As the nation’s economy has declined and jobs have dwindled, human services agencies, as well as recipients, are feeling the strain. With shrinking resources, agencies are struggling to transition their services to an outcome-based model to provide client-centric, holistic services addressing the many needs of the client, as well as assessing strengths and weaknesses to assist the client achieve self-sufficiency and reduce recidivism.

Oracle Social Services Solution for TANF, SNAP and Medicaid

Legacy systems that determine eligibility are not well suited to support the growing demands of clients applying for SNAP, TANF and Medicaid, nor do they adequately share and integrate information. Redundant data entry, including entering the same client data in multiple systems, is currently necessary because systems do not adequately share data, resulting in work duplication, increased errors and duplicate records. Today’s social service agencies need a highly integrated case management solution across all benefit programs to aggregate information into a single case management solution and collaborate in establishing the most effective way to support the client.

Oracle's Social Services Solution for TANF, SNAP and Medicaid is a commercial off the shelf (COTS) solution designed to both support all of the key eligibility features regardless of the type of assistance the client needs while administering the unique aspects of individual programs. Oracle’s Social Services Solution for TANF, SNAP and Medicaid is a componentized, integrated Case Management and eligibility solution that easily integrates with internal and external systems.

Oracle's solution provides a single view of the client across programs and agencies to facilitate agency collaboration and provider referrals. The solution includes a unique natural-language eligibility rules engine designed to allow subject matter experts to manage program rules. Program staff can develop rules directly from complex legislative text, policy documents, and regulations using Microsoft Word, Excel, and Visio. This engine includes patented temporal reasoning, making it possible to easily manage both personal circumstances and policy rule changes over time. The following is a functional review of the complete offering:

- **Screening**: Since more needy individuals are interested in assistance, the solution empowers agencies to create screening rules and expose these rules through an online web portal. The solution provides citizens with an easy to follow interview style questionnaire, intelligently guiding prospective clients through only those questions they need to answer. Upon interview completion, the client is
Key Performance Indicators

Oracle’s Social Services Solutions helps TANF, SNAP and Medicaid agencies gain better insight into their business, with rich functionality to better understand the following:

- Do the state’s welfare to work programs meet the needs of the TANF population?
- How successful have the TANF funded welfare to work programs been in placing recipients into unsubsidized employment?
- What are the average earnings earnings of public assistance recipients who secure employment after completing a job skills program?
- What is the average job retention rate for public assistance recipients who complete a TANF-funded program and are placed in employment?

instantaneously presented with a list of potential benefits and an explanation for the amount determined. Citizens can then be routed to the appropriate office to apply for assistance or citizens may choose to apply for assistance online. The information from the portal is integrated into the case management solution.

- **Intake:** The solution utilizes the role based assignment rules component to determine which case managers are next in cue for case assignment. This component allows agencies to assign cases to case managers across geographic boundaries, or based on language, ethnicity or specific training requirements. Government agencies deliver services to their citizens through a programmatic business model. Citizens do not receive holistic services when multiple agencies have limited ability to identify common clients or minimal ability to share data on clients with no real time access to data. The solution allows case managers to perform a client search and has the ability to identify citizens across multiple data systems despite disparities in data completeness and accuracy.

- **Eligibility:** The case manager captures verified information in the solution and within an instant is returned with a complete list of benefits and the amount the client is entitled to receive. Benefits can be tracked and sorted by program, recipient and/or duration and can be assigned to virtual case members including community partners and other case managers from a single view.

- **Case Management:** Oracle’s solution is built using a powerful workflow tool, allowing agencies to prioritize case management tasks, track progress and escalate key events to case managers and supervisors. Cases are routed based on status, and/or correspondence automatically sent to clients during the appropriate stage of the case lifecycle. The solution allows case managers to process change of circumstances, review benefit information, case history, and manage appeals through a single consolidated view of case workers, providers, clients, or third party vendors as they deem appropriate.

- **Financial Management:** Oracle's solution has the ability to process disbursements to clients and payments to providers, tracking all financial transactions in the context of a case. As a result, organizations are able to ensure clients receive accurate entitlements and track the total costs of servicing a client.

- **Assessments and Service Plans:** The solution includes weighted automated assessments and a process for setting and clarifying goals, developing objectives and measures to assess progress, and allocating resources. Case managers can generate outcome based integrated service plans that may be viewed across agencies. When a client experiences escalating issues all case managers that work with the client are notified of changes in the client situation which allows for coordinated services to best serve the family.

- **Business Analytics:** Oracle recognizes analyzing program trends is a critical component of effective case management. The solution includes a best of breed stand alone business intelligence tool, combined with pre-packed reports for tracking trends by type, duration, and region. The report capability includes online queries, standard reports, ad hoc queries, dashboard reporting, and information on workload, status, and trends. Social service agencies identify key performance indicators to track. Managers are presented with a single version of the truth so they know which programs work and which do not.

**CONTACT US**

For more information please visit oracle.com or call +1.800.ORACLE1 to speak to an Oracle representative.