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For human services agencies, collaborating closely and sharing information across boundaries are key aspects of providing even greater public value. EDS WebSMART can help. WebSMART enables your agency to integrate its technology strategy with its business strategy, facilitating a team-based, collaborative approach to aid clients in attaining self-sufficiency. And it reduces the amount of time employees spend entering data and locating information – increasing productivity and enabling staff to focus their efforts on clients rather than paperwork.

Features

Wide range of capabilities – includes client registration and application, employment history, and services outcomes tracking

Flexibility – facilitates client- and household-based information collection, operates under several relational database management systems (RDBMS) and is architected to integrate with legacy eligibility and local systems

Efficiency – provides Web-based interface and help tools and integrates and streamlines processes, providing workflow management, as well as service planning, assessment and management

Security – features multi-level security that can be configured at the user, program or client level

Business challenges

As health and human services agencies respond to rapidly evolving regulations and client needs, it simply makes sense to collaborate. But just because organizations work well together doesn't mean that their technologies do too. Today, the systems supporting your business processes have to support the needs of an integrated agency. The EDS WebSMART solution was designed to respond to these needs, while also helping to dramatically improve efficiency and consistency.

What we have to offer

WebSMART integrates intake and case management functions, allowing your agency to leverage new service delivery innovations. And it's built to integrate easily with legacy systems so you can share information across multiple disciplines and systems. In developing WebSMART, we've drawn on the deep industry expertise that comes from more than 40 years of experience working with governments on health and human services solutions. We're dedicated to delivering highly flexible solutions that enhance your agency's ability to respond to change while retaining existing infrastructure investments.

How it works

- WebSMART positions agencies to exchange information, supporting multi-agency systems by reducing redundant data entry across programs and increasing data accuracy.
- EDS' proven approach helps you enhance services integration across agencies and programs for more comprehensive service delivery.
- WebSMART applies program rules in order to pre-screen clients for eligibility. In addition, it allows for regulatory changes to be made in the rules engine without the need for technical assistance.
- Agencies leveraging WebSMART achieve early benefits by integrating intake and data collection functions, a significant milestone in the legacy transformation process.
- WebSMART enhances program participants' ability to access information and assume more self-service responsibility.
- Our WebSMART solution integrates service plans with outcome assessments for overall case management.



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“San Luis Obispo County utilizes several disparate computer systems for tracking clients in various programs. These systems do not share data, which often leads to incomplete or duplicate information. SMART enables us to bring these systems together in a common client repository. WebSMART has a user-friendly front-end that enables our workers to view and research common clients. Additionally, it provides a way for us to track the current status and worker assignment for all cases throughout our department. WebSMART also allows us to track case folders from the worker’s desk all the way through long-term storage. WebSMART has been easy to use and easy to administer.”

Julie Lemen
SMART Technical Lead
San Luis Obispo County, Calif.

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Overview

Over the past decade, health and human services agencies have dealt with an array of state and federal mandates even as citizens have demanded new service delivery methods. To meet these demands, organizations often combined their resources. Bringing together various organizations typically brings together differing technologies — meaning that clients still have to complete multiple application forms and staff members must spend valuable time entering redundant information into various automated systems.

Our Web-enabled WebSMART eligibility solution can help. It maintains a repository of client data and enables authorized users to view client information across multiple disciplines and systems. It is an intake, case management, referral-tracking and reporting system that consolidates data collection and allows information sharing among agencies. WebSMART integrates with mission-critical benefit delivery systems and supports the “no wrong door” concept for human services offices. Ultimately, it enables a true collaborative approach to serving clients.

EDS WebSMART Benefits

Because WebSMART uses an open architecture, it integrates well with a variety of databases and operating systems with few or no system changes required. It features advanced technologies such as object-oriented modeling, Web-based processing and a parameterized business rules processing engine. And it’s designed for flexibility, so variables such as city and program names are controlled by the user. Readily tailored to agency needs, WebSMART offers a wide range of capabilities:

- Architecture easily integrates with legacy eligibility systems and other local systems.
- System supports the universal intake concept, reducing duplicate data entry while increasing data accuracy.
- Intuitive Web-based user interface enhances user experience.
- Designed to be deployed to community-based organizations for client services and referrals.
- Online help features are easily accessible to provide user guidance.
- Internet-based documentation enhances user training.

EDS WebSMART Implementation

WebSMART implementation includes application enhancement and integration services provided by IT professionals with extensive experience in the eligibility services arena. It includes system enhancement and deployment, tailored to the agency’s needs, and the development and implementation of data conversion strategies to translate data into more useable formats. In addition, organizational change management and training services help address the impact of deploying a new system. Optimizing user transition is vital to managing change, along with project management that assures the successful implementation of new capabilities. Our industry experts apply their knowledge of public and private sector best practices and their substantial experience in eligibility services to help clients maximize the value of agency systems.

EDS Eligibility Services

EDS WebSMART is just one component of our Eligibility Services suite, which comprises innovative yet tested solutions encompassing business process and technology: Transformation Services, Eligibility Systems and Eligibility Administration. Our partnerships with human services agencies have opened up avenues to a new kind of success — dramatically increasing efficiency while providing high levels of service to citizens.