



Nevada State Welfare Division

State welfare agency uses Adobe® Intelligent Document Platform to improve constituent services with automated case management and reporting system

Organization Profile

The Nevada State Welfare Division is tasked with providing quality, timely services such as medical and food stamp programs, child support, and low-income energy assistance to Nevada families, disabled citizens, and the elderly. To reduce administrative time and costs while improving service to recipients, the division worked with Covansys, an Adobe Authorized Reseller and integrator, to implement a Web-based case management and reporting system that combines enterprise solutions from Adobe and IBM.

Challenges Faced

- Lower administrative costs, reduce errors, and speed service delivery
- Serve more clients without hiring additional staff
- Streamline reporting processes and comply with state and federal laws

Manually completing and routing forms for client services results in inefficient, decentralized workflows and increases the possibility of errors as information is rekeyed into multiple systems. Previously, 1,500 case managers in Nevada State Welfare Division offices statewide filled in forms by hand and mailed materials to a centralized facility for data entry and processing. Once received, form data was keyed into systems, depending on the client services required. High administrative costs and delays were common, and errors occurred when information was entered incorrectly or case managers submitted the wrong forms.

To serve a rapidly expanding state population while controlling costs, the Nevada State Welfare Division must increase its case manager productivity. More than 50 forms are involved in determining eligibility, managing cases, and distributing benefits. Manually completing this paperwork is time-consuming and limits the number of constituents that can be helped daily. The division needed to automate the process of completing and processing forms to enable its case managers to assist more people.

The Welfare Division must collect and report statistics on client services as well as ensure that the proper materials are completed for every client. For example, the attorney general approves many welfare-related forms and requires that all forms in use look exactly like the approved forms. Given the agency's dispersed offices and staff, manual form processing made it difficult to ensure that every case manager used the same, up-to-date forms.

In addition, programs such as Temporary Assistance for Needy Families (TANF) require the Welfare Division to report client statistics to federal agencies. Aggregating the appropriate information was difficult, because the data resided in a variety of legacy systems.

Success Strategy

The Nevada State Welfare Division worked with systems integrator Covansys, Adobe, and IBM® Global Services to implement a Web-based system for administering welfare and child support programs. The new system helps determine recipient eligibility, streamline case management processing, and distribute benefits through an online process.

NEVADA STATE WELFARE DIVISION

- Provides welfare services to Nevada families, disabled citizens, and the elderly
- Location: Carson City, Nevada
www.hr.state.nv.us/

INDUSTRY

Government

SOLUTION

Case Management

PRODUCTS USED

- Adobe Acrobat®
- Adobe Central Pro Output Server
- Adobe Form Server
- Adobe Web Output Pak

IN PARTNERSHIP WITH

- Covansys, a global consulting and technology services company
- Size: 4,400 employees
- Headquarters: Farmington Hills, Michigan
- Founded: 1985
www.covansys.com

“By implementing an electronic forms strategy using Adobe software, we have improved client services and increased the productivity of case managers.”

Gary Stagliano,
Chief Information Officer,
Nevada State Welfare Division

RESULTS

- Handle more cases without hiring extra staff
- Retain the exact formatting of paper copies, helping the division comply with regulatory requirements and ongoing archiving needs
- Streamline reporting of client service information to federal agencies

Using IBM WebSphere and DB2 UDB technology, the system supports a centralized information repository of constituent information, enabling department employees to enter data and extract information via the Internet. Based on business rules, the system automatically determines the services that a constituent is eligible to receive, dramatically streamlining the intake process. Constituents can also update their information via the Web and determine their eligibility for services. Reporting is far simpler because the system automatically captures the necessary data and calculates the statistics required by federal agencies.

By combining the Adobe Intelligent Document Platform with IBM technology, the system automates forms processes. Case managers can log on to a Web site to access the appropriate forms needed for each case. The Adobe solutions automatically populate forms with pertinent constituent and eligibility information stored in the system and deliver the partially completed forms as platform- and application-independent Adobe Portable Document Format (PDF) files. The electronic forms, which look like paper forms previously available only on paper, can be e-mailed to clients at home or printed at local offices and given to recipients for completion. The division archives each form in Adobe PDF.

Results

Since implementing the system, the Nevada State Welfare Division has been able to serve more constituents without hiring additional staff. Because forms are prepopulated with the most current information available, the division reduces errors and the time required for case managers and recipients to complete the paperwork. “By implementing an electronic forms strategy using Adobe software, we have improved client services and increased the productivity of case managers,” says Gary Stagliano, chief information officer for the Nevada State Welfare Division.

Using a centralized information repository, the Welfare Division can easily share information with other agencies, and collect and report data more accurately and efficiently. Service is better because constituents can access and update their own information, complete forms, and make informed decisions about the requested services. “Our goal is to empower recipients to become as self-sufficient as possible,” says Stagliano. “The Adobe solution goes a long way toward making that happen.”

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