The Indiana Eligibility Modernization Project

The Indiana Eligibility Modernization Project (IEMP) provides an opportunity for FSSA to upgrade the processes and infrastructure that support the delivery of Food Stamps, TANF and Medicaid services to needy Hoosiers throughout the state.
The objective of the IEMP is to allow clients better and easier access to case data, multiple venues for benefit applications, and more efficient eligibility determination process. Additionally, IEMP provides a more streamlined and effective statewide case worker infrastructure to receive and process client information required to make eligibility decisions.

The IEMP solution was built on a Curam Software platofrm and was deployed in a phased approach throughout the State of Indiana with an expected completion date of Q1 of 2012. To deliver this enhanced functionality, the IEMP relies on the Family Assistance and Care through Technology Services
(FACTS) system. FACTS is a Curam-based solution that provides relevant work flow and task management capabilities.

This solution interfaces collaboratively with other technologies to deliver a broad-based solution which includes IVR, Document Management, Call Centers, Service and Help Centers

To implement the IEMP Solution, RCR Technology assumed the role as a prime system integrator for both technical and program management deliverables. As the techincal systems integrator, RCR worked actively with Curam Software to ensure that the solution was utilized efficiently and fully to deliver the workflow and task management sought by the State of Indiana requirements.

Initially a significant level of customization was implemented by the previous integrator; the State of Indiana ultimately determined this approach was not appropriate and engaged RCR Technology to return the FACTS functionality to a more out-of-box based implementation expanding the solution to FACTS users and external clients. We implemented the Curam Software solution for online application,and task generationfunctionality. Additionally RCR Technology managed the integration of the following software supporting the IEMP solution:

• Captiva and Content Manager were integrated with the Curam framework to handle the imaging and storage of all incoming documents, and associating each with a case or person

• Interactive Intelligence, Inc. (I3) hardware and software was utilized for Call Center operations; additionally the I3 solution was integrated into the Curam platform.

• Outgoing correspondence to applicants and clients was generated daily via batch and manual processes. The correspondence component was developed within Curam. RCR Technology managed the design, development, tuning and operation of the transactions thru web-based services supporting the generation of outgoing correspondence and transmittal to Postmasters.

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• The Rational Tool Suite was utilized to provide project controls.
• Websphere supported a real-time interfaces with the State's legacy eligibility system, ICES.
• RCR Technology Desk Side Support Team worked closely with the State of Indiana's IOT and Haverstick to integrate over 4,000 work stations, plus printers, scanners, fax machines and related equipment throughout the state's network, active directory and policy environment. In addition to this team, our Help Desk/applications services team support Microsoft Corp. platforms including Internet Explorer, Open Office, and Office Suite for the entire state entity that comprise IEMP.

RCR Technology provides thought leadership and owns the responsibility to coordinate with the State of Indiana and other IEMP partners on all activities to identify system enhancements to improve system or business process performance.

RCR Technology and the State of Indiana...a strategic partnership

RCR Technology originally partnered with IBM and Curam Software and was selected as the platform to support the modernization solution for FSSA's largest benefits programs. In 2009, Governor Daniels cancelled IBM's portion of the $1.2 billion contract and awarded contracts directly to several strategically critical solutions providers to partner directly with the State of Indiana. RCR Technology was selected as the main system integrator and application developer for the Curam Software based project for the duration of the IEMP project.

RCR Techology has been recongized by State of Indiana leadership in our efforts that resulted in the execution of a successful project, on time, on budget which saved the State millions of unexpected dollars.

Overview of legacy environment state vs. modernized present state of IEMP:

Legacy Operational Environment:
• 107 offices spread across 92 counties statewide
• 2100 Caseworkers
• Case-to-Case Worker connection
• Paper based
• No consistent way of doing business (no state wide procedures manual

Modernized Operational Environment:
• 2 Primary Centers (Grant County and Lake County) with Document, Data and Voice Center
• 6 "Mini-Service Centers"
• 55 "State" County Offices
• 43 "Vendor" County Offices
• 1500 Caseworkers transitioned to Coalition in March 2007
• 700 workers will remain with State to manage Eligibility Determination and Benefit Calculation (EDBC), Appeals, Confidential Cases, and IRS related Data

An overview of the IEMP Technical Solution:
The Eligibility Modernization solution includes:
§ Service and Help Center Solution

§ Screening for Potential Eligibility

§ Benefit Application Generation and Processing

§ Integration with Legacy ICES System

§ Web Self-Service Functions

§ Enable transition to a Workflow-Centric process from a Case Owner based process

§ Welfare-to-work processing

§ Document Center Solution

Enabling Content Management Solution
§ Scanning Incoming Documents
§ Data Extraction from Applications through Optical Character Recognition (OCR)
§ Mailing Outgoing Correspondence to Clients through Integration with Postmasters System

Call Center Solution
§ Qualifying the Callers
§ Interactive Voice Response (IVR) Self-Service
§ Automated Call Distributor (ACD) queues

ICES remains the system of record for cases and continues to:
§ Perform Client Clearance during Client Registration
§ Execute Eligibility Determination and Benefit Calculation (EDBC)