

Team Information

Project Name

MoPAM - Missouri Public Assistance Mobile

Team Members

Minimum: 3; Maximum:10

	Name	Department	Division
1	Lynn Bynum	Department of Social Services	Family Support Division
2	Angela Albrecht	Department of Social Services	Family Support Division
3	Danny Ebersold	Department of Social Services	Family Support Division
4	Jenny Littlejohn	Department of Social Services	Family Support Division
5	Jennifer Reed	Department of Social Services	Family Support Division
6	Diana "Renee" McCoy	Department of Social Services	Family Support Division
7	Elizabeth Curry	Department of Social Services	Family Support Division
8			
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Your Pitch

What problem are you addressing? (No more than 200 words)

The Family Support Division (FSD) Income Maintenance (IM) Unit provides integral health, food, childcare, and cash assistance programs to Missouri's citizens. FSD IM is legislatively mandated to have an office in every Missouri county under the Revised Statutes of Missouri, Title XII Public Health And Welfare, Chapter 207, specifically 207.060, which states, "The directors of the family support division...shall...operate and maintain a county office in every county..." Many county offices are staffed by a handful of employees and have low citizen turnout each year. The current cost to rent, maintain, supply, and staff brick/mortar locations in our rural, 5-county sample area of Carroll, Chariton, Howard, Ray, and Saline counties totals \$584,945.86 annually. These five brick/mortar offices house a total of 10 staff and have a total of 6618 recipient visits annually. It has been indicated FSD may reorganize certain counties into Resource Centers staffed by one Correspondence and Information Specialist. The projected cost, assuming the building remains the same, for this venture in the 5-county sample area would be \$376,080.50 annually. Maintaining a brick/mortar location in each county to meet the legislative mandate of county office is not cost effective in regard to facility or staffing costs.

What is your primary measure for the problem?

Primary measure	Current Status	Target
The cost of brick/mortar offices and staffing expenses incurred in counties with low citizen turnout in order to meet the legislative mandate of county office.	\$584,945.86 annually for current sample area; \$374,212.10 annually (projected) for potential reorganized sample area	Current sample area savings of 50% first year and 82% subsequent years; Potential reorganized sample area (projected) savings of 21% first year and 72% subsequent years

** Measures should follow SMART principle: Specific-Measurable-Actionable-Relevant-Timebound.*

[OA's guidance on performance metrics](#)

What is the root cause of the problem? (No more than 200 words)

The Family Support Division (FSD) Income Maintenance (IM) Unit is under legislative mandate to maintain an office in every county. This mandate has been met by renting, maintaining, supplying, and staffing a brick/mortar location in each county. Some brick/mortar locations house a handful of staff and see low recipient turnout. The result of meeting the legislative mandate in this manner is high expense in counties with low citizen turnout.

What is your proposed solution? (No more than 200 words)

Creating mobile units, Missouri Public Assistance Mobile (MoPAM), each staffed by 2 Correspondence and Information Specialists and serving multiple counties, would eliminate rent and related expenses of brick/mortar locations and reduce overall staffing costs, while maintaining an office in every county as legislatively mandated. The MoPAM in our rural, 5-county sample area would reduce the current brick/mortar cost the first year by an estimated 50% and subsequent years by an estimated 82%. If MoPAM replaced the potential Resource Center reorganization plan, the estimated projected savings would be 21% the first year and 72% in subsequent years. MoPAM has the potential to provide greater access to healthcare programs and other FSD IM-managed programs by targeting service and outreach to a greater number of citizens lacking transportation or having other barriers to visiting brick/mortar locations. MoPAM would have a rotating schedule

Project Plan

What are the major activities and milestones to deliver your solution? (Additional steps may be added)

Activity	Milestone or deliverable	Due date
1 Determine number of counties to be consolidated into MoPAM service routes and create multi-county routes for entire state	MoPAM service routes created	15-Jul-19
2 Determine number of MoPAMs needed based on MoPAM service routes	Total number of units needed obtained	15-Jul-19
3 Request, receive, review bids for 22' step van that meets ADA requirements and is outfitted to serve as a mobile office	Bid chosen	12-Aug-19
4 Submit purchase order for MoPAM(s)	Purchase order approved and MoPAM(s) purchased, delivery of unit(s)	13-Feb-20
5 Submit purchase orders for office equipment, office furniture and supplies, safety equipment, cleaning supplies, etc	Purchase order approved and items purchased, delivery of items	15-Feb-20
6 Request staff (2 Correspondence and Information Specialists per MoPAM unit); Publish job posting(s)	Approval of staffing request; Applicants interviewed and hired	13-Feb-20
7 Prepare MoPAM(s) for use, outfit with purchased equipment and supplies	MoPAM(s) ready and begins service	20-Feb-20
8 Cancel all brick/mortar related contracts	No further rent or contract expenses	1-Apr-20
Publicize MoPAM(s) creation, service routes, and service schedule	Flyers, press releases, radio ads, etc observed in public	30-Nov-19

Required Resources and Support

What is the expected project duration? Choose one from the list below.

Long term (> 6 months)

How many people will be required to finish the project in the given duration? Choose one from the list below.

Large (>6 people)

Does your project require any specialized skills to complete? If so, explain. (No more than 50 words)

No. Standard procurement and staffing procedures would be used to complete the project. Once MoPAM(s) is in service, standard office procedures would be used.

Does your project require any statutory change to complete? If so, explain. (No more than 50 words)

Not at this time.

Will the costs of the project exceed your current budget? If so, explain. (No more than 50 words)

The project should save money, both short term and long term. The current budget should not be adversely affected.

Are there other important factors for successful implementation of your project? (No more than 50 words)

Utilizing community partners to disseminate MoPAM information will help to increase overall potential outreach with minimal associated expenses.

Additional Materials

Please list any additional materials you have provided.

Brief description
1 Cost of current brick/mortar and potential reorganization plan vs cost of MoPAM
2 MoPAM in depth
3 Outreach