

Oracle Solution for Integrated Human Services

The need for human services solutions that enable horizontal data sharing, integrate disparate systems, improve efficiency, and reduce program costs has never been greater.

Government executives are under significant pressure to provide increased quality and improved access to services while managing costs. “Stove-piped” systems and multiple views of the same client within and across programs are prevalent and lead to conflicting records, inaccurate program status, and suboptimal client outcomes.

Key Benefits

- Speed benefit delivery and avoid error or fraud by eliminating duplicate client records
- Improve program performance and enable fast response to emerging trends with integrated case and client analytics
- Improve the efficiency of case workers and line managers by reducing paperwork and record-keeping overhead
- Speed benefit delivery to clients with automated eligibility and approvals
- Improve client satisfaction and agency reputation with coordinated Web, e-mail, phone, and in-person client records

A Client-Centric Focus

Oracle’s solution for integrated human services changes the paradigm of case management from document-centric to client-centric. Caseworkers focus on the client and his/her requirements—not on managing and updating a diverse collection of potentially redundant or conflicting documents and other files. With this solution, Oracle enables agencies to consolidate data and business processes into a secure and accessible environment and enables caseworkers to develop assessment and service plans for the entire family.

Eliminating redundant data entry, the Oracle solution captures specific case information such as name, address, phone, case number, involved parties, related cases, location, and other essential data only once. Thus, caseworkers and managers, regardless of location, can access this single source of truth data from any part of the system.

Robust Client and Case Data Model

Oracle’s integrated human services solution includes a robust data model that captures information about all individuals, stakeholders, families, and involved parties in a case. Even the most complex relationships can be described, tracked, maintained, and analyzed to discover trends or new relationships between individuals, households, families, or program outcomes.

Key Features

- Flexible and configurable application data model to capture complex relationships and support multiple case types
- Advanced search capabilities across client and case information with easy navigation
- Flexible business flow processes for the creation, update, assignment and escalation of case workflows, alerts, and notifications
- Secure alert notifications that can be deployed via email, directly to the caseworker queue; to a pager, a cell phone, or other secured mobile device
- Configurable dashboards of real-time actionable and historical information that can be analyzed based on key performance indicators, ad-hoc queries, alerts/notifications, and standard reports

Integrated Reporting and Analysis

A key to driving better performance outcomes is the need to understand program status (real time and historical) from both internal and external data sources. Oracle's integrated human services solution includes easy to use, comprehensive, Web-based reporting, ranging from online queries to standard reports and ad hoc queries to information on investigation workload, status, and trends that can be accessed through a prebuilt configurable, or customizable portal.

Multiple Coordinated Points of Entry

The Oracle solution for integrated human services is designed to handle multiple, integrated channels of communications out of the box such as: internet, phone, e-mail, mail, or face to face. This enables clients, case stakeholders, and caseworkers to communicate through their channel of choice. Oracle's integrated human services solution is designed so that agencies can manage all interactions and service delivery options while providing role-based access to the appropriate users.

Complete Integration

You can integrate Oracle's solution to other key legacy and back-office solutions from Oracle or other vendors to improve the efficiency and effectiveness of agencies' end-to-end case management. With Oracle, you can integrate to

- Financial systems—for direct billing, cost-sharing allocations, reimbursements, claims, and payment processing, or interface to the statewide financial system
- Integrated procurement systems—to manage contracts, purchase orders, vendors, providers, and service requisitioning
- Human resources management systems—to handle staff/foster family recruitment, payroll, workforce planning, and learning management initiatives
- Projects and grants management systems—to manage, track, and update projects as well as grant deliverables and funding
- Integrated or third-party eligibility engines—with user-defined rules to support assessment and case planning processes
- Central electronic repository for all case documents—including court documents, photographs, state forms, letters, e-mails, and multimedia files, based on user-defined security parameters

The Oracle Advantage

The need for solutions that enable horizontal data sharing, integrate disparate systems, improve efficiency, and reduce program costs has never been greater. Oracle's integrated human services solution is a highly scalable, secure, commercial-off-the-shelf (COTS) package that is configurable to human services processes, easily integrated with internal and external systems, and delivers unparalleled program information for proactive service delivery. Oracle recognizes that social services agencies must modernize the manner in which services are being delivered to their clients. We also realize that agencies' aging computer systems face growing demands. The Oracle solution for integrated human services provides easy-to-use software that is flexible, effective, and supports maximum client service while requiring minimum effort to maintain.

CONTACT US

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