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Innovations that Energize Human Services Delivery

APHSA-ISM Conference
ACS Presentation
August 31, 2009

Panel Presenters

Moderator: Nancy Collins, Senior Vice President and
Managing Director, ACS Government Solutions

Speaker: Ralph Duke, Executive Director
Information Technology, TN DHS

Speaker: Richard Siemer, Deputy Commissioner/CIO
Management Information Systems, NYC HRA

Goals of Human Service Innovations

- Identify areas where technology can help:
 - Reduce costs and streamline program operations
 - Improve access, quality and security of client services
 - Raise credibility among agency stakeholders
 - Contribute to the “greening” of America
- Leverage existing infrastructure and investments
- Quick ROI through selective implementations

***Harnessing the Power of Technology
to Improve Human Services Delivery***

Applying Innovations to Your Service Delivery Model

- Solutions:

- Move from *in line* to *online* for client access to services
- Move from *paper* to *images* for document management
- Move from *paper* to *plastic* for payment and benefit disbursements
- Move from *manual* to *electronic* for time and attendance tracking and services

- Results:

- Saves money / public funds
- Improves client responsiveness and services delivery
- Increases worker productivity, enhances agency credibility and promotes energy savings

Ralph Duke, Executive Director
Information Technology
Tennessee Department of Human Services

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Legacy Environment

Tennessee Department of Human Services

- Provides financial, medical, food and Child Care assistance to more than 1.4 million citizens in Tennessee
- Legacy systems (4) : ACCENT - 1990s mainframe legacy system for integrated eligibility, TCCMS – Child Care eligibility and payments, COTS – Claims, VRTS – Voter Registration
- Need: Increased caseloads, desire to change the way we do business and be able to respond quickly to legislative and policy changes.
- The age of the legacy system and complexity of the business rules, resulted in too many workarounds

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TN DHS Service Framework

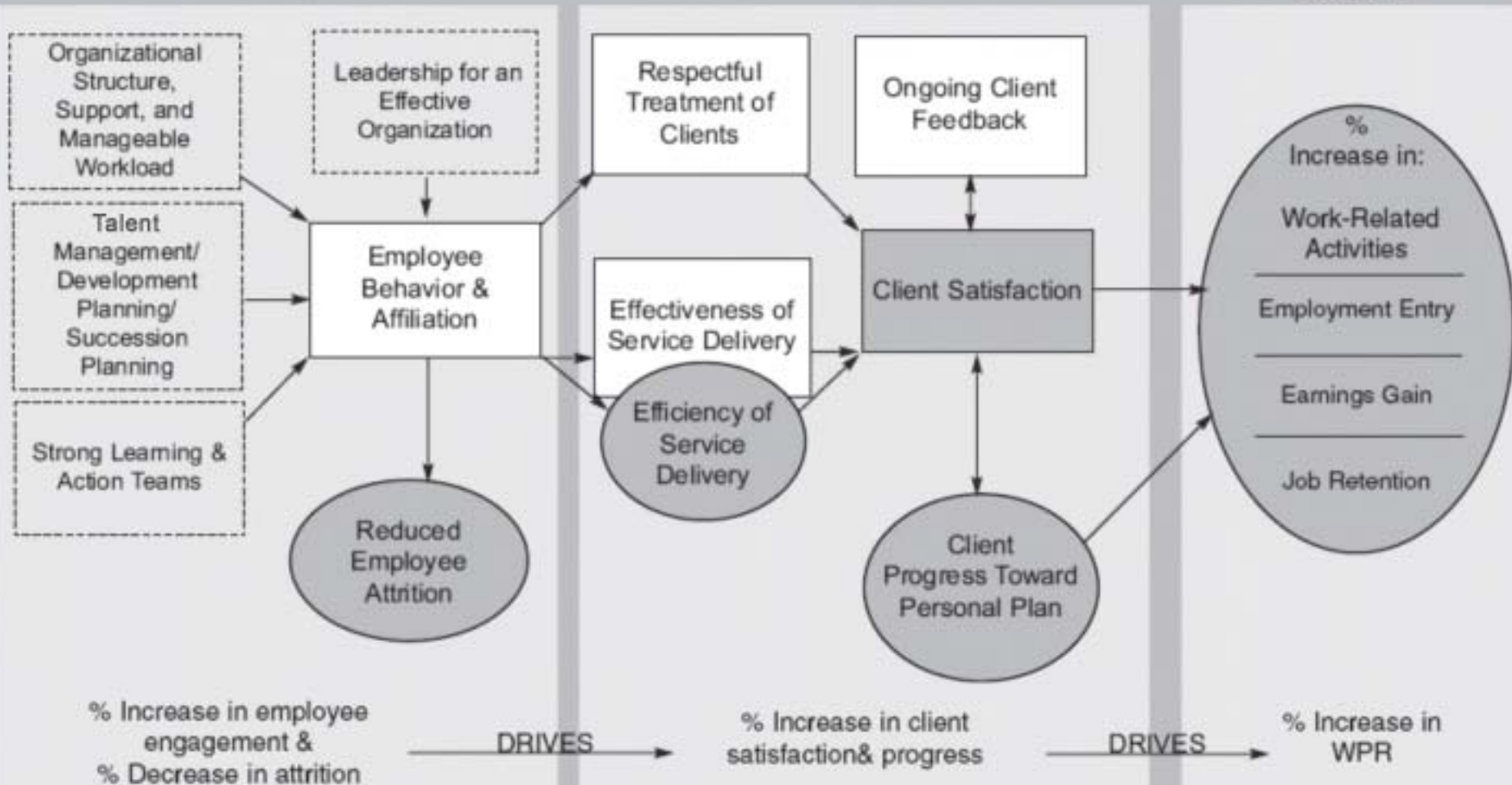
The Employee - Client - Service Linkage

To improve the well-being of economically disadvantaged, disabled or vulnerable Tennesseans through a network of financial, employment, rehabilitative and protective service

Enhance long-term capability of the workforce

Increase client satisfaction and success

Clients successfully participating in work and/or work-related activities



Legend: The rectangles surrounded by dotted lines represent areas of activity, not measures. The rectangles surrounded by solid lines represent survey information. The ovals represent hard data. The measurements in gray are those we collect and distribute.

Technology Solutions for Improving Service Delivery

Tennessee Department of Human Services

- VIP
- Statewide Service Center
- Public facing Web-Site
- IVR
- Imaging
- Data Warehouse
- Dashboards
- Top Net

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Vision Integration Platform (VIP)

Tennessee DHS - Integrated Eligibility Services Solution

- Includes eligibility and case management for
 - TANF
 - SNAP
 - Medicaid
 - Child Care
- Other features
 - Reengineered claims process
 - Reengineered notice and reports capability
 - Time and attendance maintenance module for child care
- Web-based, rules driven, framework
- Environment : Java Framework, Oracle, Web Sphere, VMware
- Highly scalable and flexible

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Vision Integration Platform (VIP)

Tennessee DHS Integrated Eligibility Solution

- Electronic case folder
- Online appointment system
- Flexibility for emergency or disaster benefits
- Extensive support on client contacts
- Ability to balance workload across counties
- Automated case maintenance
- Robust security and roles capability and real-time interface processing
- Google Policy Search Linkage
- Web-based front-end that allows applicants to apply for assistance from the privacy of home

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Richard Siemer, Deputy Commissioner/CIO
Management Information Systems
New York City Human Resources Administration

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Case Study: Document Management

New York City Human Resources Administration (HRA)

- Provides financial, medical and food assistance to families and children
- Serves an average of 220,000 cases monthly through paper-intensive processes
- Costly and inefficient filing and retrieval of documents from storage rooms to service caseload
- Costly, long-term retention of documents for audit compliance

Case Study: Document Management

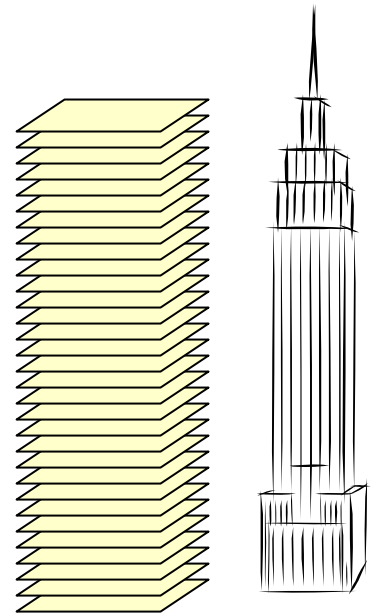
New York City HRA - Solution

- Document imaging and management solution implemented in less than 90 days using COTS software
- Turnkey operation collects, scans and indexes approximately 3M pages of documents monthly
- Imaged documents are uploaded to HRA's internal system for easy retrieval for viewing, printing and/or referral
- Expansion of document services since project inception:
 - From post-interview imaging to scanning during application interview
 - From prospective applications/documents to case backlogs
 - From program documents to administrative records

Case Study: Document Management

New York City Human Resources Administration (HRA) - Results

- Authorized users have secure, convenient and immediate access to case information from their desktops
- Eliminated document stack taller than the Empire State Building...monthly
- Significant reduction in operational costs and environmental impact while streamlining HRA efforts to help clients towards self-sufficiency



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**Nancy Collins, Senior Vice President and
Managing Director**
ACS Government Solutions

Electronic Payments

- Traditional Electronic Benefits Transfer (EBT) -- in use since 1986, mandated since 1996
 - Temporary Assistance for Needy Families (TANF)
 - SNAP (food stamps)
 - Women, Infants & Children (WIC)
- Electronic Payment Card (EPC): electronic distribution of payments through a nationally branded debit card – MasterCard® or VISA® – with funds accessible at a million-plus banks, ATMs and retailers nationwide

Electronic Payment Card Services

Fast, Secure, Convenient Funds Delivery

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Electronic Payment Card

- Easily applied to government-issued payments and benefits
- Full implementation in 120 days or less, with no startup or operational costs and few, if any government system changes
- Uses a secure, reliable processing solution/network through EPPIC, a highly-configurable, web-based financial system certified by MasterCard, Visa, and the federal government



Payment Card Benefits to Clients

- Faster and more secure access to funds (2-4 days earlier than checks)
- 24/7 customer service
- Service continuity in emergency and disaster situations
- Average savings to unbanked citizens of \$175/year vs. paper checks* (savings from check cashing fees, cost of money orders to pay bills, etc.)

* “Payroll Cards: An Innovative Product for Reaching the Unbanked and Underbanked”. US Department of Treasury, Comptroller of the Currency, Administrator of National Banks. June 2005.

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Payment Card Benefits to States

- Provided at no cost to the State
- Cost Savings
 - Reduced check issuance or EBT cost per case month for cash programs = millions in annual savings
 - Reduced fraud and lost payments
 - Reduced check returns due to bad address
 - Requires little or no system changes
- Service Improvements
 - Enhanced payment security
 - Reduced customer service calls
 - Enables quick disbursement of emergency benefits

Client Success Story: Oklahoma Department of Human Services EPS

**\$12 million
in savings**

Highly satisfied client achieving results in all areas – savings, efficiencies, accuracy, citizen service improvements, high satisfaction with providers, reduced fraud and cited as a national model



THE CHALLENGE

- Improve efficiency
- Improve service across all programs
- Eliminate manual processes
- Increase accuracy
- Reduce overpayments
- Reduce costs overall

THE SOLUTION

- Electronic Payment Cards (EPC)
- Electronic Benefits Transfer (EBT)
- e-Childcare solution
- EPPIC platform
- Enrollment planning and design
- Payment deposits (multiple options)
- Transaction processing
- 24/7 customer service

THE RESULT

- Saves \$12M per year
- 100% payment accuracy
- 100% accuracy on transactions for 300,000 cardholders
- Faster payments, secure, convenient
- From 20% child care provider satisfaction rating to 90%

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Award-winning
ACS

Additional Case Studies

- Georgia EPC
 - Collaboration between 2 agencies to disburse employee payroll and child support monies to custodial parents—at zero cost to state
 - Millions in annual savings from conversion of “paper” to “plastic”
- Michigan WIC
 - First on-line magnetic stripe EBT system for WIC to 240K cardholders
 - Significant annual savings from replacement of 10M paper coupons
- Hurricane Katrina Citizen Relief –
 - 300,000 emergency EBT cards manufactured and distributed in Mississippi
 - 250,000 cards issued to Louisianans relocated to Texas
 - Emergency cards to beneficiaries in other ACS states: AR,IA, MA, OK

Get to Know ACS in Human Services

- Stop by ACS booth #s 115 and 117
- For additional information, contact:

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