

Joint Subcommittee for Health and Human Resources Oversight Presentation Outline

- I. BPRO as an organization
- II. Our current purpose
 - a. Sharing of information through
 - i. Conferences
 - ii. Quarterly program meetings
 - iii. Planning one day conference to assist staff with positive reinforcement to managing caseloads and stress levels
 - iv. Participation with benefit program partners through testing/meetings
 - v. Increasing membership for information sharing/networking
- III. Obstacles we are experiencing
 - a. Turnover
 - b. Caseload standards
 - c. Training
 - d. Technology
 - i. Latency/reports/updated information more timely
 - ii. Help desk tickets – would like to see that modified to be more worker friendly
- IV. Medicaid Expansion
 - a. Fall conference focuses on Medicaid Expansion
 - i. Spring 2019 conference to continue with the Medicaid expansion theme
 - b. Local remote testing / to central testing
 - c. Partnering with CPU - they are not the enemy
- V. How do we get where we need to be?
 - a. Work study for caseload measures - morale and staying power - transparency
 - b. Partnering with the state(regional liaisons)
 - c. Data Warehouse reports/VaCMS reports (committee)
 - d. Continuing to be there to test at the local level to improve new system releases
 - e. Volunteer to assist in training manuals from the local level – as it affects the locals
 - f. Consistency from agency to agency/region to region (from regional reps to local internal processes)
 - g. Breaking down silos – what is best for the client – blended unit
- VI. Closing