

REIMAGINING SYSTEM DESIGN

The Pennsylvania Department of Health and Human Services:

Starting in 2001, the Department of Human Services (DHS) has undergone an extensive improvement of the systems that support all of the DHS offices. While improving the automation and efficiency of the human service work, the Department at the guidance of Governor Wolf has partnered with technology innovators to design an integrated system that will not only support the documentation demands of human service work but allow for easy access to services by the community.

Since partnering with the Department of Human Services in 2001, Info-Matrix Corporation has become the trusted partner because of our deep industry and application knowledge. From subject matter expertise, application architecture, system and database design, and testing services, Info-Matrix supports not only the Department but innovation partners.

Building Systems of Care
for Today's Practice.



Looking to Streamline and Automate Case Work

Back in 2001, Info-Matrix developed and implemented the Home and Community Services Information System (HCSIS) for the Pennsylvania Department of Human Services (formally Public Welfare). To streamline and automate the business process, the Commonwealth consolidated agencies and their applications into an enterprise-wide suite of Human Services applications.

Believing that systems should support the work versus the other way around, the Info-Matrix team partnered with key stakeholders such as Deloitte, Department of Human Services, and local county offices to design automated solutions to make the work of human service professionals easier. As a result, solutions such as the Automated Children and Youth System (ACYS) was developed to support the complicated work of child welfare professionals. Often overwhelmed with documentation, the **“enter-once, use many”** concept was created to make timely documentation more efficient.

Contact Management for all users

Large human service systems such as the DHS have been actively seeking ways to improve the community’s access to public services. Through **change management and business process redesign**, Info-Matrix worked with the DHS teams to develop Assistance Service Centers located regionally to answer common questions while more complicated cases were routed to the local county office. Additionally, because the needs of providers, county agencies, and the community are different, over 4200 call lines were condensed into a manageable number to streamline the support. Making it easier for the community, providers, and department staff get the information they need in the way they need it was an achievable goal that was realized as a result of the experienced skills of the Info-Matrix Project Management, Delivery, and Testing Teams.

During 2020, the Department of Health (DOH) collaborated with Info-Matrix in developing a Help Line to manage the changing landscape of the COVID 19 pandemic. Our team of dedicated design professionals worked with DOH to develop contract tracing software to manage the spread.

Leveraging Experience for the Greater Good

Understanding the human service work and the potential positive impact it can have on the community is important. Info-Matrix found huge value in involving experienced practitioners in their teams. As a result of this collaboration, Human Service Agencies receive quality products that not only meet their needs but anticipate the changes that are coming in the practice as a result of policies and legislation.

“Because of the Data Analytics Dashboards, our teams began to live by the stats. A concept we have been trying to implement for years but could not get off the ground because we didn’t have the right tool, we needed something to inform our practice decisions.” -Amanda, Quality Assurance Manager.

Innovative design is seen in every product Info-Matrix creates. Engaging our practice experts, using an Agile Process and best practice in technology delivery helps **our human service customers feel heard, allow them to customize solution to meet their unique needs, and ultimately support them as they improve the lives of people in the community.**

Previously, it could take **7 hours** to document a child welfare case visit; using automated systems such as Info-Matrix Corporation’s, it takes only **1.5 hours!**

Info-Matrix has successfully implemented and provided support for multiple large-scale technology-based solutions that provide critical services required by federal, state, and local governments. In the last 25 years, our team of experts have amassed experience supporting human services programs that include Case Management, Eligibility & Enrollment, SNAP, TANF, Child Care, Child Welfare, Medical Assistance, Healthcare, and the Woman, Infant & Children (WIC) program.

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