



# EMC DOCUMENTUM xCP SOLUTIONS FOR SOCIAL SERVICES

## Citizens are customers: Streamlining delivery of vital human services

### ESSENTIALS

- Speed delivery of vital services while improving efficiency and cost control
- Create a virtual “front door” for citizens that supports simultaneous enrollment in multiple programs
- Give caseworkers a unified view of the citizen across agencies
- Accelerate and improve decision making
- Ensure role-based security as information moves within, between, and outside agencies
- Enforce content retention and disposition policies that support regulatory compliance

Today, regional, provincial, state, and local government agencies that directly serve citizens operate in a harsh spotlight. Whatever the mission, they’re expected to perform it faster and better—regardless of budget constraints. This is especially true in social services. Over the past decade, demand on U.S. programs that provide food stamps, housing, jobs, and medical care has steadily increased. In 2008, for example, nearly 10 million people lived in subsidized housing, a jump of 13 percent from 2000.<sup>1</sup> With passage of the Affordable Care Act, 20 to 30 million new applicants will be knocking on the doors of social services agencies by 2014.

Yet as demand soars, resources to meet that demand recede. In Germany, recipients of social services will shoulder almost half the burden of budget cuts aimed at balancing the budget.<sup>2</sup> In the face of this trend, social services agencies are scrambling to transform service delivery to be more customer centric—as well as more cost effective. Yet achieving streamlined, cost-effective, customer-centric service delivery presents a formidable challenge in an IT environment of siloed information systems that impede data sharing.

The solution is EMC connected government. Connected government enables social service delivery at lower cost using solutions powered by the industry’s most comprehensive and configurable

<sup>1</sup> Nash, Kim. “Government IT: Fixing Service Delivery to Put Customers First.” CIO Magazine (2010): 1. <[http://www.cio.com/article/593686/Government\\_IT\\_Fixing\\_Service\\_Delivery\\_to\\_Put\\_Customers\\_First?page=1&taxonomyId=3004](http://www.cio.com/article/593686/Government_IT_Fixing_Service_Delivery_to_Put_Customers_First?page=1&taxonomyId=3004)>.

<sup>2</sup> Watt, Andrew. “Eat the poor – Germany’s austerity package.” <<http://www.social-europe.eu/2010/09/eat-the-poor-germanys-austerity-package/>>.

“Using Documentum xCP, we will be able to automate several tasks involved in processing eligibility requirements. First, all documents related to a case are scanned and made available online. The system includes a checklist of eligibility documents and tracks which documents are received. Case supervisors can easily review the claim status and see that the checklist has been completed.”

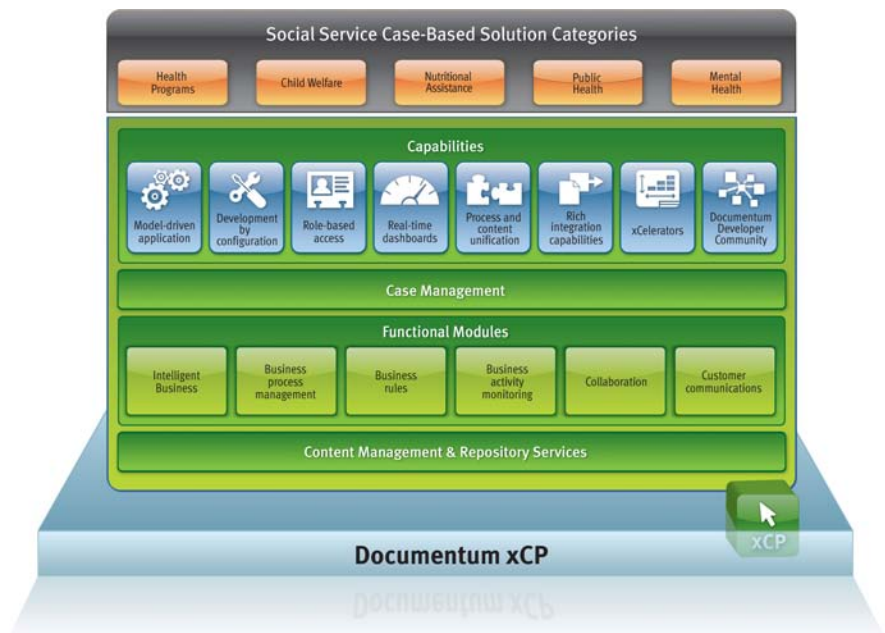
— Carlos Sanchez, Los Angeles County Department of Public Social Services

information infrastructure. Using connected government technologies, agencies can transform a maze of service-specific paper forms, office visits, and interviews into a single, integrated, web-based “front door” that enables citizens to apply for multiple services at once. Such an approach also provides agency staff with a unified electronic view of each client—detailing their needs and situation across program boundaries.

## DELIVERING SOLUTIONS WITHOUT COSTLY CUSTOM DEVELOPMENT

The EMC® Documentum® xCelerated Composition Platform (xCP) forms the core of EMC’s approach to connected government. It makes the transformation of social service delivery not only possible but cost effective.

Documentum xCP enables the capture, management, and archiving of critical information and processes. Using prebuilt templates and components, Documentum xCP also provides a rich solutions infrastructure, optimized to deliver dynamic, case-based applications that can address the specific requirements of social service delivery—through configuration not customization. These applications allow agencies to apply elements of a financial services “straight-through processing” model to case work in programs such as Medicaid, Temporary Assistance for Needy Families (TANF), the Statewide Automated Child Welfare Information System (SACWIS), and the Supplemental Nutritional Assistance Program (SNAP).



Documentum solutions for social services are built on the Documentum xCelerated Composition Platform, which enables the rapid development of case-based solutions to meet the needs of a variety of government agencies.

EMC Documentum xCP solutions can include a variety of features and functions such as:

- Intelligent capture
- Task-specific graphical interfaces
- Content management and repository services
- Business process management
- Secure collaborative workspaces
- Customer communications management
- Information governance and regulatory compliance
- Monitoring and reporting

For example, benefit reenrollment is a case. Each task or activity, such as coding for a claim, is part of the case. An electronic case file manages all case-related information and documents. In the world of manual processing, a case file is typically a paper file folder and—as the case grows in complexity—a desk drawer of folders. Electronic case files eliminate the inefficiencies of paper and aggregate any type of content relevant to a case, not just documents but audio and video files, images, and discussion threads.

Documentum xCP provides a complete range of intelligent case management capabilities, which can be configured into reliable applications serving any benefits’ process or activity. Plus, Documentum xCP solutions orchestrate processes and enforce policies via embedded business rules. A solution based on Documentum xCP incorporates years of government experience and helps ensure adherence to applicable regulations, while speeding service delivery, increasing productivity, providing seamless access to citizen information, and reducing cost.

Solutions for social service agencies built on Documentum xCP can be configured to:

- Manage policies and procedures for benefits eligibility
- Image documents for applications and renewals
- Provide a virtual repository for service provider and applicant information
- Deliver benefit applicant and recipient correspondence and personal information online
- Create self-service portals for agency programs

“In the future, 25,000 agents will use the system... an average of one million documents will be digitized and integrated into the ECM system every day...In total, 200 million documents will be handled each year.”

— *Lead Solutions Architect, European National Government*

## FULLY INTEGRATED COMPONENTS CONNECT SOCIAL SERVICE INFORMATION WITH PEOPLE AND PROCESSES

Documentum xCP seamlessly integrates technologies, such as content management, business process management, records management, collaboration, intelligent capture, and comprehensive reporting, to manage the applicant benefits lifecycle. Process monitoring tools identify the bottlenecks and inefficiencies that make it difficult for agencies to boost efficiency, control costs, and pool resources.

With a partner-developed solution built on Documentum xCP, agency case workers and the business systems they rely on can quickly access the information necessary to monitor the progress of benefit recipients as they move through the system. These proven solutions:

- Enable a single point of access for benefit applicants
- Provide intelligent data and document capture for all electronic and hard copy information from application forms to tax returns
- Improve process visibility with consolidated dashboards for case workers and agency managers
- Feature robust, configurable workflows with business rules that support intake, review, benefits enrollment, confirmation, and administration
- Offer the automated storage, retention policy management, and archiving necessary for regulatory compliance
- Integrate easily with individual agency line-of-business and financial systems

## INTELLIGENT DATA AND DOCUMENT CAPTURE

An integrated social services solution powered by Documentum xCP connects scanners, fax machines, and multi-functional peripherals located in many field locations to a central content repository. There, regardless of its source or format, data can be captured, indexed, and delivered to the business systems that require it. This integration eliminates the rekeying of data from paper documents, which not only speeds processing but reduces errors. It also aggregates information, making it available to reporting tools that support faster, more informed decision making.

Integrated data and document capture can automate many manual, time-consuming tasks that plague the administrative processes of social service agencies, leaving case workers more time to respond to the needs of their clients.

## EASE OF INFORMATION ACCESS AND DELIVERY

Once documents are digitized, the federation capabilities of Documentum xCP enable on-demand access to content by case workers and other agency staff. This ensures a consolidated view of enrollees and their interactions with the agencies. Through federation, a solution can use and manage data from multiple applications while the data remains under the control of the application that created it.

Consolidation can make an enormous difference to aid recipients. When the U.K. Department for Work and Pensions modernized its technology infrastructure, the processing time for state pension applications dropped from 60 days to 20 minutes.<sup>3</sup> In the U.S., one state launched a “virtual gateway” project to create a single point of entry for all health and human services programs. The gateway incorporated:

- Intake and referral
- Eligibility and enrollment
- Service delivery and tracking
- Invoice management
- Organization and program administration
- Fiscal oversight

<sup>3</sup> Feld, Charlie. “How the United Kingdom Delivers Customer-Centric Government Services.” CIO Magazine (2009): 1. <[http://www.cio.com/article/493811/How\\_the\\_United\\_Kingdom\\_Delivers\\_Customer\\_Centric\\_Government\\_Services](http://www.cio.com/article/493811/How_the_United_Kingdom_Delivers_Customer_Centric_Government_Services)>

## SEE A DEMO

Our preconfigured demonstration system can show you just how a Documentum xCP-based solution can work for your agency. We demonstrate the four critical components of end-to-end integrated social services delivery: capture, case management, constituent communications, and compliant records management.

To control access to information and protect citizen confidentiality, solutions built on Documentum xCP can benefit from information rights management (IRM) technology, which enables repository content to be controlled, secured, and tracked wherever it resides—behind or beyond the firewall. To accelerate enrollment, speed the delivery of benefits, or adjudicate benefit denials, agencies can use IRM for the secure exchange of enrollee information between agencies, case workers, and third-party service vendors.

## IMPROVED MANAGEMENT OF AGENCY PROCESSES

Process improvement continues to be a top priority for social service agencies. Sustained funding—and avoiding failure-to-comply lawsuits—often depends on meeting mandated response times. Plus, process inefficiency is especially critical at a time when states face budget deficits.

The business process management (BPM) capabilities of a Documentum xCP solution streamline and automate processes, moving tasks to the person best qualified to do the work. At the same time, BPM provides the foundation for a comprehensive view of social service requests across programs. Documentum xCP provides modeling and simulation tools that can help identify potential process bottlenecks before processes are designed and deployed. Business process management can be used to:

- Orchestrate a collection of manual and automated processes that enforce policies and procedures such as intake protocols or benefit termination actions
- Standardize processes through the application of business rules to activities such as enrollment, benefit increases and reductions, and mandatory program reviews
- Integrate with standalone social service systems
- Enforce records management and retention policies that support state and federal regulations

## AUTOMATED STORAGE, RETENTION, AND ARCHIVING

No information management solution is complete without the ability to meet long-term storage, retention, and archiving needs. EMC solutions for social services can automatically enforce content retention and disposition policies that support regulatory compliance and e-discovery mandates. At the same time, archived information remains quickly accessible for evaluating future program requests.

## IMPROVED CUSTOMER COMMUNICATION

EMC solutions for social service providers offer sophisticated customer communications capabilities that can be integrated with self-service web portals and kiosks to personalize correspondence to the delivery requirements of the citizen.

These capabilities can automatically generate routine correspondence as well as change of eligibility notices. They can trigger alerts when a social worker is changing facilities, retiring, or taking leave. Besides improving the citizen-agency relationship, customer communications management technology speeds the publication of critical documents, increases accuracy, reduces cost, and enforces a rigorous approval process that supports compliance.

## WORLD CLASS PARTNERS

EMC works continuously with its public sector partners to define, develop, and deliver social service solutions that leverage the power and flexibility of Documentum xCP. EMC automated case management solutions help government agencies deliver exceptional citizen service and results-oriented, market-based improvements in performance.

EMC and its partners bring together the substantial domain expertise and development experience of market leaders. These partnerships provide maximum value in minimum time to agencies struggling to cope with rising social service case loads and dwindling resources.

## ABOUT EMC

EMC Corporation (NYSE: EMC) is the world's leading developer and provider of information infrastructure technology and solutions that enable organizations of all sizes to transform the way they compete and create value from their information. Information about EMC products and services can be found at [www.EMC.com](http://www.EMC.com).

## CONTACT US

To learn more about how your organization can benefit from an EMC social services solution, visit us online at [www.EMC.com](http://www.EMC.com) or call **800.607.9546** (outside the U.S.: +1.925.600.5802).

EMC<sup>2</sup>, EMC, Documentum, and where information lives are registered trademarks or trademarks of EMC Corporation in the United States and other countries. All other trademarks used herein are the property of their respective owners. © Copyright 2010 EMC Corporation. All rights reserved. Published in the USA. 11/10 EMC Perspective H4877