

## PROGRAM DESCRIPTION

**Department: Social Services**

**HB Section(s): 11.105**

**Program Name: Income Maintenance Field Staff and Operations**

**Program is found in the following core budget(s): Income Maintenance Field Staff and Operations**

### 1a. What strategic priority does this program address?

Move families to economic independence

### 1b. What does this program do?

The Family Support Division, Income Maintenance Field Staff Operations determine eligibility for assistance programs to help low-income and vulnerable Missourians, by ensuring accurate and timely eligibility determinations and reinvestigations are completed while documenting and monitoring benefit amounts, referring recipients to employment and training, and partnering with stakeholders and providers to enhance access to programs and services. This program provides funding for front-line and support staff to operate the Income Maintenance Programs. Field staff include Benefit Program Technicians, Benefit Program Specialists, supervisors, managers, and clerical.

Income Maintenance (IM) serves Missourians through customer service centers across the state. These service centers consist of locations where individuals can walk in for assistance, processing centers that focus on processing applications to determine eligibility for benefits, and call centers. Online services are also offered for individuals to check if they may be eligible, submit applications and upload verification documents, check the status of any pending applications for benefits, and report changes.

Missouri continues to implement a new eligibility and enrollment system for Income Maintenance Programs called the Missouri Eligibility Determination and Enrollment System (MEDES) along with the Enterprise Content Management (ECM) system.

MEDES allows for streamlined workflows and business processes. MEDES users have reported improved usability, accuracy and efficiency in the system. Project 1 of MEDES focused on MO HealthNet programs for families and was completed October 31, 2018.

The ECM system captures, manages, preserves, and delivers content and documents related to public assistance eligibility and enrollment processes. The ECM allows FSD workers to process applications and perform casework activities statewide, regardless of their physical location. It enables electronic file storage that will eventually eliminate the need to maintain paper files.

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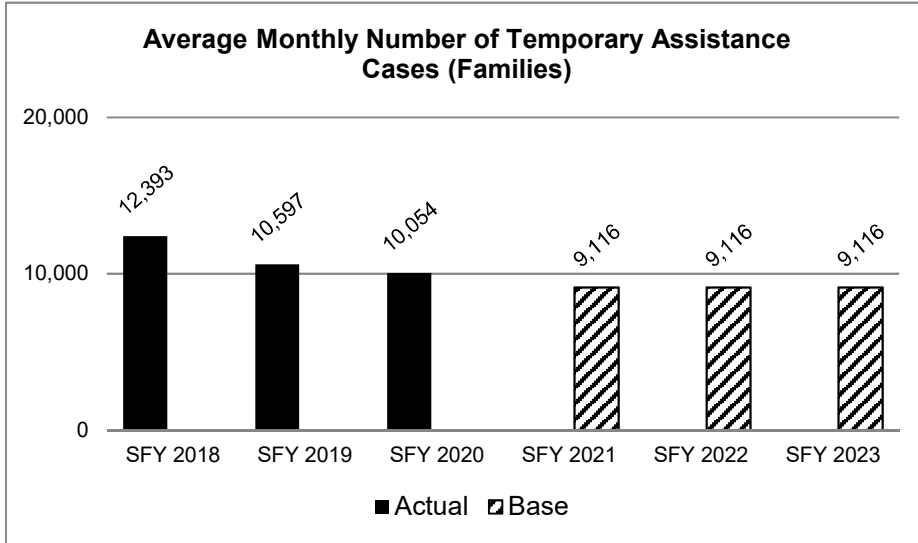
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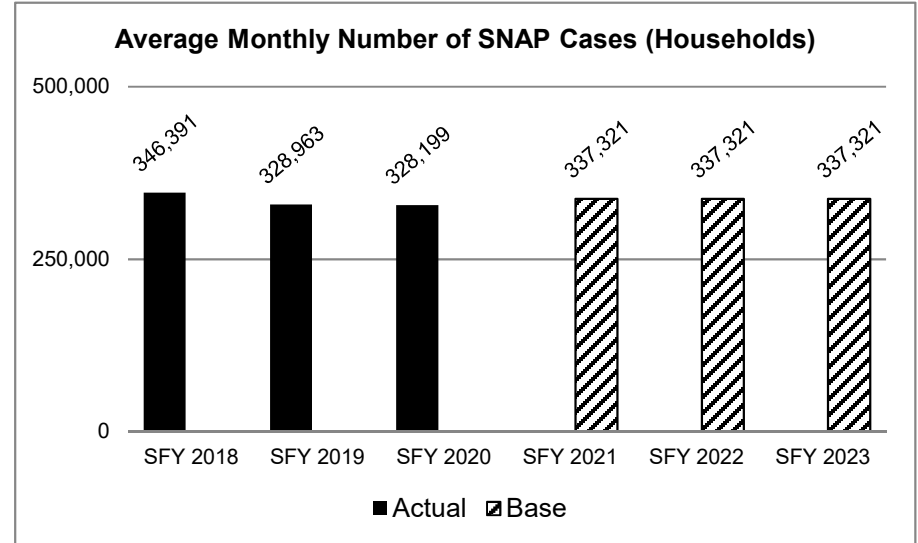
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**2a. Provide an activity measure(s) for the program.**



Projections are based on current caseload numbers.



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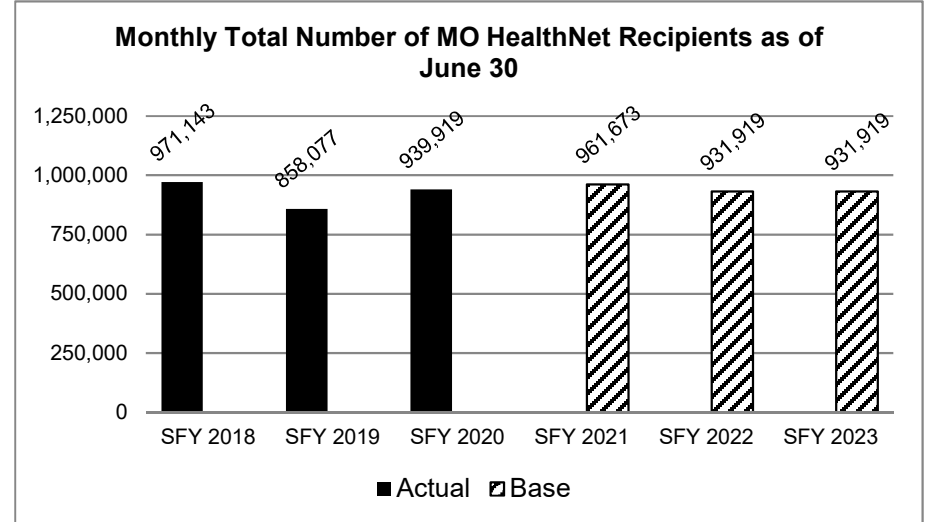
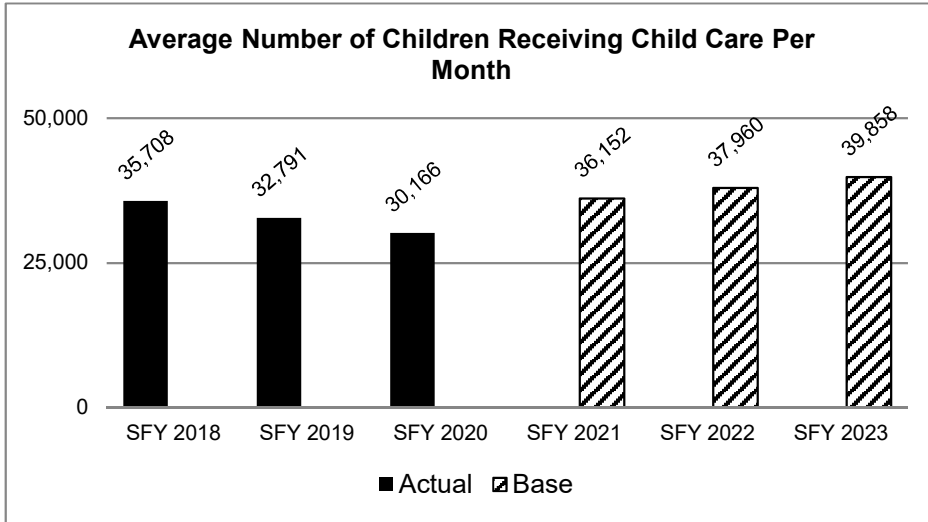
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Note: Includes Modified Adjusted Gross Income (MAGI), Permanently and Totally Disabled, and Elderly populations. Projections are based on current caseload numbers. The above numbers include the Families First Corona Virus Relief Act where Medicaid cases were to remain open.

Note: A slight increase is expected due to the current economic downturn due to COVID-19.

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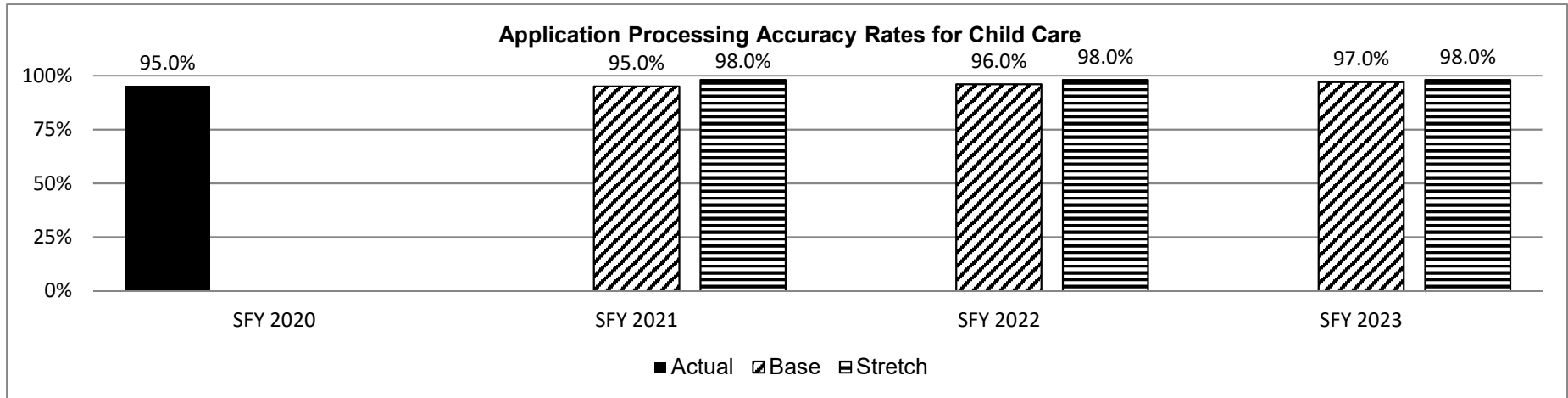
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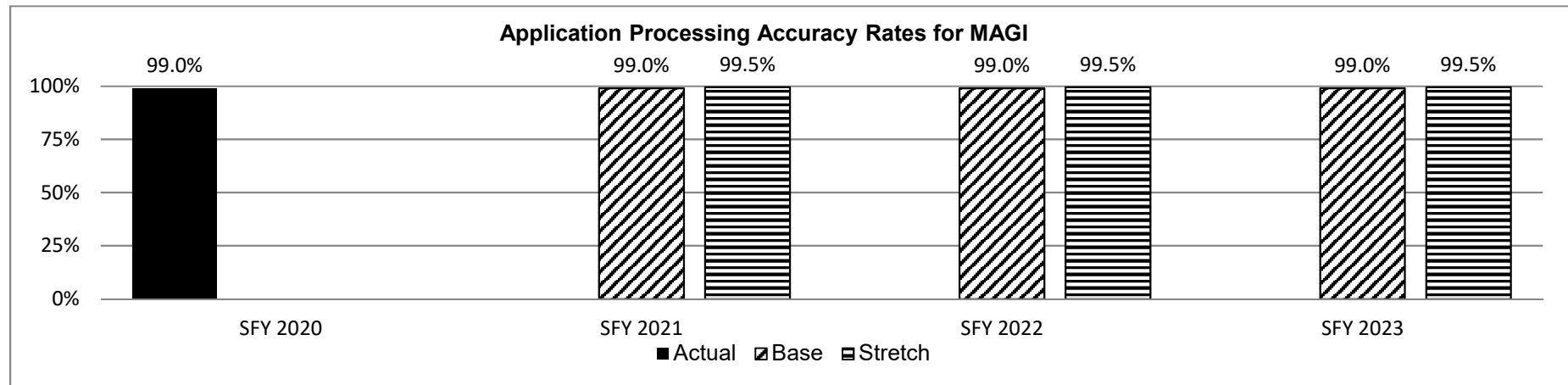
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**2b. Provide a measure(s) of the program's quality.**

FSD has developed measures to quantify processing error rates for child care, MO HealthNet Aged, Blind, and Disabled (MHABD), MAGI and Temporary Assistance for Needy Families (TANF).



SFY2019 data is unavailable due to reporting systems limitations.



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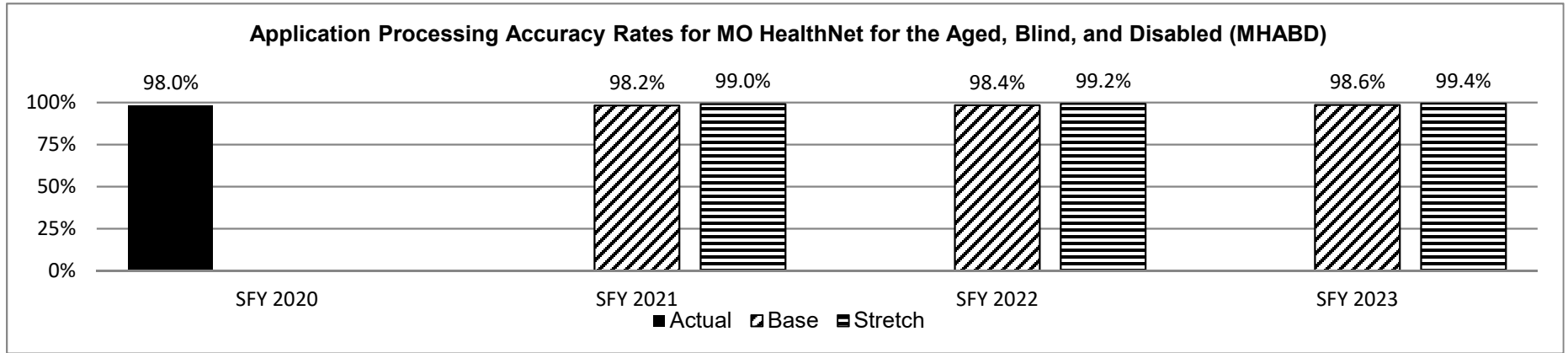
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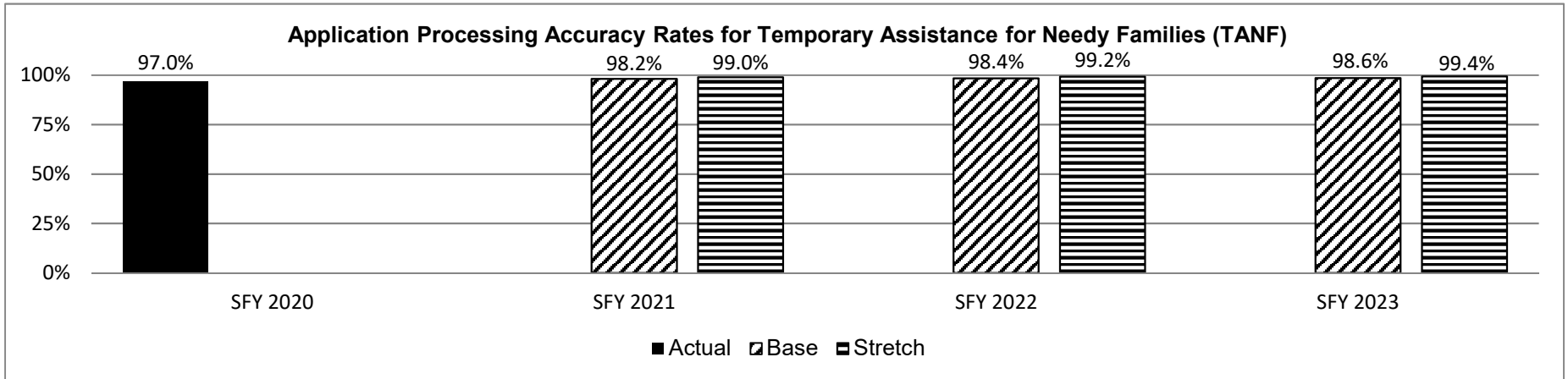
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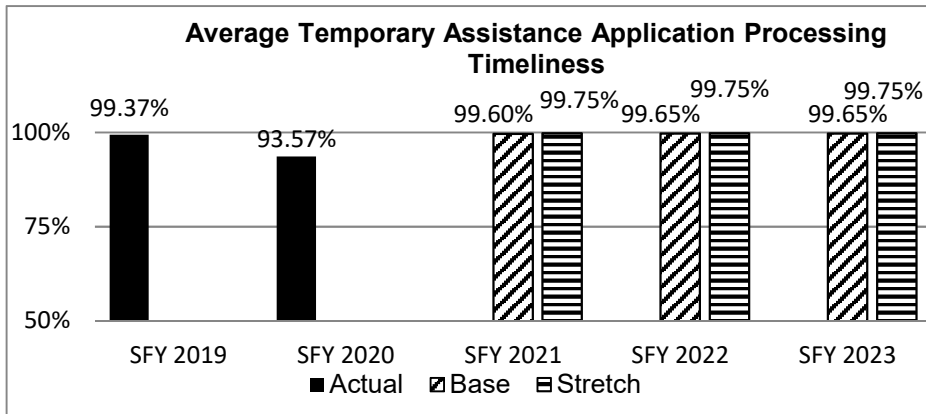
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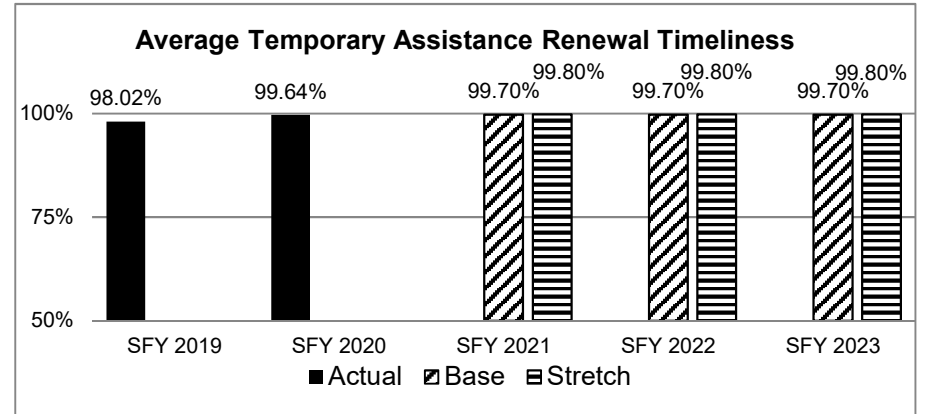
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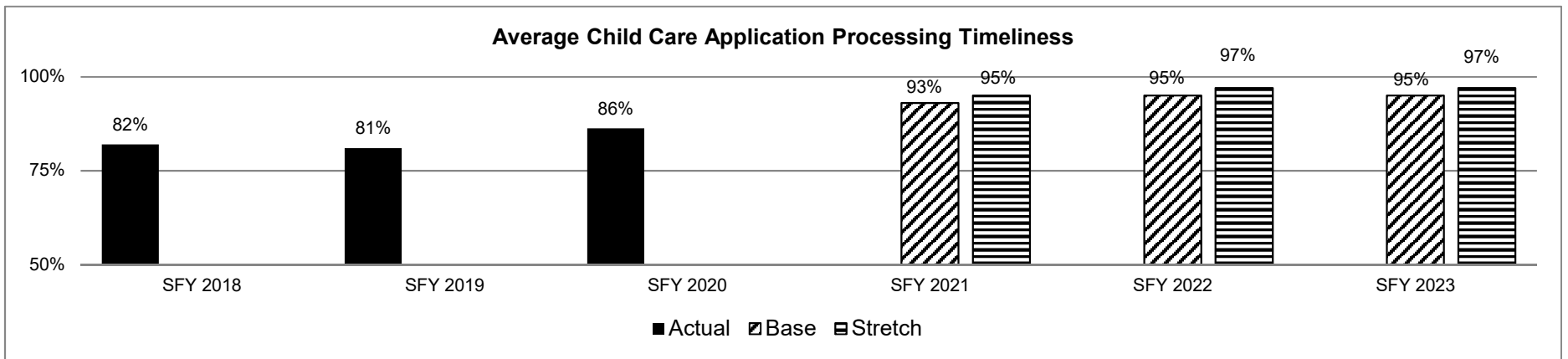
**2c. Provide a measure(s) of the program's impact.**



New Measure. Data is unavailable prior to SFY 2019.



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Child Care is a time limited program. Recipients must reapply annually to continue to receive benefits.

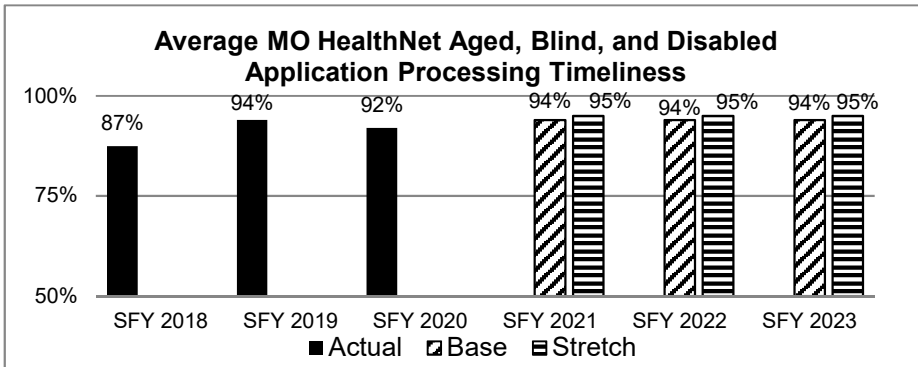
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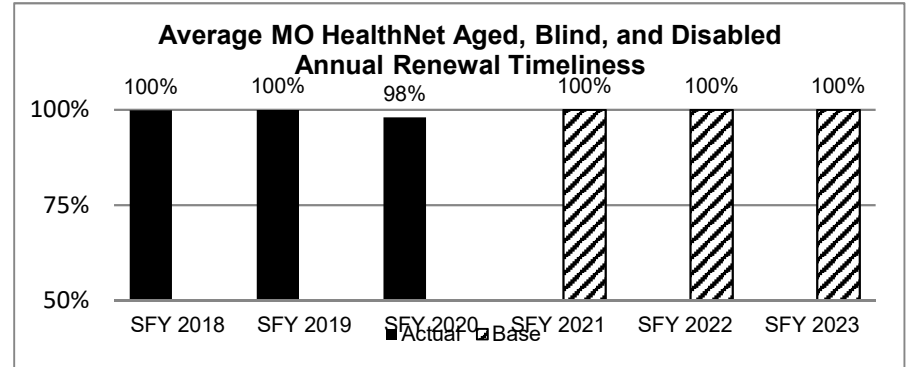
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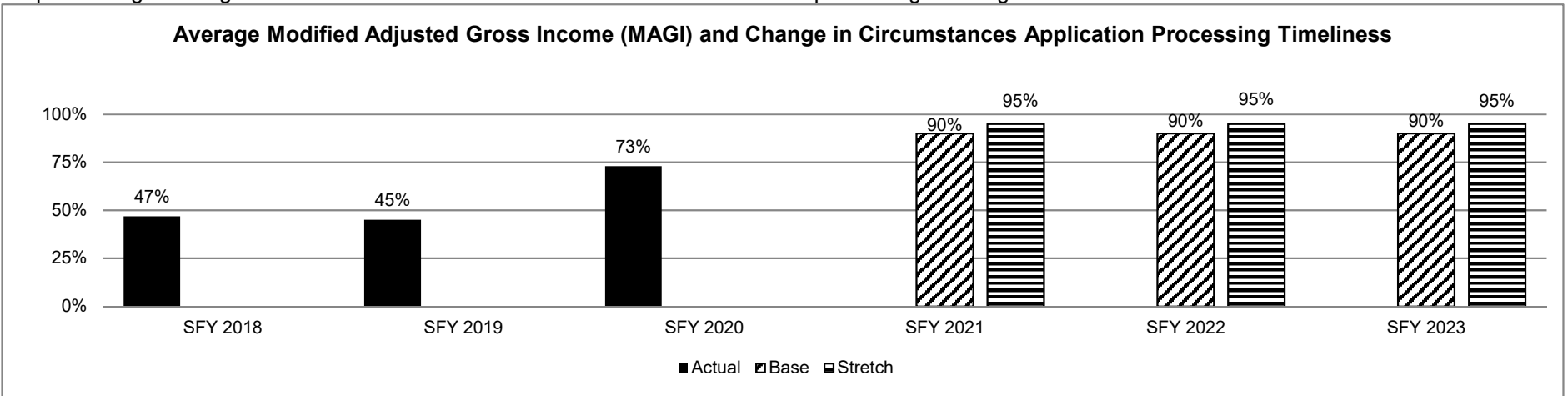
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There was a slight decrease in timeliness for SFY 2020 due to COVID-19 processing challenges.



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Since FSD could not separate applications from change in circumstances (active cases with address or household changes), the graph above indicates both.

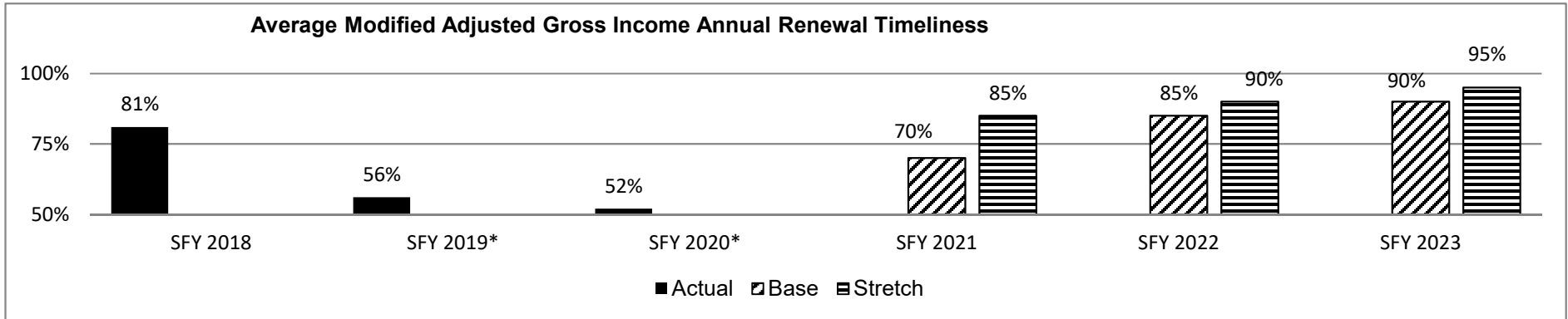
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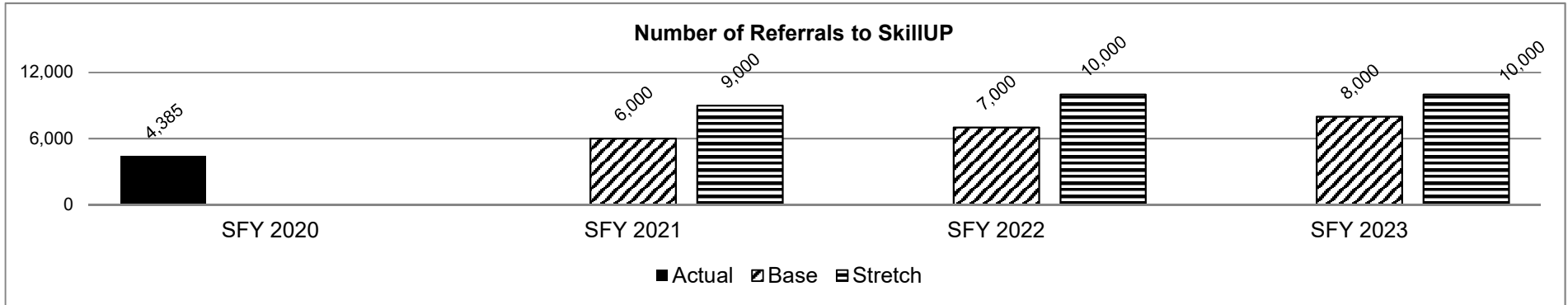
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FSD worked with the Centers for Medicare and Medicaid Services while developing and improving functionality.

\*During prior years, many system issues caused our Annual Review backlog to rise. With system enhancements and because of some waivers around COVID 19, a large number of staff were able to be dedicated to the backlog of Annual Reviews. The reporting numbers only account for the annual reviews when they are completed. Because of this, the timeliness for SFY 2019 and SFY 2020 are much lower than projected. However, with the Annual Reviews now current, we can expect to remain at a much higher standard moving forward.



The FSD Resource Centers and Call Centers are referring clients interested in employment and training to SkillUP providers. The formalized referral process will soon include referrals from Vocational Rehabilitation, the Child Support Call Center, and Responsible Fatherhood programs. This referral process will be offered to other agencies. New measure. Data prior to SFY 2020 is unavailable.



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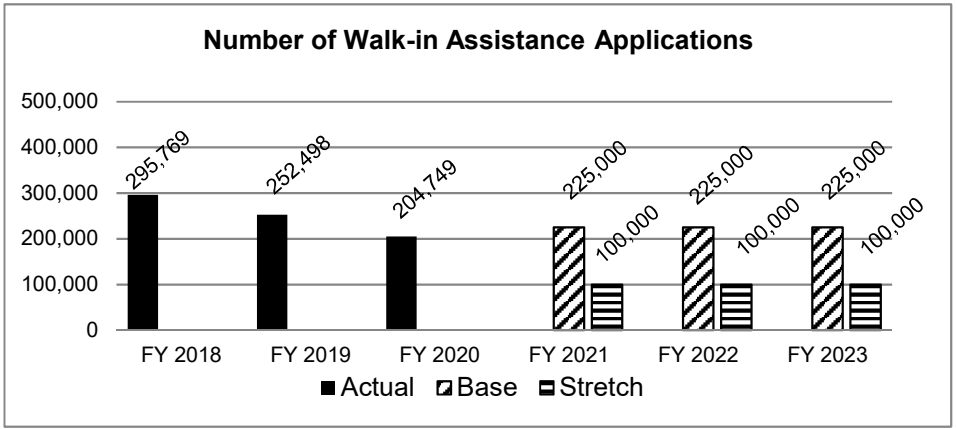
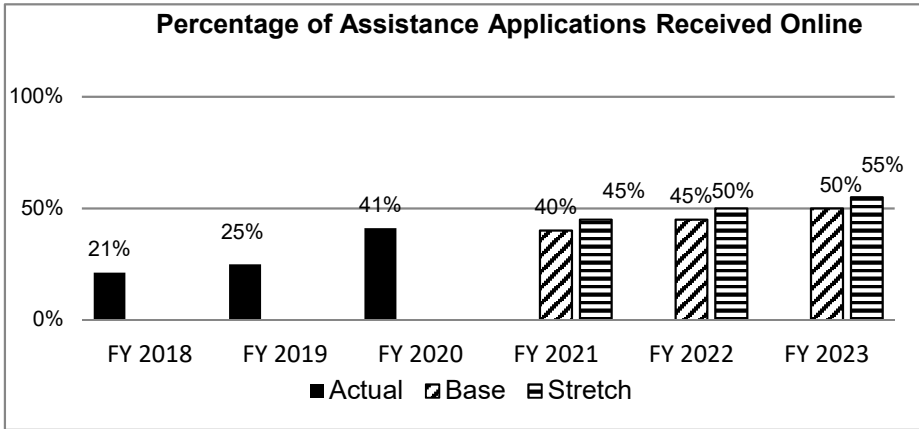
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**2d. Provide a measure(s) of the program's efficiency.**



FSD implemented the online application system for Food Stamps, Child Care, Temporary Assistance and MO HealthNet (Aged, Blind, Disabled) on a statewide level in April, 2017. There is a positive correlation between the increase in the percentage of online applications and a decrease in walk-in applications.

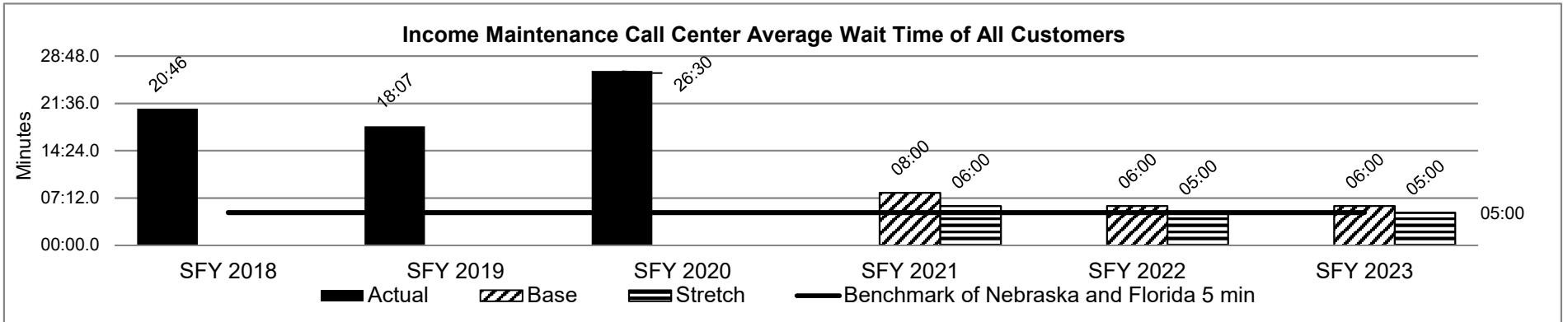
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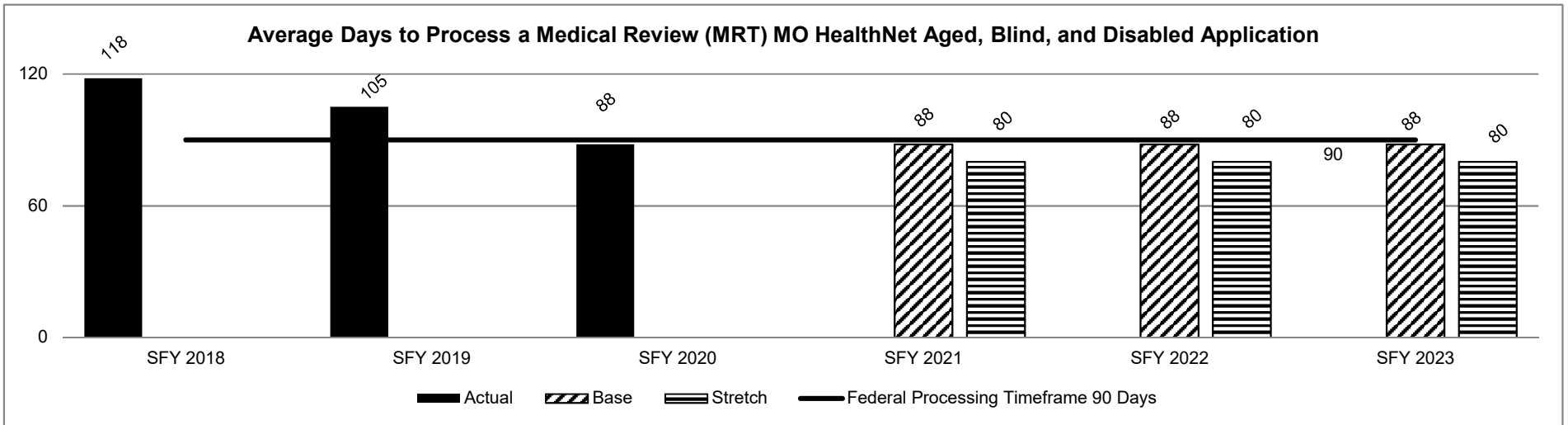
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The call center model can vary from state to state. Benchmark wait times are based on the operations of Nebraska and Florida. These states have similar models to Missouri. SFY 2020 average wait time increased due to several natural disasters and phone service issues.



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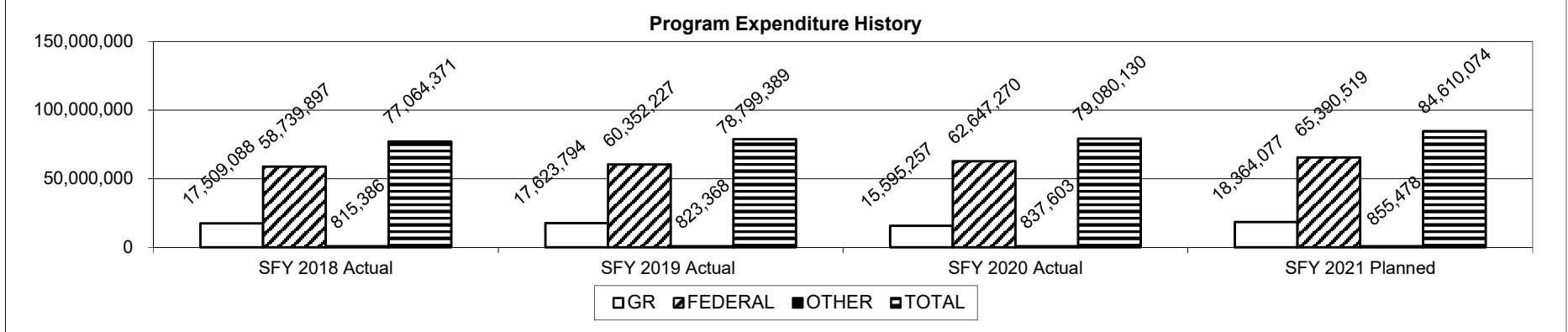
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**3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)**



SFY 2021 Planned expenditures are net of reverted and restricted.

**4. What are the sources of the "Other " funds?**

Health Initiatives Fund (0275)

**5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)**

State Statute: Sections 207.010, 207.020, and 208.400, RSMo.

**6. Are there federal matching requirements? If yes, please explain.**

IM Field Staff and Operations federal fund (FF) reimbursement is based on the Income Maintenance time study rate of around (59.25% FF and 40.75% State Match) or at the level as specified under a specific grant such as MO HealthNet Administration (75% FF and 25% State Match) or Food Stamp Administration (50% FF and 50% State Match) if expenditures are reimbursable under the particular grant. The time study rate is determined by polling a select number of Income Maintenance staff. In addition, some expenditures may be used as Maintenance of Effort (MOE) to earn other federal grants.

**7. Is this a federally mandated program? If yes, please explain.**

Resources used to support federal mandated programs such as Food Stamps and MO HealthNet are considered federally mandated.