



# State of North Dakota Department of Human Services

*Putting benefits delivery on the fast track by  
integrating processes and content*

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## Overview

### The need

Some citizens rely on the State of North Dakota Department of Human Services (DHS) for assistance that can help them live better lives. How could the DHS provide clients with faster access to services?

### The solution

The DHS replaced paper-based processes with a central electronic content management system that makes information more accessible and streamlines workflows, helping staff work together more effectively.

### The benefit

Efficient processes and integrated content help the DHS deliver benefits faster. Deeper insight into programs and client needs helps teams connect citizens to services that deliver better outcomes.

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Economic assistance provides a safety net for vulnerable citizens – but how can government organizations ensure that important benefits are delivered to those in need as soon as possible?

For the State of North Dakota Department of Human Services (DHS), moving away from paper-based processes has been the key to driving a better citizen experience. With IBM Enterprise Content Management solutions, the department can bring together content, people and processes more effectively than ever before.

Timely access to information and better control over operations allow the DHS to quickly connect citizens to the benefits they need. Unprecedented insight into clients and programs is also opening up new opportunities to shape a social care system that creates better outcomes for citizens.

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*“By allowing us to access and work with data in a more integrated way, IBM Enterprise Content Management solutions are helping us focus on the bigger picture. This has really helped us to break out of our old siloed approach, focus on department-wide efficiencies and drive a more consistent experience for citizens,” says Jeremy Lunde, Solutions Architect, State of North Dakota DHS.*

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## Solution components

### Software

- IBM® Case Foundation
  - IBM Case Manager
  - IBM Content Collector for File Systems
  - IBM FileNet® Content Manager
  - IBM FileNet eForms
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## Time for change

Like many government departments, the DHS has long been a paper-driven organization. As the department grew, it found that paper processes no longer offered the best way to meet the demands of a modern social services organization.

Jeremy Lunde, Solutions Architect at the State of North Dakota DHS, elaborates: “The citizens we assist often need help as soon as they can get it. So the faster we can process their information, make decisions and deliver services, the better.

“Within the DHS, there is a lot of cross-sharing of information – staff within and across divisions frequently collaborate on cases and require access to all the documentation related to a particular case.

Simply moving physical paperwork required to process a case took noticeable time and was really hampering our efficiency. In the past, if someone wanted a specific document, they had to physically track down the file, make a copy and have it sent through inter-office mail. We knew that there had to be a better way to manage and share information, and allow our staff to focus more of their energy on helping citizens.”

## Making the move to electronic content

As part of a broader modernization effort launched by the North Dakota State Government, the DHS has made the transition to electronic content and workflows. The department worked to digitize its huge volumes of paper records, which are now stored in a centralized IBM® FileNet® Content Manager repository.

To make best use of its electronic data, the DHS takes advantage of IBM Case Foundation – an integrated content and process management platform. With Case Foundation, users can create and manage case-based processes, and automate them to reduce cycle times and improve productivity.

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*“IBM Enterprise Content Management is helping us to go a step further and look beyond clients’ immediate needs to shape a service that has a lasting beneficial impact on their lives.”*

— Jeremy Lunde, Solutions Architect, State of North Dakota DHS

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## Creating greater value for citizens

Streamlined processes and integrated content are helping the DHS to accelerate the delivery of benefits, as Jeremy Lunde explains: “In the past, it could take days or even weeks to retrieve and transfer paper files. With IBM Enterprise Content Management, staff can find stored documents they need in just a few mouse clicks. This has allowed us to speed up decision-making and process cases much more quickly than ever before.”

“By eliminating the manual effort that was once required to collect data, IBM Enterprise Content Management enables our caseworkers to get to the heart of what clients need, and get them enrolled in programs faster.”

What’s more, the DHS can now easily connect clients to a much broader range of economic assistance programs.

“A lot of the clients we serve qualify for multiple programs, but often are not aware of this fact when they first seek assistance,” states Jeremy Lunde. “We can take information provided by a client on one application and use it to help determine their eligibility for a whole host of related programs. The process is very streamlined, which saves a huge amount of time and effort.

“This is just one way in which IBM Enterprise Content Management is helping us to go a step further and look beyond clients’ immediate needs to shape a service that has a lasting beneficial impact on their lives.”

## Predicting better outcomes

With IBM Enterprise Content Management solutions providing easy access to big volumes of data on citizens, programs and operations, the DHS can more readily unlock new insights that will help it deliver even better service.

“IBM Enterprise Content Management offers a launch pad for new analytics initiatives that will allow us to turn data into valuable insight. Evaluating the effectiveness of individual programs and approaches on past clients will allow us to better understand what works and what does not for different people. With this knowledge, we will be able to provide clients with more targeted support that improves outcomes and helps them build brighter futures.”

## About the State of North Dakota DHS

The State of North Dakota Department of Human Services provides services that help citizens of all ages to maintain or enhance their quality of life. The DHS employs approximately 2,200 people in locations across the state.

For more information about the North Dakota DHS visit:

[www.nd.gov/dhs](http://www.nd.gov/dhs)

## For more information

To learn more about IBM Enterprise Content Management solutions, contact your IBM representative or IBM Business Partner, or visit the following website: [ibm.com/software/ecm](http://ibm.com/software/ecm)



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