

4th Annual NCACDSS Best Practices Awards Nomination Form

Category: CSMIE#1 Tier 2
Cost Savings Measures and/or Improvements in Efficiency

Project Title: 8194 Listserv

- 1. Project/Program Summary:** Briefly summarize the project's history, purpose, timeline and budget. The 8194 form is a state generated form that is used to record changes in client's circumstances i.e. a move, change in income, household composition, termination, etc. Since many social services clients are involved with more than one unit within the agency, we needed a way to quickly and efficiently distribute the information to all units. (The form had previously been sent through intra-agency mail, which caused some units to not have access in a timely manner.) The 8194 was converted to a WORD (and eventually PDF) format, so we already had it on the computer. Using our in-house e-mail system, we created a Distribution Group that staff could send their 8194's to. Each unit has a designated person in the Distribution Group who monitors all forms to determine if the information received is needed in their unit. If so, the 8194 is routed to the appropriate caseworker. This listserv was set up in less than an hour after Distribution Group names were submitted to the Information Technology person and was of no additional cost to the agency.
- 2. Innovation:** Why is the program unique? How does your project differ from similar projects? Although the program is extremely simple to implement, it offers similar efficiency benefits to more complex programs (i.e. keeping 8194 information in an access database).
- 3. Project Success and Impact:** What were the objectives? How well were they met? How widespread is the impact of the project/program? What is the anticipated long-term impact? Did the project involve collaboration with other agencies, non-profits, businesses, etc.? Describe the outcome of the collaboration. The main objective of the listserv was for units to receive relevant information in a timely manner in order to assure that the correct services were being provided and to ultimately avoid county responsible overpayments. The entire agency benefits from this listserv and will continue to do so as long as the Group members assess and distribute the information in a timely manner. This project did not involve collaboration with other agencies.
- 4. Project Effort and Difficulty:** How well did the program use limited resources? What obstacles or challenges did you overcome? How was this done? This was a very easy project to implement from a technological standpoint. We used our already-in-place e-mail system and created a Distribution Group that all users could mail to, but only a few users would receive from. The Group was given a simple name (8194 Listserv) and was set up and running within an hour. The only challenge has been ensuring that all users are consistent in how, what, and where they record information on the form for ease of reference.

5. **Ability to Replicate Project:** Can this project be duplicated in other counties? What could counties do to minimize obstacles and problems? _____ This project could be duplicated by any e-mail using county. With an in-house mail system, a Distribution Group could be created. With NCMAIL, the same could be done through a slightly different process. If the county is using a free WEBMAIL Service, such as HOTMAIL or YAHOO mail, services such as YAHOO! Groups could be used. Care must be taken to keep the client's information secure, particularly in the form of social security numbers. It would also be highly advisable to create an instruction sheet for employees who will be using the Distribution Group, to ensure that they put correct information in standard locations so that data can be quickly and easily disseminated.