Adobe solutions for guided benefits and services delivery

Streamline and simplify the intake and correspondence process to increase constituent access to services

Solution components

- Adobe® LiveCycle® Data Services ES
- LiveCycle Reader® Extensions ES
- Adobe Benefits and Services Delivery Solution Accelerators
- Adobe Solution Accelerators for Government
- Adobe Reader
- Adobe Flex®
- Acrobat® Connect™

Success story

The State of Illinois Department of Human Services is using Adobe LiveCycle solutions to automate and streamline the application and delivery process of health and human services.

Results

- Conversion of over 1,500 forms and documents to enabled PDF
- Streamlined forms distribution time from weeks to minutes
- Decreased administrative costs
- Reduced printing and distribution costs
- Increased caseworker productivity—cutting at least 1.5 hours per day spent on completion of paper forms

As automation and access to information on-demand become more prevalent in everyday life, citizens and businesses are looking for faster, easier, more responsive experiences when dealing with government agencies. At the same time, governments are increasingly committed to making information more accessible and processes more transparent. To date, however, attempts to implement more efficient processes—especially those dealing with complex information-gathering tasks—have often met with limited success. Many service and benefit enrollment processes remain complicated, with heavy reliance on time-consuming manual information collection and paper-based workflows. In addition, once the information is gathered, processing inefficiencies can lengthen approval timelines, slow responsiveness, and make it difficult to deliver critical services to the population quickly.

Some governments have attempted to move beyond paper-based processes and implement enrollment automation solutions. Most attempts, however, have automated the process only for specific individual services; so far very few have tackled the process of integrating information collection across multiple services. Instead, standalone legacy applications are the norm, and ensuring privacy and data integrity remain concerns. In the few attempts to fully integrate programs, the solutions have typically been built from scratch, requiring large investments of both time and money.

Adobe solutions for guided services and benefits delivery streamlines the process of gathering information, thereby improving access and responsiveness for constituents while solving the complicated issues of cross-program enrollment. These solutions make the most of the information gathered, while at the same time make the actual gathering process simpler and less frustrating for those enrolling.

Adobe solutions improve services and benefits delivery by enabling government agencies to offer:

- Single-point access to services for citzens and businesses
- Improved caseworker information collection productivity to enable them to serve more citizens and businesses
- Guided intake to reduce learning curves for agency workers and constituents
- Decreased time to determination
- More secure protection of private information

Use collected enrollment data more efficiently

Adobe solutions are designed to make the most of enrollment data as it is gathered and to help improve decision-making. As information is collected for one enrollment, other services or program benefits for which constituents may be eligible can be flagged, and the collected information can then be cross-entered for different applications. The solutions also provide visual feedback to help decision-makers as they read and assess the information, speeding decisions and making services available to citizens faster. Throughout the process, detailed audit trails are available, showing when the information was viewed or printed and by whom.

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Benefits and services delivery solution workflow

1. Multiple services selection

- Guided self service for individual, caseworker, or business
- Ability to quickly identify services appropriate for their need

2. Service-based forms selection

- Present correct form to complete
- Reduce error and cost from misfilings

3. Application completion

- Information entered once for multiple forms
- Intuitive information capture
- Online submission, or completed and signed

4. Application routing

- Updates and correspondence between agencies and applicants
- Status checking
- Clear expectations setting
- Automated application routing

5. Application review

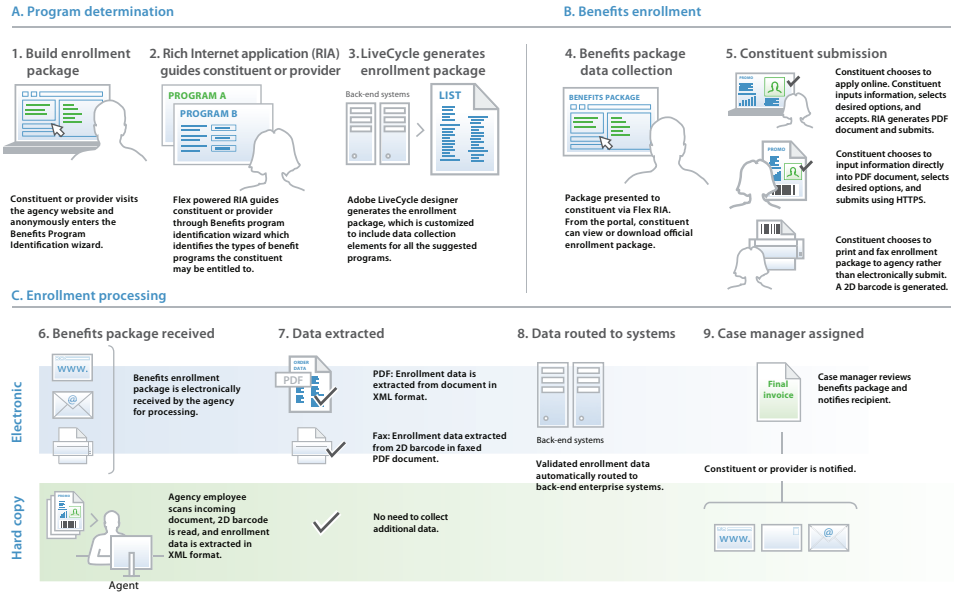
- Collaboration with co-workers
- Consistent determination of eligibility
- Accurate prioritization

6. Citizen and business eligibility determination and communication

- Clear and timely communication of decision
- Customized package of information about next steps, appropriate services, or reasons for denial

7. Tracking quality of service

- Measures services delivery processes
- Highlights achievement of quality commitments



Adobe solutions for Services & Benefits Delivery can streamline the entire enrollment process to help improve users' experience, reduce costs, and accelerate decision-making.

In addition, permissions for viewing documents can be instantly changed or revoked as needed. Forms can be shared collaboratively between departments, both online and offline, and the status of where applications are in the enrollment process can be accessed on demand. For flexibility, support is also provided for forms that need to be printed as hard copies for wet signatures.

Meet changing requirements and mandates more effectively

Thanks to the flexibility of the solutions, and integration with content management systems and rules engines, data collection mechanisms and enrollment parameters can be quickly and easily modified at any time to reflect new mandates or changes in policy requirements. The guided, interactive experience also makes it easy to educate enrollees, caseworkers, and staff about these new changes as they are implemented.

Create a more auditable and measurable process

Adobe solutions reduce the cost of protecting confidential information, while at the same time increasing security. They also offer powerful tools for auditing and control, and make the enrollment process more transparent and accountable. A high and measurable degree of information and business process assurance is provided, with the ability to control access at the document level and the power to revoke access and usage rights to previously distributed documents at any time, regardless of where they are stored. Detailed audit trails can be captured, including information about who has viewed and printed a document and when, and support for more than 25 digital security vendors is provided. With Adobe solutions, organizations can share and exchange sensitive, business-critical information electronically, with the confidence that it will be protected and that only intended recipients will be able to access the information.

Adobe solutions simplify enrollment and speed results

Adobe solutions for guided enrollment automate the costly, time-intensive process of enrolling new participants. Government agencies are able to replace slow and expensive paper-based work-flows with streamlined, automated processes. Case-related information is easily and instantly accessible and manageable by all parties any time and anywhere, online or offline. As a result, critical decisions can be made faster, and caseworkers can spend less time dealing with administration and paperwork and more time focusing on their mission and other higher value services to meet the needs of the citizens they serve.

For more information

For more details about Adobe guided benefits enrollment, visit *www.adobe.com/government*.

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