

Siebel Case Management and Oracle's Policy Automation Solution for Social Services

For the first time, jurisdictions are able to seamlessly link the creation of policies to eligibility and delivery of service.

Key Advantages

- Provide one view of client information across programs for agency collaboration, referral and caseload management
- Transform policy documents into business rules with natural language for business users
- Maximize return on legacy investments enabling jurisdictions to pick which components to migrate

Oracle's Social Services solution enables agencies to optimize policy outcomes and maximize participation rates through deployment of Siebel Case Management and Oracle's Policy Automation solution. Oracle's solution empowers organizations to share a single view of the client, manage policy changes and improve program delivery and client outcomes. Oracle's Social Services offering is built as a Commercial Off the Shelf (COTS) package with pre-built integrations to help agencies manage risk and control costs.

Challenges: Improve outcomes, efficiency and responsiveness

Governments at all levels play an indispensable role in the lives and welfare of the public. Yet governments face innumerable challenges in delivering the services in ways that meet public expectations. Those same citizens who insist on efficiency, accountability, and increased benefits also demand lower taxes, lean government organizations, and reduced public spending. A multiplicity of agencies/ministries that overlap between jurisdictions—as well as continuous changes to legislation and regulations—can contribute to case management complexities and inaccurate application of rules. Oracle's Social Services solution empowers jurisdictions in order to address these challenges according to their specific policy priorities and funding requirements while preserving IT investments.

Improve program delivery and client outcomes

Oracle provides Social Services agencies with an integrated case management application in order to maximize participation rates and drive towards client self-sufficiency. The solution provides a single view of client information across programs for agency collaboration, referral and caseload management. Case management capabilities are extended out to partners to ensure consistent processes and information across all case participants. By consolidating client information—from case initiation to close—and delivering a workflow-driven case flow, Oracle enables case collaboration to drive rapid resolution and ensure that clients quickly receive required assistance.

Through Oracle's consolidated front end, clients are able to self-submit applications using existing forms and receive updates on the status of eligibility. Key capabilities include:

Related Solutions

- Case Management
- Policy Automation
- Contact Center
- Self Service
- Enterprise Performance Management
- Business Analytics
- Master Data Management
- Content Management
- AIA for Public Sector
- Oracle Fusion Middleware
- Access and Security Solutions
- Oracle Database

- Extending self-service to the client and service provider with familiar tools and forms in a secure environment,
- Allowing clients to self-submit applications using existing forms and receive updates on the status of eligibility through a consolidated front,
- Enabling client self-service for information, eligibility assessment, and single application filing for multiple programs, while guaranteeing rules are consistently applied regardless of channel.

Oracle's Social Services solutions delivers a single view of the client, increasing employee productivity, reducing time spent on paperwork, lowering case appeals rates, and increasing cross-agency referrals in an effort to maximize participation rates.

Manage policy complexity and program change

Oracle's Policy Automation solution determines eligibility in complex legislative environments. For the first time, jurisdictions are able to seamlessly link the creation of policies to eligibility and delivery of service. Unique natural-language authoring capabilities enable government subject matter experts to develop rules directly from complex legislative text, policy documents, and regulations using Microsoft Word, Excel, and Visio. Patented temporal reasoning makes it possible to easily manage both personal circumstances and policy rules that change over time. Comprehensive testing modules enable you to pinpoint the impact of proposed legislation, regulations, and policy changes. By allowing what-if analysis of proposed amendments, agencies can analyze the impact of change.

Further, embedded analytics provide closed loop analysis to measure and continuously improve outcomes. Key capabilities include:

- Segmenting and identifying those clients deemed to require special attention,
- Monitoring program performance with pre-packaged KPIs and "what if" analysis of policy outcomes,
- Identifying and sending real-time alerts regarding barriers to outcome attainment.

Through Oracle's Policy Automation solution, policy makers are able to analyze the best policy option and ensure policies are accurately implemented. In combination with Oracle's Siebel Case Management solution, jurisdictions are able to triage issues as they arise to ensure intended policy outcomes are achieved.

Reduce risk and cost while increasing responsiveness to change

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 Social Services solution is a highly scalable, secure, Commercial Off The Shelf (COTS) package that is easily integrated with internal and external systems. Oracle recognizes that Social Services agencies must modernize the manner in which services are being delivered to their clients. Key capabilities include:

- Delivering one application platform that can be leveraged across the entire enterprise,
- Enabling jurisdictions to pick and choose which components to migrate as the need arises,
- Facilitating integrations with pre-built, out of the box interfaces.

Oracle provides the industry's leading Commercial Off The Shelf (COTS) solution for a variety of program areas such as labor, disability benefits, and child welfare.

Summary

Oracle's social services COTS solution is designed to meet the needs of governments by providing a single view of the client across multiples case and programs, ensuring accurate and consistent entitlement calculations and improving the effectiveness of government programs and policies.

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