



Montgomery County

Office of Eligibility and Support Services

The Office of Eligibility and Support Services is a division of the Montgomery County Department of Health and Human Services and consist of FIA, MDH and County Programs. The **Customer Service and Assistance Center (CSAC)**, established in March 2020, is an internal and centralized call center to timely address and facilitate customer interactions with the Office of Eligibility and Support Services (OESS). The CSAC team assists with general inquiries, application status, specific case/program questions, scheduling appointments, applying for benefits through outreach initiatives, reporting changes, and other functions within the scope of the CSAC. The CSAC reduces major barriers to program access such as a household's lack of transportation, hours of employment, illness or disability, childcare issues, etc.

Here is a list of additional accomplishments:

- During the fiscal year we have assisted 5,217 customers in our **Computer Labs** assisting customer completing their applications and MBRs.
- **Employment Services** has distributed 72 Chromebooks to customers participating in the TANF Work Program and 6 Public Assistance to Entrepreneurship (PA2E) participants graduated during the Fall 2022 Cohort and assisted 39 work program participants to be approved for the Childcare Scholarship program.
- We have attended multiple **Outreach Events** to assist county residents with information and to apply for state and county programs.
- The **Medicaid** enrollments for Montgomery County were 201,843 as of July 2022 and have increased to 209,619 as of February 2023.

CSAC DATA

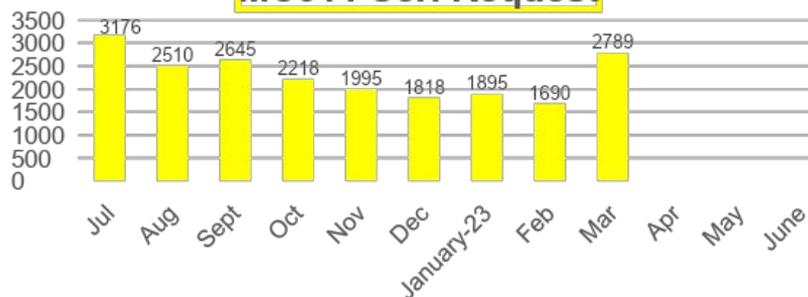
**CSAC FY-23
7-1003 Call Center**



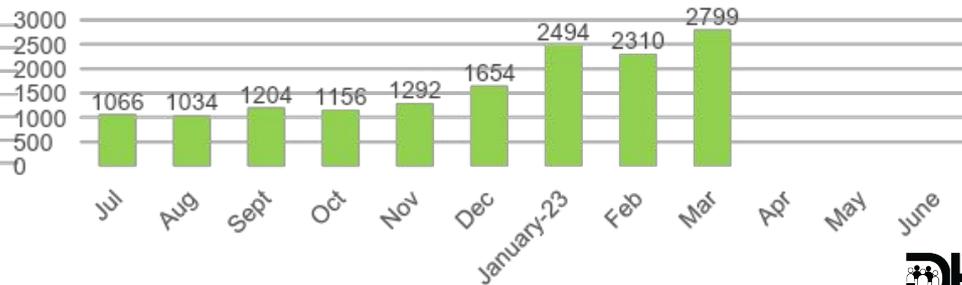
**CSAC FY-23
OESS Email Acct**



**CSAC FY-23
MC311 Ser. Request**



**CSAC FY-23
DHS Call Center (CRM)**



Office of Eligibility and Support Services Germantown Regional Office



Office of Eligibility and Support Services Rockville Regional Office

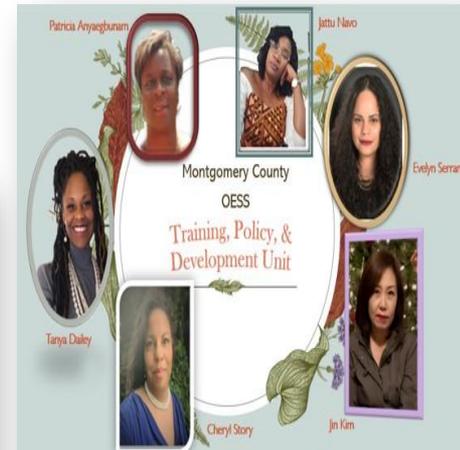


Office of Eligibility and Support Services Silver Spring Regional Office



Office of Eligibility and Support Services Administrative Staff & Calhoun Office:

Customer Service & Assistance Center, Training, Policy, & Development Unit, Working Parents Assistance Program, Program Integrity Unit, Employment Services



Team

Patricia Anyaebunam, Program Mgr

Jattu Navo, Program Mgr II

Evelyn Serrano, Supervisor

Tanya Daily, Lead Trainer

Jin Kim, Lead Trainer

Cheryl Story, Lead Trainer

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P
D

Health Insurance Section:

Medicaid Outreach, Long Term Care, Montgomery County Program for the Uninsured, Montgomery County Connector Entity

