



Urban Partnerships for Welfare Reform: National Academy

Using Technology to Improve Service Delivery

Oakland/Alameda County





Key Features

**E-Filed
Court Docs**

Web Files

**Online
Practice Guides**

**Video
Conferencing**

***Inter-active
Voice Response
Systems***

***Electronic
Signature***

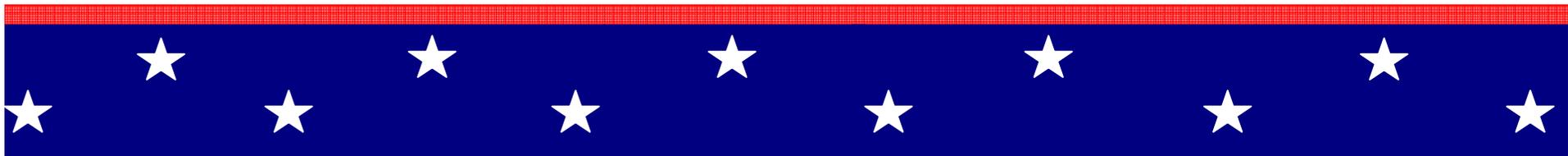


**CalWIN
Automated Elig. Sys.**

**Wireless
PC/PDA**

**Community-
Based Organizations**

**Database
Warehouse**





FOSTER CARE ISSUES

- ✓ Payment Accuracy
- ✓ Tracking of Foster Care Children





SSA's CFS FOSTER CARE TRACKING SYSTEM (FCTS)

- ✓ Implemented on October 2003
- ✓ Activated by the Welfare Workers and providers
- ✓ Can be activated by a phone call or WEB
Option: www.alamedasocialservices.org



What does it do?



- Notifies clerical staff to update state child welfare system (CWS/CMS)
- Initiates/Cancel/Holds check
- Initiates or Stops next month's payments
- Notifies Eligibility Worker accordingly
- Operates 24/7



Who uses it?

Foster & Group Homes

- 24/7 Access for Providers
- Monthly confirmation of placement
- Automated communication to CWWs via email
 - Child Out of Home
 - Runaways

Child Welfare Workers

- 24/7 Access
- Initiate/terminate payment
- Documents Placement
- Provides a tracking system



Additional Benefits



- Monthly Reporting Function
 - Sends reminder notice if provider has not called by the 12th day
 - Final notice sent on 25th day
 - Last day of month is last chance for unassisted payment
 - Notifies CWW of outstanding calls
- It provides management a current database and management information upon request
- Eliminated \$3 million of annual overpayments

Web Files - Imaging Project









Web Files Status

- Imaged over 100,000 web files
- Relocated staff to Self Sufficiency Centers
- Workers can once again see their own clients
- Closed the Benefit Center
- Established a centralized mail imaging center
- Eliminated an annual cost of \$3.4 million in facility costs
- Clerical staff has been redeployed and/or promoted



What is CalWIN?

- CalWIN is an automated eligibility software application that provides information storage, eligibility calculations, client correspondence, and benefits issuance to our clients.
- CalWIN was developed by an 18 County Consortium with EDS as the primary contractor.
- CalWIN will replace CDS and GIS - all workers will use it to gather data and issue benefits.



What has changed?

- **Alameda County went live December 2005**
- **CalWIN** (automated system) replaced
 - Case Data System (CDS)
 - Gain Information System (GIS)
- **Individual Based**
 - Identifies people as both individuals & as members of a case, this **IMPROVES** data accuracy!
- **Case Counting**



From paper, from data entry, to interactive interview . . .

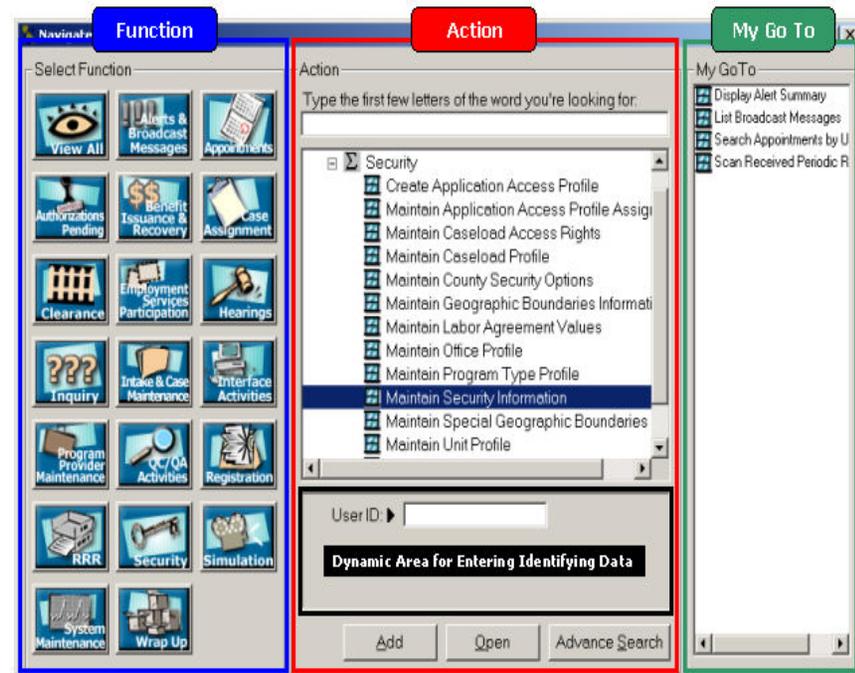


Big Change in the Way We Do Business



Navigating CalWIN

- No paper narratives
- Alerts and tracking
- Pop-up notifications
- On-line help – no code books
- Safeguards with mandated fields





Challenges

- County Size
- High Caseloads
- Multiple Changes
- Holiday Season Implementation
- Data Transfer/Discrepant Cases
- System Glitches
- Cultural Change



Surprises

- Changes force you to “clean house”
- Staff Response
- Labor/Management collaboration



Replication Advice

- Claim ownership of systems
- Bring labor to the table and stay there through the change
- Acknowledge the good, the bad, and the ugly
- Look for opportunities – where there is chaos there is opportunity



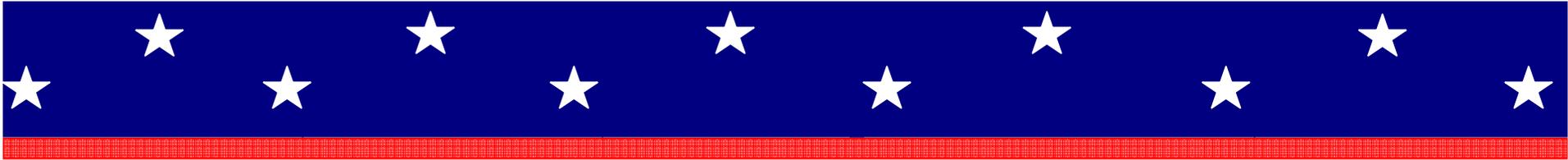
Managing During Change

- Aim to over communicate because it will never be enough
- Establish the stakeholder workgroups
- Inform and work through challenges with your stakeholders
- Prepare for the next change



Visions for the Future

- Focus on customer service
- Full utilization of technology
- Back to basics – full compliance with service mandates



Questions & Answers

