



## SOLUTION OVERVIEW

# Public Assistance

Kofax designs process and content management solutions to boost efficiency and lower expense in public assistance programs of all sizes. With Kofax, you get instant, secure access to case files, documents, emails, forms and more directly from your desktop or mobile device, to speed constituent service and eliminate hassles associated with traditional paper processes.

## Overcoming Public Assistance Program Challenges

Increased workloads and fewer resources means your organization must do more with less ... and that includes effectively supporting your agency's public assistance programs. Endless searches for information, costly processing delays and manual tasks all take a toll on your ability to manage caseloads in a timely way, causing stress for staff and frustration for constituents.

Adding to the pressure of large case workloads and understaffed agencies is the fact that state and federal budgets continue to be impacted by economic pressures. Organizations that administer public assistance programs recognize that "business as usual" processes must change in order to meet caseload demands and deliver a high level of service to constituents, all while operating under budget constraints.

## Three Steps of Government Program Management

Regardless of your agency's mission or operating budget, nearly every government agency manages its programs through three basic steps: application, program participation and compliance. Understanding these steps can help determine which solution best fits your organization's unique requirements.

**Application:** Caseworkers or constituents fill out applications and forms with supporting documentation, which is captured by the agency. A caseworker or intake specialist must then review the form and make a decision to approve, deny or route for additional consideration. If an intake specialist requires more information, he or she may send a constituent a letter, email or other correspondence, or schedule a home visit or in-office interview.



**Program participation:** Once the constituent is participating in the agency's program, they might be required to provide additional information, conduct in-home visits or document their progress. A government entity might also be responsible for providing a service like food stamp payments, educational materials or training. Agency field workers, in-house caseworkers, call center specialists and others need fast access to information to answer questions and respond to inquiries as part of the routine case management process.

**Compliance:** Participants are generally required to demonstrate ongoing eligibility to participate in government programs. This might include proof of income or residency, payments, forms and inspections. Case files can also contain hand-written notes, photographs and video; the greater the variety of supporting documentation, the more difficult it becomes to meet compliance objectives.

## Enhancing Processes with Correspondence and Process Analysis

While most government programs are built on application, participation and compliance, effective program management does not end there. The processes associated with these steps can be enhanced by automating correspondence and process analytics throughout the program lifecycle.

**Correspondence:** Government agencies must get their message out to constituents in a cost effective and timely way, including awareness about programs, the eligibility of

citizens to participate and scheduled informational updates. Outreach messages are usually communicated through traditional postal mail, resulting in even longer response times.

**Process analytics:** Agencies are often required to demonstrate the effectiveness of programs in the form of reports. Internal reporting includes identifying workflow bottlenecks and analyzing data to identify under-or-over served populations. External reporting can take the form of Freedom of Information Act (FOIA) requests, investigations from the Office of the Inspector General, or Legislative or Executive inquiries. Regardless of report type, accurate information that is readily available to users is critical for timely, insightful analysis.

### Solutions to Deliver New Value

No matter what program you support or way you connect with constituents, Kofax offers scalable solutions that seamlessly complement your overall program management strategy. Whether your goal is to eliminate workflow bottlenecks, enhance collaboration among staff, improve constituent service or minimize fraud, our products transform the way you serve your populations.

With Kofax, you will:

- ◆ **Enhance constituent communication:** Accelerate communications with emails and customized correspondence to lower operational expense, ensure maximum response rates and confirm customer receipt.
- ◆ **Capture documents, data and information:** Regardless of location, case workers can capture images, forms and documentation directly into the electronic file to eliminate lost information and lower expenses associated with traditional paper processes.
- ◆ **Accelerate document processing:** Leverage technology to reduce repetitive, manual tasks associated with document processing and correspondence, while giving clients a greater role in their own case management via Internet self-service.
- ◆ **Improve operational efficiency:** Identify workflow backlogs and report on caseworker and program efficiency with visualization tools that look beyond the numbers and show where your program or personnel can improve.

### A Closer Look: Kofax Solutions at Work

A Kofax solution is more than a set of advanced technologies; it's the power to work faster and smarter, with minimal change to your typical day—other than fewer frustrations and a lot more work completed.

Here's how Kofax turns chaotic, unstructured data into actionable information that works for you:

#### Capture and build case files

- ◆ Complete forms and capture photos directly from your smartphone or tablet, and submit directly to the associated electronic case file
- ◆ Automatically monitor and import emails, faxes and files
- ◆ Utilize high-volume document scanning devices or desktop scanners to capture documents directly into case files

#### Manage files electronically

- ◆ Eliminate overflowing file cabinets and endless searches for paper documents or files
- ◆ Seamlessly integrate audio, video, and photographs into the electronic case for instant access and collaboration
- ◆ Meet legal, compliance, and security requirements with rules-based permissions, all in a fully auditable environment

#### Automatically create correspondence

- ◆ Pull data from multiple enterprise sources to quickly generate personalized, on-demand correspondence
- ◆ Perform batch processing for fully automated, high volume production
- ◆ Support multiple, simultaneous output channels like print, fax, and email

#### Analyze and improve processes

- ◆ Create process models in a fraction of the time and cost of traditional methods
- ◆ View interaction between parts of your organization to discover bottlenecks and gain transparency
- ◆ Pinpoint information inside every document, file and email across the enterprise with advanced search technology

To learn more about how Kofax's flexible technology boosts efficiency in public assistance programs of every size, visit: [kofax.com/government](http://kofax.com/government)

