

## **CENTRAL REGION PROCESS MANAGEMENT**

The Central Region of the Division of Public Assistance is changing the way it does business!

To allow us to meet our customer and partner needs more efficiently, we are changing from a caseload management model to a more flexible and efficient process management model.

### **What does this mean to our customers?**

- They will get served the same day they apply for benefits
- They will have the opportunity to complete their interviews over the phone
- Their questions will be answered quickly and timely
- Their benefits will be issued timely and accurately
- They will no longer be assigned a caseworker; instead they will have a group of caseworkers working for them.

### **What are the important areas of this new process?**

#### Navigator

As soon as clients enter the DPA office, they will be greeted by a navigator. The navigator is an essential player as it directs customers to the appropriate area for immediate service.

#### Question and Answer

Whether in person or by phone, knowledgeable staff are available to answer questions from customers between the hours of 8:00 am to 5:00 pm.

#### Intake Interview

This section provides immediate interviews for customers requesting assistance.

#### Pend/Verification

Staff assigned to this section reviews and verifies information submitted by customers whose cases are in pending status.

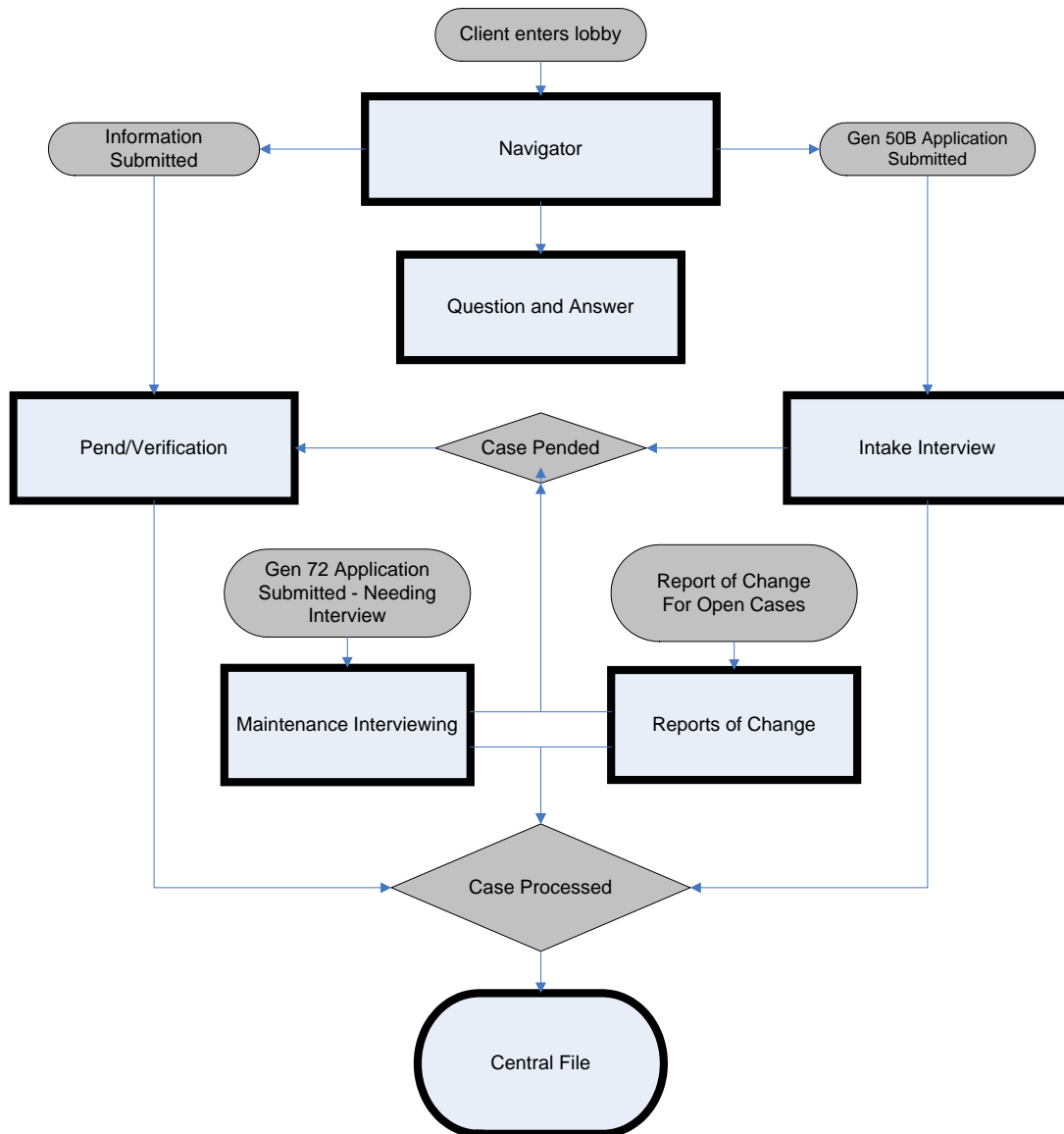
#### Maintenance Interview

This section provides immediate interviews and determines ongoing eligibility for customers who are already receiving public assistance.

#### Reports of Change

Staff in this section determines ongoing eligibility for recipients when an interview is not required.

## Process Flowchart



### Which offices are changing to this new model?

All offices within Central Region including the Gambell Office, Muldoon Job Center, Eagle River Job Center, and Mat-Su District Office.

### When will the change happen?

Gambell Office implemented the change in February 2010. Muldoon Job Center, Eagle River Job Center, and Mat-Su District Office implemented in June 2010.

**Contact Phone Numbers:**

**Gambell Office**                    269-6599 or 269-6000  
1-888-876-2477 (toll free)

**Muldoon Job Center**            269-0001

**Eagle River Job Center**        694-7006

**Mat-Su District Office**        376-3903  
1-800-478-7778 (toll free)