	Division/Section	Family Support
	Chapter No./Name	00 – Miscellaneous Issuances Manual
	Part No./Name	E – Executive Bulletins
	Section No./Name	E-2500 Executive Bulletins
	Document No./Name	E-2577-00 Introduction to Integrated Eligibility System/LITE
	Effective Date	November 16, 2017

We are very pleased to announce a new integrated eligibility system called the Louisiana **I**ntegrated Technology for **E**ligibility (LITE) system. The system is targeted to begin pilot in late 2018. It will focus exclusively on ES programs that include SNAP, FITAP, KCSP, STEP, and DSNAP.

Most of you have heard something about the new system already, but today officially kicks off communication where more in-depth information is shared.

This Executive Bulletin (EB) will explain the goals for LITE, how it will help you do your job more efficiently, and what is being done to ensure the same challenges with CAFÉ will not be repeated.

The overall goal for the new system is quite simple: A system that makes it easier for our workforce to do their job more effectively and efficiently. To that end, the system must enable staff to:

- improve casework quality,
- automate manual processes,
- streamline system maintenance, and
- simplify system changes.

To create a better system, a DCFS design team (which includes local office staff) has been working with the vendor on a system design that will simplify daily life in the parish office. Below are some exciting changes the system will offer to reduce workload:


- There will be one system to use -- no more toggling between CAFÉ, JAS, and LAMI or waiting for the system-to-system communication.
- The system will schedule interviews based on availability.
- Many forms and notices will be combined and sent automatically, based on the information entered during the interview.

Several large-scale improvements that will benefit all of ES include:

- Policy-driven eligibility determinations completed by the system. Workers will be able to review determinations and “run eligibility” before confirming the decision is correct.
- Improvements in how work is assigned – including how simplified reports and redeterminations are assigned.
- A master list of clients that can be easily shared with Louisiana Department of Health (LDH).

Given the implementation challenges of CAFÉ, there may be some skepticism and concern regarding the new system. However, rest assured that we took a careful look at the issues encountered with CAFÉ so as not to make the same mistakes again.

Staff with specific expertise within Economic Stability was chosen to be part of the system design team. With their involvement, changes in the design of the new system will improve efficiency and

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should effectively align with local office service delivery. These staff are very excited about the changes noted and list these as major benefits in the new system.

Local office staff has also been asked for input on how to more effectively communicate the status of LITE and its functionality. One such request was to offer multiple communication channels. More targeted communication about the system and descriptions of the system functionality will be communicated.

It is understood that there are challenges regarding the time to actually read updates about the new system; therefore, updates will be included in supervisory or similar meetings where time can be dedicated for education and sharing on the new system.

In the next several weeks, the Organizational Change Management (OCM) team will be launching a new “Coming Attractions” website on the Intranet that will be dedicated to LITE. This website will contain a number of topical updates, such as system functionality, special events, new terminology, and project status.

We are very excited about the prospect of modernizing our technology and providing our workforce better tools to do the job and we look forward to your engagement in this effort.

Thank you in advance for keeping an open mind and staying positive about our new system.