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Quick Innovations for Better and More Cost-Effective Government

The Conference on California's Future
Dave Turner, Vice President, ACS
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Goals of CA Government Innovations

- Identify areas where technology leaders can:
 - Help reduce costs and improve program operations
 - Help CA state and local agencies improve service quality for external customers and stakeholders
- Broaden the leadership role of technology SMEs in improving CA government operations
- Leverage existing infrastructure and investments
- Suggest ideas that can be selectively implemented in your jurisdiction
- Contribute to the “greening” of California

Why the Roles of the CIO/CTO Matter

- Are often in the best position to see the needs and challenges of the entire enterprise
- May be well-positioned to encourage people to work across the organizational silos—both within a jurisdiction and across jurisdictional boundaries
- Are a trusted source for technical insight and for managing/overseeing IT-dependent projects
- Often own the solutions (e.g. technology) that are likely to help successfully address cost pressures and increasing demands for services

Innovations in Your Enterprise

- Solutions:
 - Move from *paper* to *plastic* for payment and benefit disbursements
 - Move from *paper* to *images* for document management
 - Move from *in line* to *online* or *phone*
- Results:
 - Saves money / public funds
 - Improves citizen responsiveness and services delivery
 - Increases government productivity, promotes economic development and promotes energy savings

***Align with the OCIO's template to Organize for Success,
Strive to be Number One, Face the Future, and
Deliver the Five-Year Statewide Capital Plan***



Case Study: Consolidated Call Center

Denver County Department of Human Services (DHS)

- Provides financial, medical and cash assistance to over 75,000 Denver County families
- Public accessed 35 phone numbers for decentralized constituent services within DHS
- Citizen calls often involve more than one program → multiple calls by one constituent
- Caseworker response to routine calls impacted productivity



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Case Study: Consolidated Call Center

Denver County DHS - Results

- Consolidation of 35 phone numbers for 25 different programs into one centralized constituent services operation, accessed by one phone number
- Turnkey startup to ACS full operations in just 60 days, using a Web-based customized COTS communications tool
- Seamless cutover from comprehensive and effective outreach to all internal and external DHS stakeholders
- Trained staff handling 29,000 monthly calls, providing:
 - Consistent, professional answers that present a one-DHS image to the public
 - Prompt , knowledgeable one-stop response to citizen questions on multiple programs
 - Redeployment of caseworker time to focus on constituents and service delivery

Case Study: Document Management

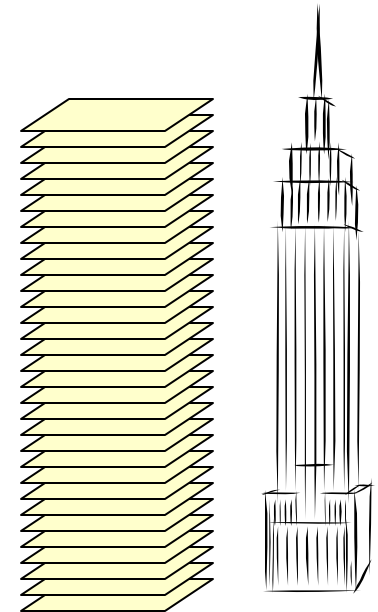
New York City Human Resources Administration (HRA)

- Provides financial, medical and food assistance to families and children
- Serves an average of 222,000 cases monthly through paper-intensive processes
- Costly and inefficient filing and retrieval of documents from storage rooms to service caseload
- Costly, long-term retention of documents for audit compliance

Case Study: Document Management

New York City Human Resources Administration (HRA) - Results

- Document imaging and management solution implemented in less than 90 days using COTS software
- ACS turnkey operation collects, scans and indexes approximately 3M pages of documents monthly, uploaded to HRA's system
- Authorized users – caseworkers, auditors, management – have secure, convenient access to case information from their desktops
- Elimination of document stack taller than the Empire State Building each month produces significant reduction in operational costs and environmental impact while streamlining agency efforts to help clients towards self-sufficiency



Electronic Payments

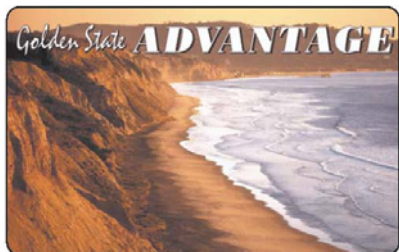
Electronic Benefits Transfer (EBT) and Electronic Payment Card (EPC)

- Increasing volume of government-issued payments and benefits
 - Unemployment Insurance (UI), Workers' compensation, Social Security, state/local retirement, employee payroll, TANF, food and nutrition benefits, disaster and emergency relief, energy assistance
- Increasing costs to print, mail and financially handle paper checks – up to \$2 per check
- Increasing incidence of lost/stolen checks and fraud
- Increasing mobility of population

Electronic Benefits and Payment Card

Solution

- EPC: electronic distribution of payments through a nationally branded debit card – MasterCard® or VISA® – with funds accessible at a million-plus banks, ATMs and retailers nationwide
- EBT: a “closed loop” electronic payment system with benefits accessible at limited locations such as food stores and some ATMs, using a magnetic stripe EBT card. Good for distribution of SNAP (food stamps), childcare time and attendance tracking, and Women, Infants and Children (WIC) assistance
- Both use a secure, reliable processing solution/network through EPPIC TM, ACS’ highly-configurable, web-based financial system certified by MasterCard®, VISA®, and the federal government



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Electronic Benefits and Payment Card

- Dramatically reduces administrative costs for benefits issuance and handling—millions of dollars in annual savings—with additional savings from less fraud and abuse
- Full implementation in 90 days or less, often with no startup costs and few if any government system changes
- Service continuity to cardholders in emergency or disaster situations
- Faster citizen access to funds (2-4 days earlier than checks) with 24/7 constituent service
- *Use of debit cards can save unbanked citizens an average of \$175/year vs. paper checks according to the US Department of Treasury**

* "Payroll Cards: An Innovative Product for Reaching the Unbanked and Underbanked". US Department of Treasury, Comptroller of the Currency, Administrator of National Banks. June 2005.

Case Studies continued

- North Carolina Employment Security Commission
 - Disbursement of UI to 148,000 beneficiaries using a MasterCard® debit card
 - \$4M annual savings to the State
- Large southern state
 - Collaboration between two state agencies to disburse state employee payroll and child support monies to custodial parents—at zero cost to state
 - \$5-6 M annual savings from conversion of “paper” to “plastic” for 200,000 cardholders
- Michigan WIC
 - Nation’s first on-line magnetic stripe EBT system for WIC benefits to 240,000 cardholders
 - Significant annual savings from replacement of 10M paper coupons
- Hurricane Katrina Citizen Relief
 - 300,000 emergency EBT cards manufactured and distributed in Mississippi
 - 250,000 cards issued to Louisianans relocated to Texas
 - Emergency cards to beneficiaries in other ACS states: AR, IA, MA, OK

Get to Know ACS in California

- Stop by ACS booth # 827 on the Avenue of Tomorrow
- For additional information, contact:

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