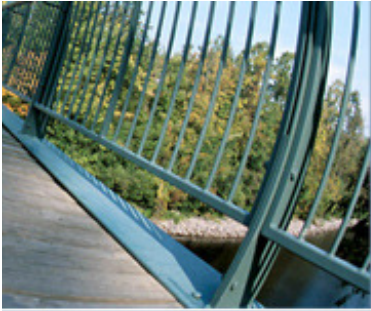




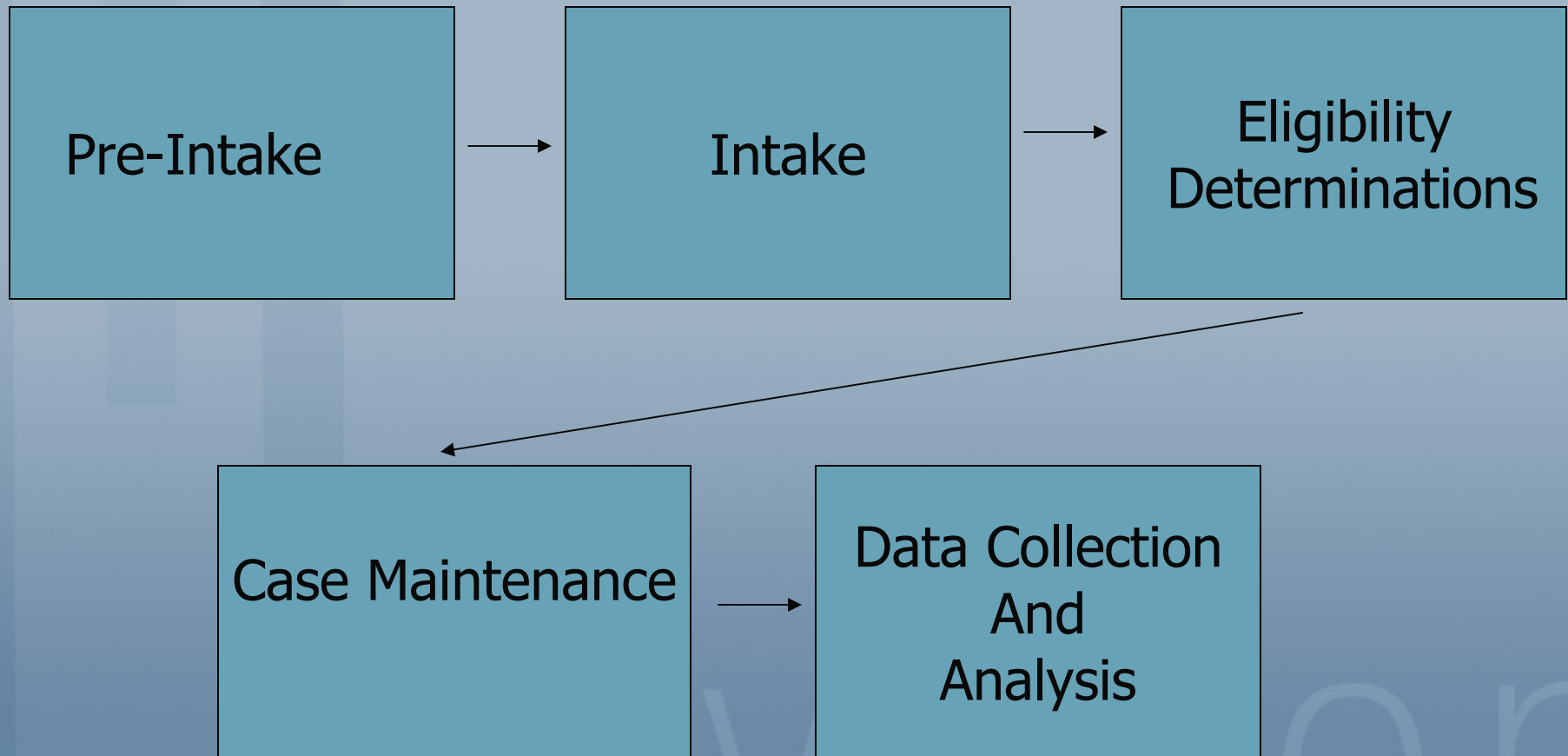
vision

GETTING THE JOB DONE

Business Practices Revisited



Where Do We Begin?





Pre-Intake

- Partnerships with Community Groups
- Making the applications available online
- Filing of applications electronically

INTAKE

- Screening and Scheduling the Interview
 - a. On-line applications
 - b. CBO's as portals
 - c. Kiosks as portals

- Conducting the interview
 - a. Phone interviews





Eligibility Determination

- Local Offices
- Processing Centers
- Tele-Commuting Sites



Case Maintenance

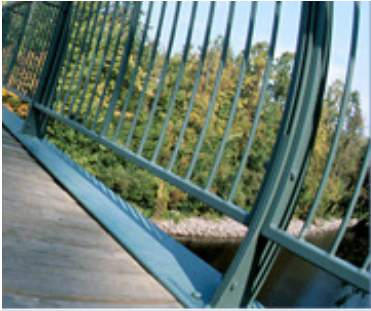
- Change Centers
- Specialized Staff
- Telecommuters
- Bar-Coding



Document Imaging

Single Verification Systems

Electronic Case File Management



Data Collection and Analysis

- Case Reviews
- System Reports
- Process Review Panels

