



TIERS and the Self Service Portal **Integration Efforts**

August, 2011

TIERS Overview

Programs



Medicaid



Long-term care for elderly
and people with disabilities



Supplemental Nutrition
Assistance Program (SNAP)



Temporary Assistance for
Needy Families (TANF)

Rollout Status

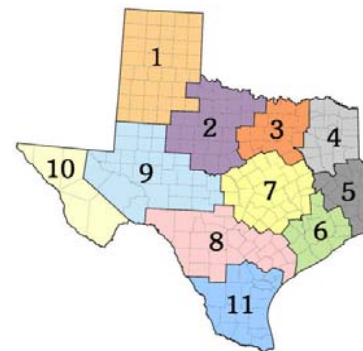
We are on track to complete rollout by the end of 2011

Texas Works Programs (MA, SNAP, TANF)

Rollout will be completed Sept 2011 (Region 3 final rollout)

Long-term care for elderly and people with disabilities

Rollout will be completed Dec 2011



TIERS By the Numbers



Current Caseload

1.9 Million



of Clients

5.4 Million



Peak Concurrent Users

4,293



Monthly Transactions

118 Million

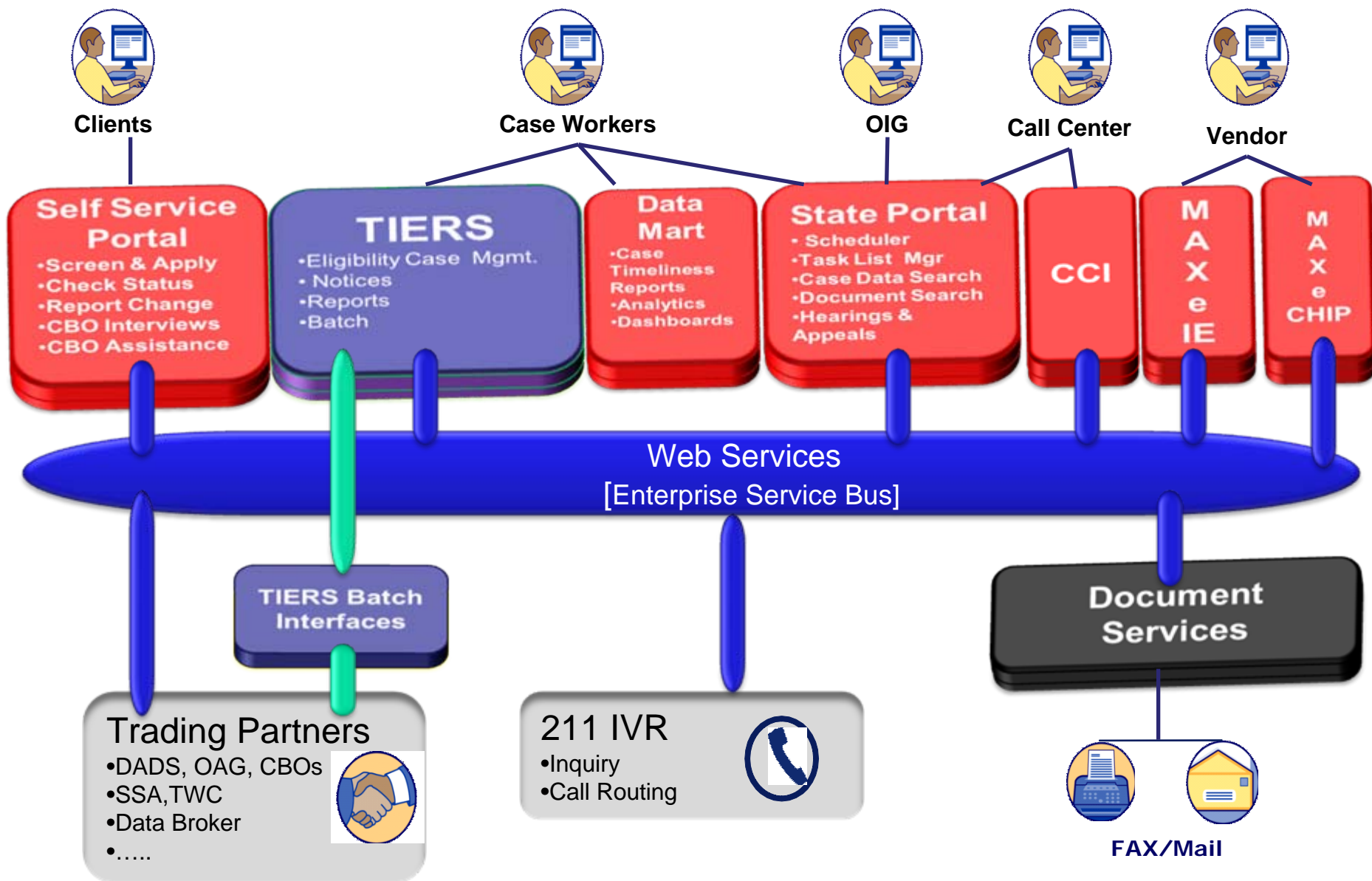
July 2011 Benefits Issued

\$425 Million SNAP benefits

2 Million Med ID Cards

\$7 Million TANF benefits

Eligibility Applications



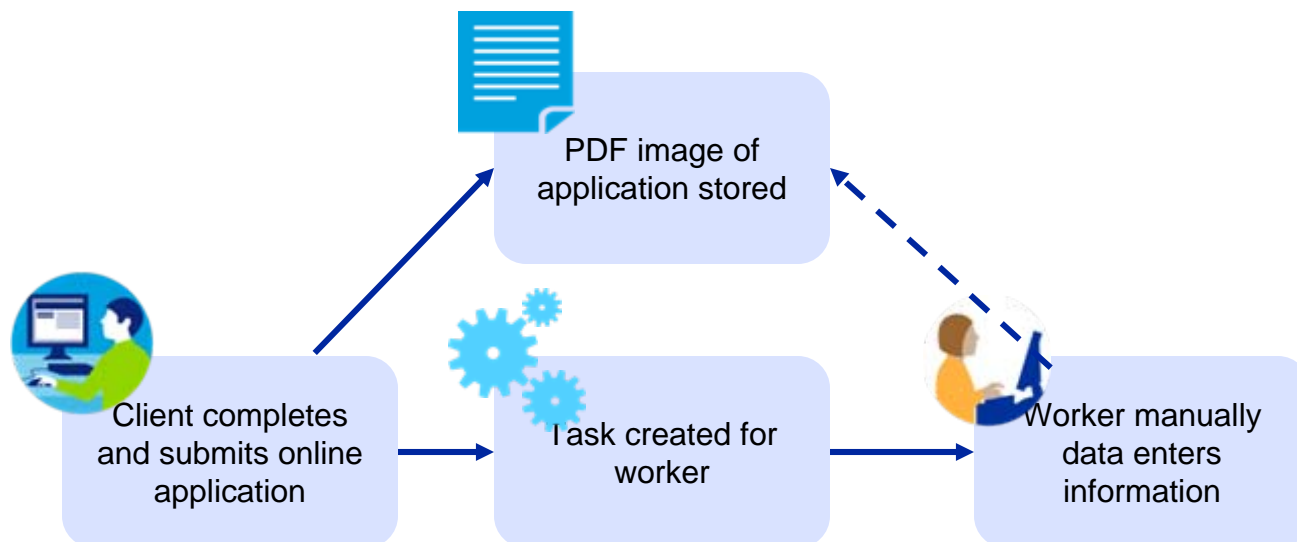
Previous Business Process

Good News:

- We had a self service portal (www.yourtexasbenefits.com) that allowed citizens to submit an application online (went live in 2006)
- Citizens found the self service portal without outreach efforts

Bad News:

- Data was not electronically submitted to the backend eligibility system (TIERS)
- Workers had to manually access the PDF and enter data into the eligibility system



Self Service Integration Project

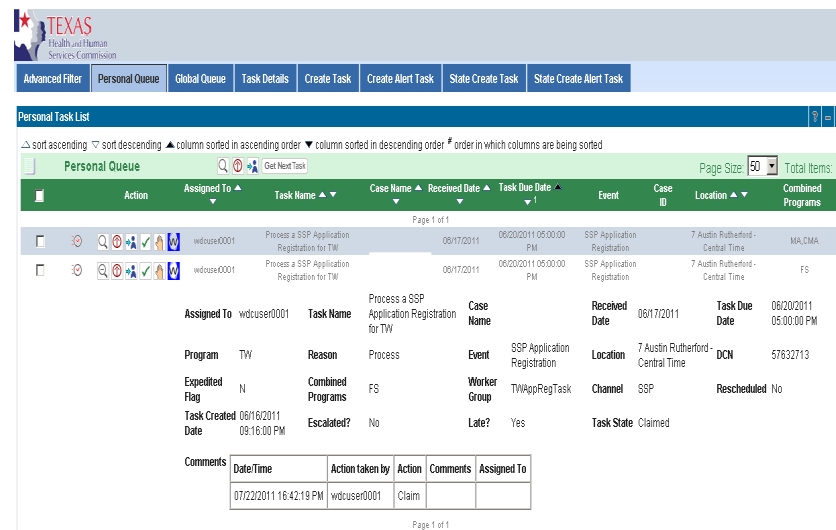
- Electronically submit client application data from Self Service Portal to the TIERS eligibility system
- Pre-populate data within TIERS
- Allow worker to compare data already in TIERS (from previous application/case) with newly submitted application data



Project was 7 months (requirements through implementation) and involved multiple teams responsible for Self Service Portal, TIERS, and interface changes. Implemented December 2010.

What We Did Well

- Reviewed proven solutions from other states and incorporated best features for Texas
- Integrated solution with the Task List Manager, so a task is created and routed to the appropriate office for each incoming application
- Pre-populated as many fields as possible to reduce duplicative data entry
- Allowed worker to compare older data already in TIERS to new incoming application data and select data they want to keep



Personal Task List

sort ascending | sort descending | column sorted in ascending order | column sorted in descending order | order in which columns are being sorted

Personal Queue | Get Next Task | Page Size: 50 | Total Items: 2

Action	Assigned To	Task Name	Case Name	Received Date	Task Due Date	Event	Case ID	Location	Combined Programs
<input type="checkbox"/>	wduser0001	Process a SSP Application Registration for TW		08/17/2011	08/20/2011 05:00:00 PM	SSP Application Registration		7 Austin Rutherford - Central Time	MLCMA
<input type="checkbox"/>	wduser0001	Process a SSP Application Registration for TW		08/17/2011	08/20/2011 05:00:00 PM	SSP Application Registration		7 Austin Rutherford - Central Time	FS

Assigned To	wduser0001	Task Name	Process a SSP Application Registration for TW	Case Name		Received Date	08/17/2011	Task Due Date	08/20/2011 05:00:00 PM
Program	TW	Reason	Process	Event	SSP Application Registration	Location	7 Austin Rutherford - Central Time	DCN	57632713
Expedited Flag	N	Combined Programs	FS	Worker Group	TWAppRegTask	Channel	SSP	Rescheduled	No
Task Created Date	08/16/2011 09:16:00 PM	Escalated?	No	Late?	Yes	Task State	Claimed		

Comments	Date/Time	Action taken by	Action	Comments	Assigned To
	07/22/2011 16:42:19 PM	wduser0001	Claim		

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Field Comparison Pop-up

Household Information		
Field	<input checked="" type="radio"/> TIERS All	<input type="radio"/> SS All
Household Information - Details		
Notice Language	<input checked="" type="radio"/> English	<input type="radio"/>
Special Accommodations	<input type="radio"/>	<input type="radio"/>
Home #	<input checked="" type="radio"/> 5124747474	<input type="radio"/> 5124747474
Other #	<input checked="" type="radio"/> 5129997878	<input type="radio"/> 512999999
Authorized Rep?	<input checked="" type="radio"/> YES	<input type="radio"/> YES
Email	<input checked="" type="radio"/> Johnson&johnson@gmail.com	<input type="radio"/> Johnson&johnson@gmail.com

What We Learned Along the Way

What We Did	What We Learned
<p>Generated a PDF image of the self service application that didn't match the layout of a paper application</p>	<p>Change isn't always good – The PDF image created and stored by a Self Service application should be formatted the same as a regular paper application, so workers remain familiar with the layout and can easily review/find information if needed</p>
<p>Displayed all data in the “Compare View” regardless of whether the data matched or if there was a discrepancy</p>	<p>Balance policy and business practice – Rather than display/compare all data submitted for worker to review, only display/compare discrepancies (and worker can review all data on the PDF image, as per policy that all data needs to be reviewed)</p>
<p>Asked the same expedited questions on the online application as they were on the paper application</p>	<p>Automating the form may not be enough – We received a lot more expedited applications! Questions on the form may need to be reworded to accommodate online processing. For example, an expedited determination can be made based on pre-defined rules executed against the data entered into the online application rather than asking the specific expedited questions</p>

Where We are Headed



Expand Community Based Organization use of Self Service Portal – Currently working on different access levels for different levels of CBOs including CBOs who are allowed to perform SNAP interviews



Expand integration efforts to other third party intake tools (like CBOs that have their own systems) - Currently working with one community organization



Allow Renewals through Self Service Portal – Hopeful to receive permission to conduct online interviews via Self Service Portal renewal process



Post correspondences online – Communicate with client via email and text that their correspondence is ready to view online

Questions?

