



OIM

Office of Income Maintenance



Progress Report
2010

Contents

| | |
|--------------------------------------------------------------------------|----|
| Letter from the Deputy Secretary and Executive Summary | 3 |
| Introduction..... | 4 |
| Our Mission and Vision | 5 |
| Improve Customer Care and Service Delivery..... | 6 |
| Assist Customers to Achieve Long-Term Success and Self-Sufficiency | 8 |
| Increase Staff Support through Technology | 11 |
| Effectively Manage Our Resources | 12 |
| Awards and Recognitions..... | 14 |
| Looking Forward | 15 |



The Pennsylvania Department of Public Welfare's, DPW's, Office of Income Maintenance, OIM, is the public face of the Commonwealth's commitment to its most vulnerable citizens. In 67 counties across Pennsylvania, men and women staff the county assistance offices, CAOs, to provide essential services to families and individuals in need. To give you an idea of the hard work these men and women accomplish each day, I would like to share some recent figures with you.

- Over 85,000 SNAP applications were processed with a timeliness rate of 95.0%. That equates to over \$195,720,184 dollars in food purchasing power for low income individuals and families.
- Over 195,000 MA applications were processed with a timeliness rate of 98.9%, despite an 11.6% increase in MA applications from the same period last year, providing families and individuals with access to the care they need to maintain their health.
- More than 51,000 cash applications were processed with a timeliness rate of 97.0%, helping families to meet their basic needs.

In our endeavor to enhance customer service, improve operational efficiencies, support county assistance offices and ensure the organization experiences continued success, we continue to follow our guiding principles:

- Improve Customer Care and Service Delivery
- Assist Customers to Achieve Long-Term Success and Self-Sufficiency
- Increase Staff Support Through Technology
- Effectively Manage Our Resources

We believe OIM has made a great deal of progress in meeting our principles. This report discloses our largest accomplishments towards meeting these principles over the past year. After reading this report, I believe you will share my enthusiasm for the future of OIM as we continue to meet our principles.



Joanne Glover
Acting Deputy Secretary, Office of Income Maintenance

Executive Summary

The amount of quality work we have accomplished over the past year continues to reflect the Commonwealth's endeavor to bring state-of-the-art customer service practices to the public sector. As in previous years, our work addresses our four strategic principles: Improve Customer Care and Service Delivery, Assist Customers to Achieve Long-Term Success and Self-Sufficiency, Increase Staff Support through Technology, and Effectively Manage Our Resources.

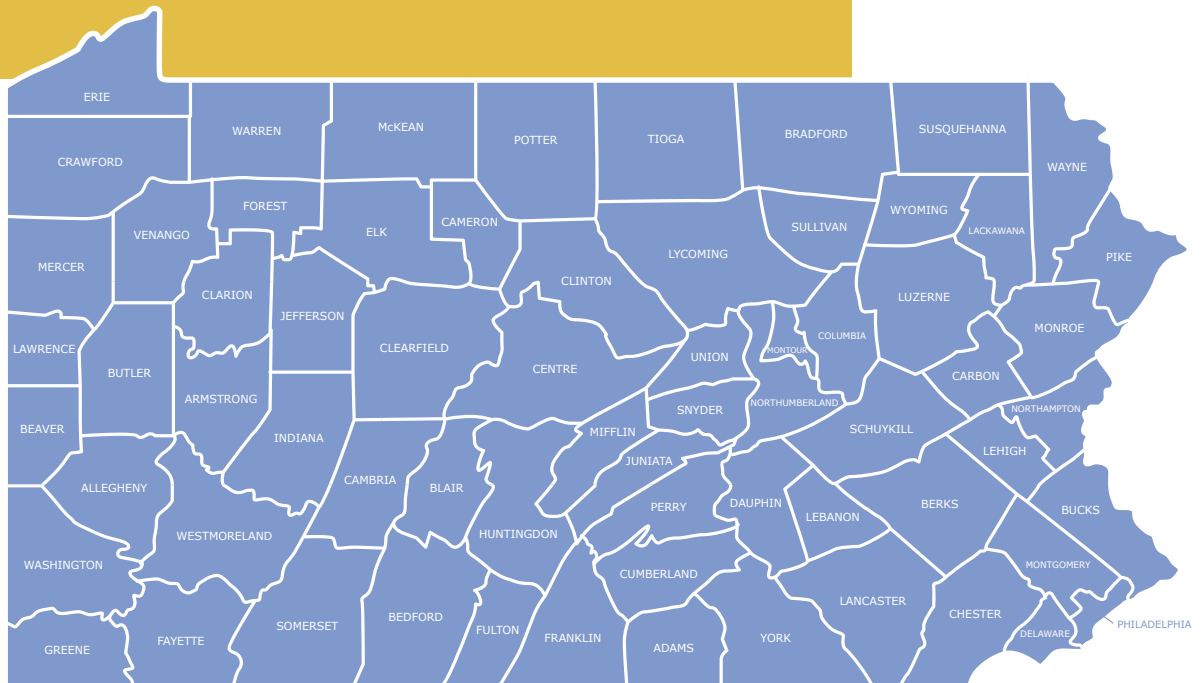
Introduction

The Commonwealth of Pennsylvania is the fifth most populous state in the country with more than 12.6 million residents in 67 counties. The landscape and population of these counties are diverse, stretching from small towns and rural areas, to large cities such as Pittsburgh and Philadelphia. The Department of Public Welfare, DPW, provides support to Pennsylvanians in each county through a County Assistance Office, CAO, and the central Office of Income Maintenance, OIM, staff.

County Assistance Offices are the primary point of contact for Pennsylvania citizens seeking vital support from programs such as the Supplemental Nutrition Assistance Program, SNAP, Medical Assistance and Cash Assistance. Across the Commonwealth, we employ over 7,000 trained personnel, dedicated to our mission of providing support to our citizens in need.

Commonwealth of PA Demographics

| | | | |
|--------------|--------------|------------|----------------|
| Capital | Harrisburg | Area | 44,816 sq. mi. |
| Largest City | Philadelphia | Population | 12,604,767 |
| | | Density | 274 sq. mi. |



Office of Income Maintenance Statistics for State Fiscal Year 2009 - 2010

| Program | Citizens Served | Benefits Issued |
|--------------------|-----------------|------------------|
| Medical Assistance | 2,145,056* | \$11,927,060,000 |
| SNAP | 1,526,233* | \$2,252,141,537 |
| Cash Assistance | 280,060* | \$467,538,192 |
| LIHEAP | 434,127** | \$253,615,550 |

* Monthly average
 ** Families

Office of Income Maintenance



Mission

The Office of Income Maintenance, OIM, provides a wide range of critical Health and Human Services, HHS, to a diverse customer population. OIM works to promote greater independence, reduce dependency on welfare and increase personal responsibility. OIM supports the mission of the Department of Public Welfare to:

- Promote, improve, and sustain the quality of family life
- Break the cycle of dependency
- Promote respect for employees
- Protect and serve Pennsylvania's most vulnerable citizens
- Manage our resources effectively

Background

A number of challenging trends continue to mark the HHS landscape: the rising costs of medical care and decline in employer-based care, a growing population of senior citizens who require long-term care, an ever-rising cost of living that outpaces wages for working families with low incomes, and an increase in applications and caseloads for our workers. This ever evolving social, political, and economic landscape continually raises new challenges for our CAOs and customers.

A simple awareness of these challenges is not enough. Organizations must develop a deep understanding of these challenges and seize the opportunity for transformation and long-term success. OIM has made the choice to succeed. Over the past several years, we have made great advances to shape and transform business practices to improve customer service, create a better work environment for staff, and improve our internal infrastructure, including processes and technology. The proactive changes we have made in the last year, position OIM to adapt and thrive in the decades ahead.

We guide our efforts by four strategic principles and objectives:

- Improve customer care and service delivery
- Assist customers to achieve long-term success and self-sufficiency
- Increase staff support through technology
- Effectively manage our resources

The following pages illustrate our progress on each of these fronts. We review each objective and our salient projects, programs, and initiatives that work to achieve them. Many of our efforts address several of these objectives, but for the sake of simplicity, we highlight each effort in the section that fits best.

Improve Customer Care and Service Delivery

Our CAOs in 67 counties provide critical services to approximately 2.5 million citizens across the Commonwealth each month. Our goal is to deliver these services in a timely and effective manner, while enhancing our customers' ability to achieve economic self-sufficiency. Over the past year, we have continued to improve customer service, increase efficiency, and achieve stronger outcomes for our customers.



Improving Service Delivery

In an effort to constantly improve service delivery for citizens across Pennsylvania, we have continued to focus on advancing our customer service.

Expanding Modern Office

Modern Office is a long-term initiative that addresses the growing demand for public assistance and the need for responsive, quality customer service. Modern Office integrates statewide CAO improvement efforts with leading practices from organizations nationwide.

Implemented in two phases, the initiative focuses on enhancing and improving business operations and technology. Phase I focused on increasing customer service by introducing the Greeter and Customer Service Representative. Phase II recommendations focus on improving service delivery throughout the CAO. Over the year, Modern Office Phase II was successfully rolled out to a significant number of large counties statewide.

Key Benefits

- Improved overall operational efficiency through the elimination of duplicative tasks, the standardization of information, and the increased optimization of technology
- Enhanced customer service by providing more responsive service and a greater number of channels to access CAO services
- Decreased customer wait time by increasing the use of self-service options

Advancing our Customer Service Centers

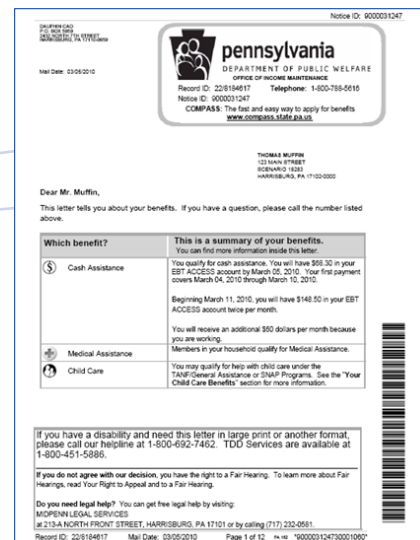
The advancement of our management area Customer Service Centers, CSCs, allows for more efficient operations and enhanced customer service for OIM. By connecting the CSCs to management areas, we are able to take advantage of the experience and expertise of local management and staff, and foster team work among the counties.

As staff in the CSC counties is assigned to serve customers who call in, work is assigned to partner counties. By working together, each area achieves higher levels of customer service and continues to maintain an excellent record of timeliness, accuracy and integrity.

Improving Client Notices

The Client Notice Redesign, CNR, is an essential enhancement that allows OIM to improve customer service to the citizens of Pennsylvania. This initiative is being implemented using a phased approach.

CNR was implemented in six Phase I counties in June 2010. Notices were previously generated from the mainframe Client Information System, CIS, which had limitations on the style, functionality, and dynamics of the correspondence that was generated. CNR allows OIM to improve customer service delivery by providing notices that are easier to understand and results in fewer notices overall to reduce the support required by staff for notice-related inquiries.



The redesigned client notices are easier to read and understand.

Demonstrated Success

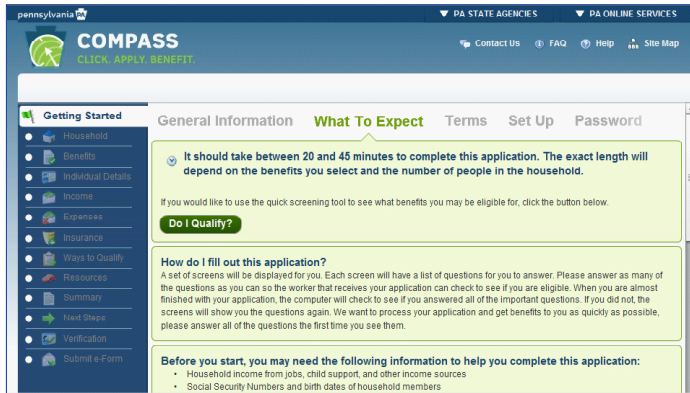
- With the implementation of CNR in six Phase 1 counties, the number of notices that were generated decreased by 26.5% on the first day alone, resulting in significant production and mailing cost savings for the Commonwealth

Increasing Operational Efficiency

Over the past year, we have made significant improvements to ensure applying for and maintaining Health and Human Services is a better experience for both customers and staff.

Enhancing COMPASS Usability

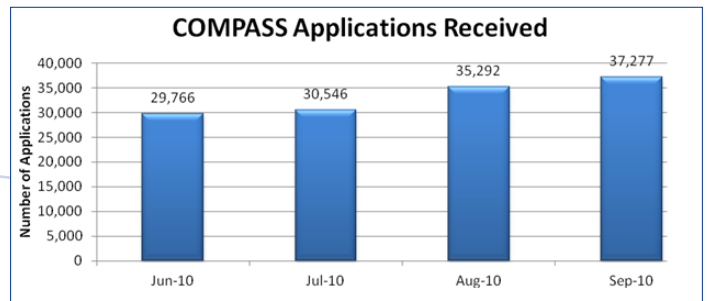
As one of the most comprehensive self-service solutions available in the country, COMPASS currently supports more than 20 HHS programs for online screening, applications, renewals, and status of benefits. The recent COMPASS technology upgrade exemplifies the Department's vision of a one-stop, citizen-facing, self-service application. With this technology upgrade, COMPASS is now more efficient to use for both customers and community partners. The interactive design features intuitive navigation and a dynamic experience that engages users throughout the application and renewal process.



The upgraded COMPASS features an interactive design creating a more user-friendly experience.

Key Benefits

- Shortened screening questionnaire gives customers and community partners a better idea of the benefits a household may qualify for in a few minutes, saving time before completing an entire application
- User-friendly screens feature simplified language and a streamlined screening and application process, making it easier to renew and apply for benefits
- When renewing benefits, previously entered information will automatically appear, decreasing the time it takes to renew benefits
- Improved community partner dashboard simplifies the tracking of applications
- Fewer paper applications leads to improved organization within CAOs, decreased environmental impact, and reduced postage cost



The number of COMPASS applications received has steadily increased since the COMPASS technology upgrade in June 2010.

Assist Customers to Achieve Long-Term Success and Self-Sufficiency

We strive to assist customers with achieving long-term success. Over the past year, we have enhanced both services and support options to provide our customers with the opportunity to achieve economic self-sufficiency and make choices about how they live.

Assisting Needy Families

The Temporary Assistance for Needy Families, TANF, program, administered through the U.S. Department of Health and Human Services, provides temporary cash assistance for needy families with dependent children. The TANF program is designed to provide short-term assistance to families as they move towards self-sufficiency. The provisions of the program encourage personal and parental responsibility, emphasize self-sufficiency through employment, and strengthen child support requirements.



Reducing the Number of Recipients

In April 2010, the federal government released 2008 state totals on work participation rates for families receiving TANF. The data shows Pennsylvania continues to meet the mandated work participation rate.

The work participation rate gauges how successfully TANF recipients are working to achieve self-sufficiency. The rate is determined by two measures: the percentage of adults receiving TANF who are working or enrolled in qualifying employment and training programs and the overall decline in TANF caseload.

Maintaining Gainful Employment

- The number of Pennsylvanians receiving TANF has dropped by more than 60,000 from 2005 through 2008
- While more families have applied for assistance during the recent economic downturn, the TANF caseload is nearly 56 percent lower than when the program began in 1997

Introducing Support through Other Means

The Department is not just giving more financial support to TANF recipients, but also introducing creative programs that provide help for families transitioning off of support.

Pennsylvania Way to Work used federal TANF emergency funds available through the American Recovery and Reinvestment Act to provide employment opportunities for youth and adults through the summer of 2010. Pennsylvanians, including youth seeking summer employment, received assistance in finding meaningful work, bringing benefits to their families and employers statewide.

Promoting Work and Education

The number of clients who are engaged in education and work activities has increased substantially over the last several years. The Department of Public Welfare has encouraged an increased emphasis on Paid Work Experience, PWE, and Vocation-Specific Work Experience, VWE. Our experience has shown that work activities are generally better program options for clients, and the Federal government made American Recovery and Reinvestment Act, ARRA, funds available to states to increase their use of PWE and related "subsidized employment." Even with an increased emphasis on PWE and VWE, OIM is still committed to focusing on education and training as the primary catalyst in assisting our clients to move toward self-sufficiency. Individuals participating in work activities have increased from 7,853 in 2003 to 46,258 in 2009. Participants engaged in vocational education has seen an increase from 4,024 in 2003 to 26,154 in 2009.

The emphasis on increasing the number of clients involved in education and work activities has resulted in our Work Participation Rate, WPR, gradually improving over the last several years. Pennsylvania has recently been recognized by the Federal Department of Health and Human Services, Administration for Children and Families, for meeting the Federal WPR. OIM attributes the increased participation in education and work activities to Pennsylvania's ability to meet the WPR and contends that there is a direct empirical correlation between them. Meeting the WPR ensures that Pennsylvania will receive its full allotment of Federal TANF grant funds and avoid financial penalties.

Demonstrated Success

- Provided an estimated 20,000 employment opportunities for youth and adults through the summer of 2010
- Supported wages in subsidized jobs, supplementing other federal funds, which provide career guidance, skill assessments, case management supportive services, basic skills and literacy training, as well as occupational training

Raising the Level of Nutrition

The Supplemental Nutrition Assistance Program, SNAP, is a federal program designed to help raise the level of nutrition for households with low incomes, whose limited purchasing power contributes to hunger and malnutrition. The Commonwealth has made regular updates and improvements to the SNAP program to meet the needs of our citizens.

Providing Nutrition Education

The SNAP-Ed program is funded by the United States Department of Agriculture's, USDA's, Food and Nutrition Service, FNS, and delivers nutrition education across the Commonwealth. Programming is locally driven, but maintains common statewide goals, which are in compliance with FNS directives. There are currently three age specific programming tracks: Preschool (<5yrs.), School-age (5-17 yrs), and Adult/Senior (18+ yrs). Each track has specific goals and objectives, educational strategies, curricula, and evaluation tools appropriate for the target audience.

Identifying Eligible Senior Citizens

A pilot project in Philadelphia has increased participation in SNAP by utilizing innovative technology to identify Philadelphia seniors who are eligible for SNAP benefits, but do not currently receive them. BenePhilly Enrollment Project, funded by a \$500,000 grant from the U.S. Department of Agriculture's Food and Nutrition Service, has helped thousands of Philadelphia senior citizens living on limited incomes pay for nutritious food.

A pilot project in an additional 12 counties uses the Benefits Check-up website to screen and then assist the elderly apply for SNAP benefits by collecting their information and submitting it to DPW. Benefits Check-up is a web site that is managed by the National Council on Aging and is already being used by seniors in Pennsylvania to assist them in the application for other benefits offered by the PA Department of Aging.



“The ability to afford fresh, nutritious foods is vital to the overall health and well-being of all Pennsylvanians, but it is particularly important to older Pennsylvanians who often have specific dietary needs and limited financial resources. When we make good food affordable to older adults, we are improving their quality of life and helping them to stay independent.”

Linda Blanchette
Former OIM Deputy Secretary

Providing Home Energy Assistance

Home heating and energy assistance are critical services for our customers. The Federal Low Income Home Energy Assistance Program, LIHEAP, helps more than 800,000 families and individuals pay their heating bills through energy assistance grants. LIHEAP consists of three components:

- Cash benefits to help eligible households pay for their home heating fuel;
- Crisis payments to resolve weather-related, supply-shortage and other household energy-related emergencies; and
- Energy conservations and weatherization measures to address long-term solutions.

Enhancing the Customer and Staff Experience

The LIHEAP/eCIS Integration is part of a multi-phase effort to modernize our core integrated eligibility system to improve client and staff experience and attain greater operational efficiencies. This provided integrated workflow and case management for CAO staff to administer the LIHEAP program. The integration addressed audit findings, improved efficiencies in LIHEAP processing, and provided an integrated technology solution. This included significantly reducing the opportunity for fraud or abuse of the system.

Demonstrated Success

- Converted over 2 million cases and 2.1 million individuals to eCIS to support LIHEAP processing
- Loaded over 4,700 vendors into the Department's Master Provider Index
- Helped over 425,000 families receive home energy assistance during the 2009-2010 heating season

Increasing Home Heating Benefits

As a result of smart policy decisions and efficient management of LIHEAP resources, cash grants were increased by \$100 and the program was extended through April 2, 2010. By extending the LIHEAP close date from March 15, 2010 to April 2, 2010 approximately 80,000 additional households received home heating assistance.

In addition, with \$26 million in contingency funds from the federal government, a supplementary \$100 was distributed to each of the most vulnerable households enrolled in LIHEAP. This included citizens over 60, with a disability, or with children aged five or younger. Regulated utility customers were also eligible for supplementary grant funds to resolve termination notices issued on or after February 1, 2010. This additional financial support was critical to the health and well-being of families without heat.

“This additional funding allows us to boost LIHEAP cash grants by an additional \$100 for our most vulnerable households, providing relief to more than 300,000 households in need of help paying for their heat. Many low-income families are facing significant increases in their home heating costs with the expiration of electric rate caps, so this extra help is sure to be very welcome.”

Governor Edward G. Rendell

Improving Customer Service

Through the “Heat and Eat” program, payments of \$1 were issued as a LIHEAP cash benefit to active SNAP households who did not receive LIHEAP benefits during the 2009-2010 season and who were not identified as homeless. This enabled the respective SNAP households to be eligible for additional SNAP benefits based on standard utility allowance adjustments. The implementation of this program enabled more people to receive SNAP benefits, and, in turn, improved the customer service that we offer to our LIHEAP recipients overall.



Enhancing Child Support

The Department’s Bureau of Child Support Enforcement, BCSE, administers Pennsylvania’s Child Support Enforcement Program through cooperative agreements with 67 county Courts of Common Pleas.

Exceeding Federal Standards

Pennsylvania’s Child Support Enforcement Program is the first and only state program in the nation to meet and exceed all federal performance standards. Pennsylvania has always ranked number one in overall outcomes, and has exceeded federal standards in all categories for the past three federal fiscal years.

Leveraging Technology

Pennsylvania’s Child Support Enforcement Program leveraged technological innovations to improve service to families and reduce costs by \$50 million over five years. Pennsylvania has the highest percentage of child support receipts both collected and disbursed electronically – or 72 and 99 percent respectively.

Increasing Child Support Distribution

Pennsylvania is one of about three states in the nation that opted to distribute most of its child support collections to families by increasing the amount of the support pass-through from \$50 to \$200 for TANF families and releasing arrears owed to the Commonwealth to both TANF and non-TANF families.

DPW in the News

Department of Public Welfare Bolsters Heating Aid to Pennsylvania Families in Crisis

February 4, 2010 - Low-income families facing a heating emergency or utility service termination may start to see some additional relief thanks to the recent increase in federal LIHEAP funds, acting Secretary of Public Welfare Harriet Dichter said today.

“The extra federal funding we have received allows us to really make a significant impact on the lives of low-income Pennsylvania families,” said Dichter. “This new funding supports our efforts to keep low income families safe and warm this winter.”

Dichter said the release of \$26 million in federal contingency funds will make many families eligible to receive additional crisis grant funds to supplement their original grant, up to a maximum of \$400. Crisis grants are approved for families with heating emergencies such as fuel shortages or utility terminations.

Regulated utility customers will also be eligible for additional grant funds as needed to resolve a termination notice that was issued on or after Feb. 1. Dichter noted that for families without heat, this additional financial support is critical to their health and well-being.

Increase Staff Support Through Technology

We employ more than 6,000 staff members in 67 counties across Pennsylvania, each of whom is dedicated to our goal of providing quality care to our most needy citizens. To ensure that our staff can deliver the highest level of customer service, while meeting the highest standards of accuracy and accountability, we are committed to investing in technology solutions to provide our staff with useful tools to do their work .

Investing in Technology Solutions

We are committed to providing quality care to our customers. Over the past year, we made the most of technological advancements to improve the way we do business.

Improving the Quality of Client Data

The Income Eligibility Verification System, IEVS, is an automated system developed to provide for the exchange of information between the PA Department of Labor and Industry, the Office of Employment Security, OES, the Social Security Administration, SSA, and the Internal Revenue Service, IRS. Information from IEVS is compiled from automated matches with state and federal sources and used in the determination of eligibility and benefit amounts for customers. The system automatically reviews information and, through targeting, determines what information has the greatest impact on case eligibility or benefit amount.

The IEVS targeting logic initiative streamlines the information staff needs to review and improves the quality of client data overall. Additional targeting rules were defined, which introduce opportunities for cost savings and case management automation. Targeting rules were enhanced based on recent concerns and policy alignment, and have resulted in increased operational efficiencies.

Increasing Efficiency

The CHIP Reauthorization, CHIPRA, initiative brings both the Pennsylvania Insurance Department, PID, CHIP and the Department of Public Welfare, DPW, Medical Assistance, MA, programs into compliance with the requirements of the CHIPRA Act of 2009. CHIPRA provides an automated method of verifying citizenship and identity, enabling the Office of Income Maintenance, OIM, and PID to improve the quality of customer demographic data. This helps both agencies provide customers with benefits in a timely manner, while ensuring benefits are only given to eligible citizens. Since CHIPRA enhances eligibility processes, the Department is granted more flexibility to modify and alter eligibility rules as legislation changes occur.

Demonstrated Success

- Over 1,100,000 individuals in CAPS obtained Master Client Index (MCI) numbers
- On Day 1, over 600 CHIP applicants were successfully sent to the Social Security Administration for verification of U.S. citizenship and identity
- Over 350 CHIP or adultBasic enrollees accessed their MyCOMPASS Account



Pennsylvania's Children's
Health Insurance Program
We Cover All Kids.

Effectively Manage Our Resources

The CAO staff is the public face of the Department of Public Welfare and represents the commitment of the Commonwealth to support our most vulnerable citizens. Over the past year, we have invested in the processes and training necessary to ensure that our workers are responsive and accountable and that our managers have the required tools to manage our resources effectively.



Professional Development

The professional development of our workers across Pennsylvania has been a major priority over the past several years. We recognize that every improvement we make is positively correlated to the service we deliver to our customers.

We continue to expand our distance learning curriculum. In the past year, we added the TANF/GA Cash, the Notice of Missed Interview, NOMI, at Renewal, and the Electronic Benefit Transfers, EBT, modules, as well as a Fundamentals of Training course for county trainers. However, one of our most significant developments was the creation of Outlook 2007 training, which is an e-module with voiceover. Although voiceover is not completely new to us, this was our first venture using it throughout the e-module. In addition, we taught the county trainers how to facilitate an e-module. The county trainers then taught everyone in their county by facilitating the same module.

Our technology unit continues to move forward and expand their information technology repertoire. They developed an electronic Verification Guide that is now available for all of our caseworkers. This work aid will not only save time, but will also decrease errors centered on verification documents.

To promote accuracy, we created an Error Review Committee segment on our web page. Bi-monthly we review the top five errors in SNAP, MA and TANF/GA Cash Assistance and create a document listing available training materials and desk guides that address these particular areas. CAOs can use this resource as a coaching tool to help their employees better understand policy for all programs, reducing our error rates.

Responsive Communication

Responsive communication remains one of our top priorities. We continue to use our intranet, OIM Web, to communicate with staff in a timely and organized manner. We post System Updates, Messages from the Deputy, and a Did You Know series to keep staff informed with the latest information. The homepage contains a link to each major initiative, which houses relevant, detailed information.

In addition to providing detailed information, with every new initiative we focus on explaining why changes are occurring so that staff understands the big picture of our overall goals for OIM. We continue to feature messages from different members of Headquarters to familiarize staff with their leadership. CAO staff is encouraged to candidly provide comments and questions to their Executive Directors, which are then provided to Headquarters to ensure an open line of communication at all times.

Effective Management

Providing staff with innovative methods and tools for effective management of resources is an important step in reaching our goal of becoming a stellar organization.

Building Valuable Teams

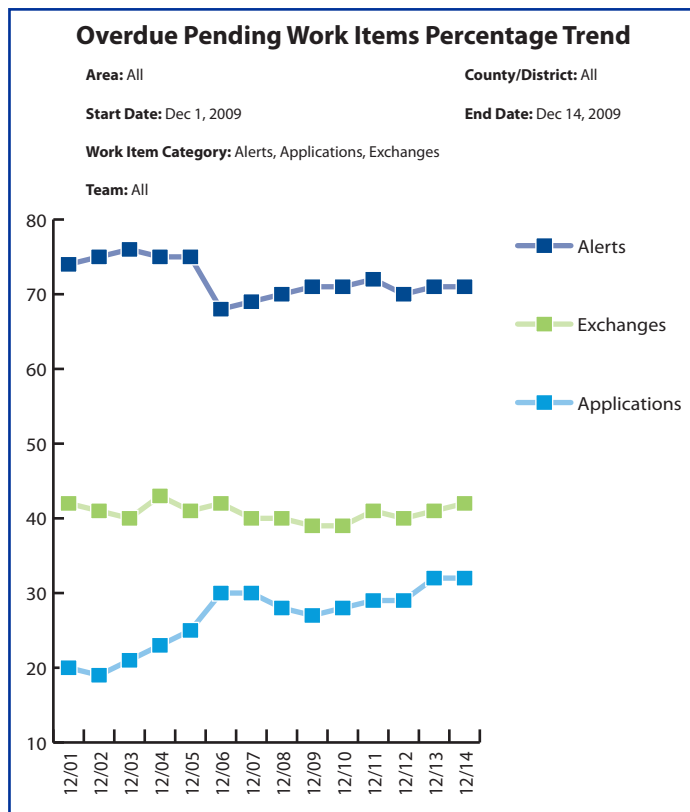
As part of our focus on effective management, we continue to build the Project Management Team, which is responsible for the successful planning, execution, monitoring, control, and closure of OIM projects. These Project Managers collaborate with various departments to ensure projects stay on track. Each initiative is aligned with at least one Project Manager, enabling us to manage our resources effectively throughout each stage of our initiatives.

Managing Business Operations

WLD Management Reporting is a tool that enables staff to review business operations within a CAO and across multiple CAOs. In addition, it increases efficiency through a more effective use of data. Management can view high level reports at the state, area, and county/district levels.

Key Benefits

- Improves management of work for consistent, quality customer service and increased worker satisfaction
- Identifies critical activities and vulnerabilities so that resources are used effectively
- Improves timeliness towards completion of work as CAOs can track the status of activities
- Identifies where additional resources are needed to help prevent overdue activities
- Provides historical information to analyze trends



WLD Management Reports allow staff to effectively review business operations and make efficient decisions by supporting them with data

Using Resources Efficiently

Through fraud and abuse detection, we have saved citizens of Pennsylvania nearly \$690 million in the 2009-2010 fiscal year. These savings include \$614 million in costs avoided or recovered from private insurers and other third-party sources for services that otherwise would have been paid through state-funded Medical Assistance and \$75 million through fraud and abuse detection, cost avoidance and recovery efforts.

We utilize sophisticated fraud and abuse detection software, which analyzes the 27 million Medical Assistance claims made each year, to identify patterns that indicate potential fraud by providers and recipients. In addition, we work to identify Medical Assistance customers who have overused or misused services. We require these customers to get selected services from a single provider to ensure a more appropriate use of services, which helps reduce unnecessary costs.

A third-party liability review examines whether Medical Assistance customers are eligible for Medicare or have private insurance that could pay for some or all of their services. By collecting payments from other liable sources, Medical Assistance costs are kept as low as possible, which allows us to serve more customers in need.

“These savings reflect the dedication and commitment DPW has to serving all Pennsylvanians. Just as the department has an obligation to serve the one in six Pennsylvanians who rely on the vital programs we administer, we also are obliged to use resources efficiently on behalf of every taxpayer.”

Mike Nardone
 Acting Secretary, Department of Public Welfare

Awards and Recognitions

COMPASS Technology Upgrade

The Commonwealth of Pennsylvania's COMPASS solution was selected as a winner of Adobe's 2010 **LiveCycle Partner Solution Showcase** in Washington, DC. The two-day event attracted 16 Adobe partners who demonstrated their innovative and compelling customer solutions developed with the Adobe suite of products.

DPW Child Support Portal

The National Association of State Chief Information Officers, NASCIO, selected the Pennsylvania Child Support Portal as a winner in the Data, Information & Knowledge Management category for its 2010 Recognition Award for Outstanding Achievement in the Field of Information Technology in State Government.

DPW in the News

Department of Public Welfare Earns Top Honors for Outstanding Achievement in State Government Information Technology

September 27, 2010 – Pennsylvania has earned a top honors for outstanding achievement in state government information technology from the National Association of State Chief Information Officer, NASCIO. The organization will present the award to the state's Child Support Portal tonight at its annual conference.

"Technology plays a critical role in the delivery of many critical services to Pennsylvania citizens," said Secretary of Administration Christian Soura. "We're pleased to be recognized for our efforts and to serve as an example to other states."

NASCIO received 134 nominations from 30 states for consideration for this year's awards. Winners were selected in 10 categories.

"We always strive to identify and invest in projects that will ultimately result in cost savings to taxpayers and greater government efficiency," said Brenda Orth, the state's chief information officer. "I'm extremely proud of DPW employees who contributed to this initiative."

The Department of Public Welfare's Child Support Portal provides comprehensive child support customer service and information delivery. It allows users to update their personal information, such as their address and phone number, submit "tips" about the location of parents who owe child support, and receive e-mail reminders of upcoming court dates, payments due and more. The portal has enabled caseworkers to spend time on more meaningful tasks such as locating absent parents, establishing orders and monitoring compliance.



Looking Forward

In the coming year, we have planned for a number of initiatives and projects that build on our success so that we can continue to help Pennsylvania families live with dignity and support their efforts to achieve self-sufficiency.

Increasing CAO Efficiency

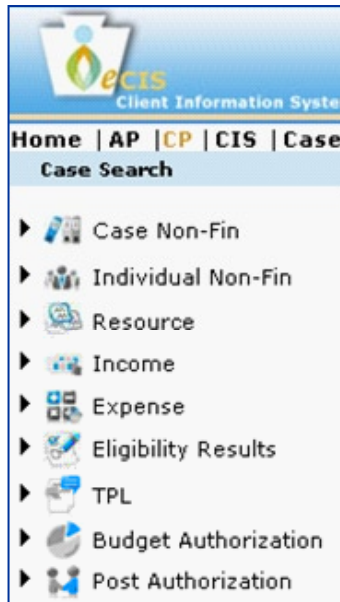
There are several initiatives currently in progress, which aim to significantly increase operational efficiency in the CAOs.

Incremental Renewal Phase IV-B

Over five million citizens are served by our CIS/eCIS eligibility systems. Incremental Renewal Phase IV-B focuses on streamlining application entry, case maintenance, and household configurations for SNAP and Cash. This is a vital step in DPW's goal to modernize as it moves the majority of work being done in the CAOs from the mainframe to the web-based system.

Phase IV-B offers a more intuitive user interface that allows clerical staff and case workers to more easily navigate the system during their most commonly performed activities. The individual pages will include a common navigation menu on the left-hand side, drop-down values and clearly labeled fields for data entry, and an easy access help link for additional system details.

These features will support staff as they perform application entry, benefit authorization and case maintenance activities in a web-based solution.



Key Benefits

- Increase efficiency by eliminating redundant work processes between groups of workers
- Enhance program accuracy by establishing a consistent method of collecting relevant client information
- Utilize innovative technology by enhancing security management with role-based security determining the level of access to each screen and field, as well as providing quicker navigation and search capabilities
- Enhance customer service by improving staff's access to pending verification documents through an automated Pending Verification Checklist, based upon verification information entered into eCIS by staff

In addition, field-level and process-level help will be created and loaded into RoboHelp for users to access while navigating the new IV-B system. This will enable them to access help when they need it while processing cases, ensuring that they are delivering quality customer service.

This initiative is vital for DPW to continue to move forward, becoming more efficient and providing better service to the citizens of Pennsylvania. With the implementation of Phase IV-B, we can ensure that our organization is prepared to meet the needs of our customers now and in the future.

Imaging Improvements

It is critical to our success to continue to expand our use of technology to conserve our resources, better serve our customers, and create a better work environment for our staff. As we have expanded our ability to share work across offices and increasingly used our Customer Service Centers to answer calls, we must continue to move to an Electronic Case Record to support and standardize our operations, as many users will be viewing and accessing case records on a regular basis. Imaging is the next step in ensuring that the images in our records are usable when needed, at all time, across all staff.

Imaging Improvements initiative will be distinctly focused on addressing three key areas of document retrieval functionality:

- Document Search
- Organization and Sorting of Document Search Results
- Viewing of Document Images

In addition, this initiative will complete the integration of COMPASS Attach Scanned Documents and eCIS Imaging to allow community partners and citizens to scan and submit verification documents electronically through COMPASS.



