eFind

Utah Department of Workforce Services

What it is

- Utah's eFind system is a "back end," web-based system that gathers, filters, and organizes information from various federal, state, and local databases. The data in eFind are used to help state eligibility workers determine applicants' eligibility for public assistance programs, including Medicaid, CHIP, the Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF), and child care assistance.

How it works

- eFind searches 21 federal, state, and local databases to obtain relevant applicant information. When consumers submit applications to enroll or renew coverage, or when they submit changes in circumstances that may affect their eligibility, eligibility workers have to search only one database –eFind -- to locate information pertaining to applicants' citizenship status, income, and other personal information. After verifying an applicant's information with the electronic third-party data gathered in eFind, the eligibility worker can make an eligibility determination, or can request additional information from the consumer, if necessary.

Successes

- <u>eFind is efficient and alleviates some administrative burdens</u>**:** Prior to using eFind, it took eligibility workers about 17 minutes to do a full search of multiple databases for applicant data. With eFind, it takes three minutes to do a full search.
- <u>eFind reduced error rates</u>**:** eFind reduces human error by automatically searching multiple databases and pulling up all relevant applicant data at once.

Challenges

- Families are still required to provide paper documentation if third-party data are not available
- The eFind system has not yet been fully integrated with the State's online application system
- The timeliness of some third-party databases has been a challenge

Implementation

- Utah spent two years planning the eFind data retrieval system. It was produced in 2004, on budget and on schedule. While a vendor was hired to do the initial development, the state created eFind in-house.
- The system paid for itself within the first two years of implementation. Utah spent $2 million to build eFind, and it is expected that it will save $2.1 million each year due to improved staff efficiency and productivity.

For more information:

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