

# THE POWER OF BEING UNDERSTOOD

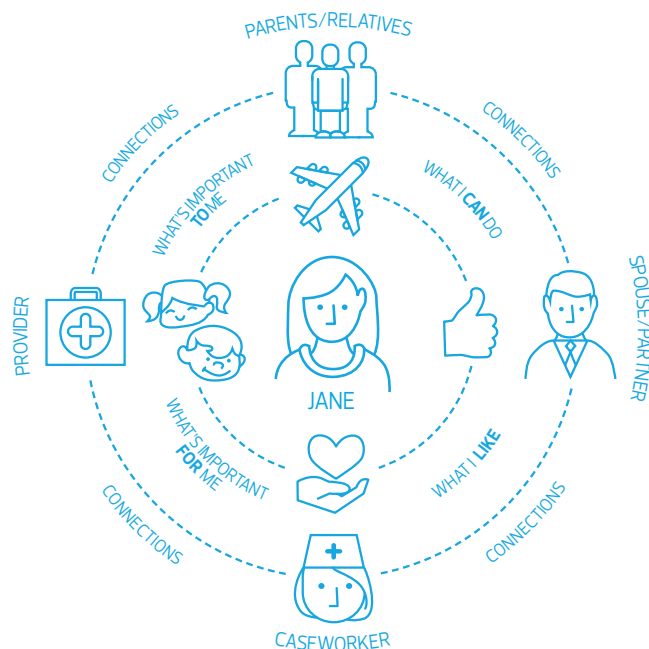
## HEALTH AND HUMAN SERVICES CASE MANAGEMENT ACCELERATOR

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 applicants.

### A circle of care



RSM's HHS Case 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

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
- Reduces 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

More specifically, the RSM HHS Case Management Accelerator platform supports the Charting the LifeCourse framework. Working with the University of Missouri, Kansas City Institute for Human Development, the solution is designed to provide caseworkers:

- The ability to create life trajectory worksheets to track goals that support what a good life means to individuals and their circle of care
- The ability to track high level goals with supporting objectives and outcomes for individuals and their circle of care
- The ability to select life domains (in table below) using the integrated support worksheet to assist the individual in achieving goals, objectives and outcomes that support a good quality of life

Daily life and employment	Social and spirituality
Community living	Citizenship and advocacy
Healthy living	Safety and security

- The ability to track resources and integrated supports that work toward the vision of a good life in one of the following support categories:
  - Technology
  - Relationships
  - Community
  - Personal strengths and assets
- Printable Charting the LifeCourse tools:
  - Life trajectory worksheets
  - Integrated support worksheets
  - Star worksheets for each life domain

In addition to the Charting the LifeCourse framework, our accelerator includes a custom calendar-scheduling tool that allows caseworkers and circle of care to plan and coordinate services and natural supports for an individual for the year.

## 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. With this process 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 365 for Customer Engagement platform, taking advantage of industry-leading cloud technology. Our deep knowledge of this platform allowed us to develop comprehensive case management systems for state and county agencies based on our knowledge of public health and social services needs.

Using the Microsoft Dynamics 365 platform, we leverage 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 based 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 customer relationship management (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 technology proficiency, maintains the appropriate number of Microsoft Certified Professionals and submits customer references.

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