

Kansas Department of

Social and Rehabilitation Services

Janet Schalansky, Secretary

Legislative Budget Committee

November 18, 2003

Service Delivery Redesign Update

Integrated Service Delivery

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Service Delivery Redesign Update

Mr. Chairman, members of the committee, I am Candy Shively, Deputy Secretary of SRS. A proviso attached to HB 2444 directs the Secretary to report to the Legislative Budget Committee during the 2003 interim session, should circumstances warrant the closure of offices other than the 22 offices announced for closure in FY 2003. SRS plans to close an additional 22 offices between January - June, 2004 (See Attachment A). The majority of these offices are scheduled for closure in the next three months.

SRS continues to implement its phased service delivery redesign process: closure of local offices, improving customer service and access, developing and testing new service delivery models and consolidation of management regions. As directed by the proviso, the Department also continues redistribution of staff based on the redesign process. These continued efforts are reflected in the Department's FY 04 approved budget submission.

The Department is making progress towards its goal of increasing access to services in all counties, not just in counties where offices have closed. While a great deal of work is still needed, much has been accomplished in a few short months. SRS has developed nearly 300 Access Points statewide. Access Points are agreements with community partners to provide information about SRS services. Access Points range from a brochure and application rack in the local grocery store to meeting space in the community library. An Access Point may also be a community partner who provides access to a phone, fax or the internet. With the development of Access Points and changes in federal regulations, most customers no longer need to come to a SRS office to receive services.

SRS has further improved customer access to services by establishing a statewide toll-free number, implementing "universal access" which allows customers to receive services in a county other than their county of residence, and developing a web based application and assessment tool. Nearly 10,000 calls have been received on the toll free line since its June 2003 inception. During the first four months, 622 applications were started using the web based application, 444 applications were saved to complete later and 260 applications were submitted for processing. This is despite the application being in a "pilot" phase. Before fully marketing the web based application, SRS is completing work on a Spanish version and ensuring accessibility for persons with disabilities.

An initial review of office closures and its impact on customer access has been completed. The outcome of the review is an acknowledgment that it is too soon to draw any definitive conclusions. The early analysis reflected some promising data. Temporary Assistance to Families (TAF), Food Stamp, and Child Care caseloads were compared in counties where offices closed and in a sample of counties where offices remained open. The following data emerged:

- 75% of counties in which the SRS office closed, had an increase in TAF cases. 50% of counties in which the SRS office remained open, had an increase in TAF cases.
- 80% of counties in which the SRS office closed, had an increase in Food Stamp cases. 87% of counties in which the SRS office remained open, had an increase in Food Stamp cases.
- 95% of counties in which the SRS office closed, had an increase in Child Care cases. 87% of counties in which the SRS office remained open, had an increase in Child Care cases.

Again, it is too early to draw definitive conclusions based on this data, but office closures do not appear to be negatively impacting access to SRS services. The Department is consulting with the Docking Institute of Public Affairs to develop a longer term strategy to evaluate service delivery redesign. SRS can confirm:

- Customers no longer have to pay for a long distance call.
- Customers can access services in the community in which they live, work or trade.
- Customers are no longer required to drive to the SRS office for services.
- Customer concerns regarding office closure have been minimal.
- Communities have strongly supported Access Points.
- SRS resources are being distributed based on caseload.

The Department is pleased with the progress of the service delivery redesign initiative. Much of that progress is due to the tremendous support of community partners and the hard work of local staff.

SRS plans to move forward with closures as noted in Attachment A. Eighteen of the twenty-two offices planned for closure in FY 04, are currently leased on a month to month basis. As recently as last week, SRS was notified a landlord had exercised his 30 day option to vacate. We anticipate more landlords will exercise this option as they actively seek other tenants.

Thank you for the opportunity to report on this initiative. I will be happy to respond to questions.

Attachment A

Closed: 28

County	City	Closure Date	County	City	Closure Date
Chase	Cottonwood Falls	June 2003	Lincoln	Lincoln	September 2003
Clark	Ashland	June 2003	Linn	Mound City	December 2003
Clay	Clay Center	May 2003	Mitchell	Beloit	August 2003
Coffey	Burlington	June 2003	Nemaha	Seneca	July 2003
Comanche	Coldwater	June 2003	Ness	Ness City	August 2003
Edwards	Kinsley	August 2003	Pawnee	Larned	September 2003
Ellsworth	Ellsworth	September 2003	Ottawa	Minneapolis	September 2003
Grant	Ulysses	August 2003	Republic	Belleville	September 2003
Gray	Cimarron	August 2003	Rooks	Stockton	November 2003
Greeley	Tribune	August 2003	Scott	Scott City	September 2003
Hodgeman	Jetmore	September 2003	Stanton	Johnson City	August 2003
Jewell	Mankato	September 2003	Wabaunsee	Alma	September 2003
Kearny	Lakin	August 2003	Washington	Washington	July 2003
Lane	Dighton	August 2003	Woodson	Yates Center	September 2003

Shaded counties denote office closures, not part of the first 22, that have previously been reported to the committee. These closures were accelerated due a lease opportunity or the resignation of the only staff based in the office.

FY 04 Closures: 22

County	City	Planned Closure Date	County	City	Planned Closure Date
Barber	Medicine Lodge	January 2004	Meade	Meade	January 2004
Chautauqua	Sedan	April 2004	Morton	Elkhart	January 2004
Cheyenne	St. Francis	December 2003	Osborne	Osborne	April 2004
Decatur	Oberlin	May 2004	Rawlins	Atwood	February 2004
Elk	Howard	March 2004	Rush	LaCrosse	January 2004
Gove	Gove	March 2004	Sheridan	Hoxie	January 2004
Greenwood	Eureka	May 2004	Smith	Smith Center	April 2004
Hamilton	Syracuse	January 2004	Stevens	Hugoton	January 2004
Haskell	Sublette	January 2004	Trego	WaKeeney	February 2004
Jefferson	Oskaloosa	June 2004	Wallace	Sharon Springs	December 2003
Logan	Oakley	March 2004	Wichita	Leoti	January 2004