

# State of Maine Department of Health and Human Services Improves Delivery of Resident Benefits

Web-based Automated Client Eligibility System Reduces Paperwork, Provides Real-time Eligibility Determination, & Ensures Applicants Receive Benefits Within 24 hours

## Abstract

Maine is committed to making the best use of technology to improve and streamline services to its citizens. To help the State's Department of Health and Human Services (DHHS) deliver on that commitment, Keane designed, developed, and implemented an Automated Client Eligibility System (ACES) to expedite the delivery of state and federally funded benefits for residents that need financial assistance.

## Client

The Maine Department of Health and Human Services' (DHHS) mission is to protect and preserve the health and well-being of Maine residents so that they may achieve their full potential. The Department's offerings range from prevention services that benefit all Maine citizens to healthcare and cash benefit programs for those in greater need.

In an effort to modernize its existing systems and increase its use of technology for efficient and effective service delivery, Maine DHHS decided to Web-enable its benefit eligibility

system. With a new system, DHHS could streamline its processes and expedite the delivery of aid to its residents. Specifically, the Bureau of Family Independence, within the Department, administers all aspects of the Temporary Assistance for Needy Families (TANF) and Food Stamps programs, as well as eligibility for the State's Medicaid program.

## Challenge

Maine DHHS was using a 28-year-old system to determine citizens' benefit eligibility and issuance. The system required a lengthy and labor-intensive, paper-based application process. Eligibility Specialists spent the majority of their time on the front end of the application process, completing forms and plugging in data on behalf of state residents.

These challenges resulted in inefficiencies within the health and social services department. Eligibility Specialists were spending a significant amount of their day gathering information rather than providing care and counseling support. As a result, the process time from eligibility determination to issuance of benefits took four to five days.

## Solution

Keane's architectural team worked with Maine DHHS to custom build the first advanced, Web-based eligibility determination and benefit issuance system in the United States. Leveraging Keane's proven, object-oriented, multi-tier client-server methodology, the team developed a more reliable system, with 80% more

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**"Working with state government takes a specific skill set and proven processes. Keane was the ideal provider for a significant project like this."**

Peter E. Walsh, Acting Commissioner, Maine Department of Human Services

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functionality than the legacy system it replaced.

The Automated Client Eligibility System (ACES) offers a flexible and scalable environment to accommodate changing state and federal regulations. Specialists are now able to collect information in a single, Web-based process and share it among other DHHS programs. The system provides increased access to records and automatically ensures benefits are calculated correctly and consistently across the state.

## Results

Custom-built in just 22 months, the newly implemented system determines eligibility in real-time and processes applications in less than two hours, allowing benefits to be issued the next day. ACES supports any combination of the 45 state-administered human service programs, eliminating the majority of redundant paperwork and processing effort. Eligibility Specialists can now reallocate their time to provide a more strategic, human-centric role to those in need.

Measurable results generated by ACES include:

- 20% reduction in intake and validation time

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**"ACES is an excellent example of Maine's commitment to making the best use of technology to improve services to our citizens and streamline costs for taxpayers. Keane really understood what we were trying to accomplish and delivered a solid technical solution."**

Peter E. Walsh, Acting Commissioner, Maine Department of Human Services

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## Client Story: Public Sector Agency

- 75% reduction in manual processing and calculations
- 30% reduction in program and processing errors

- 75% reduction in paper forms
- In addition to time and processing reductions, ACES increased the number of electronic interfaces by 25%, making the system easier to use and more

efficient in the sharing of pertinent data with federal and state shareholders external to the ACES system. DHHS now delivers unparalleled benefits for both the State of Maine and its residents.

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*Keane is a global services firm that specializes in enabling transformation of its clients' business and IT functions.*