

# Constituent Case Management for Human Services / Public Assistance

Speed applications, eligibility determinations and decisions to improve service delivery



Temporary Assistance for Needy Families (TANF)



Child protective/abuse services



Child support



Adoption services



Independent living



Medicaid



Disability



Vocational rehabilitation



Supplemental Nutrition Assistance Program (SNAP) / Food Stamps

Hyland®

Case management workloads continue to stress the capacity and resources of health and human services (HHS) programs. But public assistance agencies face several challenges that make it difficult for them to optimize case management and efficiently manage social services, including reliance on paper-based processes to process applications and share information. In addition, many agencies still use outdated legacy systems to store and manage their human services benefits data and processing.

Hyland's content services platform brings together case management and content management, document and data capture, records management and customer communications management capabilities into a configurable, scalable solution to improve agency processes and service delivery to constituents. Human services agencies can eliminate the manual tasks that slow processes down and centralize information on a single platform to improve efficiencies and collaboration, allowing case workers to focus on the important work of helping people in need.

## **SPEED APPLICATIONS AND DECISIONS THROUGH DIGITAL TRANSFORMATION**

### **Reduce paper-based processes**

Electronically capture applications and supporting documentation and initiate eligibility determinations without paper to move the process online, eliminating manual tasks and expediting decisions. Enabling your case workers with web-based electronic forms, rules-based workflows and process automation removes tasks up and down the line to save time while making it impossible to lose documents.

### **Replace manual entry**

How many hours are your employees spending transferring data from paper forms and spreadsheets into electronic systems? A capture strategy using tools that can read paper and transfer data without manual entry allows you to reallocate staff time, eliminate errors and expedite processing. Automatically scan unstructured documentation for eligibility determinations and intelligently classify, validate and verify them for fast processing.

### **Achieve straight-through processing**

When everything has been completed the way it should be — all documents provided, all boxes checked, all qualifications in order — technology can route forms and applications through a rules-based workflow without human intervention. This translates into task prioritization, faster completion and automated flagging of exceptions that require the attention of a staff member only when it's time to review or make a decision.

## **MODERNIZE SYSTEMS WITH A CENTRALIZED PLATFORM**

### **Move to a cloud/shared-services approach**

Migrating to the cloud can help your agency centralize siloed IT solutions on a single platform that provides secure content storage and collaboration while ensuring ownership and control. Plus, being hosted in the cloud means case workers can access real-time information from anywhere, improving efficiency and transparency.

### **Implement tools for new programs**

Empower your agency to quickly implement processes as new services are offered with a low-code, rapid application platform using case management tools. Deliver faster solutions without the hassle of custom codes using an easily configurable point-and-click tool. With a centralized platform, caseworkers are notified as new documents are received and can efficiently view and update case files and data from a single point.

### **Streamline searches for information**

Overcome complex, time-consuming search challenges with an advanced search tool that can quickly pinpoint the exact information you need across content repositories, systems or databases. Analyze and extract insights by connecting different pieces of information, places, people and things to quickly find the answers you need, reducing wasted time searching while ensuring compliance and security.

## **ENHANCE CITIZEN ENGAGEMENT VIA DIGITAL CHANNELS**

### **Enable web and mobile access**

Allow constituents to submit information via their preferred method, such as mobile, email or an online portal where they can also get status updates. Scan and automatically capture paper documents if constituents still prefer to physically mail applications, and then route them electronically. Providing mobile access to information also means case workers don't need to return to the office if they forget a file or need to drop one off.

### **Reduce churn for re-certifications**

Leverage digital channels and customer communication management tools to automatically send notifications to individuals or families who need to re-certify and reestablish eligibility for services. Avoid the costly problem of sending letters or notices via the mail where constituents can easily miss them, leading them to temporarily lose benefits and needing to reapply.

## **FLEXIBILITY TO MEET EVERY HUMAN SERVICES NEED, INCLUDING:**

- Medicaid
- Child protective/abuse services
- Temporary Assistance for Needy Families (TANF)
- Supplemental Nutrition Assistance Program (SNAP)/ Food Stamps
- Vocational rehabilitation
- Independent living
- Disability
- Child support

Learn more at [Hyland.com/Government](https://www.hyland.com/Government)

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