Northwest Regional Telehealth Resource Center and the Telehealth Alliance of Oregon

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Non-profit:

- Pacific Northwest University of Health Sciences
- University of Utah Health Clinical Neuroscience
• Audio and video are muted for all participants
• Use the Q&A feature to ask questions
• Moderator will read questions to the speaker
• Presentation slides are posted at https://nrtrc.org/sessions. Recordings will be posted after the conference.
• Moderator: Alia Fry
• Presenters:
  – John R Graham, HHS Regional Director, IEA
  – Mary Sheridan, Bureau Chief, Idaho Dept. of Health and Welfare
  – Rose Locklear, Oregon Office of Rural Health
  – Matt McCullough, Associate Director, NRTRC and UETN
  – Kimberly Miyazawa Frank, Regional Administrator, ACF
  – Rachelle Zylstra, Regional Administrator, ACL
  – Sharon Turner, Regional Administrator, HRSA
  – David Dickinson, Regional Administrator, SAMHSA
  – Tammy Arndt, Director, Northwest Telehealth
  – Darryl Means, Regional Administrator, CMS
Administration for Children & Families
Accessibility of Social Services & Supports
Overview

- Poverty & Internet Access
- ACF Program Resources & Online/Telephonic Access to Services
- Innovation in State Human Services Delivery
Poverty & Internet Access

- More than 1 in 6 people in poverty have no internet access.
- People in poverty in non-metropolitan areas are less likely to have internet access (8 percentage points).

Source: ASPE tabulations from the ACS
ACF Program Resources

New COVID-19 guidance promoting social service accessibility:

TANF
- Online/telephonic application/eligibility processes
- Online job training/search/work readiness activities
- Virtual case management
- Increased cash benefit levels for those with reduced income due to COVID-19.

Child Welfare
- Use of videoconferencing for Title IV-B monthly caseworker visits; telephone contact with foster youth in college/university settings.
ACF Program Resources

Head Start
• Innovative family engagement and child development supports
State Human Services Innovation

- Idaho’s integrated eligibility and enrollment system for SNAP, Medicaid, Child Care, TANF, Tax Credits and other programs.
  - Multi-page and in-person applications replaced by 2-30 minute conversation via phone with eligibility staff;
  - Reduced eligibility determination after intake from 50 days to 30 minutes;
  - Increased accuracy and decreased error rates;
  - Reduced approval for SNAP from 35 days to 1.2 days.

- Washington’s current effort to increase telephone capacity to help families access benefits, including shifting staff across divisions and service units.
Thank you

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