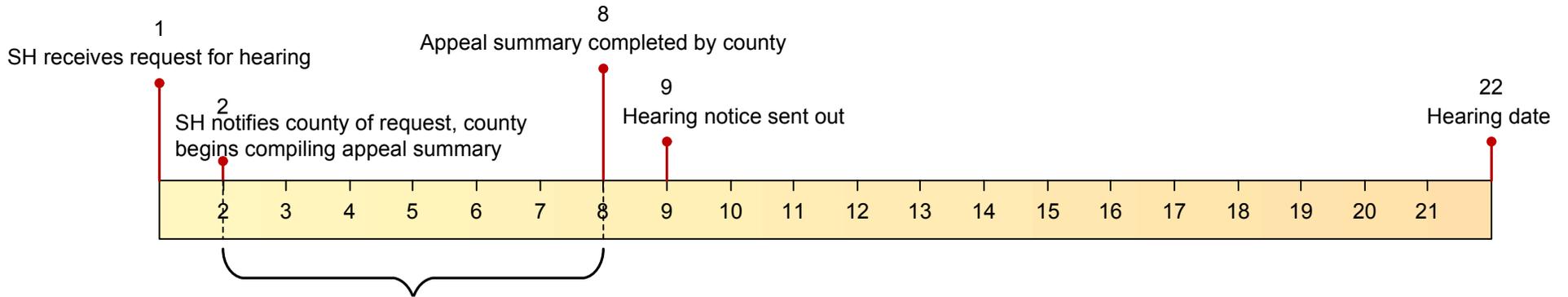
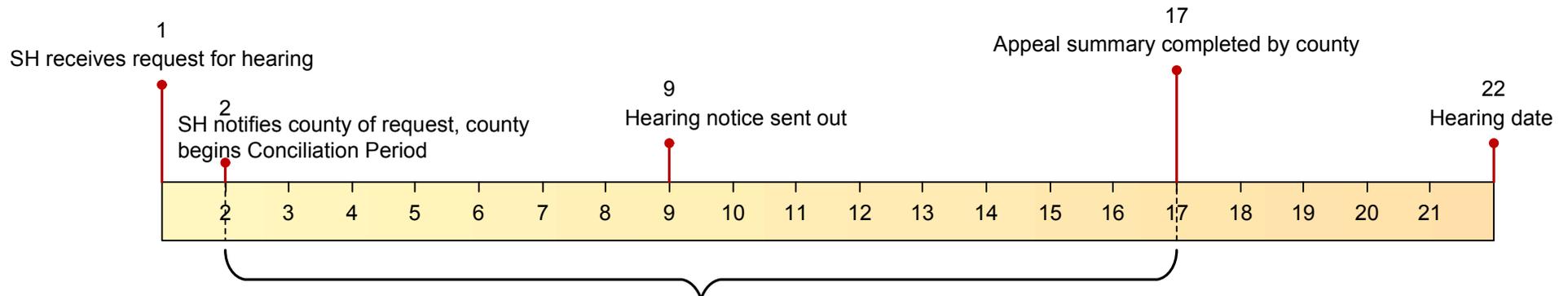


Current Process



Currently counties have approximately 6 days to complete the hearing Summary, or to make any contact with client prior to submitting the appeal summary

New Process



The new Conciliation Period will give counties approximately 15 days to:

- Verify the reason for hearing request with the client
- Hold county conference if necessary
- Work with client to resolve issue(s)
- Have client withdraw if the issue(s) is resolved
- Complete the official withdraw form with actions taken
- Notify State Hearings of withdraw

BENEFITS OF THE NEW PROCESS:

- A rule change to give counties more time to prepare an appeal summary
- A rule change to allow clients to withdraw from a hearing via telephone
- Only preparing appeal summaries for requests actually going to hearing (potential 75% savings)

NOTE: a day or two one way or another could shorten or lengthen the time based on whether there is a weekend and/or the number of days in a month

Implementation Strategies

| County Implementation Strategy | Possible Issues | Possible Benefits |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Caseworker makes the call: Caseworkers could implement the conciliation process on their own work, or they could conduct the process for another caseworker's work.</p> | <ul style="list-style-type: none"> ▪ Potential conflict of interest if making calls concerning their own work | <ul style="list-style-type: none"> ▪ Potential to learn from own mistakes ▪ Develop better client/customer connections ▪ Case workers may learn from each others mistakes or issues |
| <p>Link conciliation functions to a specialized position: i.e. QA position, Trainer, etc.</p> | <ul style="list-style-type: none"> ▪ In this case a county would need to create backup & redundancies | <ul style="list-style-type: none"> ▪ Identify and implement improvement suggestions |
| <p>Create specialized conciliation function within each unit: State Hearings Coordinator – decentralize the functions - each unit has a person responsible to prepare appeal summaries and attends the hearings</p> | <ul style="list-style-type: none"> ▪ Need to have some sort of feedback loop, so caseworkers can learn from mistakes, if not in place a caseworker could make the same mistake over and over again | <ul style="list-style-type: none"> ▪ Creates a point person in each unit that handles all hearing requests; Frees up other staff in the unit ▪ Can identify potential training issues |
| <p>Create a hearing designee (office, section, unit):</p> <ul style="list-style-type: none"> ▪ This unit would handle some or all of the following: County & State Hearings, Conciliations, County Conferences, Appeal Summaries ▪ May or may not fix the case – Have authority to fix case/take action ▪ Feedback loop for training opportunities ▪ Most likely to happen in large metro counties | <ul style="list-style-type: none"> ▪ Could cost \$\$\$ ▪ Need to have some sort of feedback loop, so caseworkers can learn from mistakes, if not in place a caseworker could make the same mistake over and over again | <ul style="list-style-type: none"> ▪ Frees up other staff in the agency ▪ Can identify potential training issues |