



Over the past several years, our office has seen a decrease in the number of work first clients, thus we decided to use our work first staff to take and process these applications. This collaborative increases our staff productivity, thus increasing revenue not only for the Health Department but also for DSS.

The patients have appreciated that our staff is going to the health department. Most the applications taken have been approved. It has saved the patients time and gives them the option to continue to receive services at the health department or choose a physician. Patients did not know that Family Planning Medicaid was an option or available to them.

**Project Success and Impact**  
**What was the outcome?**  
**Was your program/project a success? What was the impact? How did you measure the impact? How widespread is the impact of your program/project? How were you able to overcome obstacles and challenges?**  
**Did your program/project meet your established objectives?**

This project has been a success for not only our customers but also our office and the health department. We are educating the uninsured population regarding various Medicaid programs and streamlining the application process by going to the health department. This saves the customers time. Identifying space was our greatest challenge. We are able to increase productivity time of staff members who had smaller caseloads due to decrease in work first program participants

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