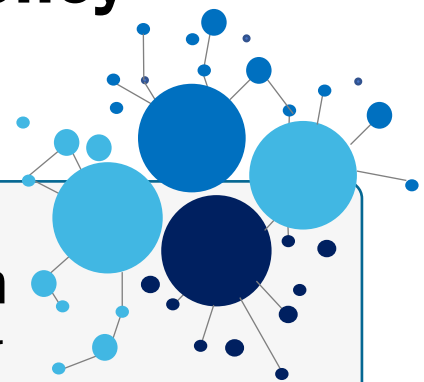
**300,000**  
Applications +  
Renewals



turn into



**1.2 Million**  
Total customer  
interactions every month

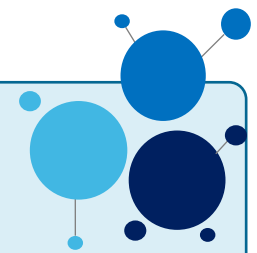


With CIA + Current



- 50% reduction in workload!
- Frees up the capacity of approx. 665 workers (assuming a 10 min. average call time)

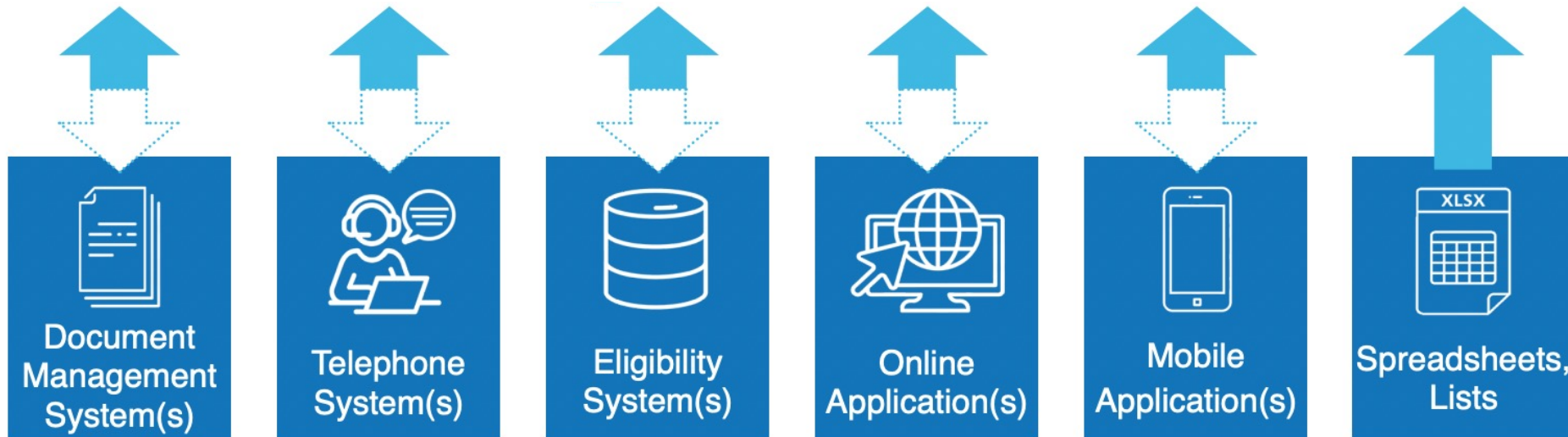
**638,000**  
Total customer  
interactions every month



# Current™



# Current™ Integrates With All of Your Systems



Integration requires minimal investment of agency's IT resources, time | Minimal number of data elements needed

## Child Welfare - The Problems We Solve:

- Staff shortages
- Volume of cases coming in outweigh available resources
- Increased caseloads
- Low morale
- Inconsistencies in practice across units
- Kids lingering in care



# Core Work Components

- Observation & Baseline Process Evaluation
- Process Redesign
- Implementation (Leadership & Staff)
- Process Roll-out Support
- Post Implementation Status Reports



# Increase Your Capacity to Do More Good

80% more capacity to:

- Work closer with families
- Improve on your safety model
- Develop and support your staff



**75% reduction** in time from initial report to fully documented assessment closure



**85% reduction** in assessment caseloads



**45% reduction** in subsequent substantiations and **65% fewer** children returning into care



**10% reduction** of kids in care

# Seeing the work in One View

Region	Supervisor	Staff	Safety Cases Assigned	Safety Cases Currently Open	Avg Safety Case to Child Seen	Avg. Child Seen to First Consult	Child Seen to Safety Decision 30+ %	Avg. Child Seen to Case Closed	First Consult Decision Ratio	First Safe Consults Local	Avg. First Consult to Case Closure
State			4492	495	3	10	4%	14	73%	17%	4
Region 1			641	44	3	8	1%	10	80%	10%	2
	Supervisor 1		92	3	3	10	1%	11	79%	7%	1
		Worker A	92	3	3	10	1%	11	79%	7%	1
	Supervisor 2		61	7	3	7	0%	9	76%	11%	2
		Worker A	30	1	3	8	0%	10	83%	9%	2
		Worker B	31	6	2	6	0%	7	68%	12%	1
	Supervisor 3		161	11	3	7	0%	8	91%	16%	1
		Worker A	91	4	3	7	1%	8	85%	10%	1
		Worker B	19	3	1	11	0%	12	95%	28%	1
		Worker C	51	4	4	4	0%	5	92%	9%	1
	Supervisor 4		187	7	3	10	0%	11	84%	8%	2
		Worker A	81	6	3	9	0%	11	83%	9%	2
		Worker B	106	1	3	10	0%	11	84%	7%	1
	Supervisor 5		140	16	3	9	1%	12	73%	14%	3
		Worker A	66	5	3	7	2%	11	71%	15%	3
		Worker B	19	6	1	8	0%	11	74%	15%	3
		Worker C	55	5	3	12	2%	15	75%	11%	4
		AVERAGE	58	4							
Region 2			198	15	2	9	1%	12	81%	16%	3
	Supervisor 1		52	3	3	12.5	2%	17	81%	15%	4
		Worker A	29	3	2	14	3%	17	83%	8%	3
		Worker B	23	0	3	11	0%	17	78%	22%	5
	Supervisor 2		67	6	3	6	0%	8	81%	21%	2
		Worker A	31	1	2	7	0%	8	87%	4%	1
		Worker B	36	5	3	5	0%	8	75%	37%	3
	Supervisor 3		79	6	2	8	0%	11	81%	8%	3
		Worker A	79	6	2	8	0%	11	81%	8%	3
		AVERAGE	40	4							

level data. The filters below control Client Level Data.

**Deciding**

< 4 Months: 263 | 4-5 Months: 144 | 6+ Months: 659

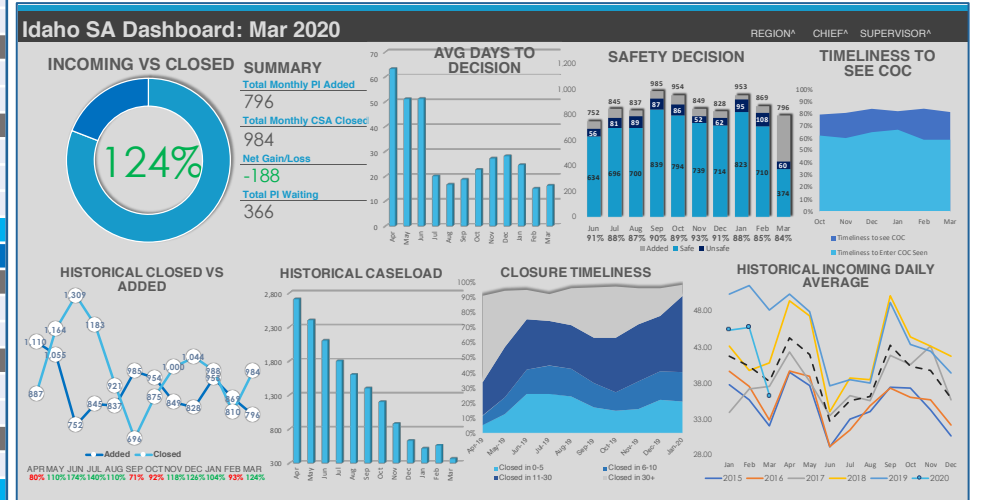
**Preparing**

60+ Days: 28 | < 60 Days: 15 | Overdue: 93 | Unknown: 57

**Closing**

< 60 Days: 249 | < 90 Days: 118 | 90+ Days: 523

Case ID	Case Name	Staff	Client	Days Since CM Case ..	Current Setting	Subway Stop
405645	MAXEY, APRIL LYNN	Jacqueline Corral	DAVID MAXEY	5459	Foster Care	Stop 4
			JOSEPH MAXEY	5459	In Home	Stop 6
405699	WHITTACRE, MERRIE F.	Kari Day	CORALYNN WHITTACRE	5438	Foster Care	Stop 4
405980	Gina Marie Hudson	Morgan Sampson	AUSTIN HUDSON	5325	Foster Care	Stop 4
407668	PITMAN, CASEY L	Ryan Stone	BAILEY PITMAN	4583	In Home	Stop 6
			BRAYDEN PITMAN	4583	In Home	Stop 6
			BROCK PITMAN	4583	In Home	Stop 6
			COLLIN PITMAN	4583	In Home	Stop 6
408081	LOPEZ, CRYSTAL T	Kristi James	ALECIA LOPEZ	4445	Foster Care	Stop 4
			JESSICA LOPEZ	4445	Foster Care	Stop 4
			LINDA LOPEZ	4445	Foster Care	Stop 4
			MARY JANE LOPEZ	4445	Foster Care	Stop 4



# Child Care: The Problems We Solve

- Improve customer application experience
- Enhance no-touch eligibility decision
- Enhance family shopping experience into real time
- Improve provider licensing process
- Make work and data visibly and actionable in real time
- Optimize capacity and work flow along the whole child care continuum





# All Capabilities in One Modular Solution

A la carte modules to meet a state's Child Care needs and improve the customer experience

## PROCESS OPTIMIZATION

### Increasing Capacity

Analyzing and rethinking service delivery and workflows to change systems and serve more of the community

## PROVIDER LICENSING

### Provider Portal

Solution for providers to initiate/complete an application for licensure; allows for seamless renewals; minimizes agency time and complexity

## PAYMENTS

### Payment Support

Integrated platform for easy payment processing with minimal impact on providers or agencies



## NO TOUCH ELIGIBILITY

### Application and Eligibility Determination

Allows families to apply for Child Care subsidies and receive a real-time / no-touch eligibility determination

### Caseworker and Agency Portal

Allows agency staff to review documents, administer eligibility determinations

Robust administration for the state agency to manage eligibility processes, streamline reporting

## REAL-TIME SHOPPING & ENROLLMENT

### Provider Portal

Enables providers to list their services, upload photographs, pricing, etc.

### Family Portal

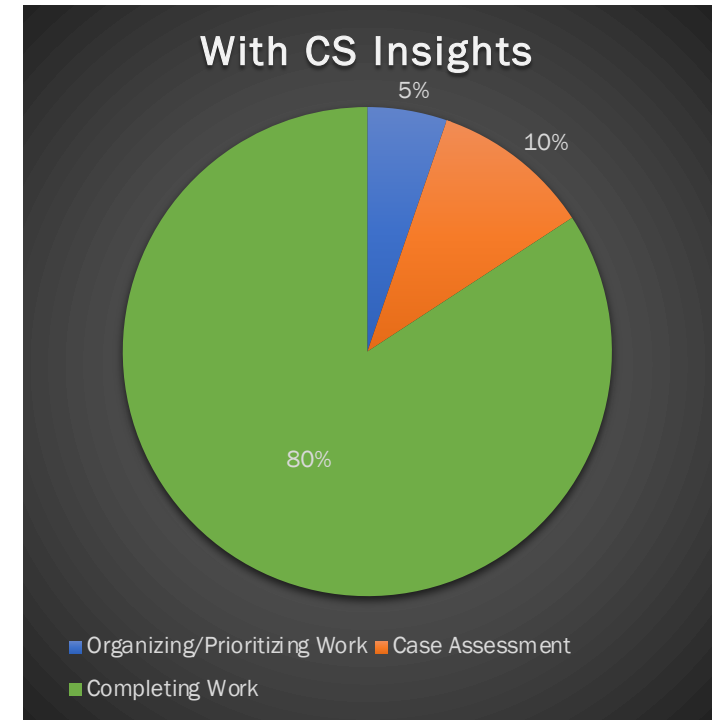
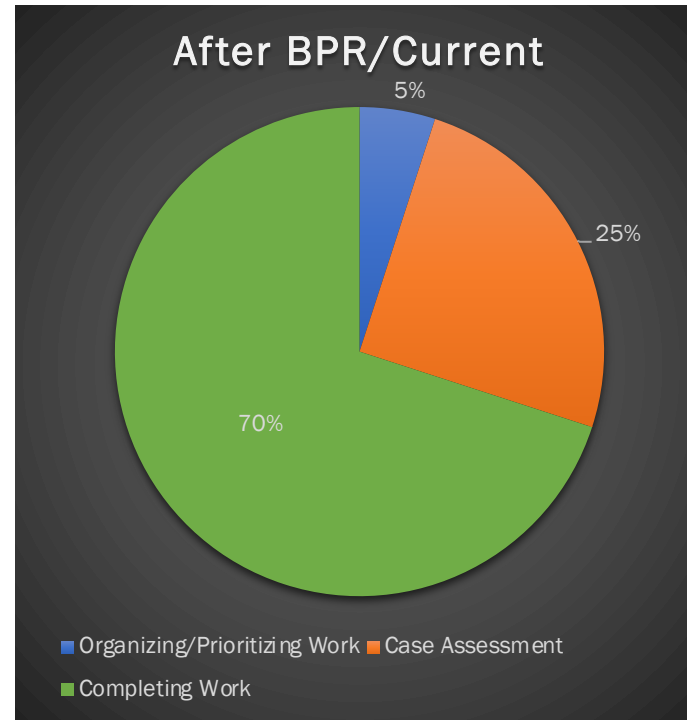
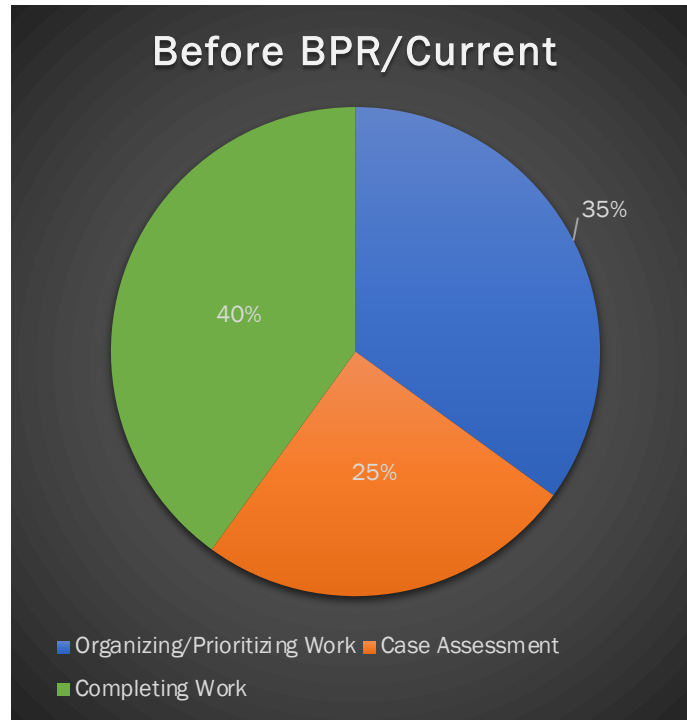
Enables families to search for an enroll with the selected provider

## Child Support: The Problems We Solve

- Speed up intake with greater quality
- Improve paternity establishment
- Increase percent of cases with support orders
- Improve capacity for innovation
- Right-size modifications faster and efficiently
- Positively impact federal measures



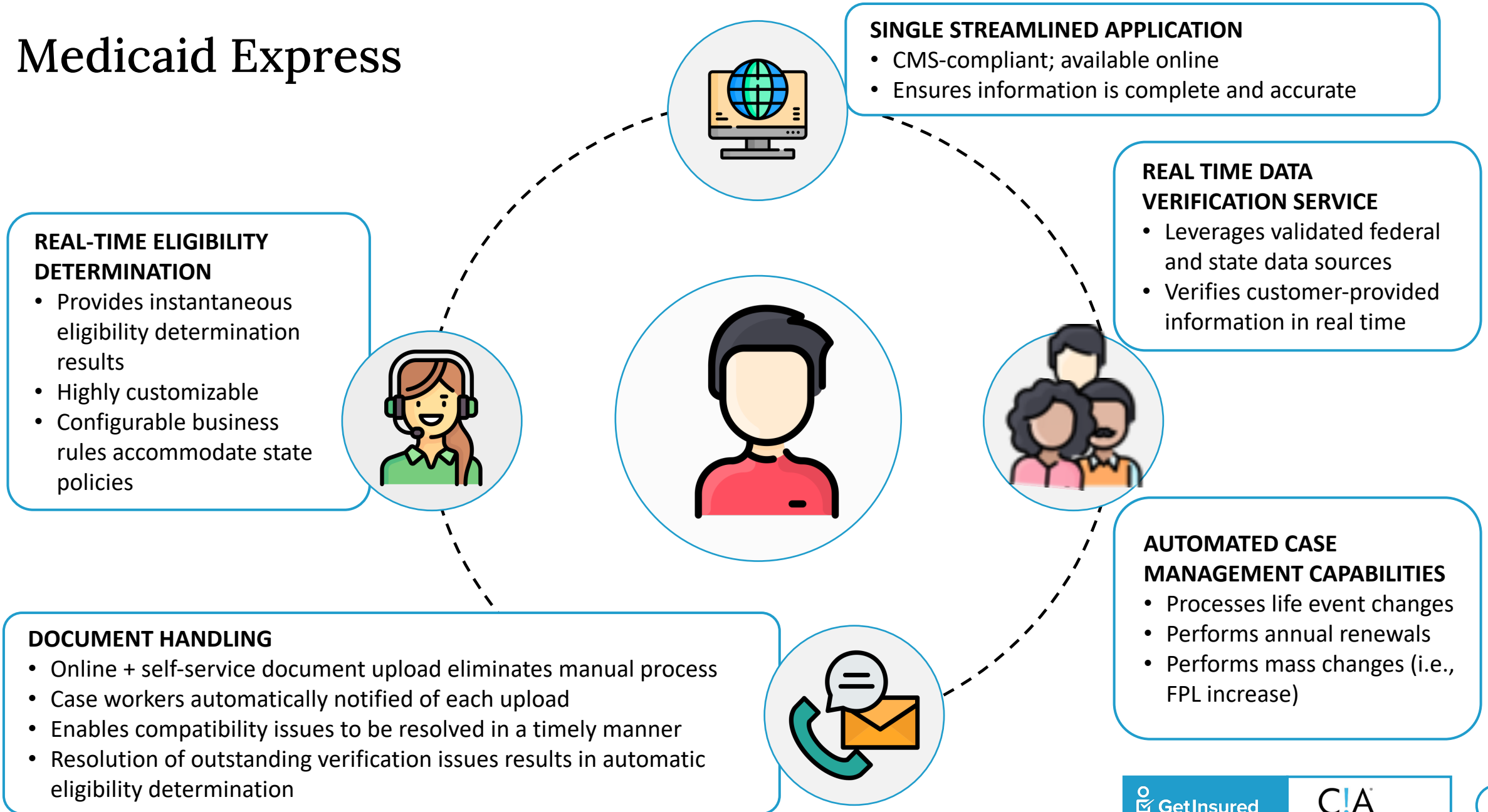
# Child Support: Staff Capacity Outcomes



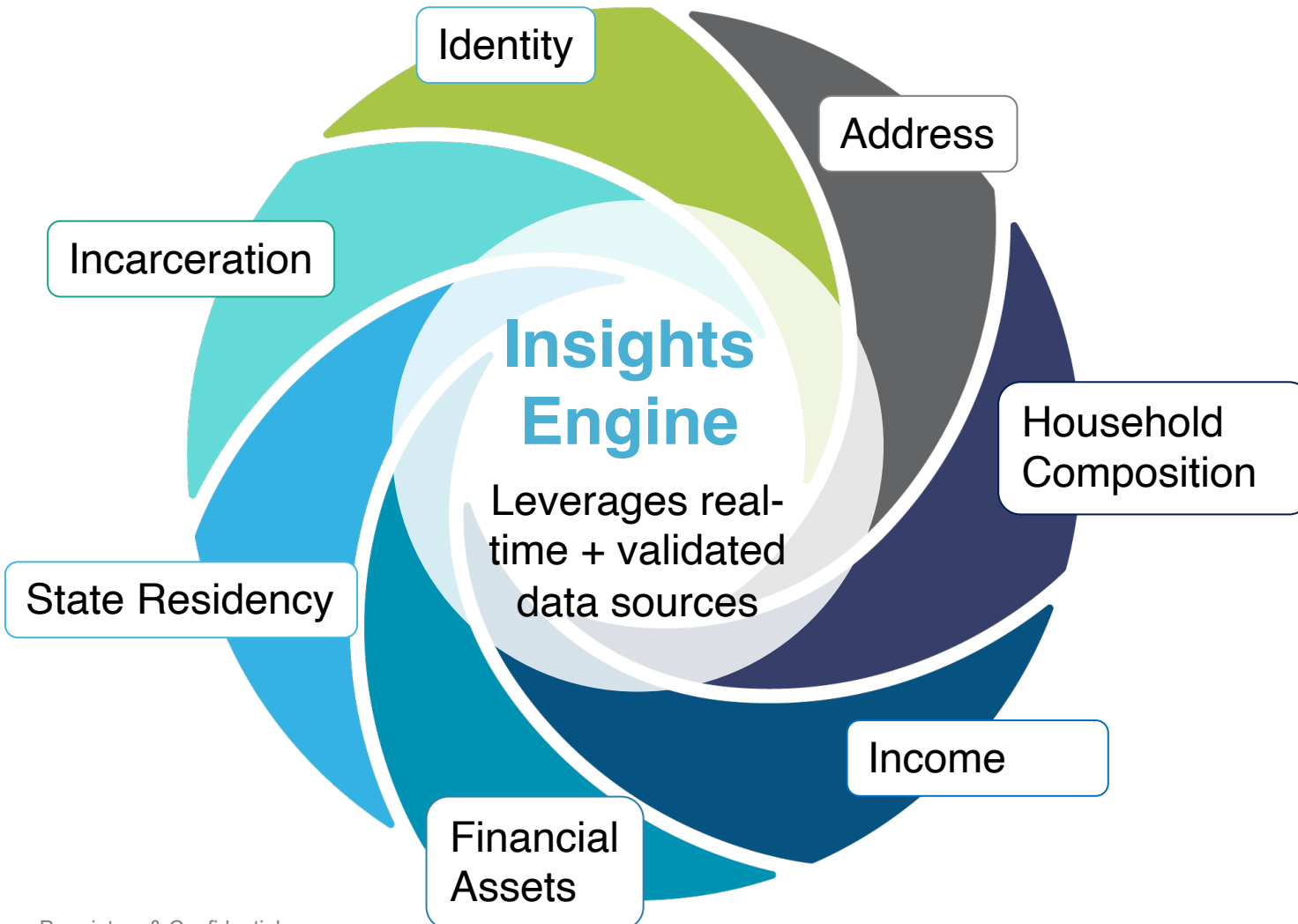
# PHE Unwinding & Beyond

- Medicaid Express
- Insights Engine

# Medicaid Express



# Insights Engine Capability #1: Better Quality Data



- Validate customer-provided information in real time
- Enables eligibility decisions on-demand
- Customized to state rules and customer circumstances
- Increases staff efficiency
- Reduces the time to connect customers to services
- Drives program integrity

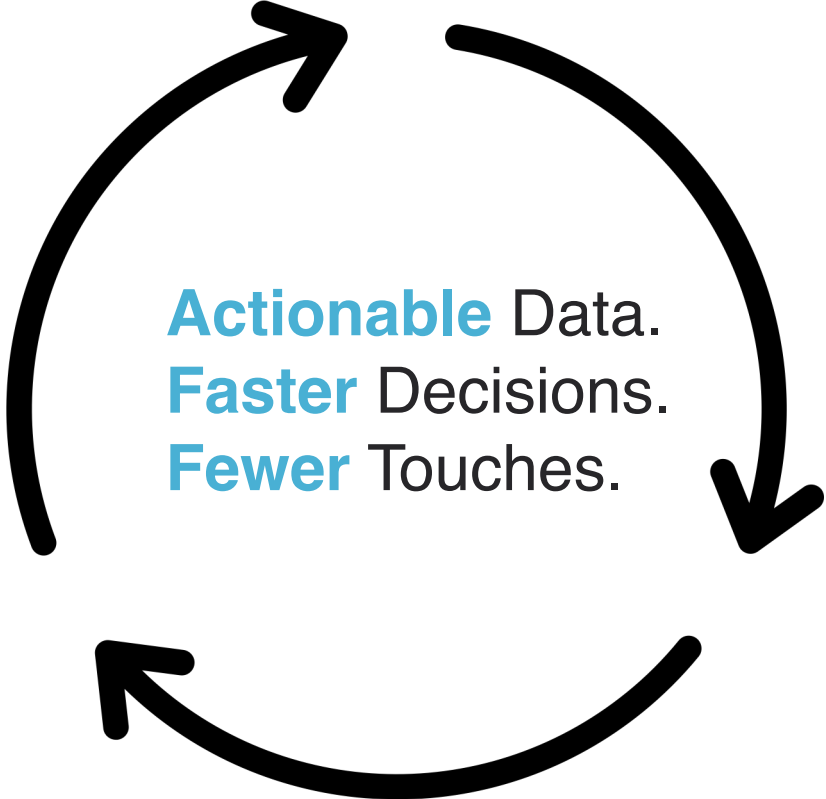
# Insights Engine Capability #2: Curated Data Results to Support the Full Eligibility Life Cycle

Uses Cases for Medicaid, SNAP, TANF, Child Care



**APPLICATION**

- Validate customer-provided information
- Assign work to staff based on risk (Fast Lane vs. Needs more scrutiny)
- Increase no-touch rate: Medicaid



**RENEWAL**

- Increase no-touch rate: Medicaid
- Pre-fill renewal forms with real-time customer data
- Extend no-touch to: SNAP, TANF



**CONTINUOUS MONITORING**

- Monitor customers' life changes:**
- 365 days
  - Filter according to state rules
  - Work only material changes

**Thank you!**  
**Any questions?**

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