

SSI Cash-Out Reversal Workgroup Timeline: Customer Experience/Streamlined Enrollment

Our vision for success:

- Application and interview is quick and easy -- phone, online, in person and assisted applications/interviews are readily available based on client preference
- Income, SSN and ID are electronically verified -- additional verifications are easy to submit
- TNB and SNB recipients get help to complete timely reports -- no churn
- EBT card is easy to use at multiple location -- over the phone/online for grocery delivery
- We meet the clients where they are for interviews other assistance -- multiple physical entry points target in areas of high SSI concentration and at housing sites, senior centers etc.

	Q 2: October through December 2018	Q 3: January through March 2019	Q 4: April through June 2019	Post-implementation
<p>County business process refinement</p>	<div style="border: 1px solid gray; padding: 5px; margin-bottom: 10px; width: fit-content;">Connect w/ SSA or CDSS to get a list of all SSI clients</div> <div style="display: flex; justify-content: space-around;"> <div style="border: 1px solid gray; padding: 5px; width: 45%;">Begin planning for telephonic signature</div> <div style="border: 1px solid gray; padding: 5px; width: 45%;">Begin planning for client initiated interviews</div> </div>	<div style="border: 1px solid gray; padding: 5px; margin-bottom: 10px; width: fit-content;">Learn what data county will have for verifications</div> <div style="border: 1px solid gray; padding: 5px; width: fit-content;">Create on-demand/ flexible/ inbound interviews process</div>	<div style="border: 1px solid gray; padding: 5px; margin-bottom: 10px; width: fit-content;">Implement telephonic signature</div> <div style="display: flex; justify-content: space-around;"> <div style="border: 1px solid gray; padding: 5px; width: 45%;">Plan for customers to evaluate experience/ surveys</div> <div style="border: 1px solid gray; padding: 5px; width: 45%;">Refresher training for HSA staff on disability accomodations</div> </div>	
<p>Refine in-community application oportunites/ experience</p>		<div style="display: flex; justify-content: space-around; margin-bottom: 10px;"> <div style="border: 1px solid gray; padding: 5px; width: 45%;">IHSS link to CF for caregivers and those receiving care</div> <div style="border: 1px solid gray; padding: 5px; width: 45%;">Redeploy outreach w/in HSA</div> </div> <div style="display: flex; justify-content: space-around;"> <div style="border: 1px solid gray; padding: 5px; width: 45%;">Identify/ streamline incentives for CBO's to support apps</div> <div style="border: 1px solid gray; padding: 5px; width: 45%;">Refine HSA outstation & mobile application locations</div> </div>		
<p>Consumer centered design for applying for and using benefits</p>	<div style="border: 1px solid gray; padding: 5px; width: fit-content; margin: 0 auto;">Engage customer experience designers</div>	<div style="border: 1px solid gray; padding: 5px; width: fit-content; margin: 0 auto;">Focus groups for CF access – Seniors/ Disabled</div>	<div style="border: 1px solid gray; padding: 5px; width: fit-content; margin: 0 auto;">Engage taxis, rideshare, etc. in transportation and delivery options</div> <div style="border: 1px solid gray; padding: 5px; width: fit-content; margin: 10px auto;">Engage more restaurants to accept EBT</div>	

Who needs to be involved? HSA, Food Bank, consumers, DPH, SSI & CalFresh recipients, ADRC lead, Randy M & Ana Marie Lara, Olga Stavinskaya-Velasquez, Chandra Johnson, SSA representative, Zea Malawa SFDPH, Wannetta Davis, Wanda Matters (HOPE SF), Perry Lang, Customer experience designer (pro bono, IDEO, HSA innovation office, etc?), Peer advocates.