



INDIANA ELIGIBILITY MODERNIZATION

Eligibility Modernization and V-CAN Overview

The Indiana Family and Social Services Administration (FSSA) Division of Family Resources (DFR) is improving the way Hoosiers apply for Cash Assistance (TANF), Food Stamps and Health Coverage. Eligibility Modernization provides more choices for Hoosiers to apply for and manage their public assistance.

- ✓ **More ways to apply for TANF, Food Stamps and Medicaid**
 - Start an application on the Internet;
 - Speak to a Call Center Representative through a toll-free number from 7:00 am - 7:00 pm, local time, Monday – Friday, to start an application or ask questions;
 - Mail or FAX applications and copies of required application documents (such as rent receipts or pay stubs); or
 - Visit a local DFR office in person (an office remains in each county in the new system).
- ✓ **More ways to check on status of an application or benefits**

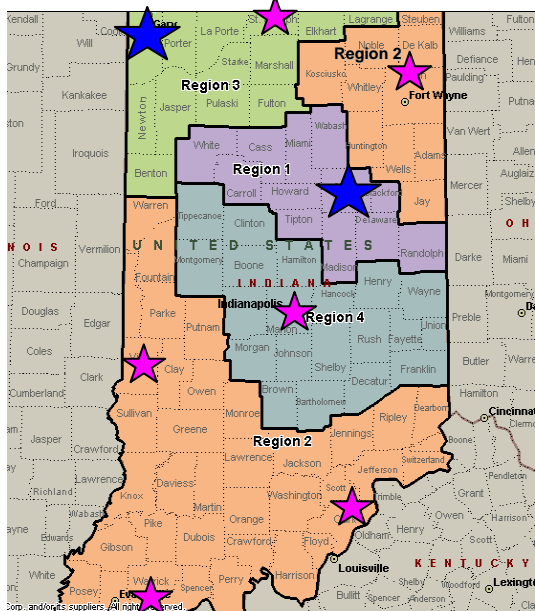
Modernization lets applicants contact the toll-free, 24-hour automated telephone system, speak with a Call Center Representative or use the Internet to check the status of an application or to check authorized benefit amounts.
- ✓ **Improved data collection and electronic storage**

With Modernization, applications and supporting documents are scanned and stored electronically, rather than in paper case files. This eliminates the need to speak to an assigned caseworker. If an applicant needs to check the status of an application or a client needs to report a change or ask questions about a case, any Call Center Representative can view the case file electronically and provide assistance.

Application Processing in Modernization

There are two Major Service Centers (blue stars on the map below) which contain the Call Center, application and case processing and document processing functions. The Major Service Center in Grant County is the primary document processing location, with a back-up in Lake County. The five Minor Service Centers (pink stars) provide application and case processing functions and hearing preparation. Work at the Major and Minor Service Centers is conducted by State and IBM-led Coalition employees; however eligibility is determined by State employees only.

Regional Implementation Map



Clients do not visit the Major and Minor Service Centers to receive assistance; rather, there are local DFR offices in every county for clients to visit. Local DFR offices have self-service stations equipped with computers and telephones for clients to begin applications, check application status or report a change. Applicants also have the opportunity to request a traditional, in-person interview to apply for assistance. Additionally, the **Voluntary Community Assistance Network (V-CAN)** has been created to include service providers and community organizations that serve public assistance clients to provide information about and access to services at more locations throughout the state. Participation in the V-CAN is completely **voluntary** and V-CAN members choose the method(s) of access (i.e. computer, telephone, or FAX) that makes sense for clients and available resources. See the back of this page for more information on the V-CAN.

Regional Implementation Timeline

- Region 1 - October 2007 (12 counties)
- Region 2 - March 2008 (27 counties) and May 2008 (20 counties)
- Regions 3 & 4 - To be determined



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Q: How can service providers and community organizations get involved?

A: The **Voluntary Community Assistance Network (V-CAN)** is a formal network of service providers and community organizations that provides information about and access to apply for Cash Assistance (TANF), Food Stamps and Health Coverage. V-CAN members can provide any kind of help to clients, whether it is just to get up-to-date information about system changes or to offer access to a computer or telephone to apply for or manage benefits.

Q: What are the benefits of V-CAN membership?

A: Your clients can easily get more services.

- If your clients are eligible for federal and state programs, it could mean less financial burden for your programs and maximize resources.
- Community Access Points through the V-CAN increase the number of places your clients can apply for services.
- Access to a computer, telephone or FAX machine in your offices means that clients can apply for services with you, a trusted local provider, without the stigma of going to a “welfare office.”

Q: How do I join the V-CAN?

A: Becoming a V-CAN member is easy and completely **voluntary**. Just follow the two steps below to choose your level of membership and register as a V-CAN member.

Step 1: Choose your membership level

Access Points

- Provide a computer, telephone, FAX or mail in your office for clients to start or finish public assistance applications. You can provide access to any of the tools – there is no requirement to provide access to all tools.
- Provide access to the public (Publicized Access Point) or serve your current clients only (Non-Publicized Access Point).
- Receive free client support materials such as tips for clients using the computer or telephone, as well as posters, postcards and pens with the website and toll-free number.
- Receive Informational Updates (see Informational Members benefits).

Referral Members

- Receive free client support materials such as posters, postcards and pens to make clients aware of the new tools.
- Receive Informational Updates (see Informational Members benefits).

Informational Members

- Receive Informational Updates regarding Eligibility Modernization, such as bi-monthly newsletters and invitations to local V-CAN training sessions.

Step 2: Register to become a V-CAN member

- Register Today! Visit www.in.gov/fssa, click Eligibility Modernization/Communications and “How do I become a member of the V-CAN?”
- Complete and mail, FAX or e-mail the V-CAN Registration Form.

For more information, contact vcan@us.ibm.com