



Reshaping our eligibility system

Let your voice be heard!

Under healthcare reform, more than one million Californians will become eligible for Medi-Cal in 2014. To meet this increase in enrollment, we must improve the quality and efficiency of our eligibility system.

As an eligibility worker, your input is critical for any improvements to be successful. Let your voice be heard!

Please out this short survey to help reshape the future of our eligibility system.

Surveys will be tabulated and provided to key stakeholders as we move ahead in this process.

First Name: _____ **Last Name:** _____

County of Employment: _____

Job Title: _____

Program you administer:

Medi-Cal CalFRESH Cal-WORKS Other: _____

1. In your opinion what are the main obstacles in managing an increase in client enrollment?

[Check all that apply]

Insufficient staffing

I.T. case management systems

State regulations and requirements

Other: _____

Comments: _____

2. What type of outreach and community education is needed to manage an increase in enrollment?

[Check all that apply]

Outreach at community events

Advertising

Social media

Other: _____

Comments: _____

3. What groups of clients are MOST likely to apply for benefits in person (not through Internet or phone)?

[Check all that apply]

Elderly Youth Disabled Homeless Immigrant/Non-English speaking

English speaking Other _____

Comments: _____

4. What groups of clients are LEAST likely to apply for benefits in person, but will prefer to enroll through Internet or phone? [Check all that apply]

Elderly Youth Disabled Homeless

Immigrant/Non-English speaking English speaking Other: _____

Comments: _____

5. **What steps can we take to overcome obstacles and ensure a maximum enrollment and retention of clients?** [Check all that apply]

- Simplifying the enrollment process
- Reducing regulations and requirements
- Increasing staff
- Other: _____

Comments: _____

6. **Should community groups play a role in enrolling eligible clients in 2014?**

- Yes No

If yes, how should they be involved? [Check all that apply]

- Directly enrolling clients
- Referring clients to registration offices
- Other: _____

Comments: _____

7. **Should counties play a role in enrolling eligible clients in 2014?**

- Yes No

If yes, how should they be involved? [Check all that apply]

- Directly enrolling clients
- Referring eligible clients to registration offices
- Other: _____

Comments: _____

8. **Should labor unions play a role in enrolling newly eligible clients in 2014?**

- Yes No

If yes, how should they be involved? [Check all that apply]

- Advocating for a county based eligibility system
- Advocating for client rights and access
- Other: _____

Comments: _____

9. **How can the county work with community groups and clinics to increase enrollment?**

10. **How should the success of the eligibility system be measured and reported?**

11. **What support do eligibility workers in your county need to succeed in enrolling and retaining clients?**

12. **Other comments or ideas on how to improve our eligibility system to be more efficient:**

CalFRESH Questions: Please fill out this section if you have direct experience in working with CalFRESH benefits.

The state is considering policy changes to the client enrollment process for the CalFRESH program. Below are some of the changes being considered.

Please indicate whether you believe the policy change will be POSITIVE or NEGATIVE to client enrollment.

1. **Eliminate the face-to-face interview to apply or recertify for Food Stamps and CalWORKs at the option of the applicant.**

POSITIVE

NEGATIVE

Comments: _____

2. **Provide a two-week telephone interview “window” to applicants or to recertify clients**

POSITIVE

NEGATIVE

Comments: _____

3. **Postpone the Expedited Service (ES) interview when an attempt was made to reach the client and contact was not possible.**

POSITIVE

NEGATIVE

Comments: _____

4. **Request waiver to email notices to clients if client elects this option.**

POSITIVE

NEGATIVE

Comments: _____

5. **Establish statewide standards for required verification for CalFRESH and CalWORKs AND establish electronic verification of client income and assets.**

POSITIVE

NEGATIVE

Comments: _____

6. **Implement statewide Interactive Voice Response (IVR) access**

POSITIVE

NEGATIVE

Comments: _____

7. Implement regional or Consortia-based call centers

- POSITIVE
- NEGATIVE

Comments: _____

8. Expand restoration of aid from 30 days to 60 days

- POSITIVE
- NEGATIVE

Comments: _____

9. Allow automated phone interviews

- POSITIVE
- NEGATIVE

Comments: _____

10. Permit use of telephonic signatures

- POSITIVE
- NEGATIVE

Comments: _____

11. Increase certification periods from 12 months to 24 months

- POSITIVE
- NEGATIVE

Comments: _____

12. Other comments or ideas on how to improve our CalFRESH system to be more efficient:

Completed hard copy surveys should be faxed to your local union office. See list of faxes below:

San Jose	Bakersfield	Fresno	Hanford	Hollister
 (408) 954-1538	 (661) 325-7814	 (559) 261-9308	 (559) 587-1524	 (831) 636-0787
Salinas	San Carlos	Santa Cruz	Visalia	Watsonville
 (831) 757-1863	 (650) 595-1930	 (831) 459-0756	 (559) 733-5006	 (831) 724-9095