

Social Interest Solutions Modernizes Public Assistance Enrollment Processes with LegaSuite



Social Interest Solutions is a nonprofit organization dedicated to leveraging technology innovation to improve consumers' access to public and private health and social services. As an active influencer and promoter of policy reform, Social Interest

Solutions has successfully developed and deployed pioneering technology solutions that have positively impacted the quality of lives of over seven million of the nation's underserved population.

Challenge

Social Interest Solutions' innovative One-e-App system is a web-based screening and enrollment application that offers low or no income residents in California, Indiana, Arizona, and Maryland an expedited and simplified way to apply for a range of public and private benefit programs. One-e-App provides a one-stop solution for consumers by not only screening them for the available programs but also by delivering the applications and supporting documents electronically to the appropriate eligibility and enrollment systems. One-e-App does so by using a range of technologies which allow One-e-App to deliver data to a system in a non-intrusive way and without any changes to the other system.

In California, One-e-App has helped residents and case workers in 14 California counties move from an onerous, paper-based application process to one that's automated and modernized. By doing so, One-e-App has helped eliminate barriers to public programs that make a difference in the lives of children and families in need.

After achieving early success with One-e-App, Social Interest Solutions wanted to enhance the system to electronically deliver applications to CalWIN, the eligibility system used by 18 counties to determine eligibility for key public assistance programs like Food Stamps and Medi-Cal, California's Medicaid health care program. But since CalWin is a Windows client/server application, they had to find a way to access and integrate with it using an innovative service-oriented architecture (SOA) interface.

Solution

After looking at several options, Social Interest Solutions selected LegaSuite from Rocket Software to provide an SOA interface between One-e-App and the key CalWIN client/server application. LegaSuite automates the screening process to determine eligibility for all the programs CalWIN administers.

"Our clients often have constraints such as limited resources and conflicting priorities," said Ashok Rout, Deputy Chief Technology Officer, Social Interest Solutions.



Key benefits:

- Offers SOA interface between One-e-App web interface and key PowerBuilder client/server application
- Automates processing to drastically reduce processing time and improve accuracy
- Helps county agencies better assist their underserved residents

"We have relied on LegaSuite for four years and the technology has been outstanding for us."

— Ashok Rout
Deputy Chief Technology Officer
Social Interest Solutions

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“We knew that developing a traditional interface was not going to allow us to effectively and efficiently integrate One-e-App with CalWIN to streamline the eligibility and enrollment process. We used LegaSuite to build a non-intrusive interface to connect to CalWin’s front-end systems, allowing us to leverage existing legacy systems while at the same time modernizing the entire benefits application enrollment process. We have relied on LegaSuite for the last four years, and the technology has helped us address some pretty challenging integration issues.”

Results

Using One-e-App, a resident or a community assister completes a web-based application process. Once the application is completed in One-e-App and the applicant is preliminarily eligible for any of the programs that CalWIN supports, the application gets electronically routed to a county worker. The county workers review the application and any documents submitted by the applicant and decide whether to deliver the application to CalWIN. LegaSuite automatically navigates through 50 to 60 CalWIN screens to deliver the application data electronically. This drastically reduces manual processing time and improves accuracy, letting residents enroll into a program in a day or two instead of weeks.

“LegaSuite allows us to deliver systems that enable people experiencing hardships to gain access to much-needed programs,” Rout said. “The tool plays a critical role in helping us leverage One-e-App to mask data integration complexities in order to offer those in need access to Medicaid and food stamp programs in counties throughout California, Maryland, Arizona, and Indiana.”

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