



“To provide respectful, prompt, and accurate services for our clients.”

# Why Service First?

## Perfect Storm

- Complaints
- High turnover
- Increased application counts

# Goals of Service First

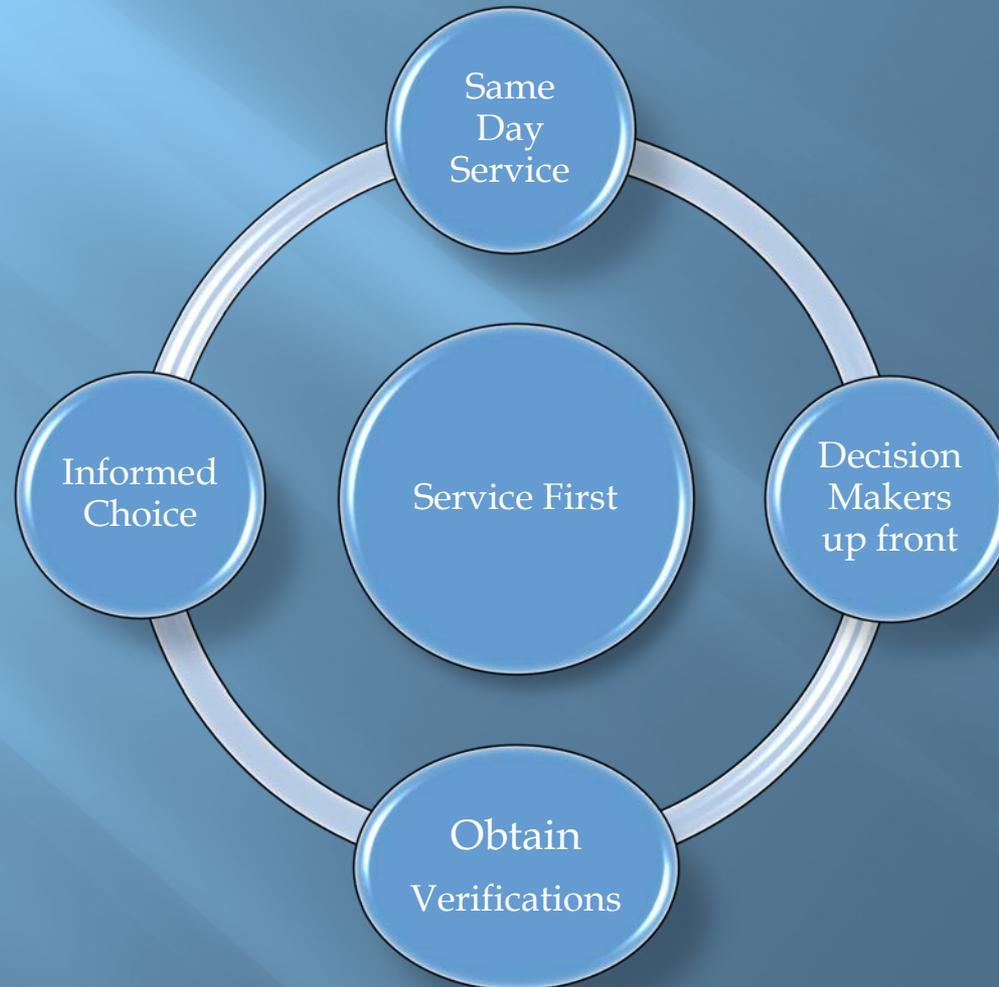
Higher Business  
Standards than  
required by the  
Federal  
government

Respectful

Prompt

Accurate

# Pillars of the New Service Delivery



# Highlights

## Centralized Scanning Unit

- Mail that was previously received in the public assistance offices is now sent directly to the Scanning Unit and scanned into the Document Management System (DMS).
- Every document scanned into DMS is instantaneously available to staff across the state. DMS also ensures that the filing, retrieving and storing of client information is efficient, accurate and secure.
- As of December 2014, over 300,000 documents were successfully scanned into the HCSD records system.

# Highlights Continued

## Specialized Long Term Care Unit

- Established in April of 2014. Staff process, manage, and maintain all new Nursing Home applications and open cases for the state.

## Processing Centers

- The focus is on the timely and accurate consolidation and management of case actions for existing clients throughout the state.
- The processing centers allow for consistency in routine tasks which allows time for customer driven service in local offices.

# Highlights Continued

## Training Institute

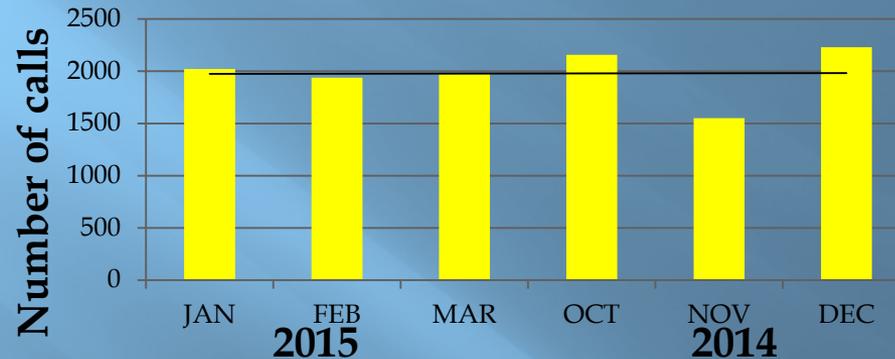
- Skilled trainers deliver a combination of online training and hands on instruction to staff and community partners.  
There are around 38 courses available to support staff, targeting new staff and refresher courses or updates for seasoned staff.

## Specialized Fair Hearing Unit

- Launched in October 2014, fair hearing and administrative review actions for Offices of Public Assistance occur in one central location, which assures arms length review of cases and works to enforce that policy and procedures were followed correctly.

# Montana Public Assistance Helpline

## 6 MO. Inbound Calls Routed to LTC/Waiver



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**60% of the calls are answered within 30 seconds**

3% of the calls are call back requests

Average time for a callback is 10 minutes

## Survey Results (03/2015)

Number of surveys	39
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94% of the surveys reported they were either satisfied or verify satisfied in all elements measured.

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# Where can someone apply?

- Utilize technology to support clients
- Apply in person
- Apply Online  
[apply.mt.gov](https://apply.mt.gov)
- Check my benefits  
[apply.mt.gov](https://apply.mt.gov)
- Montana Public Assistance Helpline  
1-888-706-1535

**APPLY ONLINE!**

- ✓ **SNAP**  
(Supplemental Nutrition Assistance Program, formerly Food Stamps)
- ✓ **TANF**  
(Temporary Assistance for Needy Families, Cash assistance)
- ✓ **Health Care Coverage**  
(Medicaid, Healthy Montana Kids, Affordable Care Act)

**apply.mt.gov**

MONTANA DPHHS SERVICE First

# Future Client Experience...

Clients shall have efficient, positive customer service and can access public assistance services through the following channels:

- Apply.mt.gov to apply, report changes, check benefits, and received electronic notices.
- Over the phone through the Montana Public Assistance Helpline
- In person at a local office:  
the goal is for a client to be met by a staff person able to serve as a “decision maker” who can take necessary action on the client’s case at the moment the client is there. Sometimes offices are too busy, clients can then be connected via the online service or over the phone with another staff member on the helpline.



# Benefits of the New Service Delivery

- Placing a decision maker at the front of the eligibility process assures that the eligibility decisions are made correctly and expeditiously.
- Engaging clients in Informed Choice discussions helps the client decide which programs to apply for and why. Informed Choice also gives the client all the information and requirements of the programs of interest.
- Interviewing clients within 30 minutes of initial contact, or after the initial application has been submitted allows clients to spend less time in, and make fewer contacts with, the office.

# Contact Information

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# Questions?

