

State of Maine Department of Human Services

Application Development & Integration

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 Human Services (DHS) 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 Human Services' (DHS) 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 DHS decided to

web-enable its benefit eligibility system. With a new system, DHS 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 DHS 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

“Working with state government takes a specific skill-set and proven processes. Keane was the ideal provider for as significant project like this.”

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

Application and Infrastructure Solutions

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 DHS to custom build the first advanced, web-based eligibility determination and benefit issuance system in the United States. Leveraging Keane's proven, object-oriented, multitier client-server methodology, the team developed a more reliable system, with 80% more functionality than the legacy system it replaced. The system was developed in 2 years at a fixed price of less than \$15M.

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 DHS programs. The system provides increased access to records and automatically ensures benefits are calculated correctly and consistently across the state.

Benefit

The custom 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 paper work 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
- » 75% reduction in manual processing and calculations
- » 30% reduction in program and processing errors
- » 75% reduction in paper forms
- » Over twofold increase in caseload per worker from approximately 250 to over 650

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. DHS now delivers unparalleled benefits for both the State of Maine and its residents.

“ 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

About Keane

Keane is an IT services firm headquartered in the US with more than 12,000 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. Visit www.keane.com to learn how our projects, managed services, and outsourcing engagements deliver value for a range of businesses and government agencies.

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