National Association of State Chief Information Officers (NASCIO)
2003 Recognition Award Nomination

Title of Nomination: HelpIndiana – Revolutionizing Service Delivery for Those in Need
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HelpIndiana – Revolutionizing Service Delivery for Those in Need

Executive Summary:

In December 2001, Indiana Family and Social Services Administration (FSSA) Secretary John Hamilton established a set of Key Biennium Priorities for the FSSA. One of those priorities was to develop and implement a program where enabling the family support system would beto become family-centered, provide integrated services, and deliver measurable results. The program that resulted from the Biennium Priority is That vision became a reality in January 2003 with the introduction of a program called HelpIndiana.

HelpIndiana is a web-based interface tool to pre-screen eligibility for more than 20 government programs and benefits in one interview. The interface can be deployed and accessed via the Internet at any state office or community center. HelpIndiana provides "one-stop shop" screening for the following programs in the following categories::

- Children and Family Benefits
- Education and Training
- Emergency Cash Assistance
- Employment
- Financial Assistance
- Health Related Benefits
- Housing and/or Utilities
- Legal Assistance Programs

When a caseworker is interested in determiningIn order to determine what services services for which an individual is eligible for, the caseworker logs into HelpIndiana via their an Internet browser. Caseworkers ask a series of questions related to age, income, assets, household size, education and medical background. Based on the information provided, the system will generate a list of benefits and services from among the programs for which the individual may qualify. HelpIndiana also provides an explanation of services for which the individual was determined to be ineligible. Finally, screened individuals receive automated referrals, a list of office locations where they can apply for services, and a list of all documents and verifications needed for the application process.

Under Indiana Family and Social Services leadership, the HelpIndiana initiative brought together the following government agencies:

- Division of Family and Children (Child Support, Housing, Child Care, First Steps, Food Stamps, Head Start, and many others)
- Department of Health (Children's Special Health Care, Women Infants and Children)
- Department of Workforce Development (Unemployment Insurance and Workforce Investment Act Programs)
- Division of Disability, Aging and Rehabilitative Services (Vocational Rehab., CHOICE)
- Office of Medicaid Policy and Planning (Hoosier Healthwise, Hoosier Rx and Medicaid Programs)
- Division of Mental Health and Addiction
- Department of Commerce (Individual Development Accounts)
- Local Programs such as the Township Program and Earned Income Tax Credit

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Future phases of HelpIndiana include plans to provide self serve capability via *accessIndiana* and to allow application for benefits to be filed from HelpIndiana.
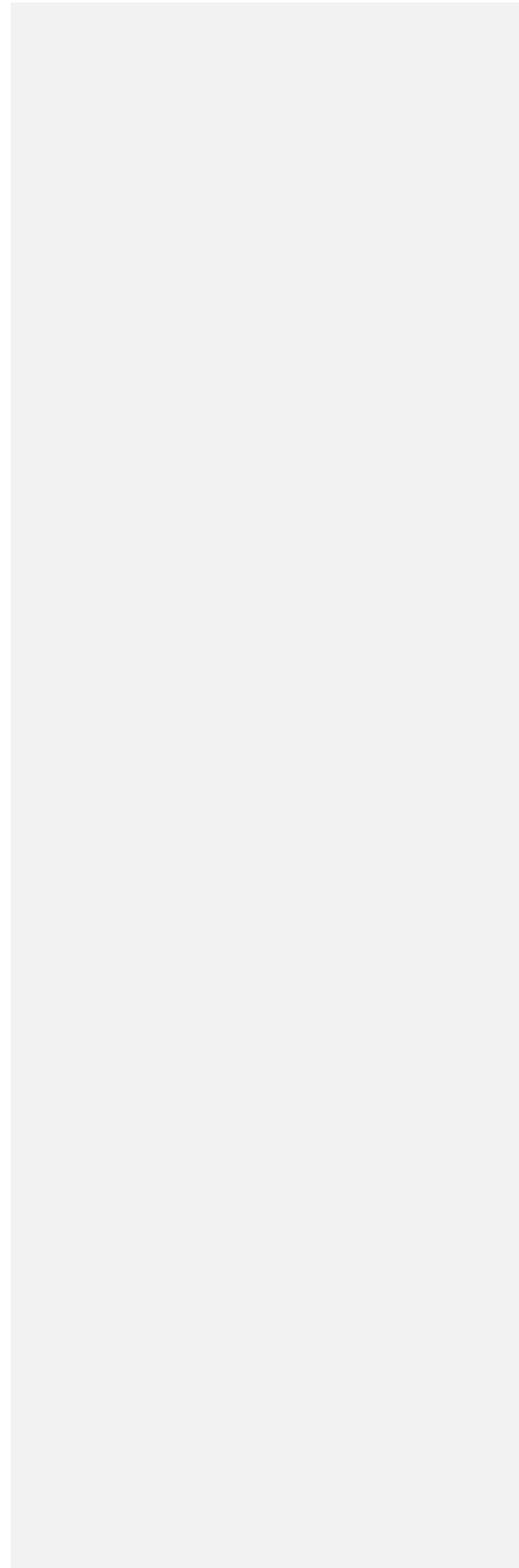
Description of project, including length of time in operation:

HelpIndiana is a web-based virtual one-stop shop that allows individuals to complete one interview to pre-screen eligibility for more than 20 government programs and benefits. HelpIndiana serves as a common intake tool and a comprehensive resource and referral tool. It combines state, local and community services, programs and resources into a seamless integrated delivery system.

In the past, thousands of Hoosiers in need of social services completed numerous intake interviews at various government agencies ~~with~~ in different locations around their city or county. Since the introduction of HelpIndiana in January 2003, potential program recipients have been realizing the benefits of this revolutionary system. HelpIndiana consolidates eligibility rules for more than 20 programs in ~~one~~ a single interface. The interface can be ~~deployed and~~ accessed via the Internet at any state office or community center. ~~Wherever HelpIndiana is deployed, it provides a "one-stop shop" for those interested in pre-eligibility screening for state assistance.~~ Screening is available for programs in the following categories:

- Children and Family Benefits
- Education and Training
- Emergency Cash Assistance
- Employment
- Financial Assistance
- Health Related Benefits
- Housing and/or Utilities
- Legal Assistance Programs

In order to determine~~When a caseworker is interested in determining what~~ services for which an individual or family is eligible ~~for~~, the caseworker logs into HelpIndiana via an ~~their~~ Internet browser. Caseworkers ask a series of questions related to age, income, assets, household size, education and medical background. Based on the information provided, the system generates a list of benefits and services from among the programs for which the individual may qualify. HelpIndiana also provides an explanation of services for which the individual was determined to be ineligible. Finally, screened individuals receive automated referrals, a list of office locations where they can apply for services, and a list of all documents and verifications needed for the application process.
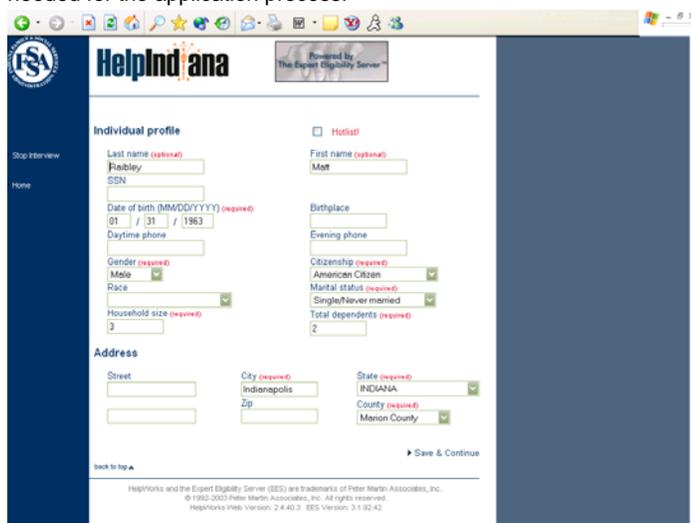
B. Improvement of Government Operations

Consolidating and coordinating the pre-screening eligibility process for more than 20 Indiana programs provides caseworkers with a consistent method of determining which specific services or benefits individuals are qualified to receive. This method allows caseworkers to pinpoint which specific services should be provided to their clients, thus allowing them to accurately focus their efforts.

Under Indiana Family and Social Services leadership, the HelpIndiana initiative brought together the following government agencies:

- Division of Family and Children (Child Support, Housing, Child Care, First Steps, Food Stamps, Head Start, and many others)
- Department of Health (Children's Special Health Care, Women Infants and Children)
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- Local Programs such as the Township Program and Earned Income Tax Credit

As best-of-class, the HelpIndiana program was presented as part of the initial Webcast Series of the National Governor's Association demonstrating the benefits of sharing program knowledge, service availability, coordination points, and best practices across programs. It demonstrates best-of-class resourcing and referral for all participating programs and providers versus each pursuing this alone. HelpIndiana leverages knowledge and data for the benefit of all participants and enables provision of demographic profiles for social service stakeholders and participants. It provides a basis for cross-program analysis and policy decision support, and, improves visibility of family and individual service needs to the community.

Program providers also benefit from the HelpIndiana system. Through HelpIndiana, providers become part of an integrated service deliver plan, increasing the odds of achieving positive outcomes from each service.

HelpIndiana retains screened applicant profiles and enables tracking of their progress. The system tracks applicant follow-through to determine how many individuals actually utilize recommended services post-screening. When screened applicants apply as directed, HelpIndiana tracks the accuracy of its screening results (potential versus actual eligibility).

HelpIndiana is a client/server application that utilizes Internet Explorer Web Browser on the users' workstations. The suite of programming tools used includes Borland and Oracle. The application also requires Adobe Acrobat Reader to allow the user to open online forms.

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It is built from the ground up on industry-standard technologies such as Oracle database and the Microsoft Internet Information server. Programming tools used include Delphi, Oracle PL/SQL, JavaScript, HTML, and .NET. The Web products are designed as industry standard thin-client, three-tier applications utilizing the Microsoft Web API (ISAPI). The diagram below represents a high-level view of HelpIndiana Web application architecture.
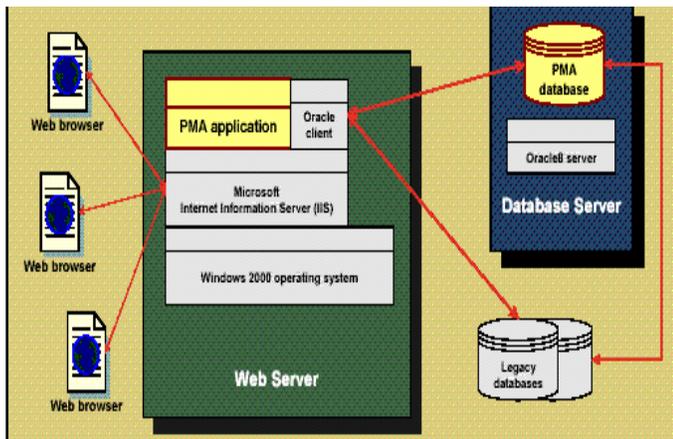
Benefits realized by service recipients, taxpayers, agency or state:
Accuracy. Efficiency. Timeliness. From caseworker to service provider to program recipient, HelpIndiana brings tremendous benefit to everyone involved in the process.

For the participating agencies, consolidating and coordinating the pre-screening eligibility process for more than 20 Indiana programs across eight (8) state and local agencies provides caseworkers with a consistent, easy-to-use system to provide the right services to the right people. This method allows caseworkers to pinpoint which specific services should be provided to their clients, thus allowing them to accurately focus their efforts.

Based on the information provided to the caseworker, the system will generate a list of benefits and services for which the individual may qualify. Because HelpIndiana includes a complete inventory of available services, it may identify programs for the applicants that were previously unknown to them. HelpIndiana also provides an explanation of services for which the individual was determined to be ineligible.

Screened individuals will receive automated referrals and information on office locations where they can apply for services, plus a list of all documents and verifications needed for the application process.

Program providers also benefit from the HelpIndiana system. Through HelpIndiana, providers become part of an integrated service delivery plan, increasing the odds of achieving positive outcomes from each service provided.

Return on investment, short-term/long-term payback (including summary calculations). Projects must exhibit measurable operational benefit:
The initial $5 million investment will be recouped in three (3) years through the elimination of contractual services to conduct IMPACT (welfare to work) assessments. Prior to HelpIndiana, the state contracted for caseworker services to conduct these assessments. HelpIndiana enables FSSA to conduct these assessments with existing staff, saving $5 million in contract cost over three years.

Use of HelpIndiana will revolutionize the way the State of Indiana is able to integrate the delivery of services for its clients. Future plans include self-serve capability via *accessIndiana*, eliminating the requirement for caseworker intervention, and application for benefits directly from HelpIndiana. In its ultimate form, it will be the intake system for all health and human services and will be available to anyone who has a Web browser, saving time for everyone involved and insuring complete and consistent delivery of services.

Cited as a best-of-class solution, the HelpIndiana program was presented as part of the inaugural Web cast Series of the National Governor's Association "Using Technology and Public-Private Partnerships to Help Low-Income Workers" and at Harvard's e-Government Cross Boundary conference. Benefits of HelpIndiana were demonstrated, including program knowledge sharing, service availability, coordination points, and best practices across programs. It demonstrates best-of-class resourcing and referral for all participating programs and providers versus each pursuing this alone. HelpIndiana leverages knowledge and data for the benefit of all participants and enables provision of demographic profiles for social service stakeholders and participants. It provides a basis for cross-program analysis and policy decision support and improves visibility of family and individual service needs to the community.