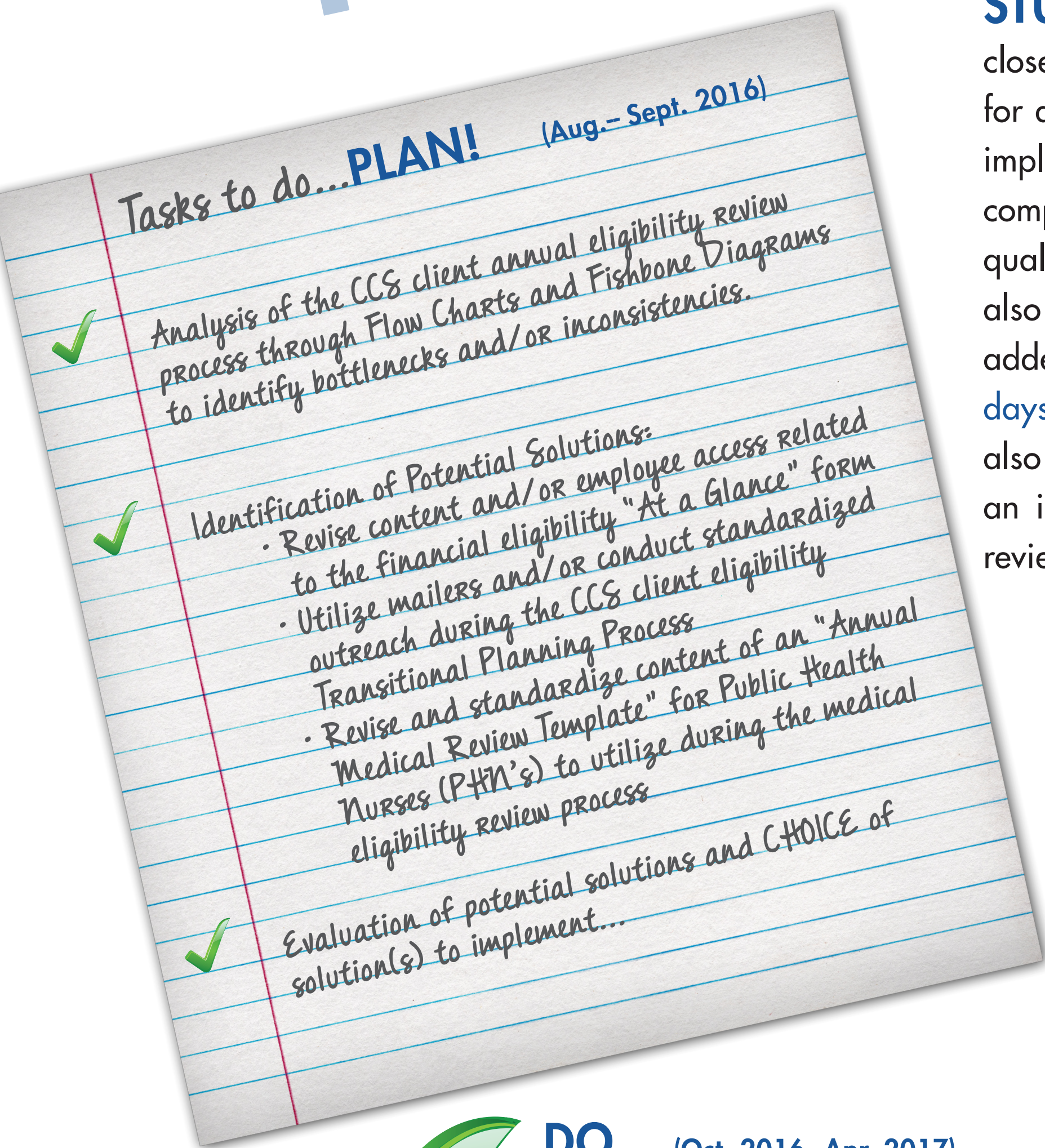


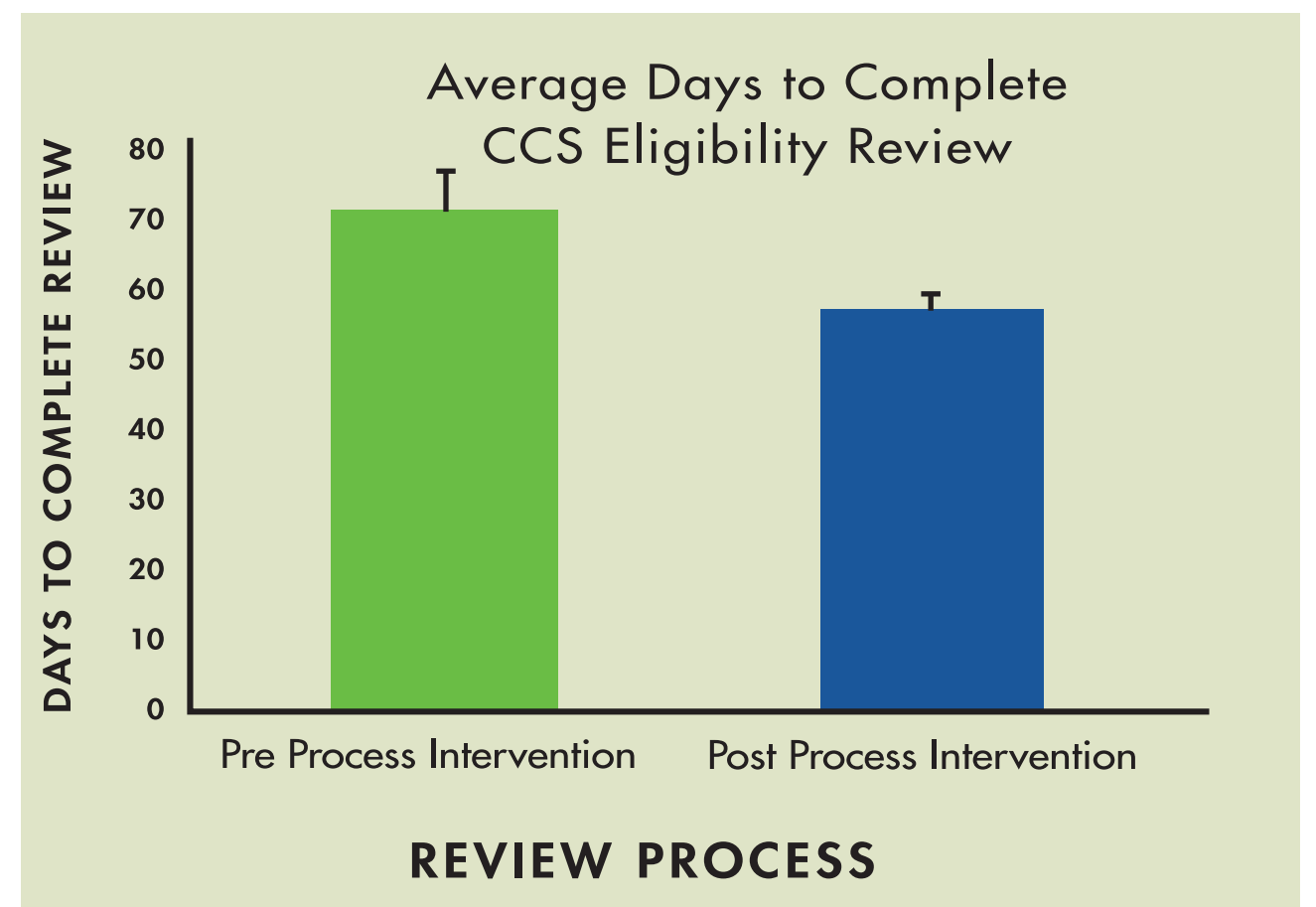
Children's Eligibility for Services Streamlined



To implement a more time efficient and standardized California Children's Services (CCS) client annual eligibility review process.



STUDY... The average number of days from open to close of CCS client annual eligibility reviews was compared for a random sample of 30 cases before and 30 cases after implementation of the streamlined process. A pre-post comparison of the mean number of days was conducted, and qualitative feedback from staff involved in the project was also solicited to determine if they felt the process was value added. **A 14 day (19.5%) reduction in the mean number of days was observed during the pilot.** Qualitative feedback also demonstrated that staff felt the streamlined process was an improvement over the prior methods for CCS eligibility review.



Data from the pilot showed a statistically significant 19.5% reduction from pre implementation (M = 71.0, SD= 27.4) to post implementation (M = 57.2, SD = 10.9), t (29) = 2.907, p<.01.

DO... (Oct. 2016-Apr. 2017)

The project team reached consensus to pilot a revised "At a Glance" form used for streamlining financial eligibility; and a revised "Annual Medical Review Template" for streamlining medical eligibility. After multiple iterations of both forms from October-December, 2016, agreement was reached on the final content of the documents and order of their use in the CCS client eligibility review process, with financial eligibility to be reviewed before medical eligibility. The new process and corresponding forms were piloted from January – April, 2017.

ACT... The pilot was successful in reducing the number of days to complete CCS client annual eligibility reviews and creating a more standardized process. The revised "At a Glance" and "Annual Medical Review Template" templates have been adopted and are currently in use by CCS staff. Additional PDSA cycles will be implemented to analyze and improve additional steps of the AMR process.

