



Appeals Case Management System

California Department of Social Services

State Hearings Division

VIP and MicroPact Team Up to Replace 22 Aging Applications

Visionary Integration Professionals (VIP) is leading a multimillion-dollar software and services transformation for the California Department of Social Services. They've chosen to partner with MicroPact and use entellitrak as the technology platform to improve operations and outcomes.

Problem: Unconnected, Inefficient Legacy Systems

The California Department of Social Services (CDSS) manages some of the largest state-based welfare and social services programs in the country. The State Hearings Division (CDSS SHD) ensures due process for individuals who wish to appeal administrative decisions on benefits regarding 22 different public social service programs, with federal mandates imposing strict deadlines on how quickly requests must be adjudicated. CDSS SHD handles an average of 100,000 appeals cases annually.

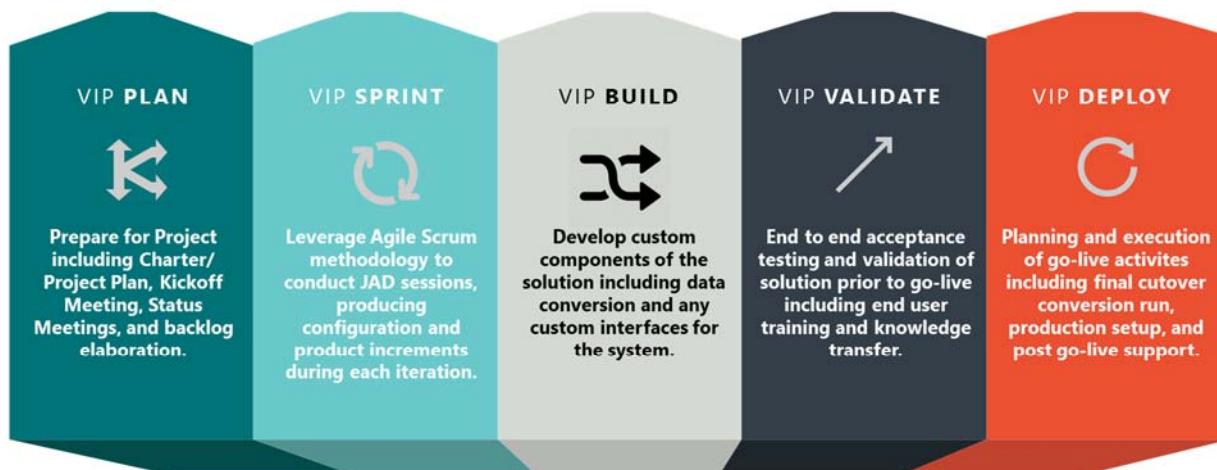
This large undertaking was being hampered by the variety of outdated, isolated systems supporting each individual benefit programs—including database architecture that dated back to the 1970s.

Solution: VIP Expertise and MicroPact Technology

As experts in aligning strategy with execution, VIP recognized that they needed both a flexible case management platform and a technology partner who understands the intricacies of delivering solutions to government. VIP selected entellitrak®, the low-code application development platform from MicroPact, to power the statewide Appeals Case Management System (ACMS).

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VIP MANAGE

MANAGEMENT OF PROJECTS WITHIN BUDGET, TO SCOPE, AND ON SCHEDULE

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VIP recognized that MicroPact had experience supporting other agencies with their appeals processes. They also saw the value in the fully configurable entellitrak platform. entellitrak offers completely integrated, fully-featured modules for different aspects of case management including document management and analytics. This highly integrated approach empowers users to create, access, deliver, and use the information in the system in a more efficient way.

A commercial off the shelf (COTS) solution, entellitrak will improve operations for the SHD administrative law judges and support staff in Sacramento, as well as in regional offices throughout the state. It will modernize case intake, scheduling, reporting, hearing, decision writing, and decision dissemination for CDSS SHD.



Results: A Single Workflow, Statewide

ACMS now provides a single case management system that combines intake, automated scheduling, adjudication, and reporting functions for responsible agencies across the state of California, including:

- California Department of Social Services
- All 58 counties throughout CA
- Department of Health Care Services (Administers Med-Cal, California's Medicaid program)
- Covered California, the state's ACA health insurance marketplace

"The streamlined ACMS will enable us to expedite the appeals process and save time and money by more efficiently managing some of the largest welfare and social services programs in the state."

- Manuel A. Romero
Chief Administrative Law
Judge at CDSS

With modern technology and integrated workflows, ACMS reduces the average life cycle of an Appeal Case from receipt of the Hearing Request to release of the decision. It provides a user portal, allowing individuals to request hearings or check the status of their existing cases. Its efile capabilities streamline the submission of documents associated with cases—a significant component of the solution, which may handle more than 500,000 documents per year.

The ACMS project with CDSS is one of the most expansive of its kind in the nation. The transformation of the statewide system by VIP and MicroPact sets a new bar for how public-sector organizations modernize their appeals operations.

About VIP

We offer a diverse solution portfolio that allows organizations to better align strategy to execution. The most effective path to achieving targeted outcomes requires dedicated teams, proven methods, and adaptability to tailor our solution offerings to meet the unique needs of our clients. Our management consulting and technology solution capabilities provide the visibility, proven execution, and agility to accelerate strategic change. VIP has partnered with 1,200+ clients to deliver results that matter. !