



# State of Michigan Department of Human Services

## Customer Profile

The Department of Human Services (DHS) is Michigan's public assistance, child and family welfare agency. DHS directs the operations of public assistance and service programs through a network of over 100 county offices around the state.

The mission of the department is to improve the quality of life in Michigan by providing services to vulnerable children and adults that will strengthen the community and enable families and individuals to move toward independence.



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## Business Challenge

More than two million Michigan residents receive assistance through programs of the Department of Human Services (DHS.) These programs include assistance with cash, food, Medicaid, medical programs, energy, child day care, adult services, and more. In each case there is a myriad of paperwork to be collected and processed to determine eligibility. Each day DHS processes over 200,000 documents.

In Michigan, IT services are centralized at the Department of Technology Management and Budget (DTMB.) The department is responsible for the operation of DHS's eligibility system.

In 2007, DTMB launched a new integrated eligibility system, called Bridges. In 2011, Michigan integrated FileNet®, an IBM document management system, within Bridges to provide file organization and search capabilities.

Jim Hogan, IT Officer and the liaison between DTMB and DHS, said, "Once we had the Bridges eligibility system, it made sense for us to implement scanning and indexing of our case documents and associate each with a case file in the Bridges system."



**Jim Hogan**

IBM had just purchased Datacap, an electronic scanning solution that can be a front-end to FileNet. Jim says, "Tailoring Datacap to meet our requirements would be a new engagement for Datacap and IBM so we looked for a service provider who could implement Datacap and give us advice on how to use it and fine tune it. Our IBM account rep pointed us towards Pyramid Solutions, located in Bingham Farms, MI."

Mark Rutledge, DTMB Information Technology Specialist, said, "This was a competitive situation. We put together a statement of work and had four vendors bid on it. We used a rating process to score each proposal and chose Pyramid Solutions which had the highest score."

The biggest challenge facing Pyramid Solutions was integrating the thousands of unstructured documents, such as, receipts, power bills, birth certificates, medical packets, etc. Then they had to figure out how to scan, index, and associate each one with the right case file.



**Mark Rutledge**

## Business Benefits

- Cut processing time from 75 days to 17 days.
- BSI system has greatly increased efficiency.
- Able to get to clients faster.
- Avoided federal standard-of-promptness target.

*"I'm not aware of any other state that has done this to the magnitude that Michigan has, especially when you look at the unstructured nature of most of the documents that we process. I would recommend Pyramid Solutions for their product expertise, price, and responsiveness."*

*- Jim Hogan*

Pyramid Solutions, Inc., an IBM Software Business Partner, specializes in case management, business process management and enterprise content management technologies that drive business growth through best-in-class solutions. With its unique combination of industry expertise, strategic thinking and technology leadership, Pyramid Solutions solves business and technology challenges by delivering visionary solutions that produce exceptional results.

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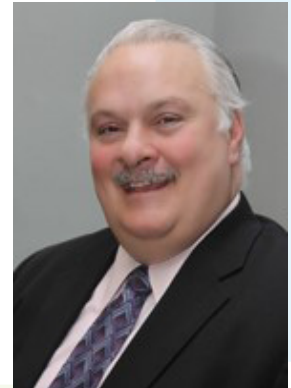
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## Solution

Mark says, "The goal was to streamline the data entry of hundreds of thousands of documents into Bridges. Pyramid helped define our requirements. They developed the application and transferred their knowledge to my development team."

The resulting Bridges Scanning and Indexing (BSI) system has different data entry points for handling faxes, notes, emails, and paper. After ingesting the documents, Datacap establishes that each document has been scanned correctly and indexes each document to verify that the case numbers are correct.

Terry Beurer, Director, Field Operations Administration for the Department of Human Services, said, "We implemented the system with a two-county pilot. As we encountered and solved issues we expanded to four counties. It was a very involved and complex process and we took a little over three years for full implementation. Today we have about 3,500 licensed users of FileNet within DHS."



**Terry Beurer**

Mark Rutledge adds, "Pyramid Solutions was a partner with us throughout. They helped directly with troubleshooting network issues and recommending growth or expansion of servers."

Jim Hogan has high praise for Pyramid Solutions: "They brought their executive leadership team to our location and gave us an attentive ear. They were true partners no matter if things were going well or not so well. They responded and reacted."

Terry Beurer is effusive when discussing the benefits that DHS and the residents of Michigan have received. He says, "The benefits are tenfold. The BSI system has greatly increased our efficiency. We are getting benefits to clients much faster. We measured our disability determination program and with BSI we have cut our processing time from 75 days to 17. And we have avoided federal sanctions by meeting our standard-of-promptness target."

Terry says, "I look at the bottom line of making sure the system is working and Pyramid has been very responsive to our needs."

Mark adds, "I work in the trenches with Pyramid and would definitely recommend them. In fact, I have already recommended them across the state as I visit different locations and demo BSI for other departments."

Jim concludes, "From a technology perspective, what DTMB and Pyramid Solutions have accomplished for the Department of Human Services is extraordinary. I'm not aware of any other state that has done this to the magnitude that Michigan has, especially when you look at the unstructured nature of most of the documents that we process. I would recommend Pyramid Solutions for their product expertise, price, and responsiveness."