



HUMAN
SERVICES
DEPARTMENT



OPPORTUNITIES TO IMPROVE PERFORMANCE DURING COVID-19
LEGISLATIVE HEALTH & HUMAN SERVICES COMMITTEE

JULY 31, 2020

INVESTING FOR TOMORROW, DELIVERING TODAY.

AGENDA

- HSD Leadership Team
- HSD Operations
- Changes to HSD Programs and Services
- HSD's Role in Emergency Operations
- Questions



MISSION

To transform lives. Working with our partners, we design and deliver innovative, high quality health and human services that improve the security and promote independence for New Mexicans in their communities.

GOALS



We help NEW MEXICANS

1. Improve the value and range of services we provide to ensure that every qualified New Mexican receives timely and accurate benefits.



We communicate EFFECTIVELY

2. Create effective, transparent communication to enhance the public trust.



We make access EASIER

3. Successfully implement technology to give customers and staff the best and most convenient access to services and information.



We support EACH OTHER

4. Promote an environment of mutual respect, trust and open communication to grow and reach our professional goals.



HSD LEADERSHIP TEAM



David R. Scrase, M.D.
Cabinet Secretary
505-316-5433



Angela Medrano
Deputy Cabinet Secretary
505-629-3157



Kari Armijo
Deputy Cabinet Secretary
505-249-8773



Nicole Comeaux
Medicaid Director
505-490-7703



Paul Ritzma
General Counsel
505-670-9522



Danny Sandoval
Admin. Services Director
505-670-7497



Neal Bowen
Behavioral Health
Division Director
505-660-2766



Jeremy Toulouse
Child Support Enforcement
Division Director
505-690-2424

HSD LEADERSHIP TEAM



Judy Parks
Acting Human Resources
Director
505-469-3388



Karmela Martinez
Income Support
Division Director
505-660-7450



Sean Pearson
Information Technology
Division Director
505-670-9345



Jodi McGinnis Porter
Communications
Director
505-670-4136



Alex Castillo Smith
Manager, Strategic Planning &
Special Projects
505-629-8652



Sally Jameson
Project Manager
505-795-1880



Ryan O'Connor
Project Manager
505-629-7336

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HSD OPERATIONS

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MEET LUCIA & SOFIA

- 30 year-old single mom
- Primary caretaker of daughter Sofia, age 8
- Laid off from job due to COVID-19 pandemic; lost health insurance
- Sofia enrolled in Medicaid but renewal date is coming up
- Helping Sofia navigate online school while trying to find new employment
- Suddenly struggling to make ends meet and assure health and safety of self and daughter



CHANGES FOR STAFF

Past

- Traditional office environment
- Paper forms and wet signatures
- Face to face visits to apply for benefits
- Call Center staff working in offices

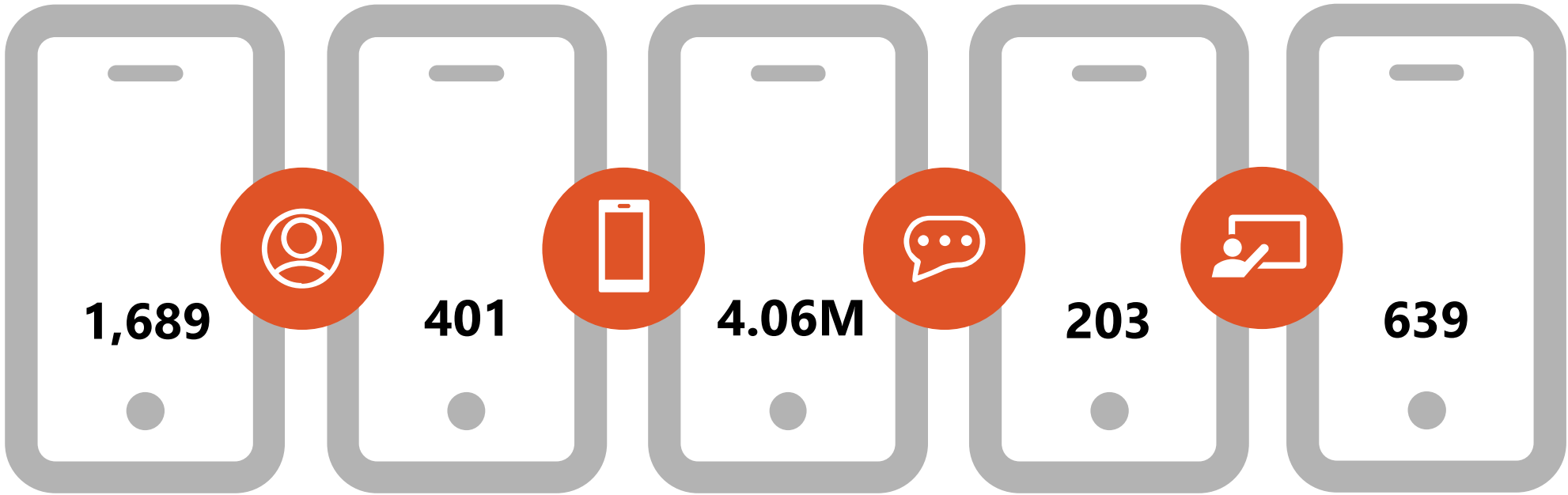
Present

- Teleworking & Microsoft Teams
- DocuSign
- Online, mobile applications for benefits
- Call Center staff utilizing cloud technology

Future

- Opportunity to reinvent the way we work
- Innovative communication across all agencies
- Reduce paper applications with Real Time Eligibility for all benefits
- Opportunities for staff to continue to work remotely

HSD'S TRANSITION TO TELEWORKING



VPN Accounts and Tokens Created

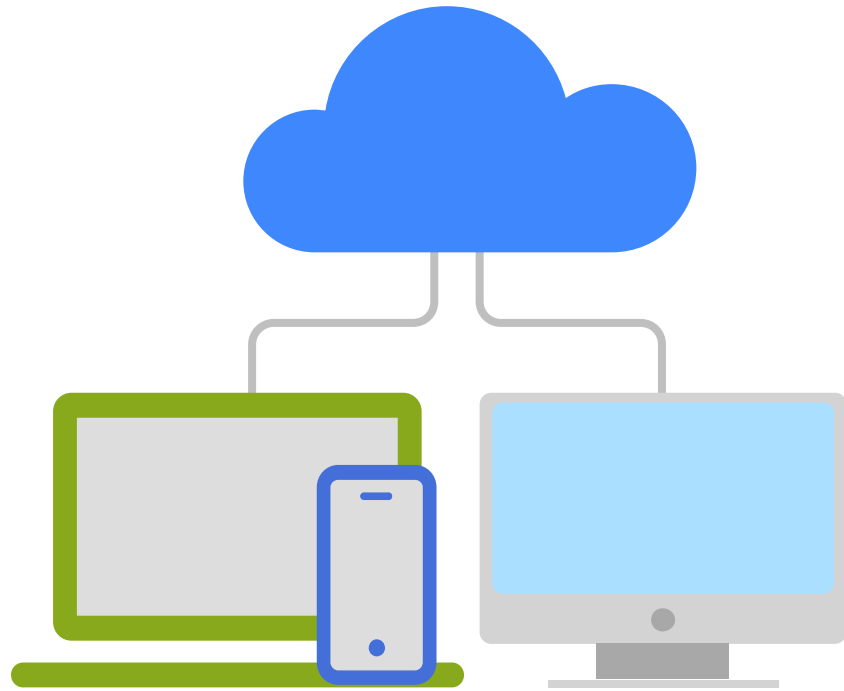
Cell Phones Deployed

Files Migrated to SharePoint

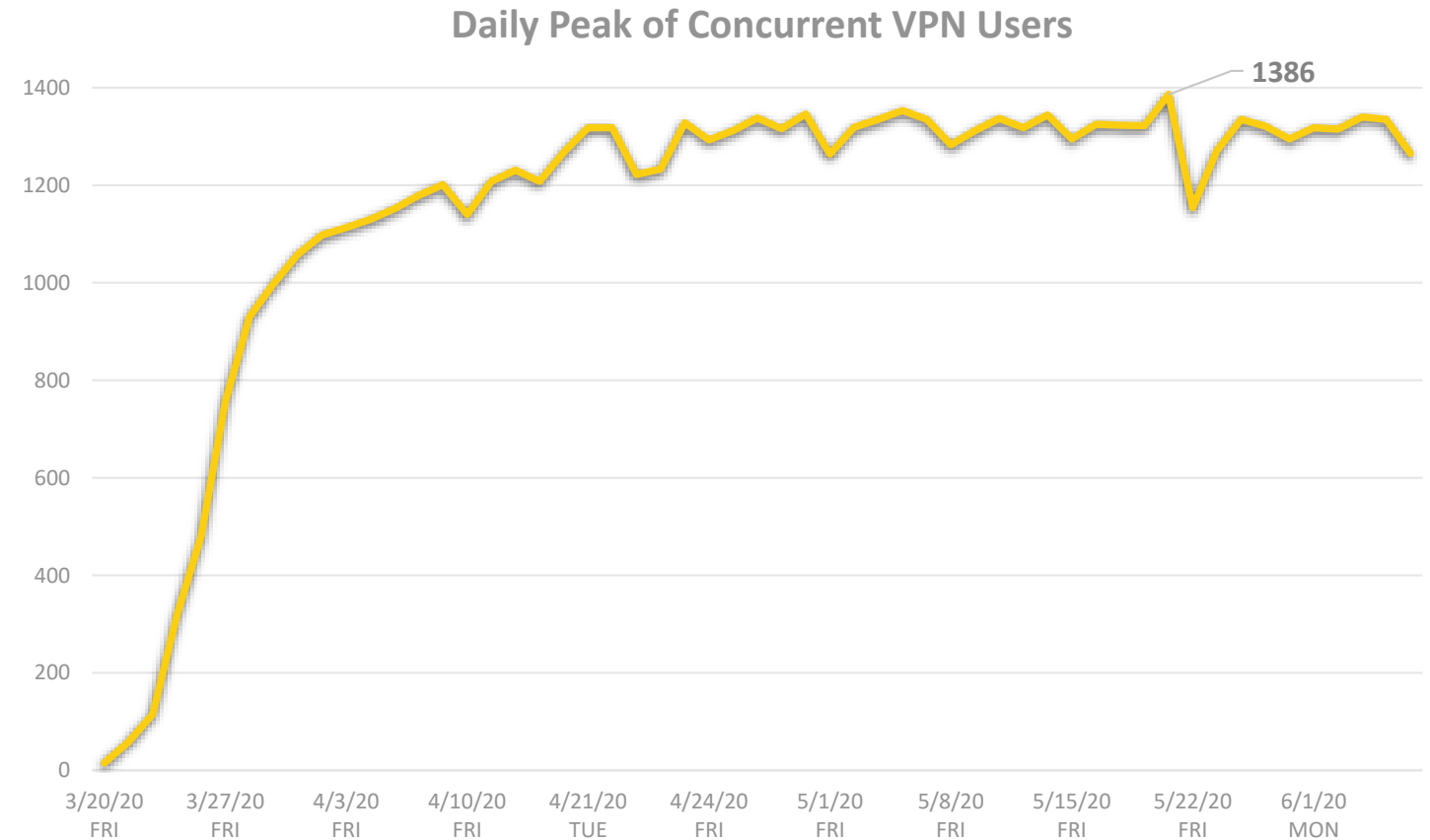
ISD Customer Service Center Staff Migrated to Amazon Connect

Attendees of ITD's Telework Training

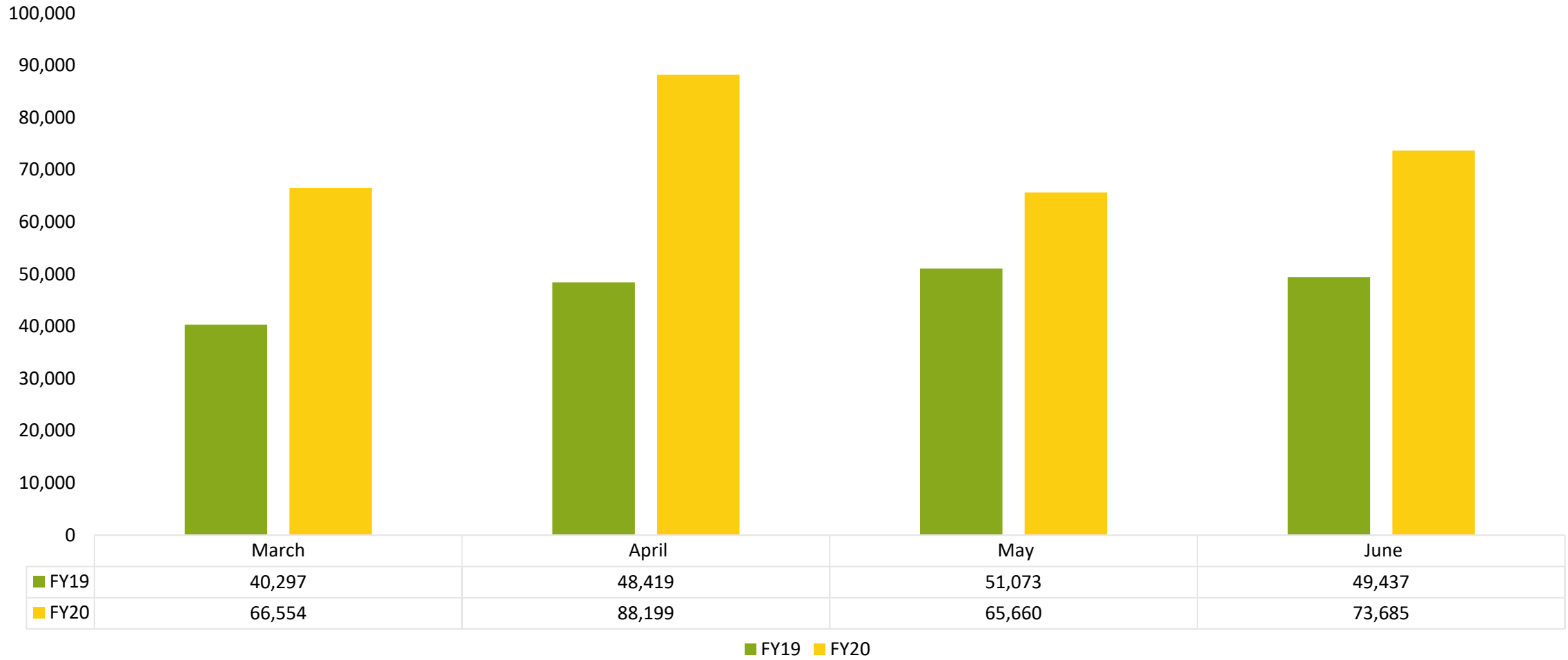
ITD SERVICE DELIVERY: OFFICE/TELEWORK OPERATIONS; OUTREACH



Enabling Telework Across the Department

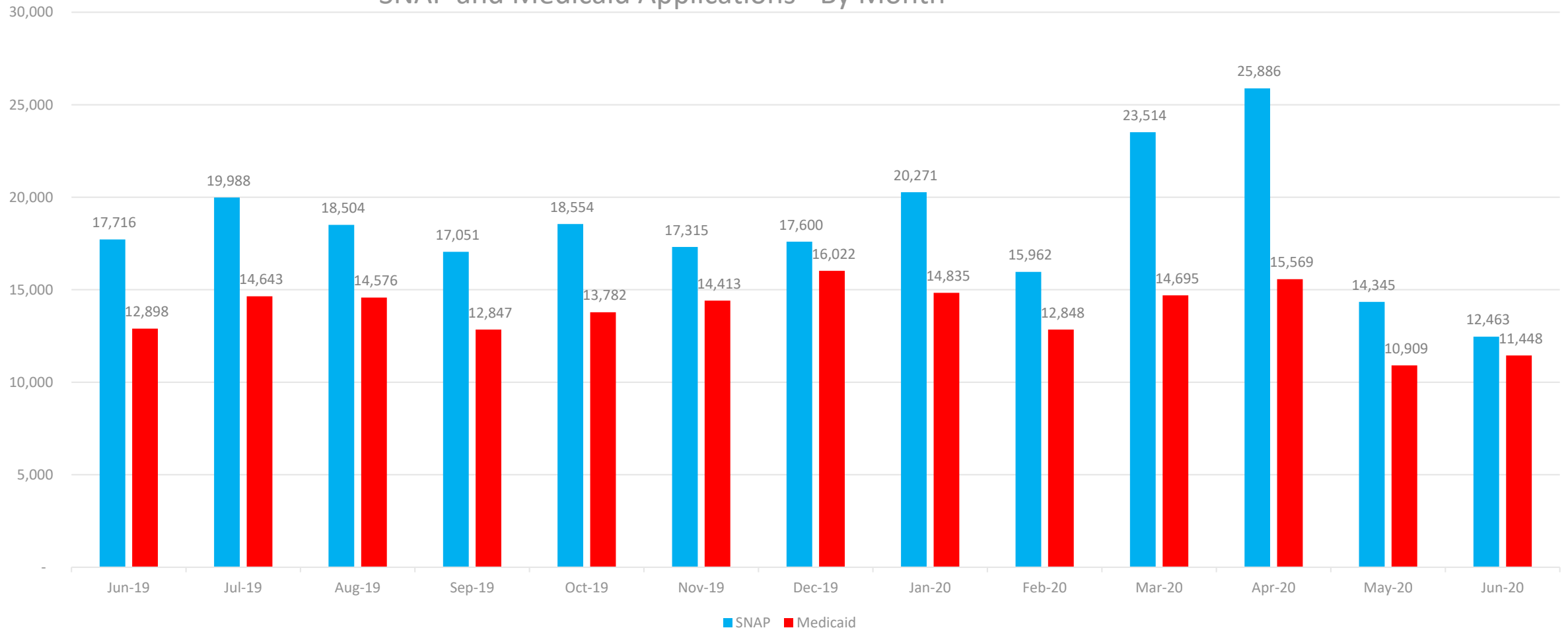


INCOME SUPPORT DIVISION CALL CENTER VOLUME



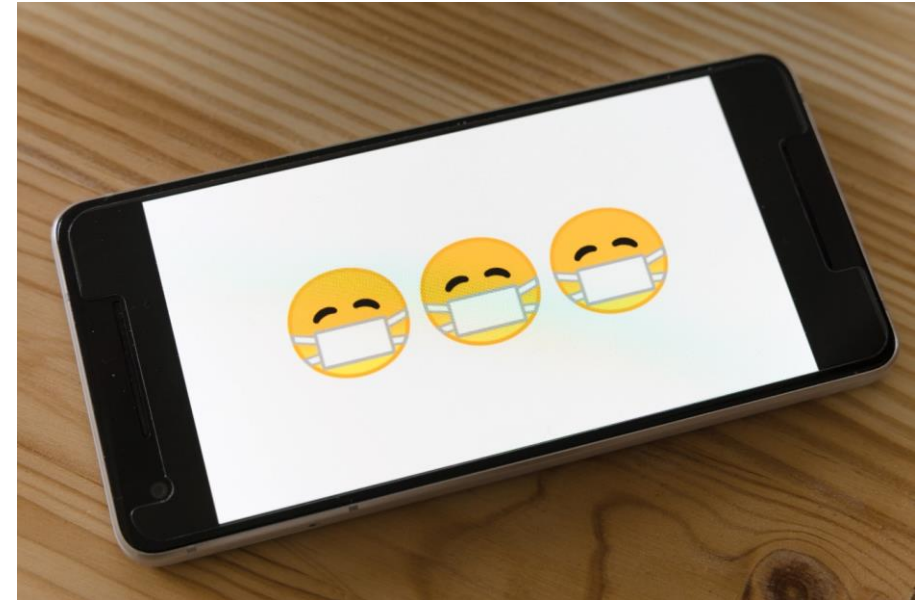
MEDICAID AND SNAP APPLICATIONS

SNAP and Medicaid Applications - By Month



ISD ASSISTING DEPARTMENT OF WORKFORCE SOLUTIONS

- DWS Call Center Operations – 32 staff working 7am – 7pm
- Monetary Adjudication – 28 staff working evenings and weekends
- Employer Identification Resolution Process – 24 staff
- Pandemic Unemployment Assistance (new) – 28 staff



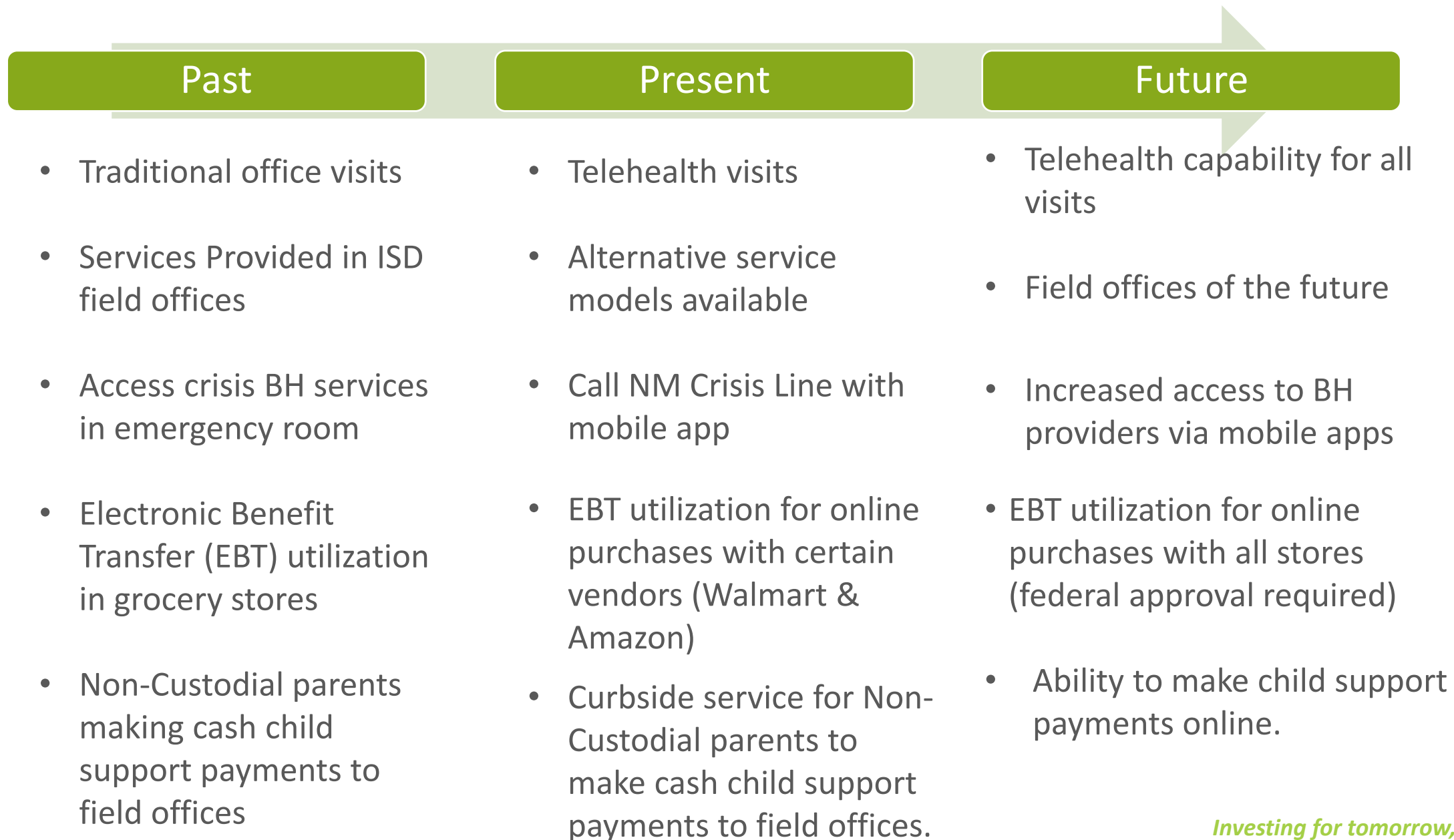


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CHANGES TO HSD PROGRAMS & SERVICES

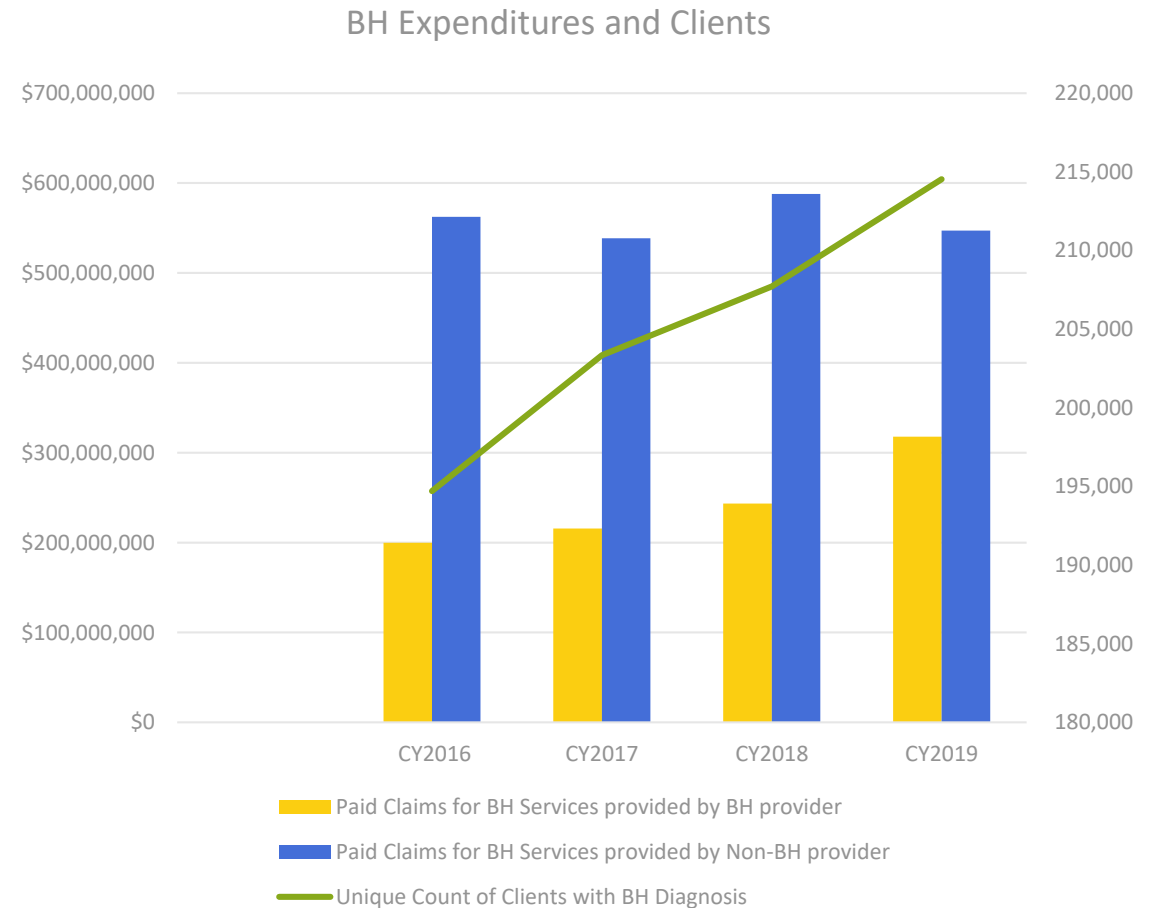
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CHANGES FOR OUR CUSTOMERS



BEHAVIORAL HEALTH SERVICES DIVISION

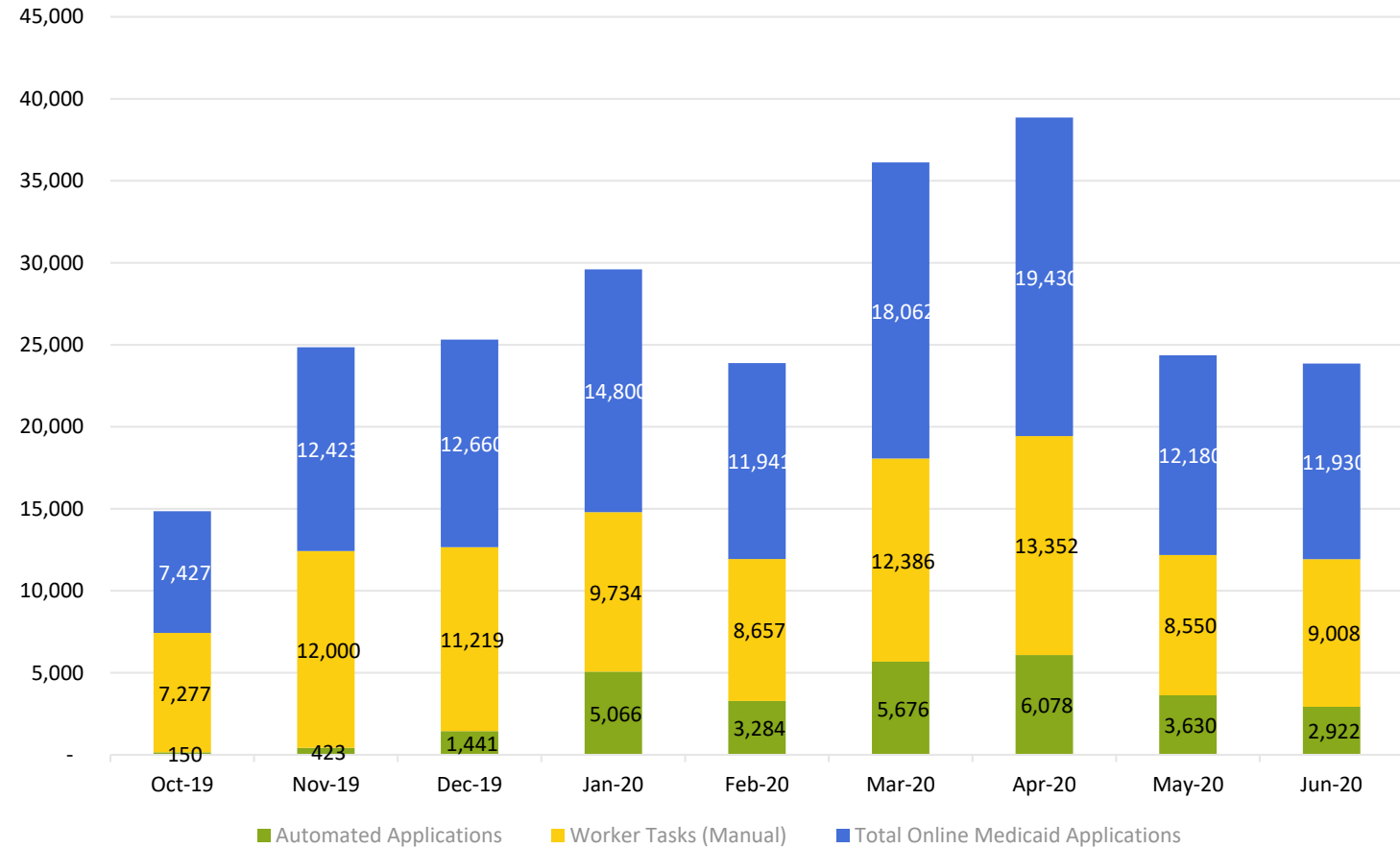
- Expansion of telehealth for most BH services
- \$2M SAMHSA Grant to enhance BH services in COVID impacted areas
- \$800k FEMA grant for crisis counseling services in response to pandemic
- Certified Peer Support Specialists in COVID shelters
- Remote BH services in shelters
- BH services to residents of Long-Term Care facilities through telehealth
- Weekly update calls with BH providers



INCOME SUPPORT DIVISION

- 11 Federal Emergency Waivers approved
 - Pandemic EBT
 - Supplemental SNAP benefits (March-July)
 - Online food purchasing for EBT >\$695k weekly purchases
 - Telephonic signatures
- Delivered emergency food boxes to >200 sites statewide
- Request for federal approval of Restaurant Meals Plan

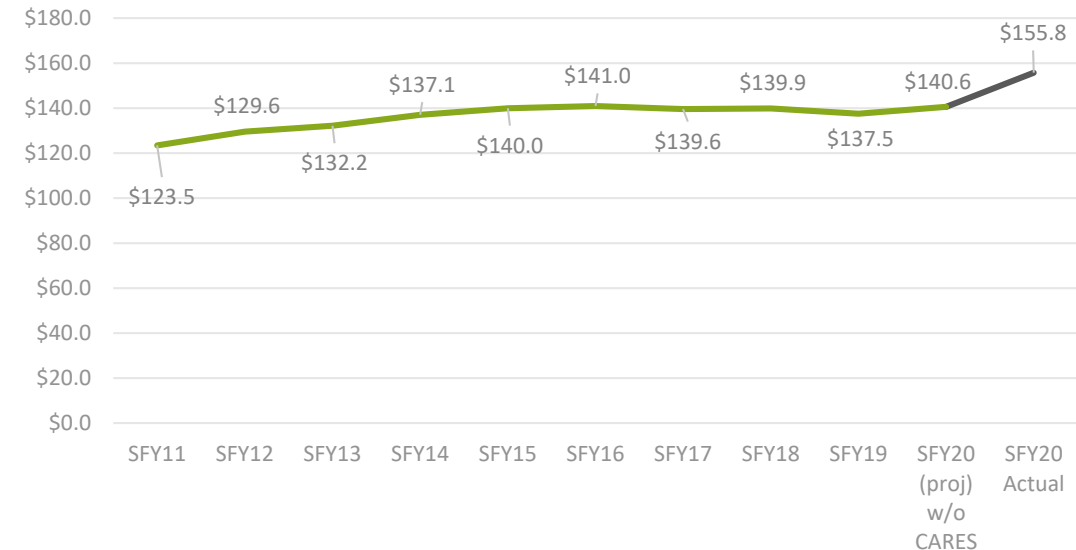
Medicaid Real-Time Eligibility



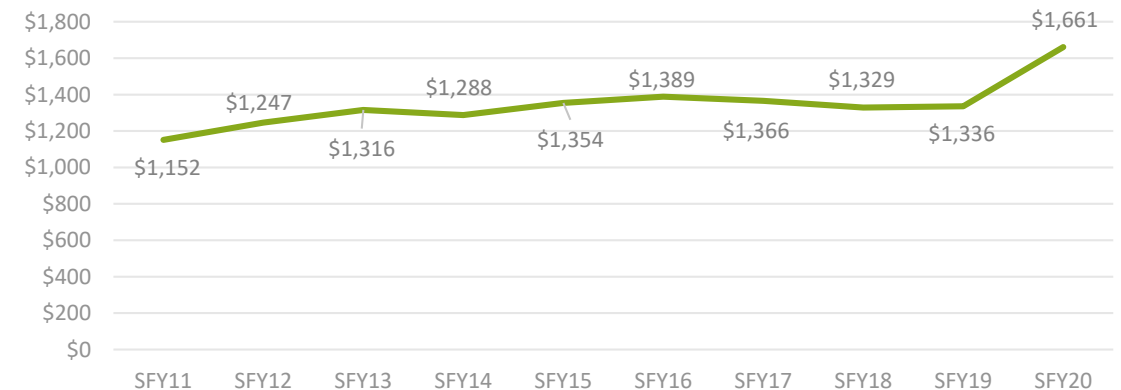
CHILD SUPPORT ENFORCEMENT DIVISION

- Record collections in SFY20 - \$155.8M
- 24% increase in collections per child
- Online payment pilot
- E-filing with the courts in 10 of 14 field offices
- Electronic Document Management planned rollout

Total Collections

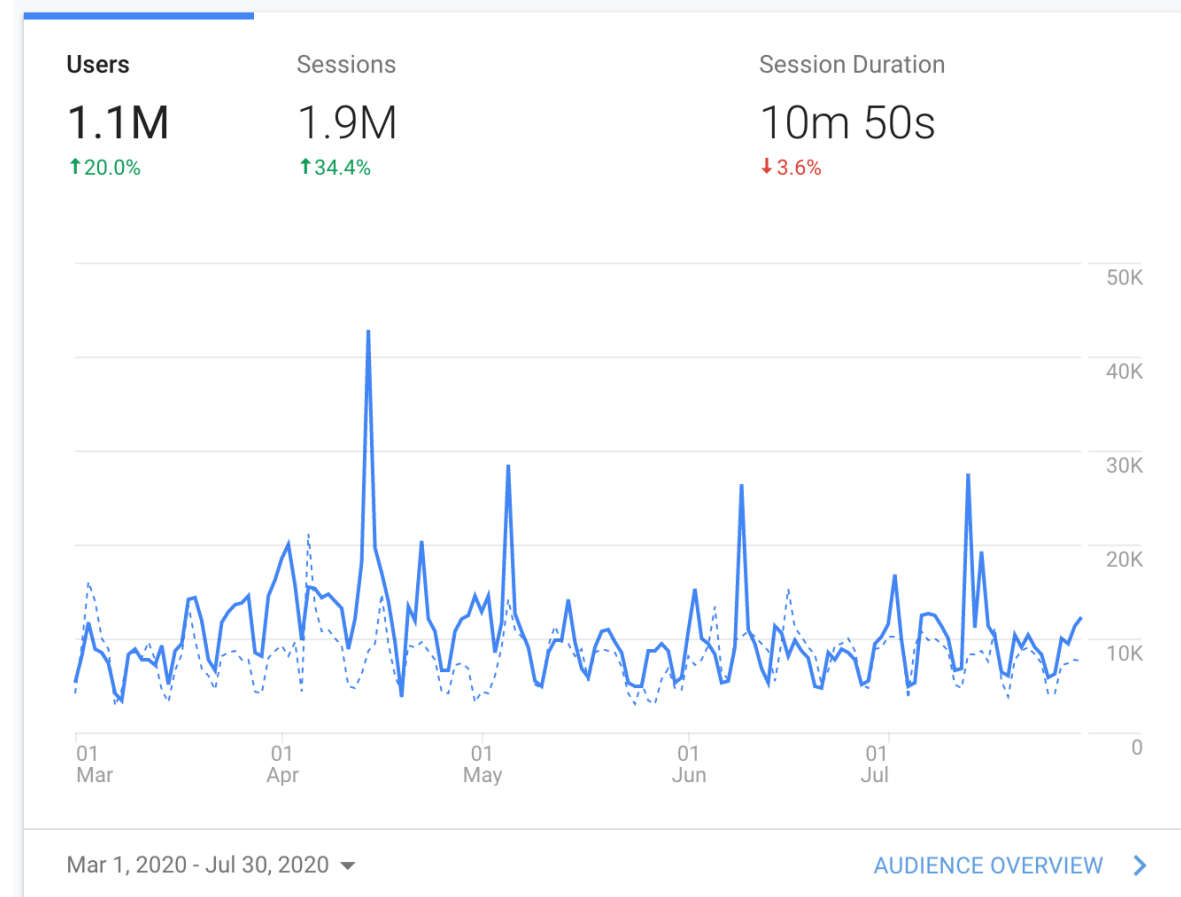


Collections Per Child

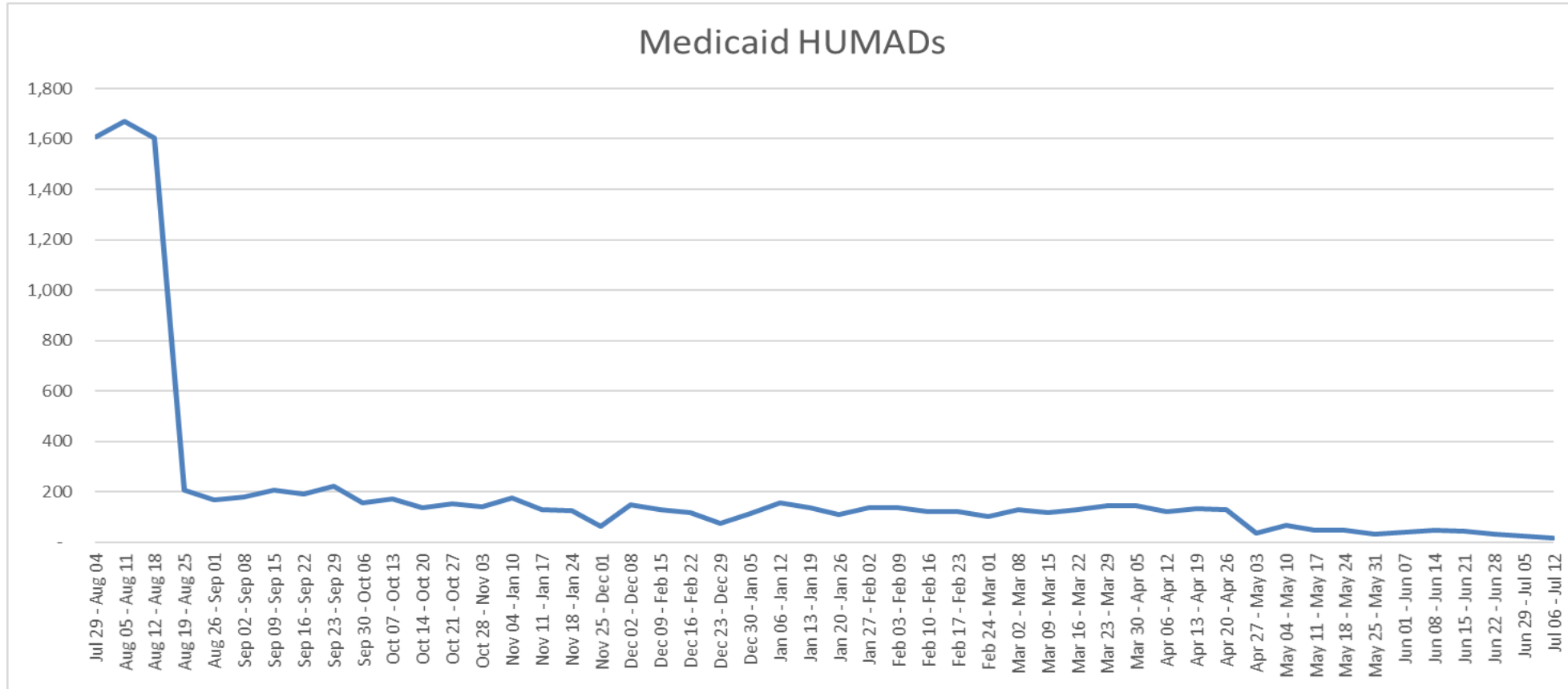


- Major system changes to facilitate:
 - \$124M** in SNAP Supplemental benefits issued to **182,316** SNAP households
 - \$104M** in Pandemic EBT benefits issued to **>384,000** children
 - Extended Medicaid renewals for **56,110** New Mexicans
 - New types of Medicaid presumptive eligibility determiners
 - Extended fair hearing deadlines
 - Coverage of COVID-19 testing for the uninsured
 - Streamlined Medicaid provider enrollment
 - Extended prior authorizations for Medicaid services
 - Emergency Medicaid payment rates and changes in billing for telehealth and alternative care sites
- Ongoing use of technology to conduct department-wide employee and manager meetings
- Leveraged technology to conduct customer listening sessions and surveys

YES NM Usage Since 3/1/20



IT INVESTMENTS RESULT IN BETTER SERVICE TO HSD CUSTOMERS



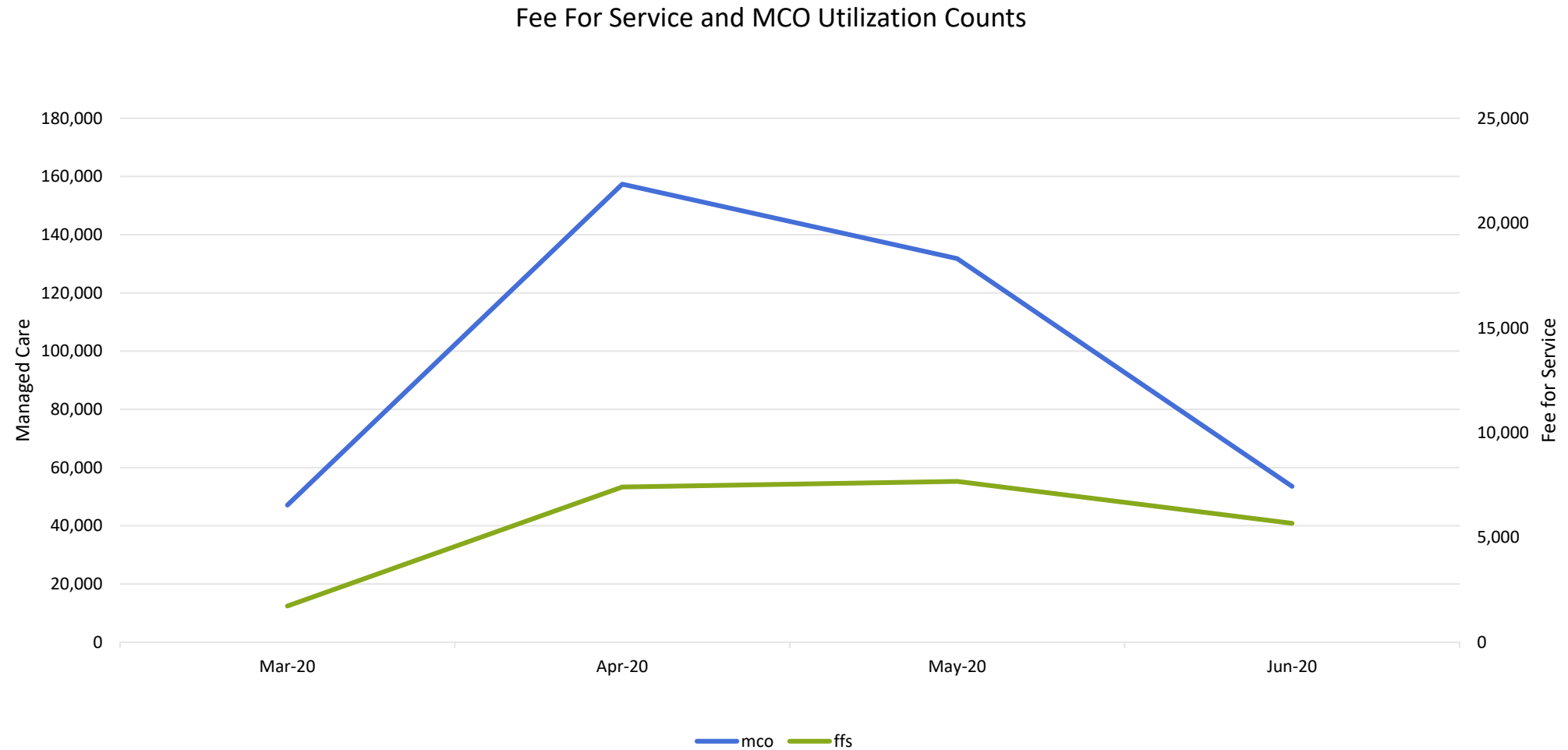
MEDICAL ASSISTANCE DIVISION

Medical Assistance Division COVID-19 Response

18	Approved emergency waivers
5	Approved emergency State Plan Amendments



TELEHEALTH UTILIZATION DURING PUBLIC HEALTH EMERGENCY





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COVID EMERGENCY OPERATIONS

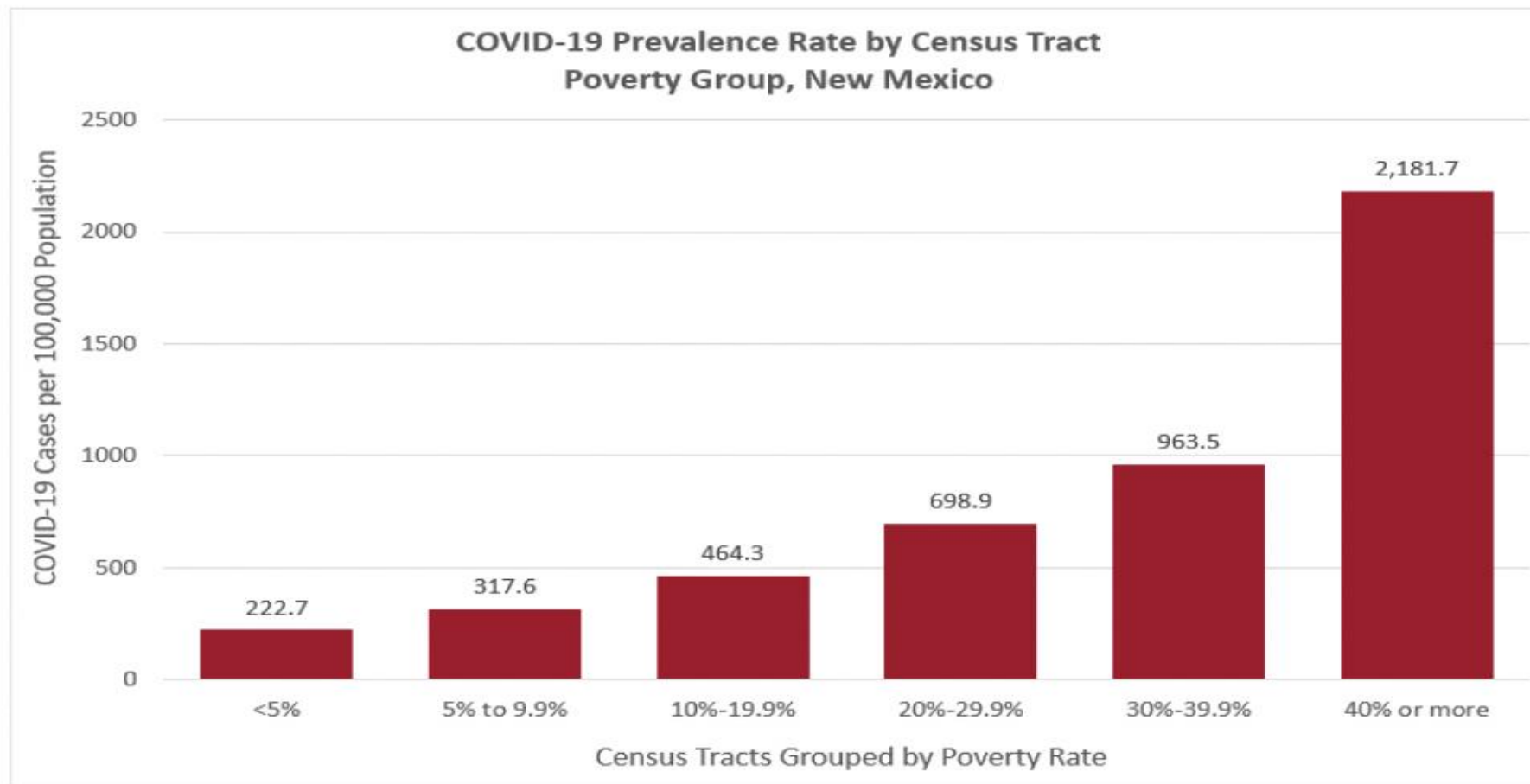
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EMERGENCY OPERATIONS

State Emergency Operations Center (EOC)	Emergency Support Functions (ESF)	MEDICAL ADVISORY TEAM (MAT) – ESF 8
<ul style="list-style-type: none"> • Command post to the States emergency management structure • 14 separate Emergency Support Functions (ESF) • HSD ESF 6 Coordinator-Jeremy Toulouse 	<ul style="list-style-type: none"> • HSD is responsible for coordination of all ESF6 (Mass Care) activities: <ul style="list-style-type: none"> • Food • Isolation Shelters • Non-Medical Supplies • Behavioral Health Services • Secretary Blalock leads ESF6 • Collaboration between GOV, HSD, AG, CYFD, ALTSD, NHSEM, DoH, National Guard, private organizations, foundations and other non-profits • Provide food to ~25% of the State 	<ul style="list-style-type: none"> • Led by Secretary Scrase • Clinical Care • Regional Care Coordination • Medical Facilities • Medical Workforce • Medical Equipment • >170 professional volunteers

MUCH HIGHER COVID INFECTION RATES IN LOW-INCOME AREAS

New Mexico COVID-19 Prevalence by Poverty Rate: COVID-19 Cases per 100,000 Population by Census Tract Poverty Rate



LUCIA & SOFIA TODAY

- Lucia applies for Medicaid online and gets a real-time approval
- Both Lucia and Sofia have Medicaid coverage assured without disruptions for the duration of the emergency
- Lucia schedules BH telehealth visits for herself to help her manage this stressful time
- Child support payments for Sofia increased through additional intercepts of stimulus funds
- Lucia receives P-EBT benefits for Sofia; applies for SNAP online and receives \$100/month in food benefits; able to purchase groceries online at Wal-Mart
- Applied for all HSD services online without leaving Sofia or having to arrange for alternative childcare





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QUESTIONS

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