

A platform designed with human- centered experience

IBM® Social Program Management

Why choose IBM Social Program Management

The IBM social program management (SPM) platform meets all the requirements driving Health and Human Services (HHS) agencies to select platform solutions in their procurements and has the additional capabilities brought by HHS-specific platforms which differentiate them from platforms built for other domains. On top of this, IBM SPM is backed by a depth of social program experience, making it a proven solution for the HHS market.

IBM SPM has been implemented in 972 government social programs in 19 countries and is being used by over 250,000 caseworkers worldwide to deliver modern, human-centered experiences across the social care lifecycle.

IBM SPM implementation

972

government agencies

19

countries

250K

caseworkers

The SPM platform is not a cross-domain or horizontal platform. It's designed from the ground up as an HHS business and technology solution. It delivers pre-built HHS components, business processes, tool sets and interfaces on top of a flexible architecture. The IBM SPM Platform helps HHS organizations provide optimal outcomes for citizens, satisfy increasing demands, and lower costs.

Easy configuration and customization to deliver value quickly

A broad range of functions in the IBM SPM platform can be configured, such as application properties, case audit selection queries, communication templates, batch processes, security settings, business intelligence reports, target systems and content management interoperability services. Furthermore, the IBM SPM platform offers well-defined and documented APIs as well as extension points that can be used to tailor HHS-specific business processes to the very specific needs of an HHS agency

A supported development framework to control project costs

The IBM SPM platform comes with technical support, training, product documentation and an active development community. An upgrade helper pack can be created to assist customers with upgrades. The pack contains an upgrade guide that describes the recommended process for upgrading applications and details any significant migrations that might require additional effort or planning. IBM Support provides assistance with product defects, answers FAQs and helps users resolve problems with the product. Product enhancements can be requested through the Watson Health Request for Enhancements (RFE) community, where it's possible to collaborate on enhancements directly with IBM.

Outsourced IT operations for budget certainty

The IBM SPM platform can be deployed on any cloud, on-prem or in hybrid models. It's portable across clouds, which means that HHS agencies are free to choose the best cloud provider for their needs and won't experience cloud lock-in. For cloud or hybrid cloud deployments, IBM or other systems integrators can – and have – implemented fully managed, hosted SPM solutions. This means that IBM manages the cloud infrastructure, the middleware and the SPM software implementation, customization, configuration, integration, test and deployment as well as ongoing maintenance and operations. This approach allows HHS agencies to have solution-as-a-service access to SPM, which saves them from the effort of managing technology operations and allows them to focus on running their core business.

Incremental modernization and reduced technical risk

The IBM SPM platform is built to integrate with legacy systems and other systems via web services and open APIs that are implemented in a service-oriented architecture. It provides government agencies with a set of industry-leading integration points to determine how to bring data in and out of the system. It also gives customers the flexibility to purchase functionality in a modular way that allows them to only buy what they need and when they need it. This approach allows government agencies to modernize incrementally and avoid vendor lock-in, which reduces overall technical risk.

A roadmap to a future-proof solution

The IBM SPM platform has an HHS domain-specific roadmap and delivers regular HHS-specific features and functional enhancements. IBM invests in market research, thought leadership and industry partnerships to ensure that IBM SPM evolves to constantly meet government requirements and deliver valuable solutions that are up-to-date with current market and technology trends. Customer input for the roadmap is gathered through sponsor users and is validated by multiple customers before, during and after development.

Family-centric data model to reduce customization and improve access to data

The family-centric data model in the IBM SPM platform facilitates a holistic view of the citizen. Its multi-program capabilities improve the reuse and currency of data by capturing data, such as employment history, household, income and expenses, only once and using that data to support the delivery of care programs, such as child welfare and integrated eligibility programs. The SPM data model also provides a mechanism for capturing relationships through the use of relationship pages and a specific datastore schema structure so that it's possible to determine how people in a household are related to each other.

Domain-specific business processes to drive better user experiences

The IBM SPM platform streamlines essential processes across a wide range of social programs. We designed SPM's key business processes, workflows, rules, views and workspaces with input from social program caseworkers and other experts in the field so they reflect the real processes, data management requirements, stakeholder needs and agency missions behind this critical work. This includes the core business processes required to manage clients and their cases through various stages, such as triage, intake, assessment, determination, service delivery and processing changes in circumstances. This approach reduces the need for custom development and creates a more intuitive user experience for caseworkers.

An eligibility and entitlement engine for financial accuracy

The IBM SPM platform includes an eligibility and entitlement solution to determine program eligibility and level of entitlement for both individuals and household units across one or more programs. Much more than a rules engine, it brings together rules, rates and client data. As this data changes over time, correct data can be

automatically loaded for each period. As well as generating payments and splitting payments among different nominees, this feature can determine if reassessments need to occur and takes care of identifying overpayments or underpayments. This is a proven solution that currently supports many high-volume eligibility programs for HHS agencies around the world.

Requirement

IBM SPM Platform

Generic Platform

Ease of configuration and customization

Reduces the risk associated with custom build projects and delivers value more quickly

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Supported development framework

Controls project costs

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Outsourced IT operations

Provides budget certainty

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Incremental modernization

Avoids vendor lock-in and reduces technical risk

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Roadmap

Future-proofs the solution by guaranteeing value can be delivered even as requirements change

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Family-centric data model

Reduces the need for customization and improves access to data

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Domain-specific business processes

Drives better user experiences

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Eligibility and entitlement engine

Handles the complex legal and financial requirements of HHS programs

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Integrated service delivery model

Improves collaboration and data sharing

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Industry-specific data security

Protects unauthorized access to data

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Integrated service delivery model to improve collaboration and data sharing

The IBM SPM platform helps HHS agencies deliver integrated, cross-program, cross-agency, pan-government solutions to improve positive outcomes for their clients. The platform's integrated case feature provides a holistic view of a client and their family's needs and brings together all relevant people who are involved in a case, such as product providers and family members, and it provides support for everyone involved to collaborate with each other to identify and address the needs of clients. This holistic approach leads to better, more efficient outcomes for citizens and their families.

Industry-specific data security

The IBM SPM platform delivers a combination of business and infrastructure security mechanisms to protect cases and citizen data. It has role-based portal access and security features that are unique and specific to user roles. It factors in how roles and locations need to be refined to support variations in how social programs are administered across a state. It also allows for highly sensitive cases to be locked to a couple of users, even if those users are in different locations.

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All customer examples described are presented as illustrations of how those customers have used IBM products and the results they may have achieved. Actual environmental costs and performance characteristics may vary by customer.

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