

Scaling Emergency Response

IBM® Social Program Management

As people around the world are faced with the COVID-19 pandemic, current government infrastructure cannot meet the unprecedented benefit applications being submitted as systems are being overloaded.

Government digital services aren't just informational pages. They also require account management, screening for potential benefits, online benefit applications, determining eligibility and entitlement, reporting changes in circumstances, document uploads, notifications and communications, the ability to appeal decisions, and more. Screening and program applications require business rules, and infrastructure is required to manage those rules.

Having the capabilities available online are not enough. You also need to consider a user-centered approach involving user research, prototyping and user testing to make sure the citizen can accomplish what they need to.

IBM Social Program Management Platform is a domain specific platform built for the core needs of Social Services and Social Security Organizations including pre-built domain specific business processes for food assistance, cash assistance, medical assistance, unemployment insurance and child care. The solution includes the Citizen Engagement module to help government agencies transform the way people and families to government benefits through a streamlined, responsive online website that allows triage, multi-program screening, apply for benefits, and personalized account.

Our Offer

To help alleviate the burden on already taxed government agencies, IBM is offering the secure, scalable IBM Social Program Management Platform on the cloud and will assist with the initial setup. This offer will include:

- Responsive website for multiprogram screening with a set of questions.
- 1 Benefit Program (SNAP- food assistance, Unemployment Insurance or Child Care) preconfigured with a set of questions.
- Watson Assistant (chatbot) integrated with the Citizen Engagement module with 15 pre-trained social program intents in English.
- Social program expert services to provide configuration and state-specific requirements

Learn More

<https://www.ibm.com/watson-health/solutions/social-program-management> or contact your IBM representative.

Solution Overview



Scale emergency response by providing a secure, reliable way for citizens to find out information on potential benefits they may be eligible.



Help citizens to screen and apply for benefits anywhere at anytime using any device



Communicate consistent accurate information on social benefits



Guide the user to the right information

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Performance is based on measurements and projections using standard IBM benchmarks in a controlled environment. The actual throughput or performance that any user will experience will vary depending upon many factors, including considerations such as the amount of multiprogramming in the user's job stream, the I/O configuration, the storage configuration, and the workload processed. Therefore, no assurance can be given that an individual user will achieve results similar to those stated here.

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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