Integrating Systems: Improving Access to Better Serve Families

2011 STAM Meeting

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What Results Should a Comprehensive Early Childhood System Deliver?

**Values and Principles** Optimally, a comprehensive early childhood system will:

- Reach all children and families, and as early as possible, with needed services and supports
- Genuinely include and effectively accommodate children with special needs
- Reflect and respect the strengths, needs, values, languages, cultures and communities of children and families
- Ensure stability and continuity of services along a continuum from prenatal into school entry and beyond
- Ease access for families and transitions for children
- Value parents as decision makers and leaders
- Catalyze and maximize investment and foster innovation
Many Children Likely Eligible for SNAP and Medicaid/CHIP Fail to Receive One or Both Supports (2009)

- Receive SNAP and Medicaid/CHIP: 58%
- Receive Medicaid/CHIP only: 19%
- Receive SNAP only: 9%
- Receive neither: 14%

Note: Program participation among citizen children with family income below the poverty level and no reported health insurance. The data should be viewed with caution.
Source: CBPP analysis of a Survey of Income and Program Participation.
Promising Practices

- A simple pathway to a package
  - Screenings
  - Cross program matches for outreach
  - Worker prompts
- Limiting in-person requirements
  - Reducing documentation requirements
  - Phone and internet

- Simplifying renewals/improving retention
  - Improving reporting rules
- Business Process Reengineering
  - Process assessment for the package
- Using data to provide feedback loop

Work Support Strategies: Streamlining Access, Strengthening Families
**A Place for Child Care**

- Goal = including child care subsidy programs in a coordinated system on work supports
  - Similarities and differences with other systems
  - Increasing access to SNAP, Medicaid for child care families/waiting lists
  - Making the child care application process easier for families
- Child Care subsidy programs are highly flexible with few federal rules on eligibility, intake, renewal (redetermination), etc.
- Smaller caseloads have led to misconceptions about the child care system and its lack of coordination with other systems
- The uniqueness of work requirements
Oregon: One-Stop Shops, Program Alignment

• Administrative rules, forms and branch processes are integrated and simplified as much as possible.
• 95% of ERDC clients also receive SNAP; that is where the effort is concentrated.
• The TANF employment program (JOBS) uses the same child care provider requirements, approval and payment processes.
  ▪ Responsibility for both child care programs resides in one central unit.
## Oregon Keeps It Simple

<table>
<thead>
<tr>
<th>When changes must be reported:</th>
<th>ERDC SRS (Simplified Reporting System)</th>
<th>CRS (Change Reporting System)</th>
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<tbody>
<tr>
<td></td>
<td>By the 10th of the month following the month of occurrence</td>
<td>Within 10 days of occurrence</td>
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<td>Certification periods:</td>
<td>Up to 12 months</td>
<td>Up to 6 months</td>
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<tr>
<td>What income changes need to be reported:</td>
<td>Income goes above 130% FPL (SNAP countable income limit)</td>
<td>Changes in hourly or salary rate of pay or source of income</td>
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<tr>
<td>Address changes need to be reported when:</td>
<td>Not required to be reported</td>
<td>Residence or mailing address changes</td>
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<td>Changes in employment need to be reported when:</td>
<td>There is loss of employment</td>
<td>Starting, changing or losing a job</td>
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<tr>
<td>Changes to filing group need to be acted on:</td>
<td>When a parent of a child or unborn or spouse of the caretaker moves in</td>
<td>All filing group changes</td>
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Steps to Integration: A Child Care Lens

• Understanding your clients and service patterns
• Understanding Your Organizational/Administrative Context
  - Child care eligibility/case management functions
  - Provider functions
  - Implications for linking/integrating benefits
Steps to Integration:  
A Child Care Lens (continued)

- Walking Through the Process
  - Application
  - Eligibility Verification (relevant both for initial and ongoing verification)
  - Authorization period and reauthorization
  - Change reporting
  - Helping clients solve problems
- Developing a cumulative picture of challenges
Challenges

• Difficult to align end dates when families receive multiple benefits. Changes in household composition and unstable employment disrupt medical coverage and filing units.

• Changes reported for one program may affect eligibility/benefit level for another.

• Regulations from three federal agencies (DHHS, CMS, FNS) conflict.
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