



Our Mission: To promote the quality and integrity of the Social Work profession while supporting social workers in their mission to serve diverse populations; to insure justice and equality for all citizens of the state.

2010 PUBLIC POLICY & SOCIAL ACTION LEGISLATIVE AGENDA

Advocate for and influence administrative rules, policies, and legislation that promote ethical professional practice of social work:

Areas of Focus:

- a. Secure state investments in professional social work to ensure availability of services for Hoosiers
- b. Decrease barriers to effective practice and increase support for professional social work
- c. Advocate for increased compensation for social workers
- d. Support and promote licensure laws and policies that reflect the exemplary education, professionalism, competency, and integrity of all professional social workers

Support public policies that strengthen families and build communities:

Areas of Focus:

- a. Support a progressive and equitable tax system
- b. Advocate for every Indiana resident to achieve economic self-sufficiency and support efforts to reduce poverty
- c. Promote more safe home, school and community environments for all children
- d. In the case of any additional plans to privatize parts of state or municipal government administered programs or services, we support: 1) careful stewardship of taxpayer funds; 2) evaluation of achievement of program goals and objectives; 3) achievement of positive outcomes for clients; 4) realization of economic savings without harming clients; and 5) assurance of due process guarantees so that qualified Hoosiers receive all benefits and services to which they are entitled.

Support Indiana Coalition on Human Services Recommendations for Indiana's Public Assistance Benefits Eligibility Determination Process ~ Refer to attachment

Advocate for high quality, affordable health care, mental health, and other services:

Areas of Focus:

- a. Expand access to and funding for quality health care, mental health, and other health services for all Indiana residents
- b. Support legislation and administration policies that fund, expand, and strengthen the Medicaid system.
- c. Promote and support initiatives that will fund and create wrap-around programs to address unmet needs among the insured and uninsured
- d. Advocate for a Single Payer system and Universal Health Care Program
- e. Support and advocate for funding and services that promote the healthy development of children

Encourage honor and support of cultural and ethnic diversity to strive to end discrimination and oppression:

Areas of Focus:

- a. Ensure that State laws and policies protect the best interest of all, and uphold inclusive delivery of services
- b. Promote increased resources for and access to higher education for minorities and disadvantaged groups
- c. Advocate for research, policies, and practice initiatives that will eliminate racial and ethnic inequities in all human service systems

Promote appropriate education:

Areas of Focus:

- a. Promote funding and support for all services and initiatives that improve the success of students in public schools
- b. Advocate for alternative supports and educational services for all children and families
- c. Develop and expand Adult Basic Education programs within the community
- d. Abolish corporal punishment within school systems throughout the State
- e. Promote comprehensive, accurate reproductive health education in public schools

Encourage respect and support for GLBT civil rights:

Areas of Focus:

- a. Ensure equal rights and protection for everyone under Federal and State law, and amend civil rights laws to include sexual orientation and gender identity
- b. Support policies that protect GLBT families and their children
- c. Oppose any constitutional amendment that would restrict or prohibit same-sex marriage
- d. Promote public education to help people understand that sexual orientation is something people discover about themselves, rather than a "choice"

Please reference NASW FACT SHEET at naswin.org

Monitor the following areas and respond as appropriate:

- a. Poverty
- b. Immigration
- c. Insurance Availability and Viability
- d. Seniors/Aging
- e. Mental Health
- f. Addictions
- g. Employment
- h. Voting Rights

PUBLIC POLICY/LEGISLATIVE COMMITTEE CHARGE

The ***Public Policy/Social Action Committee*** of the NASW Indiana Chapter proactively monitors, ***organizes and recommends social action, and advocates for:***

- Federal, state, and local policies;
- Administrative issues;
- Legislation that affects the clients, consumers and communities served by social workers; and,
- ***Legislation and policies that support and further the profession of social work***

In conjunction with the Indiana Chapter Board of Directors, the Committee works with local and statewide coalitions ***to organize and advocate for social action*** in order to secure a just society for those we serve.

► For further information, visit www.naswin.org or contact the Indiana Chapter of NASW at 317-923-9878 or naswin@naswin.org ◀



RECOMMENDATIONS FOR INDIANA'S PUBLIC ASSISTANCE BENEFITS ELIGIBILITY DETERMINATION PROCESS

THE GOAL: A SYSTEM THAT WORKS – As policy makers consider ways to improve Indiana's eligibility system, we believe that everyone can agree on the desired outcome: a system that allows all individuals to apply for, maintain and sustain benefits for which they are eligible in a fair, fully accessible and efficient fashion.

ACCESSIBILITY - The system should include multiple ways to access benefits, including face-to-face, telephone, fax and internet, with the objective of securing benefits with the fewest number of contacts.

- Every potential applicant or recipient to FSSA eligibility services should have the *option of direct access to a trained person who is accountable and has the authority to make an eligibility determination.*

- Full accessibility, including access to assistive technology, must be available for people with special needs.

- The consumer should be able to have the issue resolved in a single transaction unless additional documentation is required.

TRAINING – All staff that provides any part of the eligibility benefit system should have adequate periodic training.

- Special training should be provided to staff specific to all the functions for which they are processing.

- For example, workers who manage a Temporary Assistance for Needy Families (TANF) application need to be able to inform the consumer about the implications of the time-limited TANF.

ADVISORY GROUP AND POLICY REVIEW – An Advisory Group should be created to help FSSA and State policymakers to develop transition plans and provide on-going recommendations regarding income eligibility programs.

- The Advisory Group should encompass a full range various stakeholders, including consumers, legislators, related state agencies and community-based service providers.

- The Advisory Group should be provided access to appropriate data, reporting and internal processes in order to provide informed guidance.

- The Advisory Group should be regularly informed of any actions that are implemented as a result of Advisory Group recommendations.

- The Advisory Group should create a sub-group of outside, technical experts to review policies and procedures about applications, redeterminations and the inter-relationships with other benefit programs. For example, this group should explore categorical redeterminations and presumptive eligibility.

BUSINESS PROCESS ANALYSIS AND AUDIT– Indiana would be best served by a disinterested third party conducting a business process analysis and helping to develop the transition plan to the system that works. An audit should be conducted to determine actual costs and realized savings.

- A business process analysis should be conducted immediately by a disinterested third party. The analysis should include recommendations about benefit processing and document management for inclusion in a transition plan.

- A review of document management should include assessment of who has access to information, what information is needed and how the information is collected, compiled, stored and utilized.

- The third party analysis should be secured and contracted by Legislative Services Agency or by the State Budget Committee.

- The audit, managed by the State Board of Accounts, should determine actual costs and realized savings, including costs

absorbed by different function areas and V-CAN members.

DELIVERABLES AND REPORTING – The revised system should have identified deliverables which are measurable, tracked and reported on a regular basis. These reports should be accessible to the public.

- Standardized methods of reporting regular process and outcome data should include both quantitative and qualitative data. In addition to application, denial, enrollment and error information, metrics might involve timeliness and disposition of issue resolution, number of contacts to complete a transaction, client stability, etc.
- Customer satisfaction should be tracked, monitored and reported regularly for comparison and to make future improvements. Clients, caregivers and community partner organizations should be included in surveys.

COMMUNITY PARTNERSHIPS – Community partnerships are critical to an eligibility system that works.

- Service providers need ongoing access to trained eligibility staff and a back door to troubleshoot specific cases.
- The V-CAN system should be reviewed and evaluated, including an accounting of the resources being used from other sources.
- Costs for eligibility processing should not be shifted to other programs or community partners without formal contracts and reasonable compensation.