



TEXAS

Health and Human
Services Commission

Eligibility Automation Systems Overview & Discussion

March 7, 2007

HHSC is responsible for determining eligibility for state services, including:

- Children's Health Insurance Program (CHIP)
- Medicaid
- Food stamps
- Temporary Assistance for Needy Families (TANF)
- Long-term care for the elderly and people with disabilities (financial eligibility)

- There is a clear and compelling need to modernize the current eligibility system.
- The current model is based on a service delivery framework designed in the 1970s and continues to reflect certain inherent limitations:
 - Outdated computer technology which is difficult and costly to maintain and update
 - Inflexible office-based system that cannot easily respond to demographic or workload changes, consumer preferences, or other external factors
 - Limited use of technological tools and modern business practices to support eligibility processing

- SAVERR – System for Application, Verification, Eligibility, Referral and Reporting:
 - Legacy system designed in the 1970s to address Texas Works Programs
 - TANF
 - Food Stamps
 - Family Medicaid
- GWS - Generic Work Sheet:
 - Serves as a front-end to SAVERR

Food Stamp Case Screen 1

```

KEY: __ (ENTER "C" OR "T" & LINE # FOR CLIENT - OR "B" FOR BUDGET)
FS CASE SCREEN 1 - PRIMARY                                PAGE 1
CASE 012345678 DENIED CAT 09 AID TYPE 1  BJA 000-00-F-01 MC 173-6 CNTY 101
CASE NAME B*****L*****          ORIG CERT 10/01/04 SEQ 80 PRINTED 04/28/06
CERT DATE 11/01/05 LAST FORM 1000-A/B
AUTH REP                LAST ATP 04/06          REVIEW C
MAIL ADDR ABC Lane     MOS CERT 06             FORM EFF DT 06/01/06
PERSONS 02
Dallas TX PLAN C SSI ZIP 55555 EBT PA# ABCDEFG
HOLD CODE 0 DT 05/06 APP NO 9876543
CASH 0.00 STAMPS 210 ACTION CD 630 DT 04/30/06 TIERS FLAG
  
```

Food Stamp Case Screen 2

```

FS CASE SCREEN 2 - ACTIVE CLIENTS LIST                    PAGE 1
CASE 0123456789 DENIED CAT 09 AID TYPE 1  BJA 000-00-F-01 MC 173-6 CNTY 101
 PL CLIENT NO NAME          BIRTH DT SR  SIG  SSN
C1 1A 123456789 B*****L***** 12/06/959 F1  A   123-45-6789
C2 1B 123456789 B*****C***** 06/05/982 M1  K   123-45-6789
C3 1C 123456789 B*****J***** 02/05/990 M1             123-45-6789
  
```

Food Stamp Case Screen 5

FS CASE SCREEN 5 - CLIENTS REMOVED FROM CASE PAGE 1
 CASE 0123456789 DENIED CAT 09 AID TYPE 1 BJA 000-00-F-01 MC 173-A CNTY 100
 CLIENT NO CLIENT NO CLIENT NO CLIENT NO CLIENT NO CLIENT NO
 A1 123456789
 A2 123456789
 A3 123456789

Food Stamp Case Screen 7

FS CASE SCREEN 7 - BENEFIT SUMMARY TVC410 PAGE 1
 CASE 0123456789 CAT 09 AID TYPE 1 BJA 000-00-F-01 CNTY 101
 CASE NAME B*****L*****

ISSUED						USED							
DATE	#	VALUE	#PERS	TYPE	#	VALUE	DATE	#	VALUE	#PERS	TYPE	#	VALUE
01/06	1	210	2	A	1	210	06/05	2	233	2	C	2	233
02/06	1	210	2	A	1	210	04/05	1	233	2	A	1	233
03/06	1	210	2	A	1	210	08/05	2	280	2	T	2	280
04/05	1	271	3	A	1	271	02/05	1	245	2	A	1	245
05/05	1	271	3	A	1	271	10/05	1	210	2	A	1	210
06/05	1	271	3	A	1	271	11/05	1	210	2	A	1	210

Data Entry Screen 2

```
VRS 02.4      APPLICATION NBR=      BTCH=0002 SEQ=01 EXT=00 PAGE 01
CASE NBR CAT SEQ PG  BJJ  MC DT-FIL VER  CASENAME/CHANGE

      ADDRESS LINE 1      ADDRESS LINE 2  CITY      ST ZIP
MAIL
TEMP
      RESIDENCE ADDRESS  CNTY GDN/PAYEE/AUTH-REP  M I NOD-DT DP

TOTALS RR=      OTHER=      DEDUCT=      ADJ-GROSS=      NEXT
```

Data Entry Screen 4

```
CLIENT NBR  CLIENT NAME      BIRTHDT SEX R SOC SEC  SS CLAIM NBR ED
1A
1B
1C
1D
  SIG  W C GRS-ERN RSDI  ITEM44  SSI  MEDEFF DTHDEN ITEM 48 DSQ CD CL NBR VA
1A
1B
1C
1D
  P C START  END  C START  END  C START  END  C START  END  F VUN
1A
1B
1C
1D
  ADD  REMOVE ELIG MO  ELIG MO  ELIG MO
1A
1B
1C
1D
                                NEXT
```


GWS Food Stamp Case Inquiry – Main Menu

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030607 **CASE INFORMATION**

FOOD STAMPS COMPLETE PA

012
U B****, L***
ABC Lane

DALLAS TX 70000-0000

Main Menu

A. Case Sources D. Eligibility Points
B. Action Summary E. Case Disposition
C. Merge Clients F. 1000A/B Process

Eligibility Points

	FS	PA	FS	PA
A. Household Composition	C			
B. Social Security Numbers	C			
C. Citizenship	C			
D. Age/Relationship				
E. Identity	C			
F. Residence	C			
G. Prior Medicaid				
H. Third Party Resources				
I. Domicile				
J. Deprivation				
K. Resources			C	
L. Income/Deduction/Budget			P	
M. School Attendance			C	
N. Work Registration			C	
O. Management			C	
P. Responsibility Agreement				
Q. Finger Imaging			C	

INQ

GWS Food Stamp Case Inquiry – Income Verification

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SOURCE INCOME VERIFICATION E****, L***

Employer Name D*****, P**** In-kind? **No - Count in all categories**
 Address

City/State
 Zip Phone - - Avg Hrs/wk: **40**

START AMOUNTS EXTRA CHANGE TERMINATE

Frequency is **.00 bi-weekly** Required months **0406 thru 0606**
 Rate is **/hour for hours/week**

	012906	021206	022606	031206	032606	040906
Check/PPE						
Pay Date	020306	021706	030306	031706	033106	041406
Amount	406.25	406.25	406.25	406.25	406.25	406.25
Projection	Proj:Ave	Proj:Ave	Proj:Ave	Proj:Ave	Proj:Ave	Proj:Ave

[INQ]

GWS Food Stamp Case Inquiry – Utility Expenses

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Utility Std/Homeless Std Phone Standard

	0406	0506	0606
Eligible	Yes	Yes	Yes
# Sharing	1	1	1
Chooses Switch	Act	Act	Act
Budget uses	Act	Act	Act

Act - Actual Expenses
Std - Utility Standard Allowance
HSS - Homeless Shelter Standard Allowance
BUA - Basic Utility Allowance

Phone Standard

	0406	0506	0606
HH has phone	Yes	Yes	Yes
# Sharing	1	1	1
Tel Std Used	Yes	Yes	Yes

If the household has a telephone, it is eligible for the standard telephone deduction unless it claims the Std, BUA, or HSS.

[INQ]

GWS Food Stamp Case Inquiry – Case Disposition

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10000B:Ready

FS Case Disposition

N/A Client Notice Budget Summary Misc.

FS AFDC

BUDGET is PENDED

Case is Denied

Denial Code: (TAB for menu)
609 Failure to provide info.
EBT

Denial Date 042806

Cat: 09

Hold Code Z eff. 0406 Release 0
1017 printed 042806

Payment	0406	0506	0606
Benefit	10	10	10
Issued	10	10	10
Type	Pros	Pros	Pros

INQ

- Established by the 76th Legislature in 1999 to design and replace multiple client eligibility determination systems.
- TIERS is as modern as today's Internet technology and will integrate the application process for more than 50 HHS programs.
- A TIERS pilot began in June 2003 in eligibility offices in Travis and Hays counties and was expanded to Williamson county in November 2006.
- At a cost of about \$279 million, TIERS does more and costs less than similar systems in other large states.
- Outsourcing Vendors:
 - Deloitte Consulting began building TIERS in 2001
 - TAA began maintaining TIERS as part of IEE in 2005

TIERS will:

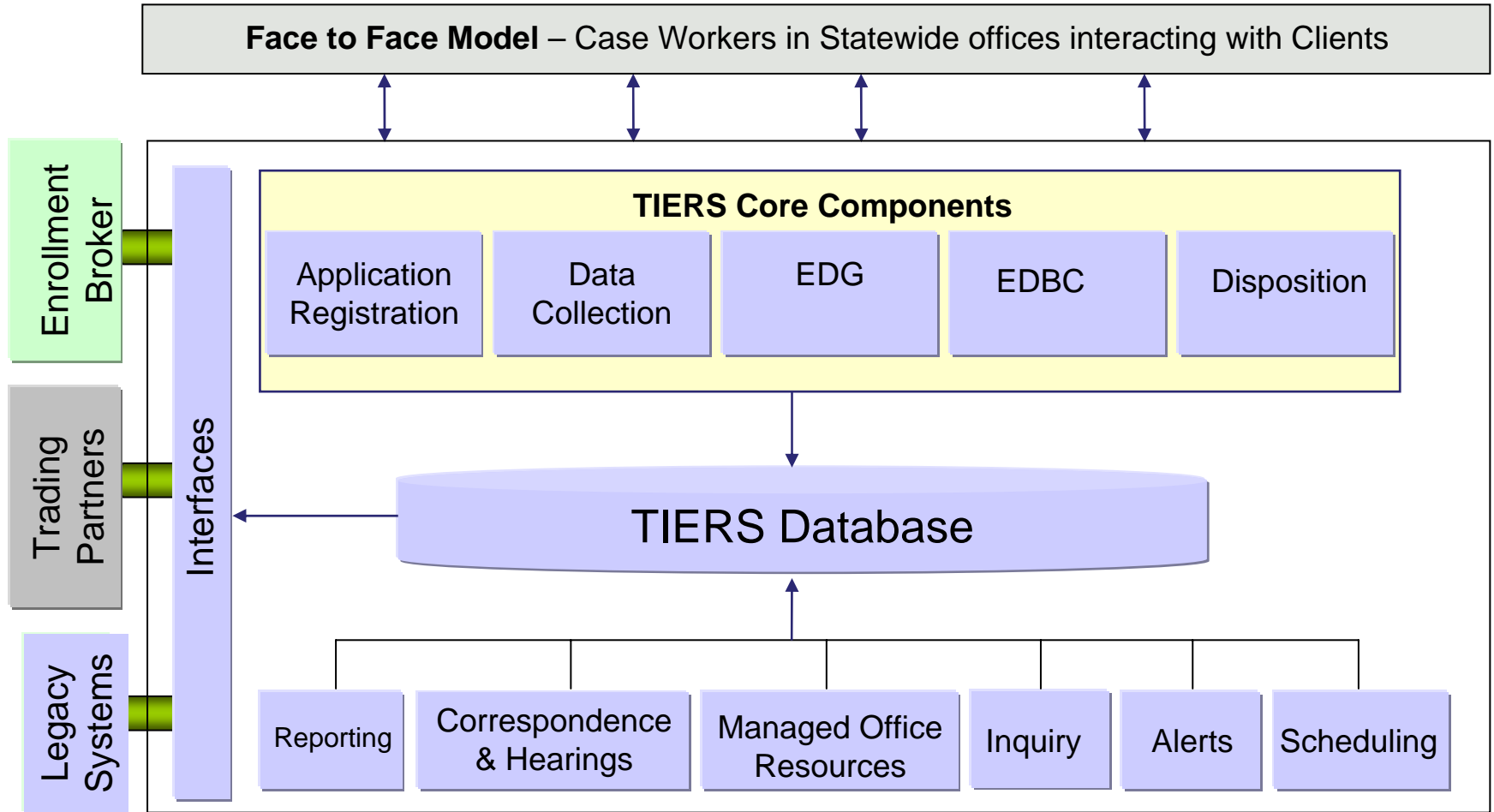
- Replace multiple outdated existing automated systems with a single integrated automated system that uses state of the art technology to support eligibility determination process; systems to be replaced include the 25 year old SAVERR mainframe system
- Ensure effective and efficient business processes
- Add process improvements to the face-to-face business model
- Improve client access to benefits and services
- Better coordinate service delivery for different HHS programs

To date, TIERS:

- Serves Texas Works and Long Term Care clients each month:
 - Texas Works Clients: 220,993
 - Long Term Care Clients: 29,497
- Has successfully converted 678,296 clients from SAVERR to TIERS
- Has issued \$415,670,421 in client benefits (Food Stamp and TANF)

TIERS Functional Components

Face-to-Face Model



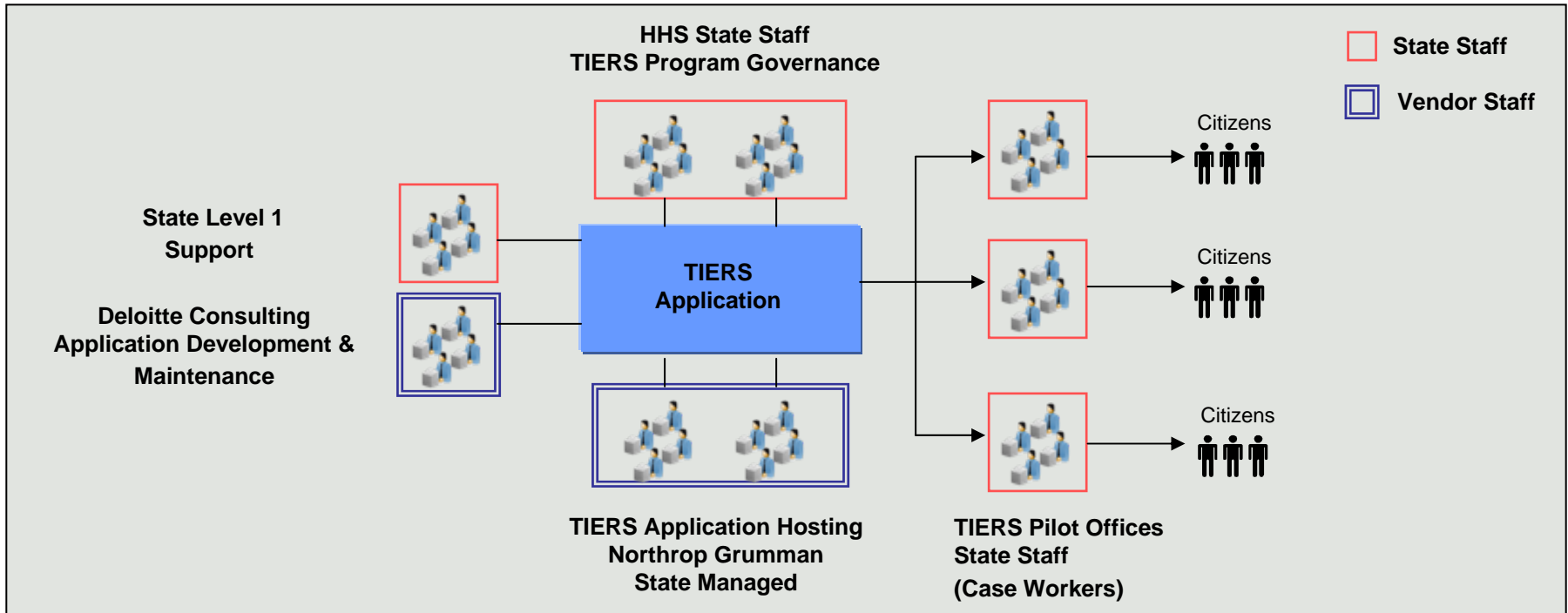
TIERS is a complex computer system designed to administer complex eligibility policies

- Approximately 4.6 million lines of code
- 320 system interfaces
- 167 pieces of unique client correspondence
- 223 distinct reports – State, Federal and Operational

Eligibility and reporting requirements are always Changing

- 977 application changes implemented in FY 2006 impacting approximately 25% of TIERS application code

Original TIERS Operational Model



TIERS Application Maintenance Summary

- Average Builds and Releases/yr: 12
- TIERS tested for statewide rollout
- TIERS undergoes acceptance testing
- TIERS undergoes performance/stability testing

Client Population Supported

June '03 - Texas Works Pilot Office Conversion
 April '05 - 1st Long Term Care Client Conversion

Texas Works Clients

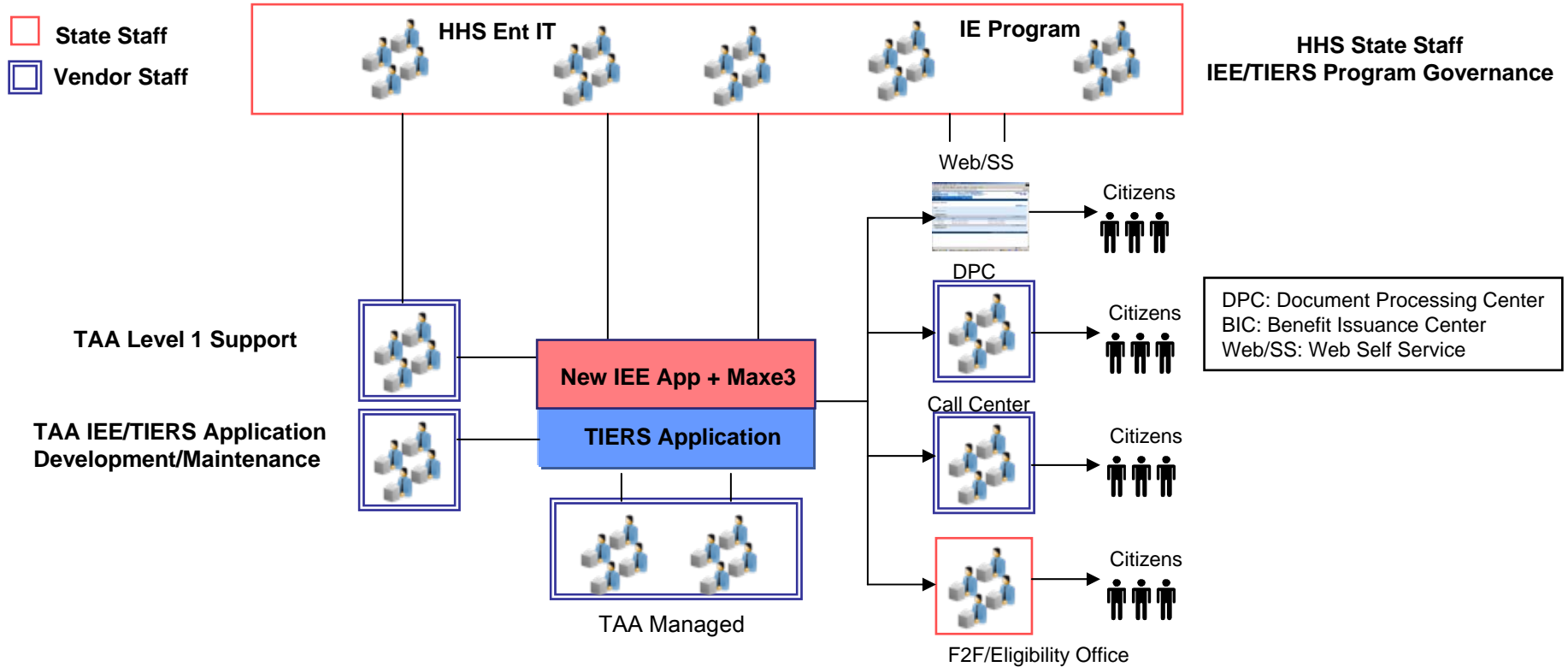
Active 157,749

Long Term Care Clients

Active 29,233

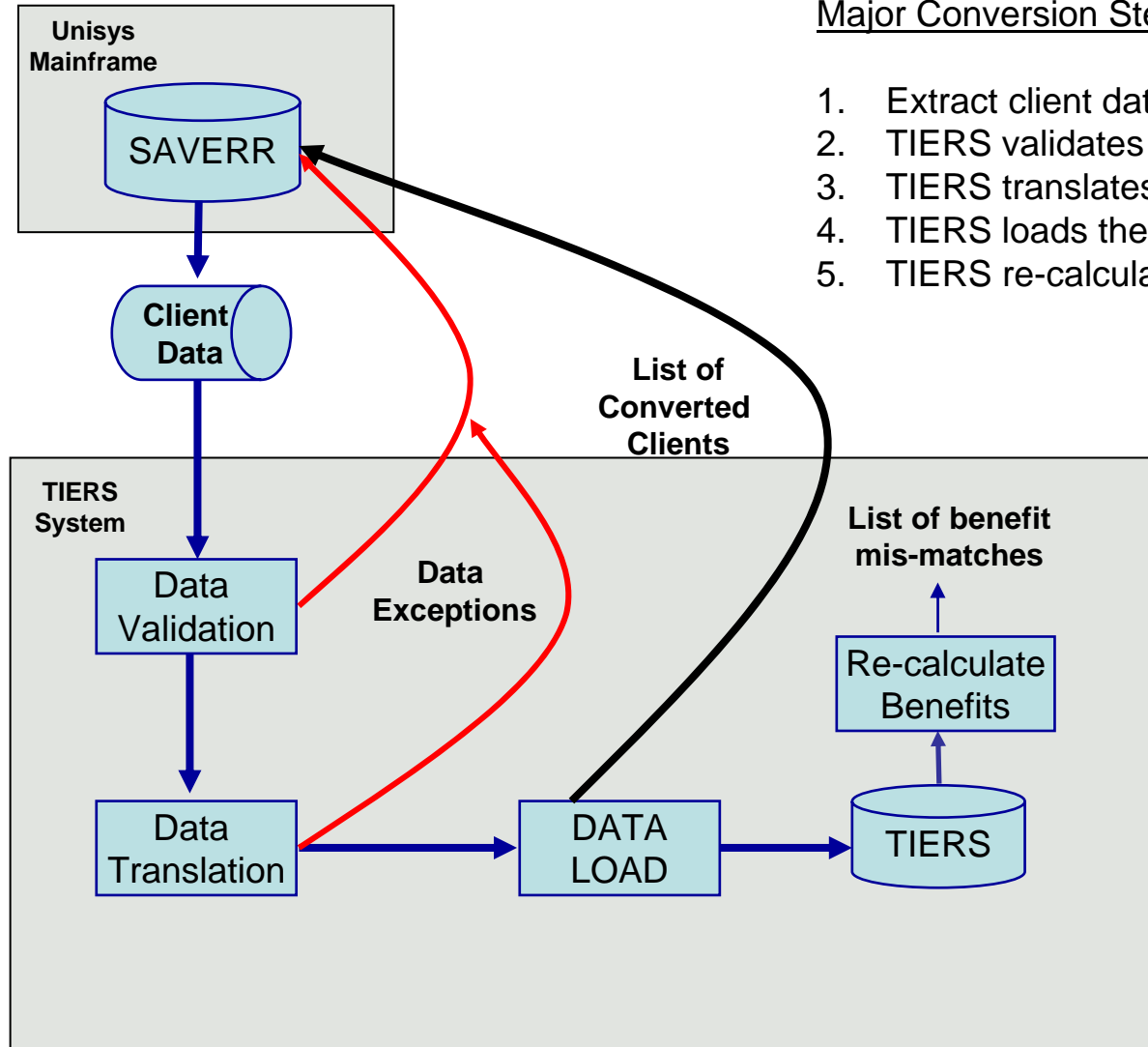
Inactive Clients 550,000

Evolution of TIERS



Current Status:

- All Channels are operational for TIERS Clients
- Evolving TIERS architecture to meet the requirements of the new model



Major Conversion Steps

1. Extract client data from SAVERR
2. TIERS validates the data for loading
3. TIERS translates the data to TIERS values
4. TIERS loads the data into the TIERS Database
5. TIERS re-calculates current benefit amount

TIERS Next Steps

- Address batch scalability and performance to successful TIERS statewide roll out
- Integrate TIERS with call center, web self service and mail center applications
- Improve TIERS reporting capability to address new IEE requirements
 - Currently OIG reporting requirements under development

Discussion

Q/A