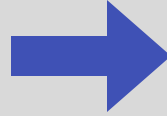


# BARRIERS TO ACCESS DHS ESA BENEFITS

(TANF, SNAP, Medicaid)



## PROBLEMS

## PROPOSED SOLUTIONS

<p>ESA Service Center Staff provide incorrect information about eligibility requirements for benefits (esp. problematic for kinship families)</p>	 <p><b>INFORMATION</b></p>	<p>Provide enhanced training of ESA Service Center Staff on ESA Manual eligibility requirements (with specialized training on kinship issues)</p>
<p>ESA Service Center Staff are dismissive and disrespectful to constituents</p>	 <p><b>Sensitivity</b></p>	<p>Reward responsiveness and sensitivity to constituents</p>
<p>Long Lines and Excessive Wait Times</p>	 <p><b>Long Lines</b></p>	<p>Provide online information about wait times and allow constituents to make an appointment if they need to return</p>
<p>Disorganized Service Centers and Lost Paperwork</p>	 <p><b>Disorganization</b></p>	<p>Establish better systems and reward organization</p>
<p>Unnecessary and Burdensome Eligibility Requirements</p>	 <p><b>Burdens</b></p>	<p>Permit additional forms of documentation to prove relatedness for TANF</p>

## CONCLUSION

**Better trained/supported staff**



**\* More efficient provision of services**

**\* More satisfied workers**

**\* More satisfied constituents**

**Better systems and policies**