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PLAN

Identify an opportunity and plan for improvement.

Area for Improvement

There are over 350 children/youth in DCF custody that are in a high-cost placement. Family Services has not pursued SSI benefits for most of the children/youth that are potentially eligible. An increase in SSI benefits the State by offsetting the amount that the State pays for the child's/youth's placement. Additionally, when a child/youth leaves custody, the SSI benefits assist in creating greater stability for the child/youth and their families.

Target Goal

Increase the number of SSI applications submitted for children/youth in foster care.

Baseline Data

Family Services submitted 4 SSI applications in SFY12.

What change ideas (theories) did you have before you started testing changes?

Dedicating staff to pursue SSI benefits

Systematizing the process for screening children/youth "in" or "out" as potential claimants to more quickly determine which claims to pursue.

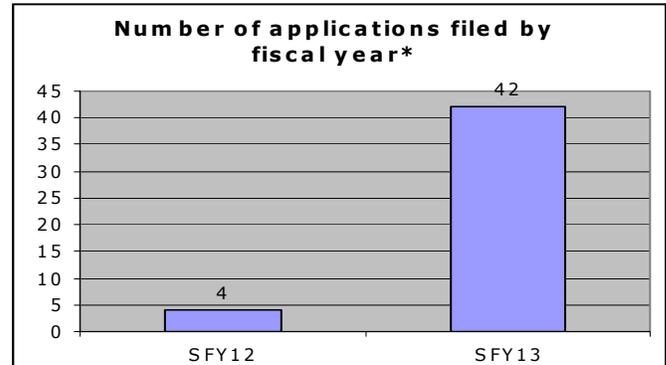
DO

What ideas for improvement did you test?

- 1) We hired a temporary employee dedicated to pursuing SSI benefits.
- 2) We created a simple "pre-screening form" to be filled out by District supervisors regarding children/youth in their units who are in high cost placements.

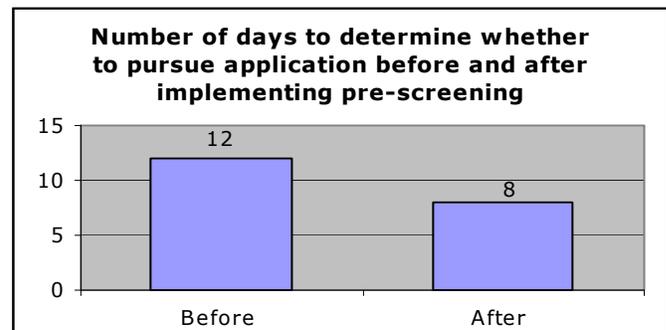
STUDY

What were the results of your test(s)? What is your final post-change data compared to the baseline data?



* SFY13 number is annualized.

Dedicating staff to pursuing claims increased the number of claims by over 90%. This results in approximately \$307,000 in income to the state annually.



Using a pre-screening instrument reduced time to determine whether to pursue an application by 44%. This results in using staff time more efficiently.

ACT

What lessons did you learn from the process? How will this change be sustained?

We will continue to dedicate staff to pursuing SSI through the one year, approved pilot. Afterward, we hope to make a compelling case to hire permanent staff into this position. We will also continue to use the pre-screening tool and will also look for other ways to improve the efficiency of our process.