

NASCIO 2015 Annual



TAKING OFF: Advancing Smart Government

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# State of Utah





# What is myCase?

- Customer App
- Simple & Easy
- Portal Technology
- API Integration

The screenshot shows the myCase web portal interface. At the top, there is a navigation bar with links for Home, Benefits, Services, Documents, myAccount, and FAQ. A prominent red banner contains a notice: "On July 27, 2015 - PCN will open for enrollment for adults with a dependent child under the age of 19 living in the household. PCN will stay open until further notice." Below this banner are four green buttons: Online Application, Change Reporting, Case Review, and Payments. The main content area is divided into three sections: "Important information:" with links for reading notices, stopping benefits on Aug 31, 2015, review due in September, and sending verifications; "What's new!" with links for applying for benefits, controlling case visibility, checking verifications, UTA Hive Pass, and Summer Free Lunch Program; and "I want to:" with links for reading notices, looking for a job, checking EBT balance, making a payment, getting a discounted bus pass, and viewing customer education. On the right side, there is a "Live Chat" button, the myCase logo, and a user profile section for "Padrina" with a case number of 4017930 and links for Home, Español, and Log Out. Below that is an "FAQs" section with links for "What's needed to get my benefits?", "When will I get my benefits?", "When will my application be worked?", and "Other Questions?".



## Why Did We Build It?

- Customer self-sufficiency
- Workforce staff reductions
- Faster response times
- Electronic communications



## Why is myCase So Unique?

- Customer-driven
- Bureaucracy made simple
- 1st in the Nation to go paperless



Continue

Live Chat

 **myCase**  
Online Application

    
Home Español Log Out

Welcome Padrina  
Case #: 4017930

Top answers to  
questions

[How soon could I get benefits?](#)



## How is It Used?

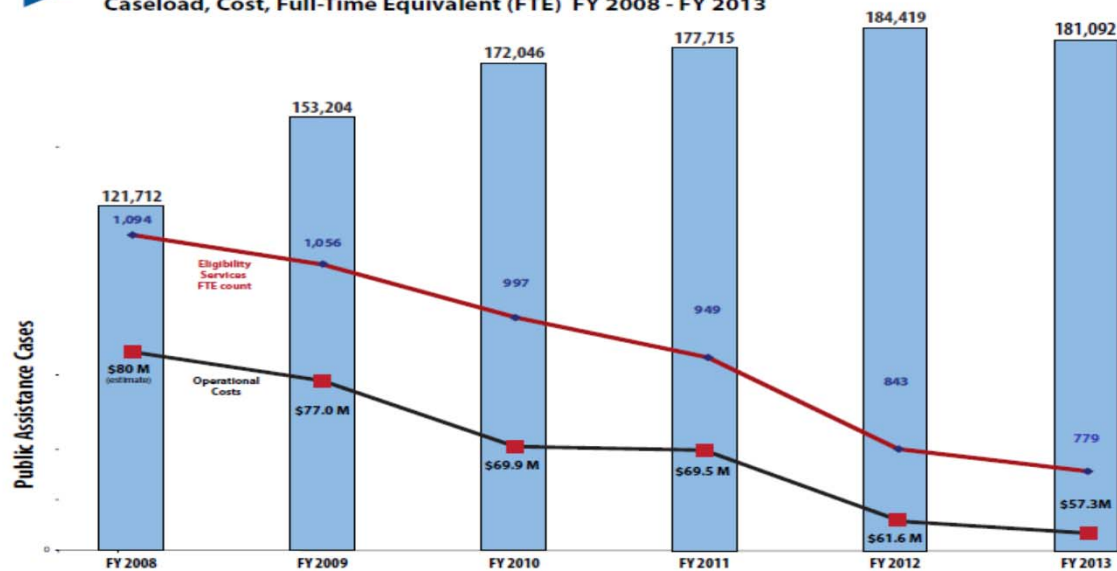
- 75% of all customers
- 75% online applications
- 50% online re-certifications
- 50% paperless
- 100% healthcare.gov transfers



# Did It Deliver?



Department of Workforce Services  
**Public Assistance - Eligibility Services**  
 Caseload, Cost, Full-Time Equivalent (FTE) FY 2008 - FY 2013





## Where is It Going?

- Model for other applications
- Expanded electronic verifications
- Automated decisions

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# Universal Application Project: Crossing Boundaries to Better Serve Colorado Children





# One Tool. Twelve Early Childhood Programs.

## Colorado Dept of Human Services

- Early Intervention Colorado for Infants, Toddlers and Families
- Low Income Energy Assistance Program (LEAP)
- Child Care Assistance Program

## Colorado Dept. of Education

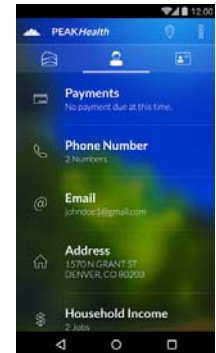
- Colorado Preschool Program
- Child Find
- School Nutrition Programs

## Colorado Dept. of Public Health & Environment:

- Supplemental Nutrition Program for Women, Infants, and Children (WIC)

## Non-state agency programs:

- Head Start
- Healthy Steps
- Nurse-Family Partnership (NFP)
- Parents As Teachers (PAT)
- Home Instruction for Parents of Preschool Youngsters (HIPPY)





## A Few Stats

- 7,089 households determined to be potentially eligible for the offered programs
- 1,238 applications have been submitted
- 84% included applications for at least one additional program
  
- Cost: \$2.25 million in development funds and \$250,000 in communications and training resources



## Benefits

### Users

- Anonymous eligibility screening
- Streamlined application process
- Available 24x7

### State

- Promotes good stewardship of state resources
- Enables better outreach & targeted use of case management

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# State of Arkansas

## The Arkansas Integrated Revenue System and the Journey to Smarter Government

  
Department of Information Systems

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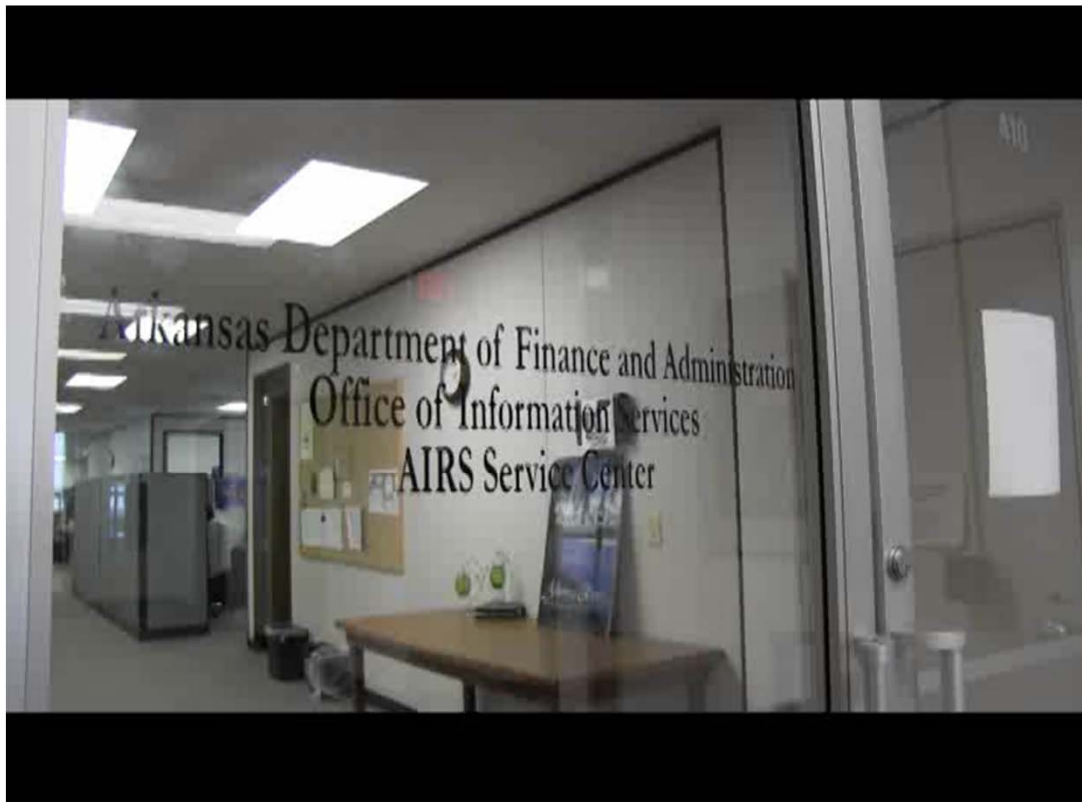
# A Review of the Arkansas Integrated Revenue System (AIRS)

  
Department of Information Systems

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Department of Information Systems



## The “Smart” Journey

Always increasing focus on:

- Increasing efficiency
- Working smarter
- Providing a secure environment
- Business needs
- Citizen needs





## AIRS and the “Smart” Journey



Increases efficiency through:

- One integrated system
- Ease of use
- Speeds up processing
- Ease of programming
- Cost
- Increased collaboration





## AIRS and the “Smart” Journey

Provides more citizen-centric service through:

- Increased processing speed
- Singular citizen taxpayer access point
- Enhanced citizen access
- Cost efficient service
- More collaboration across AR state government





## Increased Processing Speed



- Web-based technology
- Visual / Intuitive
- Graphical interface to guide user through processes
- No duplicated tasks
- One citizen account
- Provides better customer service



## Single Taxpayer Access Point

### 2014 AIRS Taxpayer Access Point

- 450 active users
- 2.7M returns received
- 2M payments received
- 1M refunds processed

**ATAP**

*Online Taxpayer Services*

#### Arkansas Taxpayer Access Point **Get Started**

Welcome to the Arkansas Department of Finance and Administration Arkansas Taxpayer Access Point (ATAP), which is a FREE web-based service where you may electronically manage your state tax accounts.

[Learn More](#) about ATAP.

We encourage you to view the [tutorial](#) for additional assistance concerning specific issues.

▶ **Login** (returning users with an account)

Login ID:

Password:  [Forgot your password?](#)

▶ **Sign up** (new users)

#### **Inquiry Search**

▶ [Search for Existing Request](#) (confirmation number required)



## Driver & Motor Vehicle Services

A SECURE ONLINE SERVICE OF ARKANSAS.GOV

Arkansas Department of Finance and Administration  
**Vehicle Registration Renewal**

**ARSTAR**  
ARKANSAS STREAMLINE AUTO RENEWAL

Arkansas Streamline Auto Renewal

Renew your vehicle registration, change your mailing address & set up reminders - all in one step. [Get Started](#)

Already renewed? Change your address, setup reminders for next year, or print your renewal receipt.

[Change Your Address](#) [Renewal Reminders](#) [Find Renewal Receipt](#)

Pay securely with

Frequently Asked Questions:

- What do I need to renew my registration online?
- What if I did not receive a Renewal Notice in the mail?
- How long will it take to process my renewal?
- Is there an additional cost to renew my registration online?
- What is the system availability schedule?

[Additional Help](#)

### 2014 AIRS DMV activity

- 1200 active users
- 1M DLs and state IDs issued
- 1M titles issued
- 3.3M vehicle registration cards issued

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## Collaboration

AIRS system interfaces



75 County Offices



AR Courts



AR Administrative  
Statewide Information  
System (AASIS)

**OFFICE OF CHILD SUPPORT ENFORCEMENT**

An Office of the Administration for Children & Families

Other public/non-public systems





## Looking Forward

- Ease of programming to easily update system
- Intuitive system to add new features
- Ability to continue increasing collaboration
- Continual enhancement of efficiency

