

Deloitte.



Digital Service Delivery Platform (DSDP)
Human-centered design and digitization.
Simplified.

Creating impactful **user** experiences and **outcomes**

Business and technology leaders across state and local agencies are being challenged to rapidly modernize legacy technologies while conserving resources, avoiding risk and disruption, and standardizing processes across teams and agencies to deliver better experiences to the communities they serve. Deloitte's Digital Service Delivery Platform (DSDP) helps agencies accomplish exactly that, bringing human-centered design and a solutions-focused approach to position your agency for long-term success.

We offer government agencies digital transformation solutions designed for all of your customers: providers, case workers, community partners, and, most importantly, the people who count on the benefits you provide.

We are committed to **empowering those in need** of critical public services to access benefits with dignity.

At Deloitte, we are passionate about our work in health and human services because we are dedicated to creating positive outcomes for all constituents—outcomes that include individuals and families receiving their benefits faster, getting timely notifications about changes to programs or next steps via their preferred communication channel, and learning about additional services they might not have known they were eligible to receive. State and local agencies trust DSDP because our solutions combine proven processes and industry-leading experience with innovative technologies and ironclad security to make your journey seamless.



Your platform for the future. Reimagined.

Your customers need access to the right data quickly and securely, no matter where it is stored—but that isn't always possible. Reliance on multiple complex mainframe-based systems and data silos creates a poor user experience. New capabilities, such as mobile-first design, centralized and secure data, advanced analytics, and artificial intelligence enabled by cloud- and microservice-based technologies, are needed to connect with constituents and drive efficiencies for workers. Yet budgetary issues, a lack of technical expertise, and familiarity with entrenched legacy systems make clients wary of large transformation projects. The speed of change also has given rise to a generation of new legacy technologies—solutions implemented just a few years ago that already require upgrade or replacement. It's time for government agencies to consider modernizing—but without costly wholesale change.

Removing the complexity of digitization

Deloitte's solution is to provide a completely new platform—a streamlined and cost-effective path to modernizing any application. The Digital Service Delivery Platform is a suite of customizable tools and cloud-based solutions delivered as a service. Combining human-centered design with cutting-edge technologies, solutions, accelerators, tools, frameworks, and domain knowledge, DSDP can dramatically improve how end users interact with aging government applications regardless of the current technologies in use. DSDP follows a user experience-first philosophy to help enhance engagement while integrating with existing backend processes and assets for faster implementations, reduced costs, and less risk.

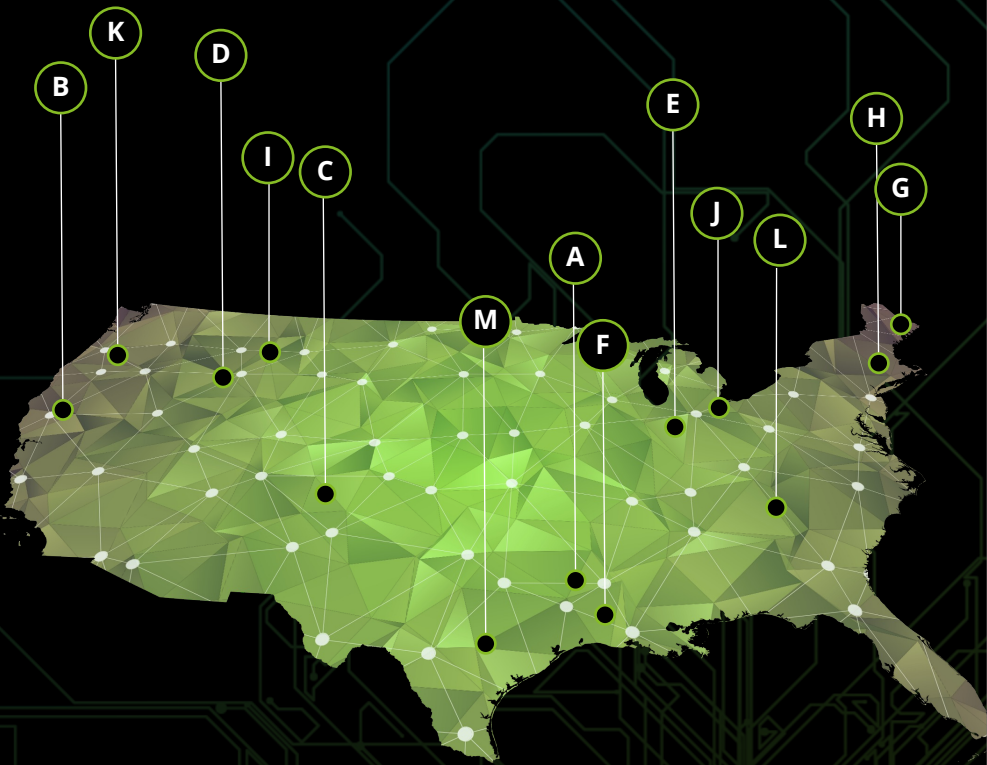
We'll meet you wherever you are in your digital transformation journey with flexible solutions that leverage no-code/low-code technology options, microservices, and native cloud-based technologies to reduce your dependence on outdated systems. Driven by a team of dedicated professionals with a demonstrated track record of successes in the public sector, DSDP goes beyond pure technology modernization to provide a holistic, outcomes-driven approach with change management, advisory, security, and training built into our agile design and deployment process.

Whether on-prem, cloud-agnostic, or hybrid, DSDP will design a digital transformation road map to enhance the responsiveness, accuracy, and quality of service your agency provides, thereby strengthening its connection with the communities it serves.

DSDP: Built on a foundation of successes in the public sector

Wherever you are in your journey today, Deloitte's DSDP has the tools, platform, and experience to modernize your mission. Our customized solutions fuse cutting-edge technologies with human-centered design. Our engineers blend virtually unparalleled service with a genuine passion to change the world for the better. Together, we make critical public services more accessible to individuals and families in need across your communities—always guided by an outcomes-driven approach. And we've got the successes to prove it.

In practice for 45 years, Deloitte has collaborated with Health and Human Services clients in 47 states and currently supports agencies in 37 states serving more than 49 million individuals. In fact, out of 131 million people in the nation receiving TANF, SNAP, Medicaid, and child care program benefits, Deloitte serves 37% of the population, issuing billions of dollars every month to qualified recipients. Deloitte's DSDP initiative puts a laser-focus on improving the services your agency delivers to constituents with maximum efficiency and minimum risk.



- A. Arkansas Enterprise Licensing and Case Management system, enabled by GovConnect, powered by Salesforce
- B. California Integrated Eligibility Customer Portal, enabled by LIFT and Nextgen, powered by AWS
- C. Colorado Integrated Eligibility, enabled by GovConnect, powered by Salesforce
- D. Idaho Child Welfare, enabled by GovConnect, powered by Dynamics
- E. Indiana Child Support, enabled by GovConnect, powered by Salesforce
- F. Louisiana Integrated Eligibility, enabled by HHS Nextgen, powered by CortexAI for Government
- G. Maine Integrated Eligibility, enabled by GovConnect, powered by Salesforce
- H. Massachusetts Common Noticing Services, enabled by Notice as a Service, powered by AWS
- I. Montana Robotic Process Automation, enabled by AI Engines, powered by GCP
- J. Ohio Robotic Process Automation, enabled by AI Engines, powered by UiPath
- K. Oregon Conversational AI, enabled by AI Engines, powered by GCP
- L. Tennessee Appeals and Hearings, enabled by HHS NextGen, powered by AWS
- M. Texas State Health Analytics and Reporting platform, enabled by purpose-built solution, powered by AWS, Snowflake, Informatica, and Tableau

DSDP: Built on a foundation of successes in the public sector



Arkansas

Enterprise Licensing and Case Management system

Enabled by GovConnect

Powered by Salesforce

PROGRAMS

- Provider Licensing
- Early Intervention Case Management
- Incident Management

OUTCOMES

- Enhanced self-service to the citizens and providers
- Streamlined and reduced application processing time by 50%
- Reduction in administrative overhead for appointments and case status checks
- Extremely easy to track and process cases



Arkansas

Travel Reporting System

Powered by Java

PROGRAMS

- Travel Reimbursement

OUTCOMES

- Improved fleet management and reimbursement payment system
- Reduced reimbursement process timeline from up to 6 months down to a matter of weeks
- Enhanced administrative capabilities and expanded reach to external providers



Arkansas

Analytics for Health and Human services to improve service delivery

Enabled by Microsoft Power BI, Informatica cloud services, and Snowflake

PROGRAMS

- Medicaid, SNAP, TANF, Child Care, Child Welfare, Youth services, Behavioral Health, DDS

OUTCOMES

- 300+ interactive internal and public facing dashboards helps deliver insights into population served, data driven decisions on mission critical services and DHS shape strategy for data management and governance



California

Eligibility and Enrollment—Customer Portal

Enabled by LIFT and HHS Nextgen

Powered by AWS

PROGRAMS

- Medicaid
- Supplemental Nutrition Assistance Program (SNAP)
- Temporary Assistance for Needy Families (TANF)
- Low Income Home Energy Assistance Program (LIHEAP)

OUTCOMES

- Responsive portal
- Enhanced mobile-first design
- Omni-channel communications
- Support for 20+ languages

DSDP: Built on a foundation of successes in the public sector



Eligibility and Enrollment— Customer and Worker Portal

Enabled by GovConnect
Powered by Salesforce
and AWS

PROGRAMS

- Medicaid
- Supplemental Nutrition Assistance Program (SNAP)
- Temporary Assistance for Needy Families (TANF)
- Low Income Home Energy Assistance Program (LIHEAP)

OUTCOMES

- Enhanced citizen and case worker experience
- Automation of case actions
- Citizen empowerment
- Human-centered design
- Seamless communications



Child Welfare CCWIS

Enabled by GovConnect
Powered by Dynamics

PROGRAMS

- Child Welfare

OUTCOMES

- Expedited investigations
- 360° view of the child
- Increased staff capacity
- Decrease in time for permanency



Child Care Services

Enabled by GovConnect
Powered by Salesforce

PROGRAM

- Subsidy Eligibility
- Licensing
- Billing and Payments
- Provider Portal
- Nudge Engine
- Time and Attendance

OUTCOMES

- Increased transparency and improved user experience for families and providers
- Reduced administrative burden
- Increase in quality of care



Child Support

Enabled by GovConnect
Powered by Salesforce

PROGRAMS

- Child support enforcement

OUTCOMES

- Enhanced self-service
- Omni-channel customer communications
- Automation to enable enforcement

DSDP: Built on a foundation of successes in the public sector



Eligibility and Enrollment— Customer and Worker Portal

Enabled by HHS Nextgen
and AI Engines

Powered by CortexAI
for Government

PROGRAMS

- Supplemental Nutrition Assistance Program (SNAP)

OUTCOMES

- Nudges to reduce churn
- Nudge reminders for verification, renewal, and appointment scheduling
- Enhanced self-service



Disaster Supplemental Nutrition Assistance Program (SNAP)

Enabled by GovConnect

Powered by Salesforce

PROGRAMS

- Supplemental Nutrition Assistance Program (SNAP)

OUTCOMES

- Contactless DSNAP
- Holistic digital experience
- Human-centered design



Eligibility and Enrollment— Customer Portal

Enabled by GovConnect

Powered by Salesforce

PROGRAMS

- Medicaid
- Supplemental Nutrition Assistance Program (SNAP)
- Temporary Assistance for Needy Families (TANF)

OUTCOMES

- Enhanced citizen communications
- Mobile-first design
- Integrated document upload and management functions



Common Noticing Services

Enabled by Notice as a
Service and HHS Nextgen

Powered by AWS

PROGRAMS

- Medicaid
- Supplemental Nutrition Assistance Program (SNAP)
- Temporary Assistance for Needy Families (TANF)

OUTCOMES

- Enhanced citizen communications
- Reduced administrative burden
- Enhanced readability of client notices

DSDP: Built on a foundation of successes in the public sector



Conversational AI—Customer
Enabled by AI Engines
Powered by AWS and CortexAI for Government

PROGRAMS

- Medicaid
- Supplemental Nutrition Assistance Program (SNAP)
- Temporary Assistance for Needy Families (TANF)

OUTCOMES

- Improved customer experience to support pre-screening, case linking, and reordering of EBT cards
- Reduced administrative burden



Robotic Process Automation—Returned Mail Service
Enabled by AI Engines
Powered by GCP and UiPath

PROGRAMS

- Medicaid
- Supplemental Nutrition Assistance Program (SNAP)
- Temporary Assistance for Needy Families (TANF)

OUTCOMES

- Digitizes information from scanned returned mail
- Automates case notes
- Closes out tasks to reduce burden on workers



Robotic Process Automation—Baby Bot
Enabled by AI Engines
Powered by UiPath and CortexAI for Government

PROGRAMS

- Medicaid
- Supplemental Nutrition Assistance Program (SNAP)

OUTCOMES

- Reduced case processing time by 50%
- Streamlined newborn submission process
- Reduced admin burden



Conversational AI—Worker
Enabled by AI Engines
Powered by GCP and CortexAI for Government

PROGRAMS

- Medicaid
- Supplemental Nutrition Assistance Program (SNAP)
- Temporary Assistance for Needy Families (TANF)
- Child Care

OUTCOMES

- 400+ intents to drive worker efficiencies
- Improved usability
- Reduction in administrative overhead for appointments and case status checks

DSDP: Built on a foundation of successes in the public sector



Tennessee

Appeals and Hearings

Enabled by HHS NextGen, LIFT, Appeals and Hearings as a Service

Powered by AWS

PROGRAMS

- Medicaid

OUTCOMES

- Omni-channel experience
- Reduced administrative burden
- Complete life cycle management of appeals
- Enhanced self-service



Tennessee

Child Care Services

Enabled by GovConnect and HHS NextGen

Powered by ServiceNow

PROGRAMS

- Subsidy Eligibility
- Licensing
- Billing and Payments
- Provider Portal
- Nudge Engine
- Time and Attendance

OUTCOMES

- Responsive portal
- Enhanced mobile-first design
- Increased transparency and improved user experience for families and providers
- Reduced administrative burden
- Increase in quality of care



Tennessee

Eligibility and Enrollment - Customer and Worker Portal

Enabled by JBoss Migration Utility and HHS NextGen

Powered by AWS

PROGRAMS

- Child Care
- Supplemental Nutrition Assistance Program (SNAP)
- Temporary Assistance for Needy Families (TANF)

OUTCOMES

- Reduced overall effort to migrate code to Jboss by 80%
- Improved code consistency
- Minimized defects



Texas

State Health Analytics and Reporting Platform (SHARP)

Enabled by purpose-built solution on AWS, Snowflake, Informatica, and Tableau

PROGRAMS

- Infectious Diseases, Healthcare Provider Resources and Health Statistics

OUTCOMES

- Provides reports/dashboards and state-wide data sharing with automated data refresh
- Enables self-service analytics and data exploration, and continues to evolve as the single source of truth for all reporting and analytics needs of the public health agency



Bringing all the pieces together to support your mission

DSDP prioritizes human-centered design and an outcomes-driven approach to improve the end-user experience. Leveraging emerging technologies, we help government agencies remain agile as they digitally transform their operations with select solutions, frameworks, and tools and accelerators customized to their exact needs.

DSDP supports the transformation of the following systems and programs:

- Eligibility and Enrollment for programs such as SNAP, TANF, Medicaid, WIC, LIHEAP and many more
- Child Support
- Child Welfare
- Child Care
- Long-Term Support Services
- Medicaid Enterprise Systems (MES)
- Analytics and AI

DSDP Solutions

Migrate from legacy IT systems with minimal disruption.

GovConnect™

Built on low-code platforms, GovConnect modules accelerate transformation for child welfare, child care licensing, subsidy case management, housing assistance, unemployment insurance, and long-term support services.

Health & Human Services (HHS) NextGen

The industry-leading human-centered solution for integrated eligibility (SNAP, TANF, Medicaid, WIC, LIHEAP), and childcare programs.

HealthChoice

A turnkey health benefit exchange platform that is easily implemented and configured to your state's needs.

HealthPrism

One of the largest social determinants of health datasets in the country, this asset focuses deployment resources to improve health outcomes among vulnerable populations.

Health & Human Services (HHS) Interactive

Out-of-the-box reporting and predictive analytical capabilities for various human services programs such as SNAP, TANF, and Medicaid.

DocuEdge

This cloud-native platform integrates with popular application platforms such as Salesforce, ServiceNow, and Workday to allow organizations to securely manage documents from creation to destruction. It is AI-enabled to provide optical character recognition (OCR) capabilities.

Notice-as-a-Service (NaaS)

This fully integrated noticing solution consolidates multiple notices into a single engine and comes preconfigured with notices for SNAP, TANF, Medicaid, and several other programs. Leverage NaaS to build an industry-standard noticing solution for all your agencies.

Appeals & Hearings

Plug this solution into any existing case/application processing system for a client-facing interface that supports seamless omni-channel interaction with a robust set of backend functions, or use it alone for public health emergencies (PHE) unwinding.

Solr MDM

This open-source, lightweight, and configurable MDM solution offers custom-built APIs to support integrations with eligibility and enrollment systems.

D2C2 Contact Center

Simplify and automate client interactions using this AI-enabled, FedRAMP-certified SaaS contact center solution.

Registration-as-a-Service

Microservices-enabled application registration service supports incremental migration plans for HHS agencies.



DSDP Framework

Get to the root of the problem or deploy services faster.

CortexAI™ for Government

Deloitte's integrated offering of next-generation AI tools and APIs coordinated through a single platform.

HX Trust ID

Cross-sector API that enables Deloitte to measure trust factors, such as citizen trust in a government agency, for example, and recommend ways to improve it.

GovConnect Core Framework

Supports the faster development of human services solutions by providing pre-configured APIs, rules, and screens to meet the needs of application developers.

RegExplorer

Easily search, analyze, and compare regulatory text to maintain compliance with evolving policies and enable meaningful reform for human services programs with minimal burden.

HHS NextGen Framework

Pre-configured APIs, notice templates, rules and validations supported by a modern microservices-enabled platform to accelerate digitization of legacy assets.

Pallium™

Leverage Deloitte's distinct managed services operating platform and delivery model to allow agencies to access the global scale of our anti-fraud, waste and abuse prevention, risk management, and internal controls knowledge and experience.

HHS Interactive Framework

Supports faster, agile development of HHS reports by leveraging pre-configured report templates and data warehouses to meet federal and state reporting needs.

SEMOSS

This open-source API allows developers to solve challenging problems by exploring and uncovering connections in data, creating tailored visualizations, and running custom algorithms.



DSDP tools & accelerators

Enjoy streamlined communications and interoperability between applications.

OperateEdge™

Our proprietary service delivery automation platform integrates with application infrastructure, ITSM, and DevSecOps tools and leverages AI/ML capabilities to drive greater insight and automation into all IT operations.

Lightweight Integrated Framework and Tools (LIFT)

Brings together industry-leading practices for creating modern, user-friendly, mobile-ready, cross-browser compatible, and accessibility-compliant web and mobile applications.

ATADATA™

Deloitte's cloud management platform is a market-leading offering for mapping, migrating, and managing enterprise-class workloads among any combination of on-premise hypervisors, including public and private cloud environments.

SuperBolt

This cloud-based, low-code platform enables rapid application development in a variety of destination technology stacks such as React, Angular, and Java.

GoCase Worker

A flexible mobile application framework to support any use case in which human services employees are in the field performing assessments, interviews, inspections, and investigations.

JBoss Migration Utility

Reduce migration time by over 80% with this validated solution that allows agencies to move to lower-cost, lightweight servers for custom-developed applications.

Postgres Migration Utility

Updated after every conversion, this utility accelerates the migration from traditional database architectures to Postgres by automating the process to reduce conversion time by up to 85%.

GovConnect Learning

This eLearning content authoring tool is mobile-ready, engaging, interactive, and customizable to the specific training needs of government agencies.

Navigator

A training accelerator that provides dynamic process and navigation guidance overlaid on a web environment.

Kreator

Reduces the time and expertise required to create custom components in Salesforce.

Data Conversion & Sync Engine

Accelerates the delivery of data conversion and synchronization of mainframe/legacy solutions with modern, services-based developments to speed your incremental modernization journey.

RapidFire

Build scalable, configurable, and modern ServiceNow case management applications without any code required.



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