

Cathy Cooper
Authorized Signature

Number: SPD-AR-08-058
Issue Date: 9/16/2008

Topic: Other

Due Date: 9/30/2008

Subject: Frequently asked Financial Eligibility Questions

Applies to (check all that apply):

- | | |
|--|--|
| <input type="checkbox"/> All DHS employees | <input type="checkbox"/> County Mental Health Directors |
| <input checked="" type="checkbox"/> Area Agencies on Aging | <input type="checkbox"/> Health Services |
| <input type="checkbox"/> Children, Adults and Families | <input checked="" type="checkbox"/> Seniors and People with Disabilities |
| <input type="checkbox"/> County DD Program Managers | <input type="checkbox"/> Other (please specify): |

Action Required: In February 2008, SPD brought together AAA and state staff to look at ways to streamline the eligibility process through Rapid Process Improvement (RPI). During the session several recommendations were presented by members of the workgroup. One recommendation was to compile the most frequently asked financial eligibility questions, and then find ways to make this information available to individuals, families and interested parties.

To accomplish this task, we are asking each office to provide a list of questions most commonly asked by the community about the financial eligibility and the application process. These questions and answers will be used in future activities to simplify and streamline the financial eligibility determination process.

We request that each District or Program Manager poll staff and send the frequently asked questions to the contact person listed below. Please respond by September 30, 2008.

Reason for Action: Streamlining financial eligibility determination process is an important step to reduce workload and to make timely accurate decisions. A future goal is to provide specific and clear information as to eligibility requirements, frequently asked questions via the web and an easy to read and understand pamphlet.

Field/Stakeholder review: Yes No

If yes, reviewed by: Operations Committee

If you have any questions about this action request, contact:

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