

THE POWER OF BEING UNDERSTOOD

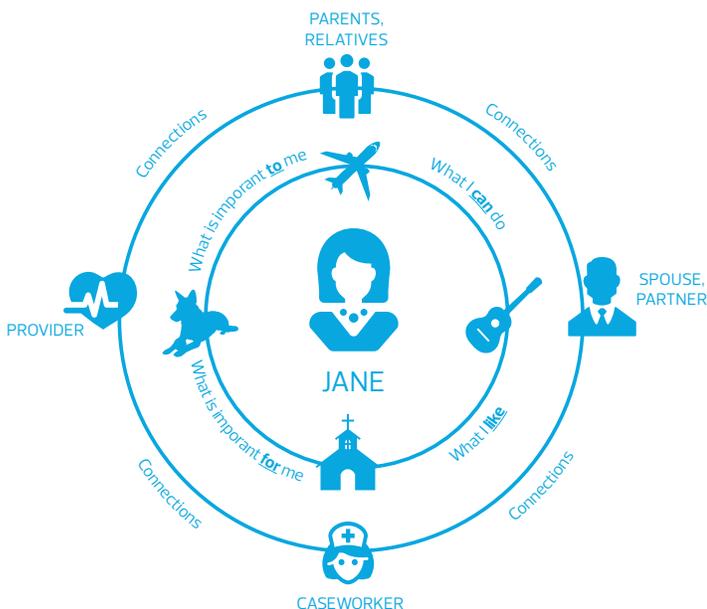
HEALTH AND HUMAN SERVICES CASE MANAGEMENT ACCELERATOR

Technology designed to help improve people's lives.

Health and human services (HHS) agencies are charged with providing care and outreach that improves people's lives. Managing service delivery is a complicated task, and many existing processes and systems are not focused where they should be—on the individual.

While your agency provides state aid to people in need, the process of managing the individual's application and disbursement of funds is manual and labor-intensive. Departments are frequently not integrated to provide a holistic view of the application process and any historical information about the applicants.

People focused on well-being, focused on being better, happier



Creates a circle of care

RSM's HHS Management Accelerator provides agencies at both the state and county levels with the capability to efficiently deliver services in a coordinated way, while using integrated resources. It reduces paper-based, time-consuming and resource-intensive processes by deploying technology around person-centered care. The platform supports the behavior intervention plan (BIP) by facilitating ultimate choice and consumer direction, while ensuring the overall care system is coordinated and free from conflict.

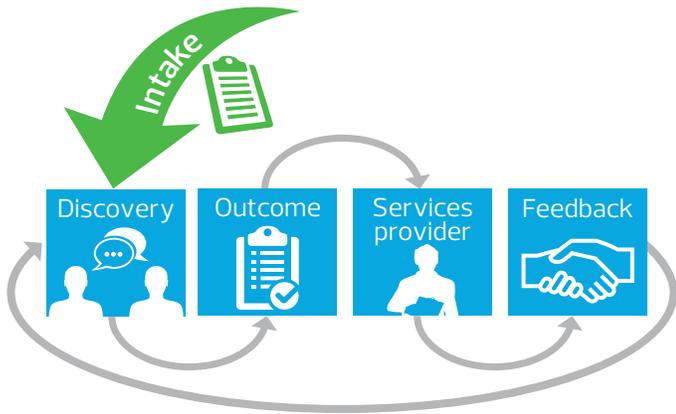
Person-centered case management

With Microsoft Dynamics® CRM at its core, the RSM HHS Case Management Accelerator increases service delivery efficiency and effectiveness. The platform:

- Provides person-centered case management processes
- Facilitates good decision-making, using technology that's easy to use
- Eliminates manual, time-consuming processes
- Increases collaboration and visibility and facilitates smooth communications among stakeholders
- Leverages the full scope of providers for recipients of services
- Standardizes service delivery by leveraging stakeholders' best practice procedures
- Reduces the likelihood of fraudulent filing for services in multiple jurisdictions
- Adds scalability to handle growing caseloads without adding additional in-house resources

360 degree case management process

With our accelerator, case managers can easily access all components of the process:



The process provides visibility of the various case phases. Now, you can see what applications are being processed, which applications have been approved and what applications are still awaiting disbursements for a true 360-degree transparent view of the process. It provides a modern architecture, with improved operational processes, so your caseworkers are more efficient and can manage more cases.

Proven Microsoft technology

The RSM HHS Case Management Accelerator is built on a Microsoft Dynamics CRM platform. Our deep knowledge of this platform allowed us to develop comprehensive case management systems for state and county agencies based on our knowledge of the public health and social services needs.

Using Microsoft Dynamics CRM, we leverage the out-of-the-box functionality to enable workflow automation, activity management, caseload assignment, Web portals and integration with critical operational systems. It's not a transfer solution and, as a result, is much more affordable. The open architecture allows for integrations with other critical business systems, including any financial solution.

Award-winning solution

RSM's HHS Case Management Accelerator was recognized by Microsoft for the Microsoft Dynamics Public Sector Industry Customer Excellence Award. In each category, award winners are chosen on their ability to provide amazing experiences for their customers through the use of their Microsoft Dynamics solution. In naming the winner, Microsoft said the project is not only an inspiring story about improving the lives of individuals with developmental disabilities, but is one of our best examples of how government organizations can use CRM to create a 360-degree view of their constituents.

RSM is a top-ranking national Microsoft Dynamics partner, with more than 2,000 implementations of Microsoft Dynamics business solutions over the span of 30 years. We've achieved Gold CRM Competency in the Microsoft Partner Network. This competency means RSM demonstrates an ability to meet Microsoft customers' evolving needs in today's dynamic business environment and has completed a rigorous set of tests to prove their level of technology proficiency, maintains the appropriate number of Microsoft Certified Professionals and submits customer references.

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