

Modernizing Human Services

The Paths Are Many; The Destination Is Success

In the past two decades, public assistance programs have seen sweeping changes. But the processes and systems for administering them? Not so much. The result is often a complex and inefficient program.

That is why states are modernizing their human services programs – and turning to us for help. We offer them expertise, a practical approach, and multiple options for improving service and efficiency.



Rethinking Service Delivery

For programs such as Medicaid, Temporary Assistance to Needy Families (TANF) and Food Stamps, improving service often means redesigning the program's service delivery model.

That's no small task, for several reasons:

- In-office eligibility determinations are no longer practical for the working poor, so new approaches must be considered
- As experienced eligibility workers retire, there's a steep learning curve for new workers
- Many eligibility systems are antiquated, but replacing them can be cost-prohibitive
- In many states, each HHS program has its own eligibility system and process, creating inefficiencies

We work with states to understand the needs of their clients and agency staff. Then we help transition from a program-centered model to a client-centered one that focuses on desired social outcomes. In doing so, we create a service delivery model that complements rather than competes with program goals toward self-sufficiency.

Multiple Options for Managing Change

Modernizing a human services program doesn't have to be an all-or-nothing proposition. Some states undertake an enterprise-wide transformation. Others look to modernize individual systems first. And still others focus on short-term improvements in certain operational components, such as implementing an integrated call center for multiple programs.

This is why we offer multiple options for managing change. We look at your programs holistically and set priorities by asking: What changes yield the greatest gain for program stakeholders with the least risk for government?

Modernizing Human Services

Our Services

We offer many options for improving service to clients and streamlining eligibility processing. Among them:

Eligibility Client Services

- Customer care
- Interactive voice response
- Information and referral
- Eligibility screening
- Eligibility data gathering
- Eligibility processing and case maintenance
- Fraud and abuse detection services

Eligibility Technology Services

- @Vantage eligibility and case management framework solution
- Enhancements integrated with legacy systems
- New system development for one or more HHS programs

Eligibility Administration Services

- Document management
- Imaging
- Mailroom, printing and document center operations

Our Approach

We're committed to a flexible, low-risk approach to human services modernization that:

- Enhances the client eligibility experience
- Increases caseworker productivity
- Improves agency efficiency.

We offer client-facing services for eligibility processing and customer care, as well as back-office functions such as imaging and document management. And our @Vantage HHS framework gives you a client-centric, Web-based COTS solution that links eligibility determination with case management.

Is your main goal to reduce costs? Deal with staffing constraints? Improve service, increase productivity or comply more quickly with government regulations? Count on us to help you comb through all your options and help you determine what's right for your situation.

With years of experience in complex human services operations, we'll deliver on our promises. That's because we design our solutions – including technology, staffing and process enhancements – to deliver agreed-upon results.



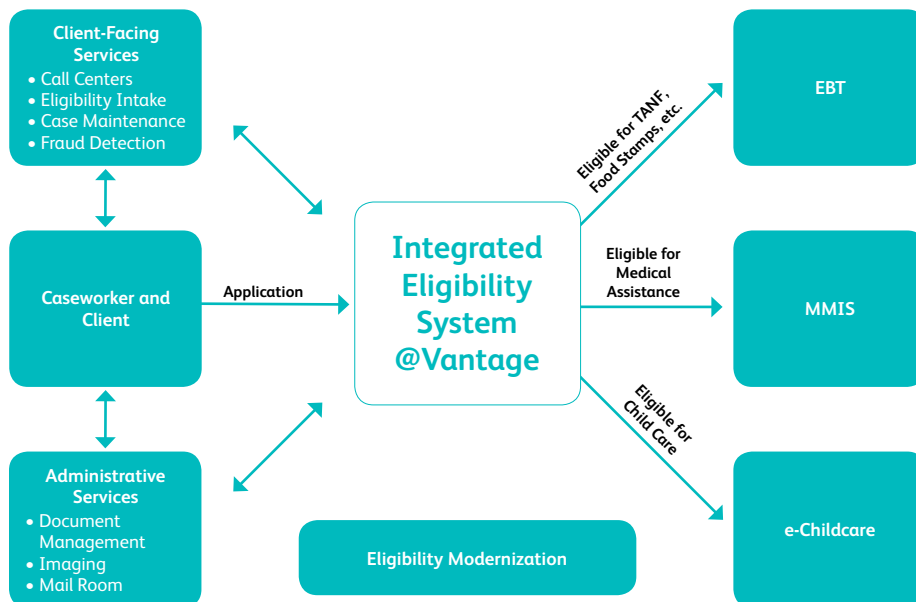
Our Qualifications

Choosing a partner to help update your programs is critical. But not just any partner will do. You need a flexible expert – one who offers a wide range of HHS modernization solutions. We offer you an optimal mix of:

- Leading-edge technologies
- Hands-on eligibility systems development
- Operations knowledge
- 30 years of experience in HHS program administration

Our mission is to provide your agency solutions that are the best fit for achieving your eligibility modernization goals.

Our HHS Modernization Portfolio



We offer an end-to-end set of products and services to help human services agencies gain solutions that are the best fit for achieving their modernization goals.

Contact Us

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