

State Client Eligibility Platform for Department of Human Services

Web-based System Provides Cost-effective Alternative To Costly Custom Built and Off-the-shelf Applications.

The system optimizes your delivery of citizen benefits by providing a single point-of-entry for 45 benefit programs. It also dramatically reduces time spent qualifying and administrating eligibility programs so your specialists can provide a higher level of service.

Automated Client Eligibility System (ACES) Solution

Human Services Challenges

As a result of current economic conditions, most state Departments of Human Services are struggling to provide citizen benefits efficiently, fairly, and equitably to a significantly larger pool of applicants. At the same time, declining tax revenues are pressuring states to reduce discretionary costs while limiting investment monies from capital budgets. In addition, states must integrate processes, data, and applications quickly to adapt to changing Federal and state regulatory and reporting requirements. Such modifications are certain to accelerate given passage of a national healthcare bill.

Customizable, Flexible, and Modular

Keane's function-rich, Automated Client Eligibility System (ACES) provides a cost-effective alternative to expensive custom developed applications and associated cost overruns, as well as the inherent limitations of off-the-shelf applications. ACES' easy to use interface and adaptable modules provides all the required functionality you need to

dramatically optimize your information technology at a lower capital investment and with reduced annual costs. By leveraging ACES' multi-tier, open architecture standards, a relational database design, and a powerful rules engine, ACES offers a technical platform that can be swiftly and cost-effectively customized to meet the unique needs of your state. In addition, ACES is designed to be easy to maintain and uses public domain code, eliminating annual licensing fees.

The system's single point of data entry enables a seamless integration of client information. Equally important, its flexible and modular construction allows you to implement individual solutions one step at a time without having to replace an entire legacy system. Accordingly, states can begin accruing benefits fast while limiting impact to capital budgets. Finally, ACES provides an easy to follow path for continued evolution and modernization of human services systems.

“Because ACES saves us so much time qualifying individuals for the programs we administer, our eligibility specialists can provide a higher level of care and assistance to applicants.”

Barbara Van Burgel, Director, Office of Integrated Access and Support, Department of Health and Human Services, State of Maine

Application and Infrastructure Solutions

ACES Key Functions and Features

ACES optimizes all aspects of the human services cycle including intake, eligibility, issuance, case management, and reporting. Using the ACES web-based interactive interview and validation features, specialists need only gather information once and it is cascaded to all eligible family assistance programs. As a result, eligibility cycles are significantly shortened and determinations are made more accurate. Most importantly, it enables specialists to reallocate time and put more human interaction in human services.

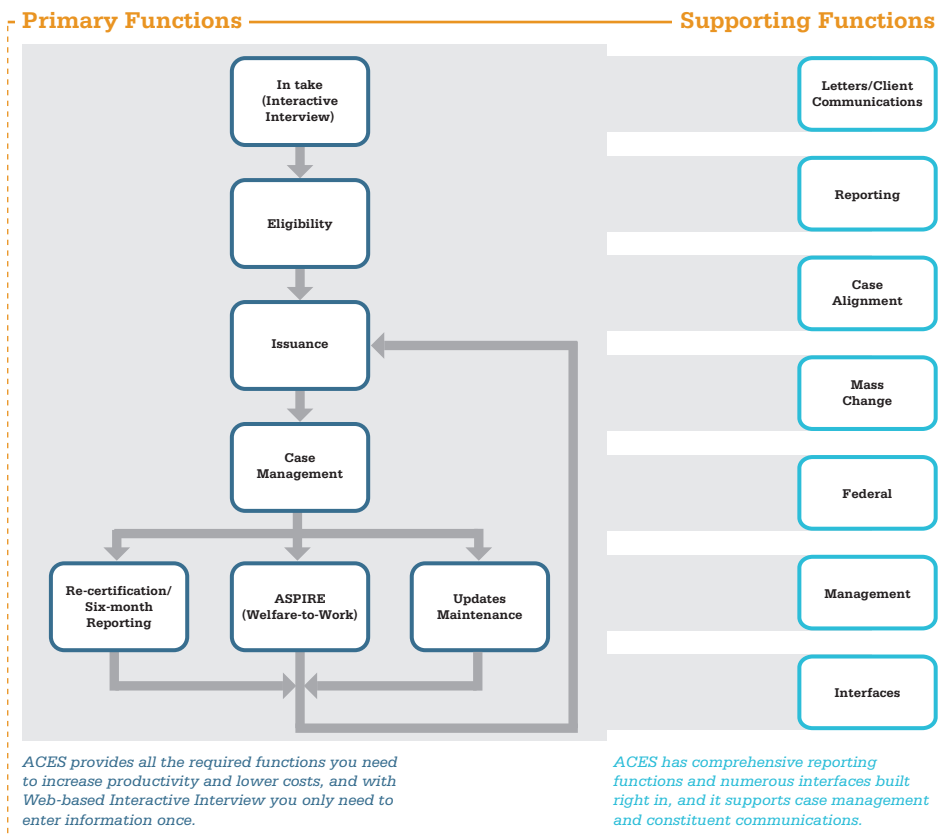
Some of ACES most important features include the following:

- » **Web-based Interactive Interview:** Single point of entry for data
- » **Cascading Eligibility:** Rules-based engine investigates all programs for entitled benefits
- » **Benefit Determination and Issuance:** Determines eligibility for 45 programs in real-time
- » **Integrated Case Management:** Supports family and individual needs ensuring that optimal benefits are provided
- » **Staff and Management Alerts:** Automates the tracking of and notification to case workers of key events
- » **Letters and Reports:** Generates required documentation and includes over 300 standard letters and reports
- » **Federal Reporting and Interfaces:** Automates the Federal reporting process
- » **Flexibility and Modularity:** Expands easily to include support for additional or new state and Federal programs

Measurable Organizational Benefits

ACES enables the delivery of unparalleled benefits for both a state and its residents. Caseworkers are no longer faced with the prospect of completing an endless series of forms.

- » 200% increase in caseloads per specialist (700-1,000 cases on average)
- » 25% more electronic interfaces, enabling more efficient sharing of data
- » 20% reduction in application processing time
- » 75% decrease in manual information calculations and paper forms
- » 30% decline in program and processing errors



ACES helps Maine Lower Costs

Keane's Automated Client Eligibility System (ACES) allows eligibility specialists in the State of Maine to increase caseloads by 200% while maintaining high levels of customer service. This in turn enables the state to support a significantly larger pool of applicants at a lower cost. In addition, ACES easy-to-use design and public domain software lets the state materially lower annual maintenance costs. In short, ACES permits the State of Maine to fulfill all of its Federal reporting obligations, efficiently serve citizen customers, and easily and cost effectively adapt to changing regulations and requirements.

Prior to the implementation of ACES, the State of Maine was using a labor-intensive, paper-based application process supported by a

28-year-old system to determine citizen eligibility and benefits. As a result, benefits determination and issuance took four-to-five days. To rectify these problems, Keane designed, developed, and implemented the first advanced, web-based eligibility determination and benefit issuance system in the United States.

A robust rules engine acts as the heart of ACES and it enables the state to cascade client/family data so that the best options are selected and citizen benefits are calculated correctly and consistently. The system provide a single point-of-entry for 45 benefit programs within the State of Maine and determining eligibility and processing applications now takes less than two hours instead of days.

"ACES also helps the State of Maine to align all of our public-assistance programs into one arena, which provides improved accuracy and service levels as well."

Barbara Van Burgel, Director,
Office of Integrated Access
and Support, Department of
Health and Human Services,
State of Maine

The Keane Advantage

When revising a current human services system is no longer practicable or cost-effective, states are faced with the prospect of creating a costly new system or buying off-the-shelf software that does not meet their needs. With its broad foundation of functionality, ACES provides a strong technical platform for the creation of a cost-effective, timely, and customized solution.

This technology is supported by Keane's deep vertical expertise; first-hand experience working with a variety of public sector divisions, agencies, and departments; and unparalleled experience in evolving and managing applications. In fact, government is one of Keane's largest vertical sectors representing over 25% of company revenues. Most importantly, Keane becomes your easy-to-work with, collaborative partner and a valuable extension of your IT organization.

Keane's State & Local Government Practice provides public sector customers with proven IT applications and infrastructure solutions to solve their most difficult challenges. Keane utilizes its proven project management methodology, highly agile delivery options, and collaborative hands-on approach to reduce discretionary spending, integrate processes, data, and applications, and quickly adapt to changing Federal and state regulatory and reporting requirements.

Keane's major State & Local Government solutions include: human services, health, education, divisions of banks, natural resources, transformation, criminal justice, business licensing, tax and finance, and payment processing.

About Keane

Keane, an NTT DATA Company, is an IT services firm headquartered in the US with more than 12,500 professionals worldwide. For 45 years, Keane has been an Application Services specialist with distinguished project management credentials. Today, we offer a flagship suite of Application Services, as well as Infrastructure and Business Process Outsourcing solutions delivered through onsite, nearshore, and offshore resources.

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