



Department of Health and Human Services Office of Economic Assistance

Future State Planning Meeting

Office of
Economic Assistance

NEBRASKA
Good Life. Great Mission.

Deputy Director Dinah Wetindi

Long-Term Goals

- **Reduce Redundancies:** By combining our staff, we will work to eliminate duplicate tasks and processes, resulting in a more streamlined workflow.
- **Create a Seamless Experience:** The unified EO team will explore ways to provide Nebraskans with both Economic Assistance (EA) and Medicaid a more seamless and less burdensome service experience.
- **Reduce Administrative Burden:** Simplifying management and oversight will reduce the administrative load on our organization.

Assigned Caseloads

What this means for you

- You receive new cases based on your specialty and caseload capacity.
- You manage the case from end-to-end, through the life of the case.
- You are the decision-maker.

Success looks like

Ownership: You manage cases end-to-end, ensuring timely, accurate decisions.

Expertise: You are the subject matter expert, applying policies consistently and accurately.

Relationships: You develop rapport with customers, providing consistent service throughout their case.

Specialty Groups

Cases requiring specialized knowledge (will remain permanently assigned).



Intake Assignment

New applications for specialty groups will be assigned directly to a worker who specializes in that case type.



Ongoing Case Management

The assigned worker will manage incoming changes, alerts, and applications throughout the life of the case.



Phone Calls



Decision Making

The assigned worker is responsible for making all decisions on all assigned cases.



Decision-Based

What this means for you

- You will work within a functional team based on work type and grouping.
- You will be assigned to a case only while a decision is pending. Once a decision is made, you will return the case to Universal.
- Each week you rotate between days when you take calls and manage your caseload.

Success looks like

Ownership: You manage the case only until a decision is made and then you are unassigned.

Precision: You focus on completing decision-based tasks and managing your WIP.

Adaptability: Your work shifts between taking calls and managing your caseload, giving you the ability to provide support based on the highest need.

Specialty Groups

Work is routed based on groupings: SNAP/LIHEAP/MAGI, Family, Adult, and LTC.



Intake Routing

New applications are distributed to the correct worker based on the program grouping.



Temporary Case Management

While the case is assigned, the worker will manage alerts and changes.



Phone Calls



Decision Making

Once a decision is made, the case is unassigned and returned to Universal.

