How Missouri Has Elevated Its Service Delivery to Help Citizens Grow to Their Fullest Potential

Wednesday, October 11, 2023

— In partnership with —

Cúram
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ABOUT US

Member Driven
Representing leaders from state, county, and city human services agencies across the country.

Bipartisan
With a focus on building common ground and generating practical solutions that work for people and communities.
MISSION & VISION

**Mission**
APHSA advances the well-being of individuals, families, and communities nationwide by influencing modern approaches to sound policy, building the capacity of public agencies to enable healthy families and communities, and connecting leaders to accelerate learning and generate practical solutions together.

**Vision**
Thriving communities built on human potential.
Remaining 2023 Conferences & Events

NSDTA Annual Education Conference
October 22-25, 2023
Sheraton Pittsburgh Hotel at Station Square | Pittsburgh, PA

QR Code: ORGANIZATIONAL EFFECTIVENESS
Presenters

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Product Management Leader
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Director, Department of Social Services
Missouri Department of Social Services

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Director, Family Support Division
Missouri Department of Social Services

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Go-to-Market Director
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The Missouri Story

**Challenge**

- Un-integrated legacy systems
- Decades of underinvestment
- Brick-and-mortar service delivery model
- COVID-19
- Record-high utilization of benefit programs
- 28% employee turnover
- Voter-approved Medicaid expansion
- Rapidly evolving demanded channels
- Fewer staff

**Solution**

- Statewide caseload management
- Task management system for program technicians
- Integration of backbone system with federal hub
- IVR call center function enhancements
- Automated verification of income and asset sources (ex parte)
- Automated and live-staffed web chat functionality
- Customer portal
Benefits of a Common Platform

- State experience
- Single data source
- State-owned licenses
- Shared evidence
- Cross-train/shared workforce
- Program autonomy
Results

– 50% reduction in call center wait times
– Reducing average Medicaid processing times from 106 days to 15 days
– Processing almost 600,000 SNAP applications in one year
– Increased customer satisfaction
Questions?
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On our website or email us at: marketinginfo@merative.com
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