

# Hybrid Model: The Best of Both Systems

Client choice of access into the system  
Face to face contact in county offices  
Case management in county offices  
Paperless case files  
Fraud prevention  
Consistent determination of benefits

## Old System

Worst welfare system in the country; totally paper-based; clients limited entirely to face-to-face interaction to apply for benefits

### **Why it didn't work**

- Scattered & inconsistent workloads
- Inefficient paper-based system, frequently lost documents and clerical errors
- Widespread waste, fraud and abuse
- High error rates & poor timeliness
- Federal sanctions due to poor performance
- Eligibility determined differently in every county

### **What clients and employees liked**

- Face to face contact in county offices
- Case management in county offices

## Modernized System

Clients can apply in person, over the phone, by fax, or via the internet; consistent application of eligibility standards; client documents scanned electronically

### **Why it didn't work**

- Long wait times when contacting the call center
- Poor staff training
- Task-oriented system instead of case management--too many hands touching a case
- High error rates & poor timeliness
- Federal warnings due to poor performance

### **What clients and employees liked**

- Client choice of access into system
- Paperless case files
- Fraud prevention
- Consistent determination of benefits