



Pre-Conference Edition



Charlie Crist, Governor
George Sheldon, Secretary

Hang on to your Hat
Service Delivery
Transformation in Florida

APRSA

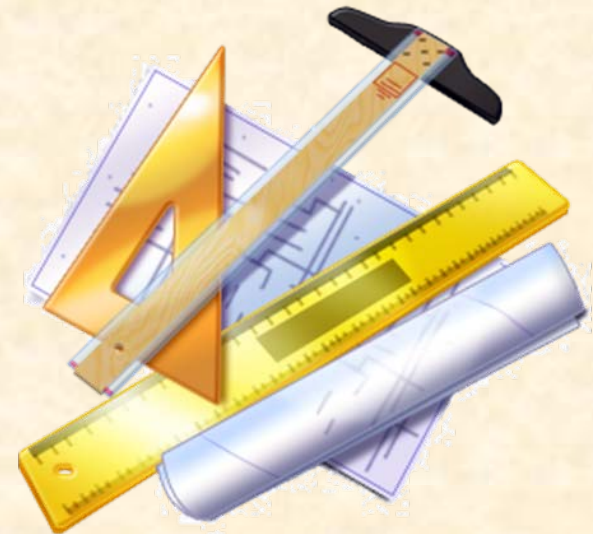
43rd Annual ISM Conference

Chicago, IL

September 1, 2009

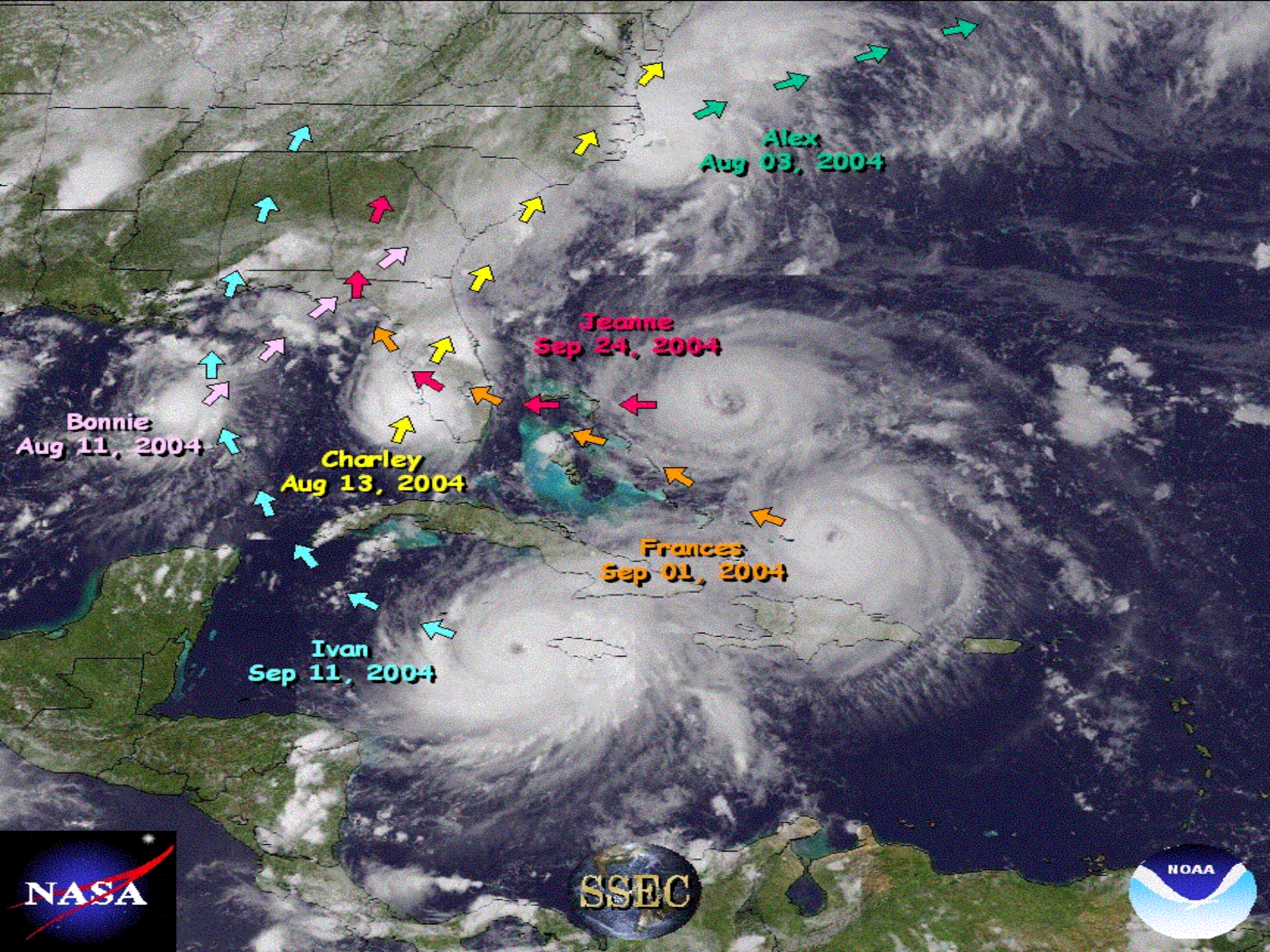
Reengineering Eligibility

- 2003 proviso language required administrative efficiency and savings
- Business cases examined out-sourced and in-sourced models.
- In-sourced model selected.



**Nothing in life is so
exhilarating as to be
shot at without
result.**

Winston Churchill



Alex
Aug 03, 2004

Jeanne
Sep 24, 2004

Bonnie
Aug 11, 2004

Charley
Aug 13, 2004

Frances
Sep 01, 2004

Ivan
Sep 11, 2004



**Desperation is the raw
material of drastic
change.**

William S. Burroughs

I can't swim.

**Are you crazy? The fall
will probably kill you.**



ACCESS Features

Automated

Community

Connection

Economic

Self-

Sufficiency

- Integrated eligibility for TANF, SNAP & Medicaid.
- 90% of application electronically submitted.
- Electronic document imaging.
- MyAccess account – on-line access to information.
- Coming – ability to change information through account.

Dramatically Expanded Access

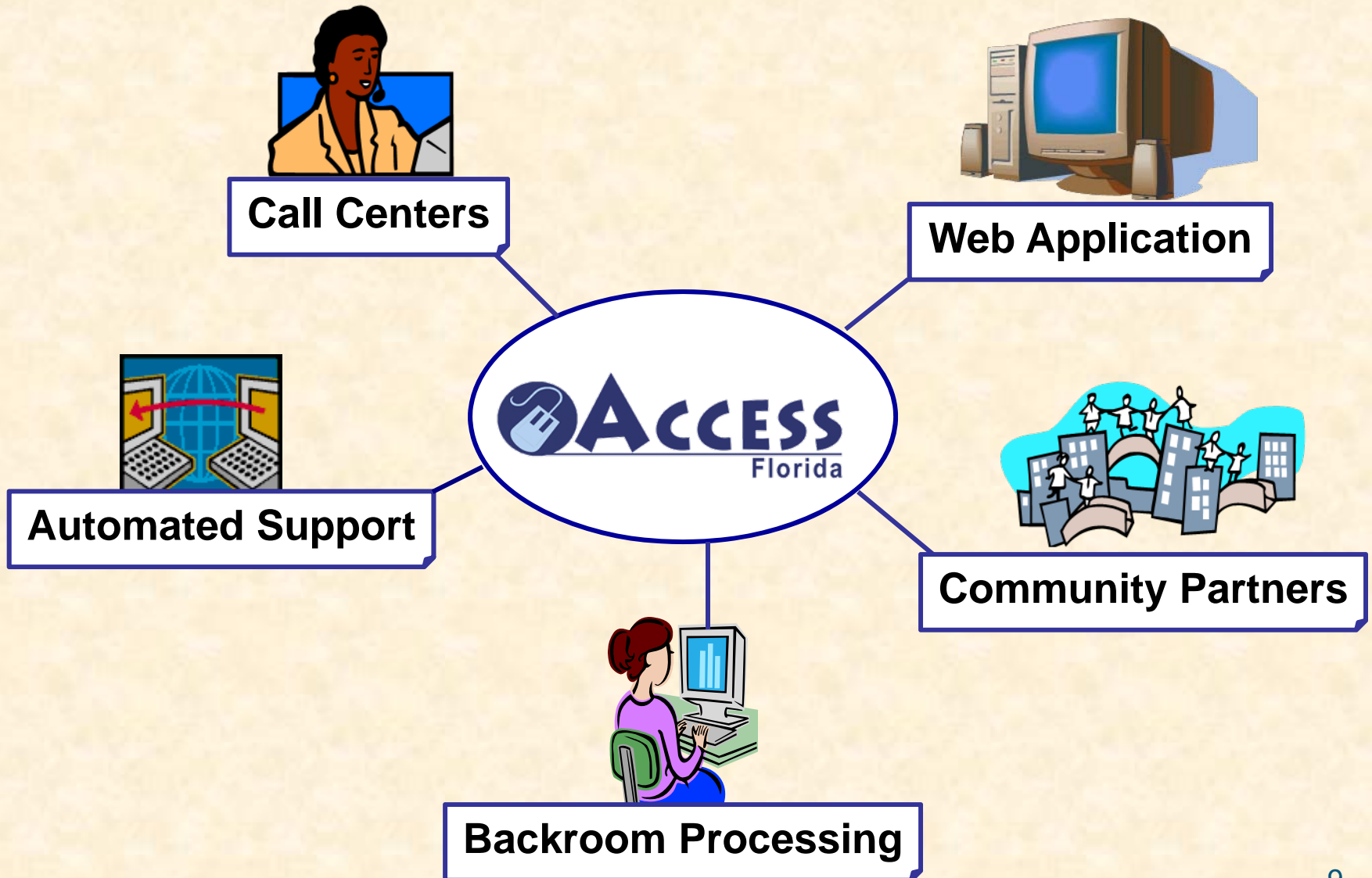


- Florida's program is accessible when and where customers are.



- 24/7 access with web application.
- Available anywhere with internet access.
- Available from home, community partners and agency sites.
- Information and interviews are available by phone.
- Customers no longer have to travel to agency sites.
- Paperless files

Key Components of Current System



Web-based Systems

Economic Self-Sufficiency
ACCESS Florida

English Español Kreyòl

Welcome to ACCESS ONLINE

? HELP

Welcome to Florida Department of Children and Families (DCF). If you need help in completing this application or need interpreter services, please contact an Economic Self-Sufficiency Office or Authorized Community Partner. We need at least your name, address, and a signature. However, please complete the entire application, providing as much information as you can, to help us determine your eligibility quickly. Processing begins the day we receive your application. Your application is dated the day you submit your application using the electronic signature or the next business day if submitted after hours or on a weekend or holiday. However please allow us 15 to 30 days to process your application. Some applications for Medicaid may take longer if we need to determine if someone is disabled. Normal business hours are 8:00 A.M. to 5:00 P. M. local time, Monday through Friday.

Household members who are ineligible, or who are not applying for benefits, may be designated as non-applicants. Non-applicants, or persons applying only for Emergency Medicaid, Refugee Cash Assistance, or Refugee Medical Assistance, are NOT required to provide a Social Security Number (SSN).

If you were not eligible for an SSN because of your immigration status, you may be eligible for a non-work SSN to receive the benefits that require one. If you need an SSN, we can help you apply for one. Non-applicants are NOT required to provide proof of immigration status. Non-citizens who are applying for benefits will have their immigration status verified with the Bureau of Citizenship and Immigration Services (BCIS). We will not tell BCIS about the immigration status of those living in your household who are not applying for benefits. Under no circumstances will individuals who are not applying for benefits be reported as not lawfully residing in the United States.

Click on the CONTINUE button below.

GO BACK CONTINUE

CF-ES2353 03-2006

- First electronic signature food stamp application in the country – April 2005
- Automated application tracking

- My Account provides status for customers

Department of Children & Families

ACCESS Gateway

Main Menu

Welcome to the Department of Children and Families Account Portal

ACCESS Florida

Your Gateway to My ACCESS Account

Before you get started, below is an explanation of how My ACCESS Account works and some information you may need to establish your My ACCESS Account.

ACCESS My Account

Login

User Name

Password

Login

Forgot User Name? | Forgot Password?

Getting Started

Img Before you start

You should know the case number and be familiar with information provided to us for the application or ongoing case. **Note:** Only the Payee, Primary Information Person, and an Authorized / Designated Representative can setup an account for a case.

Img Need to Register

To register and create an account, click **Register Now**.

Img Security

This site is secured and will protect your privacy. The privacy and security of you account information is very important to us. Read about My ACCESS Account's online safeguards for you personal information by clicking on **Security Statement**.

Img Help

If you need help at any time using My ACCESS Account, simply click on the **Help** link at the top of each page.

WARNING


By accessing this government computer system you are consenting to system monitoring for purposes such as law enforcement. You should only check the status of your own benefits, or benefits of those you have been authorized to do so with our Department. Unauthorized use of this computer system may subject you to criminal prosecution and penalties.

© Copyright 2007 : Florida Department of Children and Families

ACCESS Account

ssaccount-acc.dcf.state.fl.us/ - Department of Children and Families My ACCESS Ac - Windows Internet Explorer

Welcome to the Department of Children and Families Account Portal



Your Gateway to My ACCESS Account

Through our new My ACCESS System below, you can access your personal account information quickly and securely. Just log-in and interact with the Department of Children and Families at your convenience!

Below you will find information on Getting Started in the My ACCESS System. Just follow the directions below to get started or go ahead and log-in if you have already created an account.


My ACCESS Account

Login

User Name


Password

[Register Now!](#)




[Forgot User Name?](#) | [Forgot Password?](#)

Getting Started

 **Before you start**

To register for My ACCESS Account, you need to know the case number and be familiar with case information. Only a Payee, Primary Information Person, or Authorized / Designated Representative can setup an account for a case.

 **Need to Register**


To register and create an account, click [Register Now](#).

Note: If you only have a 9-digit application number and password then enter the 9-digit number for the User Name and your password to login.


Login

My ACCESS Account – Enter your user name and password to view your case information.

Temporary My ACCESS Account – Login with your **9-digit** ACCESS web application or Electronic Application number and password. See "Help" for more details.

 **Help**

Security

 **Security**

The privacy and security of your account information is very important to us. Read about My ACCESS Account's online safeguards for your personal information by clicking on [Security Statement](#).

- Account status
- Report changes
- Request additional assistance
- Submit a recertification review
- Request case closure
- Request paper form

Welcome to the Department of Children and Families ACCESS Florida Change Reporting System

You can use this on-line system to report the following changes for your household:

- ✓ Change of home, work or cellphone
- ✓ Change of e-mail address
- ✓ Change of address for your household
- ✓ Change of who lives in your household (for example someone moved in or out of the house or a member of the household had a baby)
- ✓ Change of rent or mortgage
- ✓ Change of utility expense (such as heating, cooling, water, sewage, garbage or phone)
- ✓ Change of income for any household member
- ✓ Change in employment (new job, change in job, or loss of a job)
- ✓ Change in self-employment
- ✓ Change in other income (such as unemployment compensation, child support, or social security)
- ✓ Other change not listed above (such as homeowner's insurance, taxes, day care expenses, or child support payments)

Note: while your are in the system you must click on submit to retain the change. If during anytime you click on logout without clicking on submit your change not be considered as being reported.

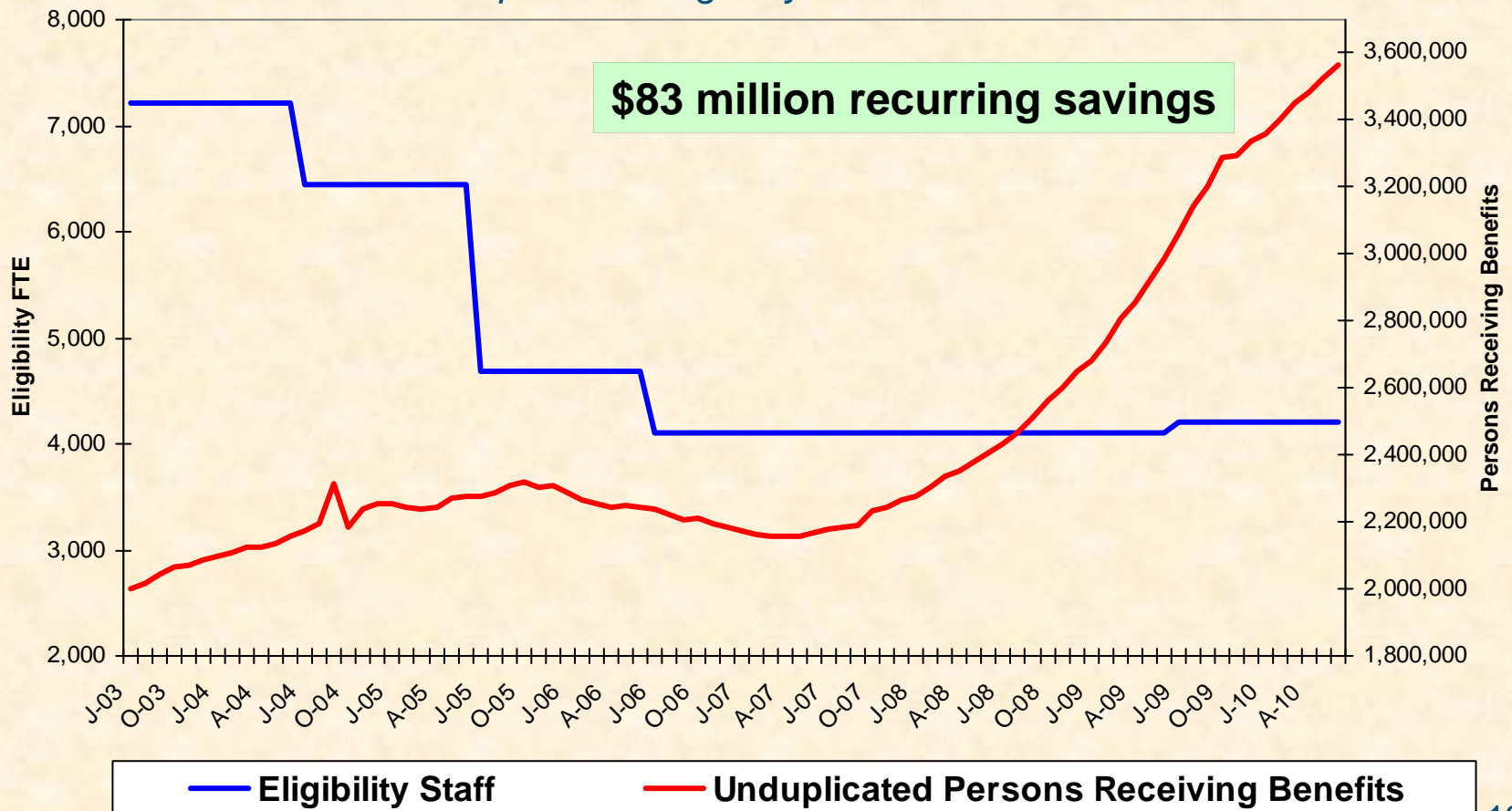
When completed, click the Continue button below.

[Go Back](#)

[Continue](#)

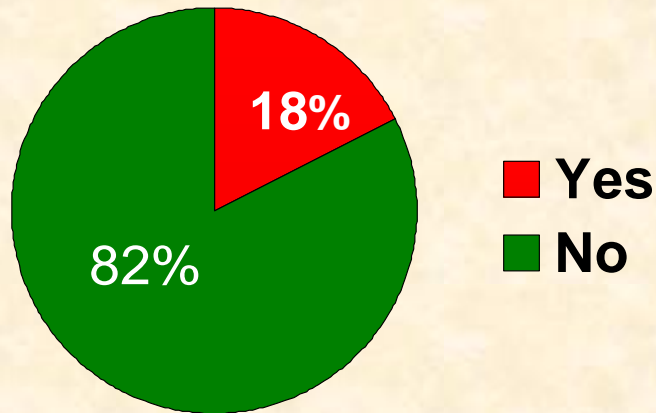
Florida's Cost Savings and Caseload Increase

*Unduplicated Persons Receiving Benefits
July 2003 through June 2010
[Cash Assistance, Food Stamps and Medicaid (not SSI)]
Compared to Eligibility Staff Authorized*

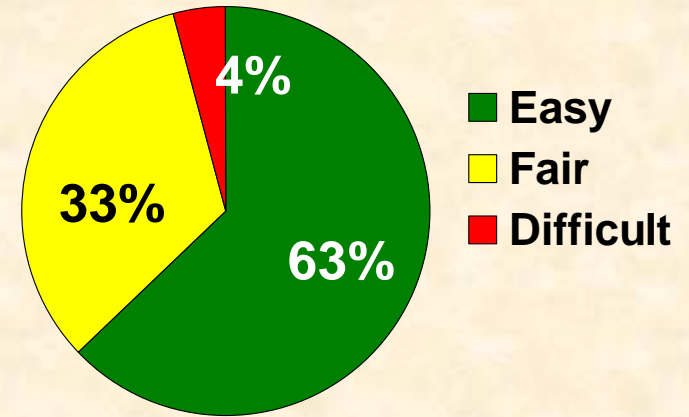


ACCESS Web Application User Feedback Survey – June '10

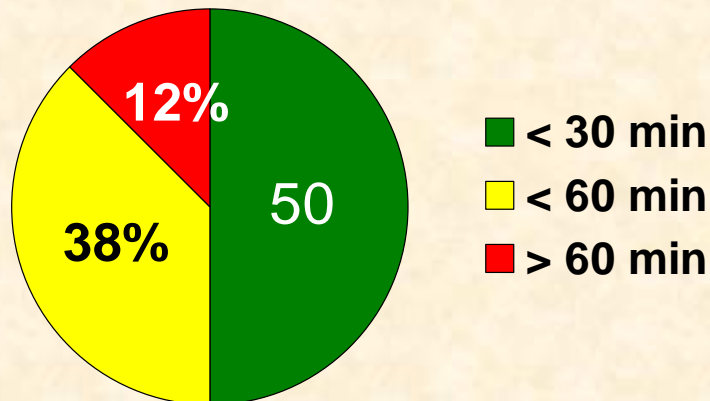
Needed Help to Complete?



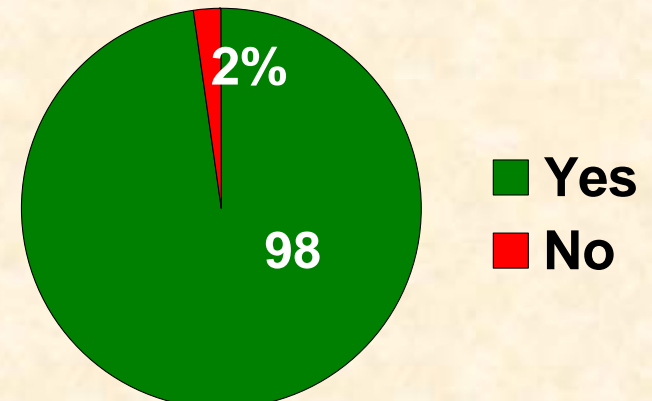
Experience with Screens



Time to Complete



Use Again?



Total Users Responding: 56,617



Bonus Awards

FY 2007 - \$5.5 million

FY 2008 - \$7.2 million

FY 2009 - \$11.5 million



ASH INSTITUTE

FOR DEMOCRATIC GOVERNANCE
AND INNOVATION

HARVARD
UNIVERSITY



JOHN F. KENNEDY
SCHOOL OF GOVERNMENT



Setting the Stage for Health Care Reform?

Automated

✓ **Consumer-Friendly**

Community

✓ **On-line application**

Connection

✓ **Coordinated across programs**

? **Increases Uniformity among all Health Subsidy Programs**

Economic

✓ **Simplified**

Self-

✓ **Paperless verification**

Sufficiency

✓ **Technology-Enabled**

✓ **Data Matching to Support Eligibility Determination.**