



**INFLUENCE  
BUILD  
CONNECT**

presents



# How Missouri Has Elevated Its Service Delivery to Help Citizens Grow to Their Fullest Potential

*Wednesday, October 11, 2023*

– In partnership with –



# ABOUT US



## Member Driven

Representing leaders from state, county, and city human services agencies across the country.



## Bipartisan

With a focus on building common ground and generating practical solutions that work for people and communities.



# MISSION & VISION



## Mission

APHSA advances the well-being of individuals, families, and communities nationwide by **influencing** modern approaches to sound policy, **building** the capacity of public agencies to enable healthy families and communities, and **connecting** leaders to accelerate learning and generate practical solutions together.



## Vision

**Thriving communities** built on human potential.



# Remaining 2023 Conferences & Events



**ORGANIZATIONAL  
EFFECTIVENESS**



# Presenters



Marina Pascali

Product Management  
Leader  
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Robert Knodell

Director, Department of Social  
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Kim Evans

Director, Family Support Division  
Missouri Department of Social Services



Paula Hildebrand

Go-to-Market Director  
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## Challenge

- Un-integrated legacy systems
- Decades of underinvestment
- Brick-and-mortar service delivery model
- COVID-19
- Record-high utilization of benefit programs
- 28% employee turnover
- Voter-approved Medicaid expansion
- Rapidly evolving demanded channels
- Fewer staff

## Solution

- Statewide caseload management
- Task management system for program technicians Integration of backbone system with federal hub
- IVR call center function enhancements
- Automated verification of income and asset sources (ex parte) Automated and live-staffed web chat functionality
- Customer portal

# Benefits of a Common Platform



## Results

- **50%** reduction in call center wait times
- Reducing average Medicaid processing times from **106** days to **15** days
- Processing almost **600,000** SNAP applications in one year
- Increased customer satisfaction





Questions?

Contact us:

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