

Approved: 02/09/2012

(Date)

MINUTES OF THE HOUSE GOVERNMENT EFFICIENCY COMMITTEE

The meeting was called to order by Chairperson Mike Burgess at 3:30 p.m. on Wednesday, January 18, 2012 in Room 546-S of the Capitol.

All members were present except:

Rep. John Grange – Excused
Rep. Charles Roth – Excused
Rep. Louis Ruiz - Excused

Committee staff absent:

Jim Wilson, Revisor of Statutes

Conferees appearing before the Committee:

Ben Nelson, Chief Information Officer, Kansas Social and Rehabilitation Services
Kathe Decker, Economic and Employment, Support Director, SRS
Diane Bidwell, Wichita Regional Director, SRS

Others in attendance:

See attached list.

Chair Burgess asked if there were any bills to be introduced. There were none. He noted that the last day to request bills is February 6, and the last day to submit them is February 10.

Ben Nelson, Chief Information Officer, Kansas Department of Social and Rehabilitation Services, presented (Attachment 1) SRS' Business Process Redesign (BRP) and the Kansas Eligibility Enforcement System (KEES) program. Concerning BRP, Mr. Nelson indicated he has been with SRS since March, and the BRP program was initiated in late August or September at the Wichita office. The purpose of the program was to change processes in the field offices to provide more timely and efficient service to better serve the client. The entity hired to help was Change Incorporation Agency (CIA).

Among other Kansas Eligibility Enforcement System programs, the field offices handle SRS cases TANF (Temporary Assistance to Needy Families) both for cash assistance and

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employment services, and LIEAP (Low Income Employer Assistance Program). Including child care assistance and food assistance, there are in excess of 247,000 cases monthly.

Diane Bidwell, SRS Wichita Regional Director, discussed the implementation of the BRP program at the Wichita field office. People come to SRS after exhausting resources available, so they are desperate and anxious for an eligibility determination. Before BRP was implemented, 30 days were required to determine eligibility. With BRP and working on the goal of first contact resolution, the time has been decreased to 60 minutes if all information is provided.

The redesign involves teams with specific functions to allow for transparency and accountability. Since December 5, there were 10,401 cases with 7,210 worked to completion in the first visit. This represents 70% compared to 5% previously with a goal to attain 80% to 90%. Staff developed the program themselves and worked to improve timeliness, productivity, accuracy, and client satisfaction. Turnover has decreased because of fewer and faster contacts. In the previous 30-day eligibility wait, clients called back two to four times, which amounted to 14,000 contacts. With resolution on the same day, these client calls were avoided. Ms. Bidwell indicated there has also been a drastic increase in the number of cases because of the poor economy.

In response to questions:

- Ms. Bidwell addressed the teams involved and the purpose of each. Teams assist each other as workload demands increase.
- Information is being entered via computer and paper files are also maintained.
- The computer system does have password protection, encryption software, and the program does adhere to HIPAA.
- With all the news about shifting operations from SRS to the Department of Aging, Mr. Nelson noted it will be totally transparent. Jeff Kahrs, Interim Secretary of SRS, indicated people with disability waivers will continue to be handled through the 39 SRS offices.
- There has been return on investment for this process, and it is recommended to other agencies.
- There are ways to measure staff work and the office is also monitoring client satisfaction.

Kathe Decker had no additional comments. Chair Burgess thanked the presenters for sharing the information with the Committee.

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The Chair reported that arrangements have been made for the Government Efficiency Committee to tour the State Printing Facility at 3:45 p.m. tomorrow rather than have a regular Committee meeting. Presentations before the Committee continue to be scheduled. If anyone has topics to be discussed or presented, please inform the Chair.

There being no further business, the meeting adjourned at 3:45 p.m.

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