The Social Services and Social Security domain

The Social Services and Social Security domain helps you optimize citizen-centered experiences and connect people to programs based on individual needs.

Right service, right individual, right time

To make the best use of perpetually limited resources, Social Services and Social Security agencies need to be sure they're working with the most timely information about their clients, and be able to communicate that data about people, programs and regulatory requirements across the system quickly and clearly.

Easier said than done? Not necessarily. IBM's framework approach accelerates the deployment of smarter government solutions within the Social Services and Social Security domain. Framework-enabled solutions help you gain visibility to integrated citizen information across agencies and beyond to improve service scope and quality. Expand service across all communication channels—including telephone, e-mail, the Web and face-to-face. Improve detection and prevention of fraudulent activities. Help you fulfill reporting requirements more quickly and efficiently.

Within the Social Services and Social Security domain lie the keys to integrated case management and analytics for better decision making. A government services portal and employee dashboards provide a clearer look at available resources and can enable identity resolution, better performance management and even citizen self-service. Here's how one U.S. county made strong, deep and lasting changes in their system.

The IBM Government Industry Framework addresses key government challenges across multiple domains and scenarios. Framework-based solutions are helping governments:

- *Get a citizen-centric view*
- *Collaborate across government agencies*
- *Streamline and automate processes*
- *Analyze exploding volumes of data*
- *Gain a real-time dashboard view of operations*

Solutions in each of the framework's domains can be implemented faster and at lower cost and risk because you can reuse software components across projects and take advantage of IBM software extensions and accelerators that have been built specifically for the government industry. Deployed along with other IBM middleware, these offerings can significantly speed the deployment of solutions and drive greater return on investment.

"With the new insights provided by SSIRS, we are now becoming proactive instead of reactive (sometimes months after the fact) to improve, stabilize and then enhance the lives of our citizens as contributing members of our communities."

—Don Edwards, Deputy Agency Director of Alameda Social Services Agency
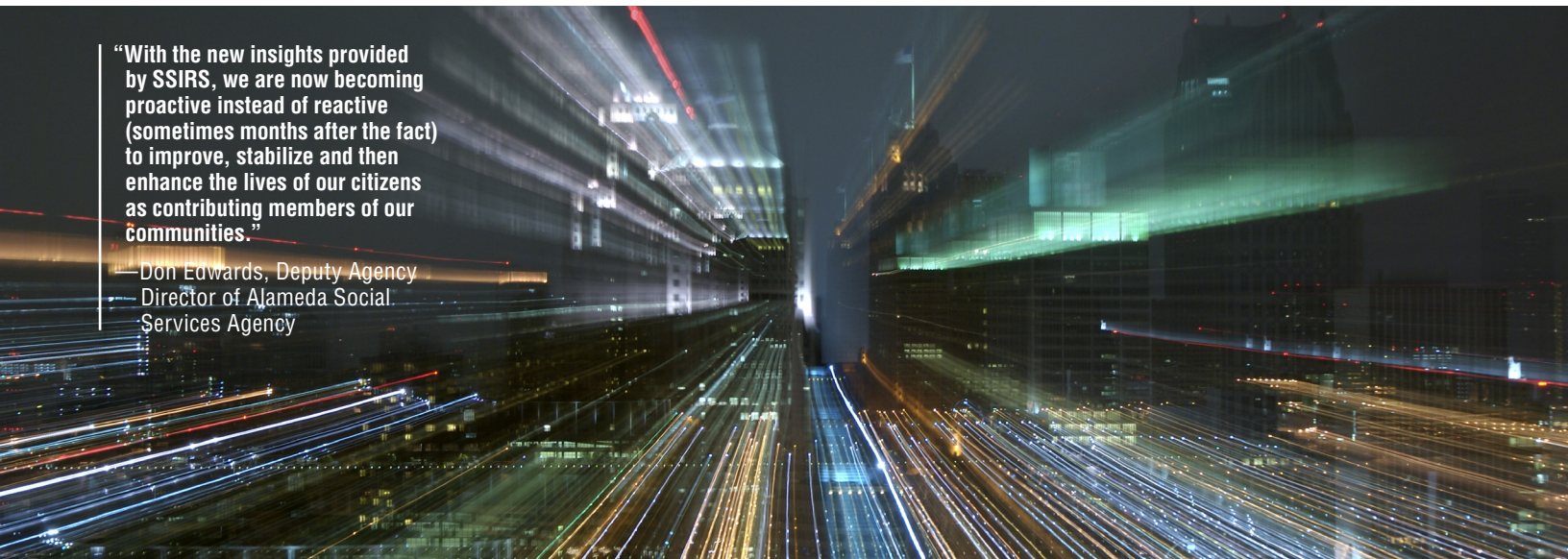
Bridging gaps in the Bay Area

Alameda County, home of Oakland, Berkeley, the Lawrence Livermore National Labs and other California landmarks, faced social services challenges common to urban centers around the country. In addition to the economic downturn increasing the case load and the avalanche of data that accompanies it, agencies were scrambling to fulfill the reporting requirements mandated by the Deficit Reduction Act of 2005 that covered many aspects of domestic entitlement programs.

Closer to home, the county was suffering from program services gaps (and ensuing financial penalties) when welfare clients dropped out of required work participation activities but continued to draw funding. Additionally, old systems were hindering coordination and provision of family-strengthening child welfare programs such as the federal Child Welfare Program Waiver.

Alameda County needed to find a way to pull better information from its voluminous data; to gather, interpret and share that information more efficiently among its agencies. To close the gaps between requirements and fulfillment. And, of course, to make the best use of taxpayer dollars.

The solution: identify and clarify

Alameda County Social Services Agency partnered with IBM to institute a first-of-its-kind software system for real-time client overviews and activities. The Alameda Social Services Integrated Reporting System (SSIRS) includes a centralized reporting program that intelligently consolidates data from multiple systems, resolves identity duplications and conflicts, and enables cross-program reporting in real time. For faster access to and interpretation of data, a dashboard gives workers greater visibility into data and alerts, providing a more efficient, instrumented management of case loads.

The agency expects the system to drastically improve—reducing from months to days—service delivery time and more effectively interconnect their 2200 social service agency employees with the 158,000 clients who need help the most. And save taxpayer dollars from added capabilities, efficiency gains and reduced penalties.

Smarter Business outcomes

- *Estimate $11 million in benefits from efficiency and fraud detection.*
- *Aggressively reduce fraud and shift dollars to those truly in need.*
- *Reduce engagement time with clients and providers from months to days.*
- *Save reporting and penalty costs with up-to-date and automated reporting capabilities.*
- *Gain visibility into performance and required actions.*

For more information

To learn more about the IBM Government Industry Framework and domains, contact your IBM representative or visit:

ibm.com/software/industry/frameworks/government/

Key technologies

- IBM Balanced Warehouse™ D5000
- IBM Entity Analytic Solutions
- IBM DB2®
- IBM Cognos® 8 Business Intelligence reporting, analysis and dashboards
- Linux® operating system