

RECOMMENDATION: Consolidate eligibility and enrollment functions for citizens needing services or support from DSS or DHH.

Summary Description/Nature of Change	Key/Implementation Responsibilities	Need	Action Needed	Benefit/Saving	Done/ Study
<p>Develop consolidation plan establishing a single point of access for eligibility and enrollment into public benefit programs offered by DSS and DHH. Determine best course of action for the transfer of Medicaid, LaCHIP, and WIC eligibility and enrollment to DSS, or transfer of DSS eligibility programs (TANF, SNAP, CCAP) to DHH</p>	<p>DSS and DHH</p>	<p>Combining key components of benefit programs administered in the state (Medicaid, WIC, TANF, SNAP, CCAP, LaCHIP), administrative burden will be reduced of the programs on both the state and the citizens served. Research from the Center on Budget and Policy Priorities demonstrates that "streamlining the application process for benefit programs and reducing duplicative requirements across programs can reduce caseworkers' workloads".</p>	<p>Transfer of respective DSS or DHH programs could be accomplished through the use of web-based technology, a centralized call center, electronic case records and a provider portal that can assume this responsibility.</p>	<p>Provides the state with enhanced ability to leverage federal programs in cost sharing and reduced administrative costs. A reduction in administrative staff and costs can be achieved through procurement of services, office space, and staff reorganizations. Improved client access to services and reduction in caseloads. \$3.3 million General fund \$6.5 million total savings</p>	<p>This combination can better leverage federal dollars for technology and other administrative costs through the Medicaid match.</p>