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The C-IV system: easy to access and easy to use



The C-IV kiosk brings the advantages of C4Yourself® out to those eligible for welfare services. The kiosk—a physical unit placed in public spaces—integrates the technologies that provide access to C-IV and public assistance benefits and packages them into a single, user-friendly device.

The C-IV Consortium (C-IV) is a government agency that helps automate welfare benefits for more than two million of California's citizens. The C-IV system is used by 13,000 staff across 39 California counties to determine eligibility, issue benefits and manage their caseloads.

The C-IV agency engaged Accenture to design, develop, implement, maintain and operate its system, the first Web-based public assistance system to fully integrate case management for employment services and child care with the major public assistance programs of CalWORKS (California's Temporary Assistance to Needy Families, or TANF), Supplemental Nutrition Assistance Program (SNAP) and Medi-Cal (California's Medicaid Program), as well as foster care payments, refugee cash assistance, and other programs.

Accenture and C-IV began development on March 5, 2001 and completed implementation in four counties in October 2004. In October 2008, Accenture began implementation of the C-IV System for the 35 California counties of the Interim Statewide Automated Welfare System (ISAWS) and completed this implementation in June 2010.

Business solution

From Day One of the project, the C-IV system was developed with four design principles in mind:

1. Simpler is better
2. Just because you can does not mean you should
3. A system that is not easy to use will not be used, no matter how "good" it is, and
4. Remove as many barriers to access as possible

Recent advances in the use of service-oriented architecture (SOA), together with the ability to integrate disparate technologies, have allowed C-IV to dramatically reduce the barriers to access to benefits—and to improve the levels of service that eligible California citizens receive. Several recent additions to the C-IV system highlight its design principles:

- **C4Yourself®** (www.c4yourself.com)—an online application that makes it easier for customers to apply for and recertify SNAP, CalWORKS (California TANF), Medi-Cal, and County Medical Services Program.
- **Imaging**—Integrated document management and imaging workflow to eliminate distribution, filing and tracking of physical paper documents.
- **Interactive Voice Response**—in-bound, giving customers easy access to basic information and enabling them to request forms, and out-bound, to allow authorized individuals to receive automated reminder notices.
- **Kiosk Deployment**—Kiosks deployed to community-based organizations provide integrated services in remote locations. The kiosks include a workstation with direct access to C4Yourself®, a scanner to collect electronic copies of verification documents, and a printer. Click-to-chat and click-to-talk capabilities are also offered.

• Consulting • Technology • Outsourcing

Customer access: Using the Web to provide easier access to benefits

C4Yourself® (www.c4yourself.com) is a, publicly accessible site whose easy-to-use tools provide simpler access to benefits. The application is automatically uploaded in real time so that county staff can review the data and transfer it directly into the C-IV system without retyping. Although many of those eligible for welfare do not own computers, the accessibility of C4Yourself® in public offices, together with its simplicity, make it much easier for even the most remotely located welfare recipients to apply for the services they need.

In developing this application, the C-IV Consortium sought to:

- Significantly simplify access to benefits;
- Minimize the steps that the client and the eligibility worker need to take to complete the application process; and
- Involve community agencies in promoting the process and providing Internet access to eligible California citizens.

The 39 California counties that have been using C4Yourself® have seen reductions in the time required for interviews with citizens who have applied online. County staff see that those applicants are better prepared for their interviews and have more evidence of eligibility available than when they have used the traditional application process.

In 2009, C4Yourself® added a portal called "MyC4Yourself." It enables applicants to:

1. **Check Messages**—See important reminders, bulletins and key notifications sent automatically from the C-IV system;
2. **Check Benefits**—See their current benefit amounts; check the due dates for submitting their quarterly reports and applying for recertification/renewal; find agency staff contact information; etc.;
3. **View Forms**—Download the SNAP Quarterly Report (QR 7) and/or Medi-Cal Status Report (MSR) and other forms;
4. **View Things to Do**—Complete their annual recertification/renewals, submit missing information, and complete unfinished applications.

C4Yourself® and its ancillary programs is a boom to California counties that are facing severe staffing and budgetary issues. Not only does it help county workers to focus on determining citizens' eligibility for benefits instead of rekeying information, but it allows them to receive applicants' information more promptly and accurately. For their part, citizens don't need to make repeat visits to county offices and can expect to receive benefits due more quickly.

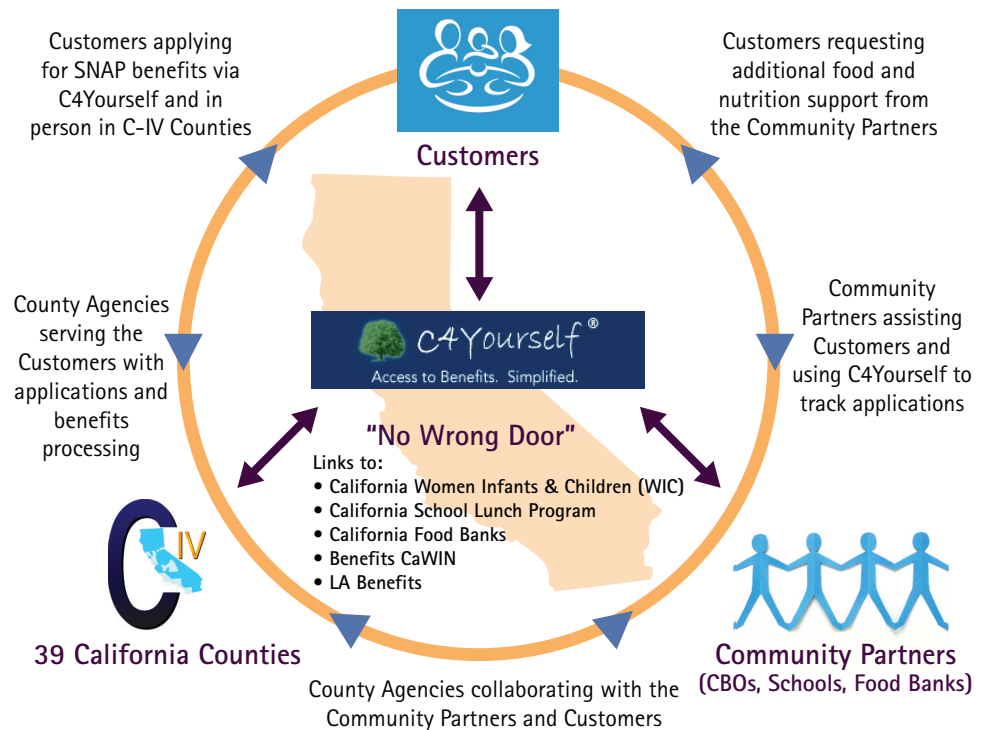
The C-IV kiosk: Bringing easy-to-use services right to the people who need them

The C-IV kiosk brings the advantages of C4Yourself® out to those eligible for welfare services. The kiosk—a physical unit placed in public spaces—integrates the technologies that provide access to C-IV and public assistance benefits and packages them into a single, user-friendly device that can be provided to

community-based organizations that are often in the closest contact with welfare recipients. The kiosks include a workstation with direct access to C4Yourself®, a scanner to collect electronic copies of verification documents, and a printer. Click-to-chat and click-to-talk capabilities are also available.

By integrating contact center technologies with the tools for collecting the information required to determine eligibility, the customer can receive immediate support from knowledgeable staff without having to travel to a public assistance office.

The costs of service delivery will be reduced because contact center staff can be optimally staffed to support customers who use the self-service kiosks without requiring dedicated time slots for appointments.



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