CAN Vision

Our richly diverse community will be healthy, safe, educated, just and compassionate where all people work together to achieve their full potential and celebrate their lives.

17 CAN Partners

- Austin Area Interreligious Ministries
- Austin Chamber of Commerce
- Austin Community College
- Austin Independent School District
- Austin Travis County Integral Care
- Central Health
- Capital Metro
- City of Austin
- Community Justice Council
- One Voice Central Texas
- Seton Family of Hospitals
- St. David's Foundation
- St. Edward's University
- Travis County
- United Way Capital Area
- University of Texas at Austin
- Workforce Solutions - Capital Area

CAN Mission

To achieve sustainable social, health, educational and economic **outcomes** through engaging the community in a planning and implementation **process** that coordinates and optimizes public, private, individual actions and **resources.**

CAN Role

- Enhance awareness of issues.
- Strengthen partnerships and connect efforts.
- Facilitate development of collaborative strategies.
- Mobilize action to maximize resources and Impact.

Building on 2009 Work

- 2009 Goal: Increase enrollment of eligible individuals in public assistance programs including TANF, Food Stamps, Medicaid, and CHIP and draw down federal dollars to our community to assist those in need.
- 2009 Scope of Work:
  - Inventory of current initiatives
  - Identify short-term and long-term strategies for optimizing public
- Deliverables: Inventory & Plan

2009 Accomplishments

- Conducted an inventory of agencies and resources that help with enrollment.
- Met with stakeholders to discuss what type of "community plan" was needed.
- Connected with other local and State efforts to improve the enrollment system and/or expand outreach and enrollment assistance.
- Created "straw-man" list of strategies for discussions with CAN Councils.

Changed Scope & Message

- Support goal of optimizing family self-sufficiency rather than solely focusing on maximizing public assistance enrollment.
- Expand the effort to include all community resources, not just public assistance.
- Change the message – to “stable families, healthy community” from “maximizing public assistance”.

Changed Scope & Message

- Empower customers/case manager with tools and information to access the full range of services.
- Focus on practical strategies w/in a 5-year window.
- A local integrated eligibility system with electronic submission of applications to the State is currently not feasible because we have no control over state and federal programs & systems.
- Focus on what we can do “locally”
- Build on existing efforts

Stable Families, Healthy Community: 5-year plan to connect families to all available resources while maximizing public assistance enrollment.

Advocacy and Policy:

1. Change message to "stable families, healthy communities."
2. Remain engaged with state-wide efforts to improve systems.
3. Advocate for stimulus funding that helps connect families to assistance.
4. Advocate for electronic submission of applications to expedite assistance.

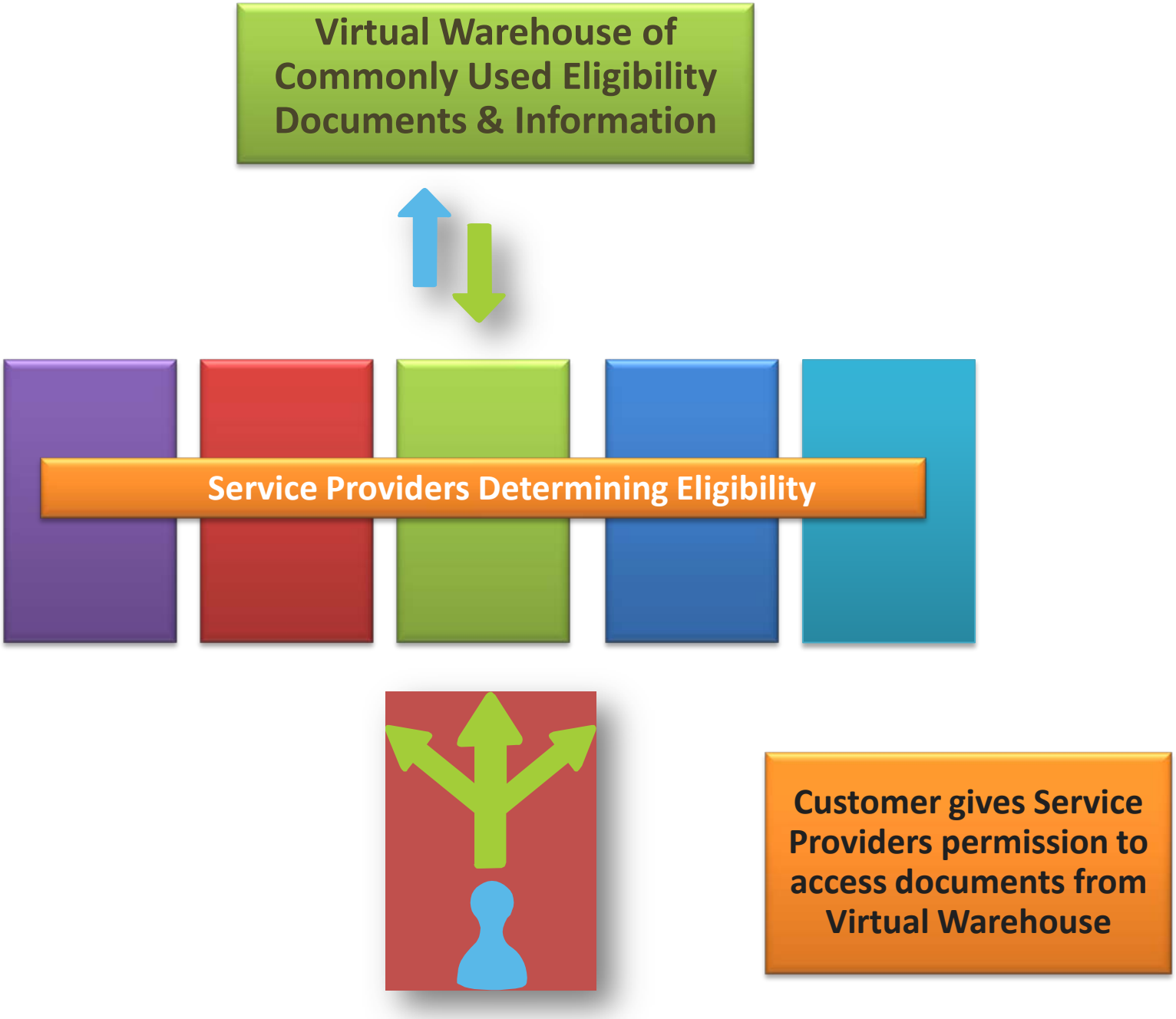
Community Resources 101:

1. Orient social service staff and volunteers on how to connect families to resources.
2. Enhance community's awareness of available assistance.
3. Expand community capacity to assist with outreach on range of resources.

Streamlined Common Eligibility:

1. Conduct inventory of criteria and customer records used across agencies to determine eligibility for services.
2. Identify customer information & documents commonly used by agencies to determine eligibility.
3. Establish virtual access to information commonly used by agencies while protecting privacy (virtual portfolio).
4. Use virtual system to auto-populate application forms (e.g. food stamps) and expedite eligibility determination.
5. Develop tools for customers and case managers to self-determine potential eligibility for range of services.

Measure the Impact


Virtual Warehouse of Commonly Used Eligibility Documents & Information
Service Providers Determining Eligibility
Customer gives Service Providers permission to access documents from Virtual Warehouse

Benefits to the Customer

- Make it easier for customer to apply for the assistance they need
- Expedite the process of eligibility determination because documents would be readily available
- Update portfolio every time a customer goes to a participating agency

2010 CAN Initiatives

- ***Stable Families, Healthy Community Plan:*** 5-year plan approved by CAN Board in 2009 to connect families to all available resources while maximizing public assistance enrollment.

– Advocacy & Policy	CAN Board & IAGs
– Community Resources 101	Social Services Case Management Network
– Streamlining Common Eligibility	Streamlining Common Eligibility Team & UT Student Teams

2010 Streamlining Common Eligibility Initiative

Goal: Connect families and individuals to all available resources by streamlining eligibility determination for services.

Deliverables:

- INVENTORY: Inventory of eligibility criteria and customer information used by organizations that determine eligibility with analysis of commonalities. **(Due July 9)**
- PLAN: Proposed plan for developing virtual access to information used for eligibility determination across range of services. **(Due October CAN Retreat)**

Inventory

- Graduate Students from UT School of Social Work will work in teams:
  - Conduct inventory of eligibility criteria and documents used by *safety net providers* to *determine eligibility*.
  - Categorize the eligibility requirements and documents needed for customers to access services.
  - We want to know what "portfolio of documents" would be needed to access services per service category and ultimately the range of services.

UT Team Inventory

COMMON COMPONENTS MATRIX by Service Category

Health, Dental, Behav. Health	Driver's License or Photo ID	Birth Cert.	Proof of Insurance	Proof of Citizenship OR Social Security Card	Proof of Address in Service Area	Proof of Income	Federal Poverty Guidelines	Other Requirements
Agency 1	DL	Yes	Medicaid	No	Travis	1 month	100% FPL for ages 6 - 18	Physician Order
Agency 2	ID or DL	No	MAP	Yes	Travis or Bastrop	3 months	100% FPL	Requires preregistration thru Agency X
Agency 3	ID	No	CHIP, Medicaid	No	Bastrop	No	200% FPL	Fee Ages 11-19 only
Agency 4	DL	Yes	No	No	No	No	none	Must be uninsured

Inventory Teams by Category of Service

- UT Graduate Students will conduct inventory in teams:

  Team 1

  – Employment/Training/GED/Literacy/ESL/ABE

  Team 2

  – Childcare/Early Education & Care/Tutoring/ Mentoring/Parenting/College Readiness/Financial Aid

  Team 3

  – Housing/Utility Bill Assistance

  Team 4

  – Legal Services/ Foreclosure Assistance/Credit Counseling/Assistance with Court Fees

Inventory Teams by Category of Service

- UT Graduate Students will conduct inventory in teams:

  Team 5

  – Health/Dental/Behavioral Health/Hospice/Supportive & Independent Living

  Team 6

  – Food Security/Public Assistance Enrollment

  Team 7

  – Transportation

Virtual Access Plan
SCE Team Deliverables

- Streamlined Common Eligibility Team will develop a PLAN for developing virtual access to information for eligibility determination.
- PLAN would involve using information from the INVENTORY to identify documents and eligibility criteria that could be scanned/placed on a secured on-line site.
- Data/documents could then be used for eligibility determination for a range of services with the client's permission.
- This plan would also involve auto-populating client applications for subsidized programs (Food Stamps)

Stable Families, Healthy Community

Streamlined Common Eligibility

Goal

- Connect families and individuals to all available resources by streamlining eligibility determination for services.

Scope of Work

- Establish Streamlined Common Eligibility Team as a CAN Implementation Team to work together to streamline eligibility determination across agencies using existing technology that provides virtual access to customer information.
- Conduct inventory of criteria and customer information commonly used by agencies to determine eligibility.
- Develop plan for establishing virtual access to information that can be used by local agencies to determine eligibility and auto-populate application forms.
- Consider tools that case managers and customers can use to self-determine potential eligibility for range of services.

Deliver-ables

- Inventory of eligibility criteria and customer information used by organizations that determine eligibility with analysis of commonalities.
- Plan for developing virtual access to information for eligibility determination.

Stable Families, Healthy Community: *Streamlined Common Eligibility*

Feb 1 *3 to 4:30 pm at United Way	SCE Team	*Common Eligibility (CE) w*ork group reviews goals, scope of work, and deliverables; begins determining process ; and identifies additional organizations to include in process.
March 1*	SCE Team	Team meets to finalize process for approval by the CAN Board.
March 12 - 1 to 3 pm at City Hall	CAN Board	CAN Board considers for approval proposed process.
May 3*; June 7*	SCE Team	Team meets to review data and work on next steps.
July 9	CAN Board	Update on inventory.
August 2*	SCE Team	Team meets to follow-up/prepare for progress report to Board.
Sept. 10	CAN Board	CE Team presents progress report to Board.
October ?	Retreat	Progress and/or draft plan shared at CAN Retreat.
Nov. 1*	SCE Team	Team meets to refine plan based on retreat feedback.
Dec. 8*	SCE Team	Team meets to finalize plan to propose to Board.
Dec. 10	CAN Board	CE Team presents plan. Next steps considered, e.g. joint board resolutions, implementation, etc.