Oracle Social Services Solutions: A Complete Platform for Integrated Program Delivery

To meet today’s challenges, social services agencies must transform their legacy IT systems into enterprisewide platforms that can support multiple programs, be deployed more rapidly and cost effectively, and deliver a comprehensive view of services being provided to clients and families.

Social services programs are continuously changing and have grown increasingly complex—and budgets are tighter than ever. Agencies must increase their efficiency while minimizing overhead and optimizing their use of resources to help individuals and families in need.

Traditional mainframe-based systems simply can’t meet the demands of today’s social services agencies. These aging proprietary systems create isolated silos of information that make it difficult to manage the complex caseloads that frequently involve multiple services and programs, and complicate the process of getting the big-picture view of case progress and outcomes across all services and programs.

Social services agencies require IT solutions that are much more flexible, adaptable, and cost effective than the legacy systems they have in place. This means implementing a complete technology platform that integrates all necessary components—from the underlying database, to the middleware, to the user-facing applications. To minimize costs and optimize interoperability with existing legacy systems, such a platform needs to be built using open standards. Most important, any solution must support agencies’ requirements for managing individual social services programs and services with a design that focuses on the individual client—while providing an integrated view across programs and services.

Oracle’s social services solutions deliver all this and more. By providing a complete, integrated platform that supports case management, human resources, financial management and procurement, content and identity management, and business intelligence, Oracle’s social services solutions improve program delivery and client outcomes, manage policy complexity to ensure compliance with rules and legislation, and reduce risk and administrative cost while increasing responsiveness to change.
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Fact: Oracle is a leader in the public sector, serving the 25 largest national governments, all 15 U.S. federal cabinet agencies, and all 50 U.S. states.

Improve Program Delivery and Client Outcomes

By sharing data from diverse sources via an enterprise case management system and making it securely accessible to users throughout an organization, Oracle’s social services solutions give caseworkers a single view of the client across multiple programs and organizations. This allows caseworkers to understand clients’ household composition, perform in-depth assessments, and develop comprehensive service plans for entire families. Because you can easily capture information about all involved parties in a case, even the most complex relationships can be described and analyzed to ensure the best client outcome.

Oracle’s solutions for social services transform case management from a document-to a client-centric process. With Oracle, caseworkers can focus on the client’s needs—not on managing the confusing array of redundant or conflicting documents typically associated with a case.

Another key to driving better performance outcomes is keeping close track of program status by monitoring case information—both real time and historical—from internal and external datasources. Oracle’s integrated social services solutions include easy-to-use, comprehensive, Web-based reporting tools that enable agencies to proactively monitor service-delivery quality, analyze costs, detect fraud, and assess results.

Manage Policy Complexity to Ensure Compliance with Rules and Legislation

Social services agencies struggle to keep program policy and rules up-to-date, and to ensure that systems are accurately applying the correct rules to client situations.

Oracle’s social services solutions address this challenge with a natural-language-based, rule-authoring environment that allows rules to be developed and maintained directly by policy experts, rather than requiring programming or coding by IT professionals.

By automating and documenting all aspects of the entitlement process—from eligibility decisions, to benefits determination, to change-tracking of client circumstances, to retroactive payment adjustments—Oracle’s social services solutions enhance compliance with ever-changing legislation and policies. They also provide a completeaudit trail, showing exactly how the rules were applied and calculated for each specific transaction. And social services agencies can test the impact of proposed legislation, regulations, and policy changes on existing cases by performing what-if analyses.

Reduce Risk and Administrative Costs While Increasing Responsiveness to Change

Social services agencies can no longer tolerate the risk and extended time frames associated with costly, multiyear, “big-bang” software implementations. Rather, they need a robust solutions platform that includes database, middleware, and applications, and is based upon a modular, service-oriented architecture that can rapidly respond to agencies’ evolving needs.

This is precisely what Oracle’s social services solutions offer. Their open-standards–based components allow social services agencies to migrate toward commercial off-the-shelf (COTS) applications and—over time—replace legacy applications with more-flexible, adaptable, and cost-effective solutions. Oracle’s social services applications empower agencies to extend existing financial implementations by integrating case management offerings with back-office functions—such as contracts management, disbursements, human resources, and accounting—through prebuilt, open, and sustainable integrations.

Your Social Services Partner

Committed to serving the needs of social services agencies around the world, Oracle works with its extensive ecosystem of partners to securely and reliably serve your organization—not only today, but into the future.

CONTACT US

To learn more, call +1.800.ORACLE1 to speak to an Oracle representative or visit oracle.com/government

Outside North America, visit oracle.com/corporate/contact/global.html to find the phone number for your local Oracle office.

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