STREAMLINE DELIVERY OF VITAL HUMAN SERVICES

Accelerate enrollment in human services programs with integrated benefits eligibility processing

Health and Human Services agencies face tremendous pressure to deliver more effective services for their clients. Demand for public benefits is rising because of continuing economic pressure on vulnerable families and individuals and changes to eligibility rules for some safety net programs. The increased demand combined with tightening state and local government budgets has triggered a movement toward service integration – the idea that the client should have a “single door” to formerly stand-alone benefit programs and those programs’ services should be linked to improve usability. Government departments need to explore options for expediting and streamlining access to benefits.

A U.S. DHHS (2010) study estimated that $65 billion in public benefits has not been claimed by eligible individuals and families. Applicants depend upon agencies to coordinate procedures for intake, eligibility determination, and case management across programs. Redundant applications and poorly integrated technology has added to the burden on applicants, case-workers and program staff. The result discourages applicants from pursuing all benefits to which they are entitled and decreasing the efficiency and performance of program staff responsible for identifying the full array of programs for their clients.

The EMC Integrated Benefits Eligibility Processing uses the Corticon Business rules engine to enable Health and Human Services agencies to streamline the delivery of benefits to its citizens powered by the industry’s most comprehensive and configurable information infrastructure.

INTEGRATED COMPONENTS CONNECT HUMAN SERVICES INFORMATION WITH PEOPLE AND PROCESSES

EMC® Captiva®, EMC® Documentum® xCelerated Composition Platform (xCP), and EMC® Document Sciences® xPression® enable the scanning, capture, case processing, archiving and correspondence of critical eligibility information and integrate with third-party rules engines. Documentum solutions are built on xCP which enables the rapid development of case-based solutions to meet the needs of a variety of government programs. Corticon Business Rules Management System (BRMS) is a powerful human-readable, “no coding” rules engine that integrates with xCP and used for eligibility determination. Captiva is used to digitize and capture document information; xPression to create custom documents and to generate routine correspondence and eligibility notices; xCP Case Management to orchestrate business processes, and BAM, business activity monitoring to create performance metrics and analytics.

By providing an integrated platform to manage eligibility, caseworkers are relieved of paperwork and routine processes, are better able to personalize support and coordinate benefits for clients across multiple programs and to review program performance, workload and program outcomes. As a result, benefits can be determined faster, individual family care can be customized by the case workers and agencies can coordinate benefits across multiple government programs. Care coordinators can use common family data and demographics across multiple agencies to develop one service plan accessible by many case managers.
DELIVERING SOLUTIONS WITHOUT COSTLY CUSTOM DEVELOPMENT

The EMC Documentum xCelerated Composition Platform forms the core of EMC’s approach to transforming human service delivery; it makes transformation possible and cost effective. Documentum xCP provides a rich solutions infrastructure, optimized to deliver dynamic, case-based applications that address specific requirements of human services delivery—through configuration not customization.

These applications allow agencies to apply a single “front-end” model to case work in programs such as Temporary Assistance for Needy Families (TANF), the Statewide Automated Child Welfare Information System (SACWIS), and the Supplemental Nutritional Assistance Program (SNAP).

Documentum xCP provides a complete range of intelligent case management capabilities which can be configured into reliable applications serving benefit processing and enforcing policies via embedded business rules. A solution built on Documentum xCP helps accelerates service delivery, increases productivity and provides seamless access to citizen information while enhancing their user experience.

WORLD CLASS PUBLIC SECTOR PARTNERS

EMC works continuously with its public sector partners to define, develop and deliver human services solutions that leverage the power and flexibility of Documentum xCP, Captiva, xPression and Business Activity Monitoring. EMC automated case management solutions help government agencies deliver exceptional citizen service and results-oriented human services program improvements.