



# INDIANA ELIGIBILITY MODERNIZATION

## *V-CAN Survey: Highlights of Findings*

In late July, almost 1,600 Voluntary Community Assistance Network members were invited to take an online survey regarding their staff members' and clients' experience with the new tools available to apply for and manage public assistance benefits as a result of Eligibility Modernization.

### **Survey Respondents**

Statewide, nearly 600 people responded to the survey, including more than 100 individuals from agencies that were not V-CAN members (non-V-CAN members comprised 18 percent of survey respondents). Many of the most frequent users of new tools (nursing homes, hospitals, aging services, and agencies serving people with disabilities) were somewhat overrepresented among respondents when compared to V-CAN membership in general.

### **Client Use of New Tools**

The vast majority of respondents serving modernized clients reported that they were offering access to the new tools in their offices, with 95 percent offering access to the phone, 89 percent offering FAX capabilities, and 78 percent offering Internet use. Respondents reported that clients handling public assistance activities in their office are most often using the FAX (67 percent) or phone (59 percent), followed by the online application (56 percent).

The volume of clients using the new tools in the respondents' agencies varied widely. The majority of respondents (74 percent) reported that five or fewer clients use the new tools in their office each week, while five percent of respondents reported that 21 to 40 clients used the new tools in their office each week. The agencies reporting the heaviest client traffic include health providers, aging services agencies and nursing homes.

### **Staff Use of the New Tools**

Agency staff reported heavy use of the new tools themselves, with 90 percent reporting phone use, 86 percent reporting FAX use, and 80 percent reporting use of online case status. When asked about their typical interactions with clients handling public assistance activities in their offices, two-thirds of respondents reported that they most often offer intensive help to clients (side-by-side help or acting on behalf as an Authorized Representative). The remaining third of respondents offer more basic help (offering access to tools only, answering basic questions, or offering basic case help, like reminders).

Satisfaction with the new tools ranged from 18 to 62 percent, with the lowest satisfaction scores reported for the toll-free number and the highest satisfaction scores reported for the online application.

### **Open-Ended Feedback on Eligibility Modernization**

Respondents cited processing/timeliness and the Call Center as the biggest challenges to agencies, followed by the lack of person-to-person interaction and lost documents. The biggest challenges for clients were reported to be difficulty navigating the system, followed by lack of person-to-person interaction, application processing/timeliness, and the Call Center. The most common advantage over the old system cited was related to access to information over the phone and Internet.

### **Respondents from Non-Modernized Counties**

More than 60 percent of respondents in non-modernized counties expect their clients to use the new tools in their office once their area is modernized. These agencies predicted that the biggest advantages of the new system for their clients will be access to public assistance information online, faster processing of applications, an easier application process, and being able to speak to multiple people to get case-specific information.

### **V-CAN Support**

Respondents reported high levels of satisfaction with the support received from the V-CAN Team, with 80 percent reporting satisfaction with the *V-CAN Connector* newsletter, 79 percent reporting satisfaction with the V-CAN e-mail responses ([vcan@us.ibm.com](mailto:vcan@us.ibm.com)), and 76 percent reporting satisfaction with V-CAN Training.

*Additional V-CAN Survey findings are discussed in the October V-CAN Connector.*