

Modernizing Human Services

Empowering the caseworker.
Enabling success.

THE ACS @Vantage SOLUTION

Modernizing Health and Human Services (HHS) programs, particularly eligibility systems, is complex and often challenging. But ACS is making it easier. Our @Vantage framework solution puts all relevant information about a client and a case—as well as everyone in the household—at the caseworker's fingertips. It's a pioneering shift away from program and caseworker-centered systems of the past, toward a client-centric, web-based solution that dramatically improves efficiency.



expertise in action™



A POWERFUL FRAMEWORK

ACS' @Vantage is the leading framework for building enterprise HHS eligibility and case management systems. The @Vantage framework includes comprehensive pre-built functionality, as well as the tools to customize the software and add new features and functions.

The core solution includes a state-of-the-art implementation for eligibility determination and a comprehensive set of best-practice case management functions.

BUILT FROM A USER'S PERSPECTIVE

The @Vantage Electronic Case Folder puts all relevant information about a client and a case at the worker's fingertips. It allows a worker to access current and historical case information, enter information gathered during an interview, perform case management activities, and determine program eligibility in real time.

The Electronic Case Folder pulls together all the information about a client — whether it is generated by the system, data-brokered from external systems, or sent by a client and scanned into the system. The powerful @Vantage solution allows the worker to capture the dynamics of a household and understand the situation fast, without excessive drilling down to the information you need most.

EASY TO CUSTOMIZE

ACS customers use the @Vantage drag and drop User Interface (UI) Builder and modeling tools to plug their rules and their workflows into @Vantage runtime components, such as the @Vantage Rules Engine and the @Vantage Workflow Engine.

Using this approach, @Vantage customers can create highly tailored implementations for any of their eligibility and case management programs. Programs already implemented or



under implementation include Temporary Assistance to Needy Families (TANF), Food Stamps, Employment Services (Welfare to Work), Childcare Programs, Emergency Assistance, and Medicaid.

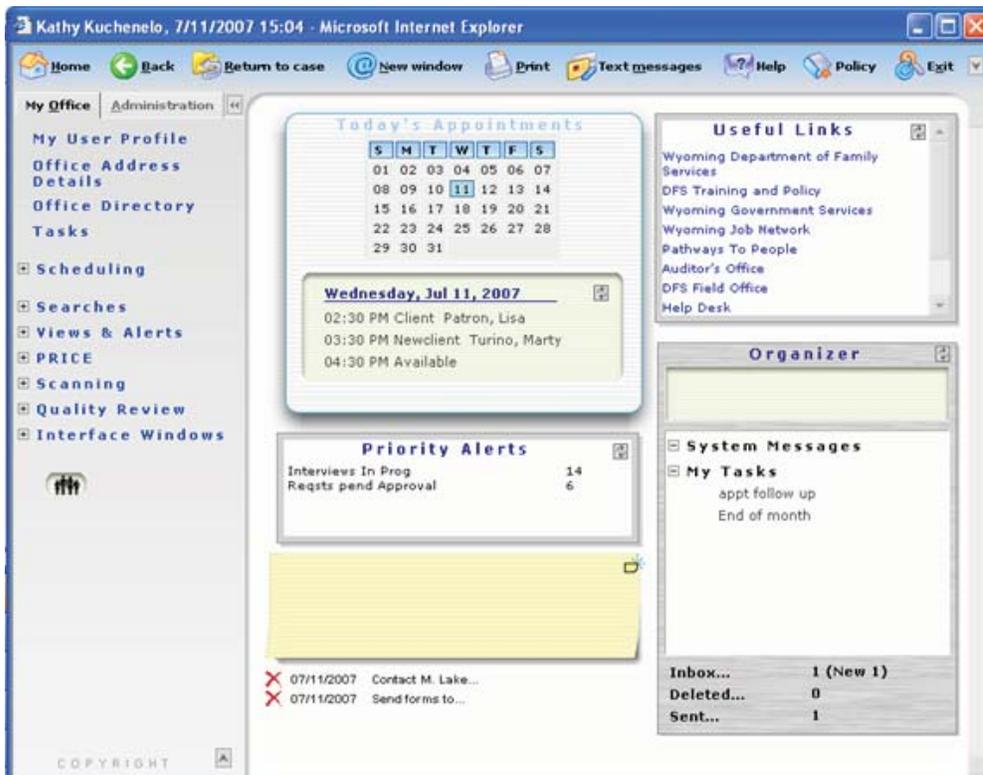
STATE-OF-THE-ART TECHNOLOGIES

The @Vantage production heritage reduces implementation risks. @Vantage is built with state-of-the-art, industry-leading Web technologies such as Java/ J2EE, XML, XHTML and SOAP. It contains no legacy code, and has a core architecture that has a production-proven pedigree.

Since an @Vantage-based implementation focuses on the installation and customization of a production-proven HHS software solution, our @Vantage

"We have a well-architected, mission-critical system that is performing well above expectations. BEACON (the ACS-developed eligibility system) is an invaluable tool for our case managers, program and agency managers and most importantly, it is easily adapted to our ever-changing program and business needs."

Jim Reen, Assistant Commissioner
Department of Transitional Assistance
State of Massachusetts



The @Vantage Worker Portal is easily customized to fit various roles of the workers, while limiting access according to appropriate security levels.

“Forrester scored @Vantage highly for its business processes support, its flexibility, and its architecture. Customer references commented that it was truly a powerful, feature-packed system.”

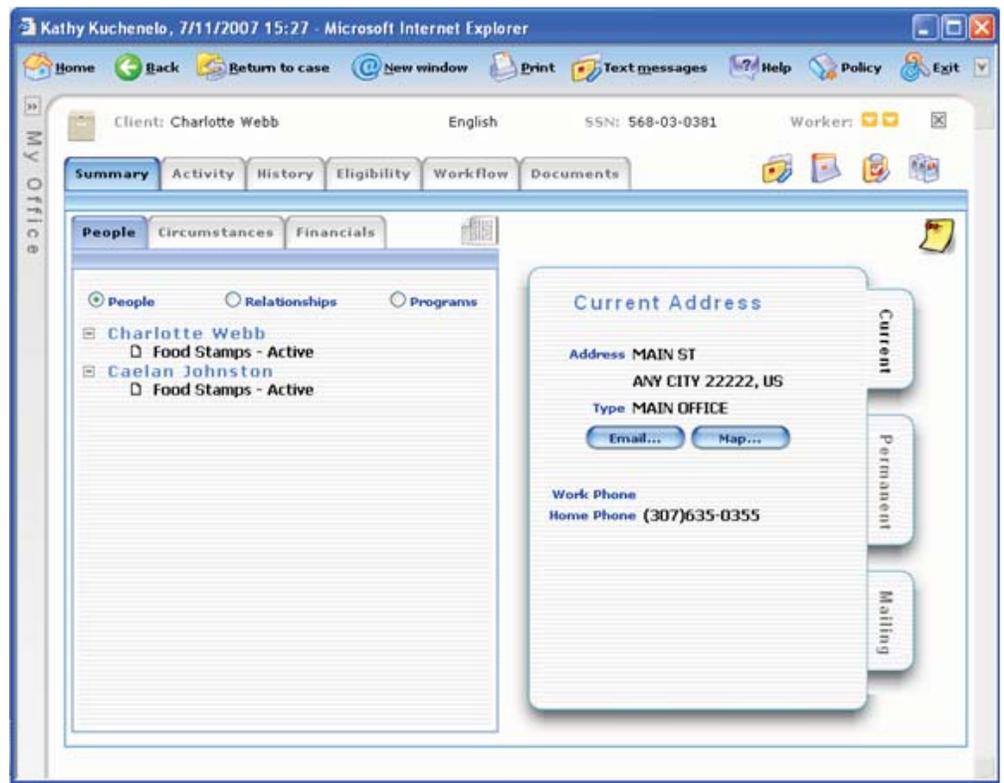
Forrester Wave™: Human and Social Services Enterprise Frameworks Q3 2006

customers benefit from a higher quality software solution, developed and delivered on time and within budget.

@Vantage can be deployed on any major relational database, such as Oracle or DB2, on any J2EE application server, and on any server hardware. Furthermore, the @Vantage standards-based architecture is extensively documented to ISO9000 standards.

The @Vantage architecture contains a set of loosely coupled Java services that can be reused in different contexts by different systems. The underpinning of these services is a powerful and customizable meta model that describes the mapping of data from XML messages to Java Beans to storage as rows in a database.

This meta model includes the data and instructions for creating elegant and sophisticated workflows and web pages. The meta model can be maintained directly via its own set of maintenance screens or generated from the Rational Rose™ modeling tool. The @Vantage toolset includes a



The @Vantage Electronic Case Folder has all the data for a client and everyone in the household, including benefit history, scanned images of correspondence and verifications, and case notes for each individual.

drag-and-drop UI Builder that can generate web pages and the server-based Java code that links the page into the Rules and Workflow Engines.

EFFECTIVE KNOWLEDGE TRANSFER

ACS employs a knowledge transfer methodology that ensures that effective skills transfer occurs and that the customer's technical staff can independently support their own applications. As part of the knowledge transfer program, we can integrate the customer's developers directly onto the team and "buddy" each of them with an experienced ACS developer. This way the in-house technical staff receives early hands-on experience implementing a system using @Vantage.

A CLIENT-CENTRIC APPROACH

ACS @Vantage offers cost, productivity and risk-reduction advantages. @Vantage also offers data that is client centric and versioned, allowing

customers the flexibility to implement online eligibility, historical eligibility and what-if processing. Because @Vantage was built on a set of post-PRWORA requirements, legacy system concepts such as case-based data entry and benefit-month-based data entry are eliminated.

So whether your main concern is calculating complex prospective and retrospective budgets, or whether you want to ensure that your new system has a configurable, user-friendly workflow, @Vantage is the right choice.

STRENGTH OF ACS HHS EXPERTISE

ACS @Vantage solution is backed by a team of health and human services professionals who are expert in the business processes involved in eligibility determination and case management. ACS offers a flexible and low-risk approach to human services modernization and works closely with its clients to ensure the best-fit solution. ■



BENEFITS

Powerful: Capture the dynamics of a household so you understand the situation fast

Built from a user's perspective: Empower case managers to work cases more efficiently

Flexible: Tailor the system to the job at hand

THE ACS @VANTAGE DIFFERENCE

- Proven in multiple states across multiple programs
- A full-featured, yet highly flexible product
- One of only two federally recognized COTS products
- People with extensive HHS program expertise

ACS @VANTAGE CLIENTS

- Massachusetts Department of Transitional Assistance
- Wyoming Department of Family Services
- Tennessee Department of Human Services

SUPPORT FOR MANY PROGRAMS

- Food Stamps
- TANF
- Medicaid
- General Assistance
- LIHEAP
- SSI
- IV-E
- Childcare Programs
- Employment Services
- Emergency Assistance

ABOUT ACS

ACS is a rapidly growing company with more than \$6 billion in annual revenue and more than 65,000 employees supporting client operations in nearly 100 countries. ACS is the leading provider of end-to-end business process and information technology solutions to commercial and government clients worldwide.

ACS Government Solutions
HHS Modernization
800.492.1048

www.acs-inc.com

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