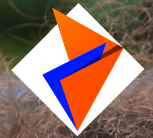Informatica Innovation Award
Honoree

Thinking Big:

State Human Services Provider Enables
One-Click Access to Vital Social Services

"Informatica provides the most complete solution, connecting all the dots for statewide data management."

Director
Data Management and Analytics
State Human Services Provider

Goals	Solution	Results
Modernize and improve human services delivery to the state's citizens through an innovative, cloud-based data sharing initiative	Use Informatica Master Data Management and Informatica Data Quality to create an authoritative source of trusted, high-quality data	Reduces application processing time, accelerates service delivery, and eliminates redundancies within the eligibility determination process
Provide a unified, trusted view of resident data, allowing multiple state agencies to share and manage data in one convenient place for better decision-making and outcomes	Bring data together from 24 local departments and other agencies using real-time and batch integrations in Informatica PowerCenter	Helps the state achieve better social services outcomes, promoting the welfare of children and families throughout the state
Improve data governance, discovery, and visibility to drive digital transformation and provide accurate data for reporting and analytics	Implement Informatica Axon Data Governance, Informatica Enterprise Data Catalog, and Informatica Enterprise Data Preparation to automate data governance, data discovery, and stage data for reporting	Positions the state for statewide digital transformation and a more effective analytics strategy while putting the state in control of data governance

Informatica Success Story: State Human Services Provider

The State Human Services Provider reaches more than 1 million people annually, helping vulnerable citizens buy healthy foods, pay energy bills, and obtain medical assistance. It also helps provide stable environments for at-risk children and adults, offering adoption, foster youth services, and free job-training programs.

This state agency operates through 24 local departments of social services located throughout the state. Caseworkers also rely on data from other state agencies, each of which has its own data silos and IT infrastructure. This decentralized approach was costly, difficult to navigate, and did not lend itself well to new digital transformation initiatives to enable more effective social services. The agency needed to modernize and enable caseworkers to utilize real-time reporting, giving them a complete and trusted view of residents to enhance decision-making and ultimately help improve social services outcomes.

The Human Services Agency partnered with other state agencies to help create an innovative, cloud-based platform that allows agencies to share and manage data in one convenient place. The multi-program, multi-departmental, shared human services platform has the potential to significantly enhance service to residents and reduce IT operating costs. However, it's a major undertaking, requiring the agency to create a trusted, timely, and complete view of data from all 24 local departments and multiple additional state agencies.

"With our program, we set out to create a single door for information access, instead of asking residents to knock on several doors to access the services they need," says the Director, Data Management and Analytics at the Human Services Agency. "It's really about breaking down the barriers and making access to social services as easy as possible for our residents."

A complete data management solution

To create an authoritative data source, the state's IT team began looking at solutions for master data management (MDM) and data integration, evaluating solutions from Informatica, as well as other vendors. After an extremely thorough, hands-on evaluation of all products, the state agency selected Informatica Multidomain MDM and Informatica Data Quality to provide a single, trusted view of data, along with Informatica PowerCenter to bring data together from local departments via both real-time and batch integrations.

"Informatica provides the most complete solution, connecting all the dots for statewide data management," says the Director, Data Management and Analytics. "That was the deciding factor: having a single vendor with all the solutions under one roof, allowing us to manage data end-to-end through various life cycles using a suite of integrated and intelligent products."

Understanding that data governance and discovery would be critical to the state's digital transformation, the state agency also decided to deploy Informatica Axon Data Governance and Informatica Enterprise Data Catalog. As more agencies participate in the shared human services platform, the state can maintain control over metadata and leverage artificial intelligence (AI) to automate data discovery and governance to support the state-wide strategy. Informatica Enterprise Data Preparation will help the state stage data for reporting and analytics.

Informatica Professional Services provided expert deployment assistance, helping the state agency master more than 8 million resident records in less than eight months. After deduplication, the number of records was cut in half, giving the state a consolidated, high-quality master dataset to use.

Providing easier access to social services

The Cloud-based platform will help the Human Services Agency improve service delivery by reducing application processing times for social services, eliminating redundancies within the eligibility determination process.

"By providing a single place to conveniently and securely access, share, and manage data from computers and mobile devices, our shared human services platform reduces application processing time for our residents who need access to social services," says the Director, State Human Services Provider.

In addition to the Human Services Agency, the cloud-based platform will benefit the additional agencies within the state. As the program progresses, other state systems will be able to integrate with the common platform, which is projected to reach 20 terabytes over the next two years.

Promoting the welfare of the state's residents

By providing real-time reporting of case information, the shared human services platform is helping the state achieve better social services outcomes across the state, enabling children, families, and entire communities to thrive. The state also expects to reduce costs by consolidating its agencies' application hosting and data center services. Finally, their common data platform positions the state for digital transformation, supporting future analytics initiatives while maintaining strong data governance.

Soon, the Human Services Agency plans to deploy additional Informatica solutions to discover data relationships among beneficiaries and social services to further optimize service delivery, providing an in-depth view of every touch point a resident has with multiple state agencies. It also plans to master its

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provider data, creating golden records for approximately 5,000 state providers of everything from food stamps to healthcare services.

"With a unified MDM platform, everything becomes easier," says the Director. "We are already seeing the benefits of better quality data and increased operating efficiencies."

Inside The Solution:

- Informatica Multidomain MDM
- Informatica Data Quality
- Informatica PowerCenter
- Informatica Enterprise Data Catalog
- Informatica Axon Data Governance
- Informatica Enterprise Data Preparation

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Digital transformation is changing our world. As the leader in enterprise cloud data management, we're prepared to help you intelligently lead the way. To provide you with the foresight to become more agile, realize new growth opportunities or even invent new things. We invite you to explore all that Informatica has to offer—and unleash the power of data to drive your next intelligent disruption. Not just once, but again and again.

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