Siebel CRM Public Sector

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CUSTOMER RELATIONSHIP
MANAGEMENT

KEY BENEFITS

- Comprehensive case management and policy management centered on the citizen
- Facilitates complex eligibility determinations and change of circumstance
- Automates and documents entitlement calculations and payments
- Allows citizens to view their case details online
- Enables assessment of circumstances, including built-in assessments for risk, safety, and environment
- Provides for service planning, goal setting and monitoring
- Assigns service providers and referrals

Siebel Public Sector provides comprehensive case management and policy management for government program delivery. Siebel Public Sector enables agencies to provide world-class citizen service while delivering cost-efficient case management including Social Services, Justice and Public Safety, Constituent Services/311, Tax and Revenue and Licensing and Permitting.

Oracle's Case Management and Policy Management for Government

Oracle's case management and policy management offering for government leverages Oracle's technology leadership, providing comprehensive capabilities for integrated service delivery. Siebel Public Sector and Oracle Policy Automation, the core of Oracle's government solutions for social services, justice and public safety, constituent services and tax, enable agencies to simplify program and service delivery, increase operational efficiency and improve outcomes. The key focus of the Siebel Public Sector provides:

- Citizen-centric case management, delivered through a complete 360-degree view of individuals and their relationships, by bridging program silos and systems.

- Tailored business process workflows and citizen data needs through configuration, eliminating the need for expensive and time-consuming customization.

- Quick and accurate implementation of legislative and regulatory program policies throughout the agency; across all applications, systems, and channels.

By supporting critical elements of case management and service delivery, Siebel Public Sector is helping agencies across government segments modernize their infrastructure, increase efficiency and improve outcomes. Siebel Public Sector delivers:

- Enhanced case management with tracking of benefits and services, eligibility determinations and change of circumstance.

- Comprehensive citizen self-service with automated screening, applications for benefits, and ongoing tracking of case information.

- Expanded support of the service provider network.

- Pre-built service-oriented architecture integration between case management, rules management and financials

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Enterprise Case Management and Policy Management for Public Sector Organization

The capabilities of Siebel Public Sector and Oracle Policy Automation provide closed loop case management to deliver a single view of citizens across programs and organizations.

Case Management. The case serves as a centralized entity for managing a citizen's services and programs across the government enterprise. With the citizen at the center, agencies have a 360 degree view of all individuals for all case management purposes – intake, data collection, investigation, ongoing tracking, and benefit calculation, as well as service planning and delivery.

Eligibility Determination. Caseworkers can quickly determine a citizen's eligibility for a program, manage benefits, and address change of circumstance. Leveraging the determinations made by Oracle Policy Automation which includes detailed decision reporting, caseworkers can easily help citizens understand.

Effective Dating. Administrators are able to apply effective start and end dates to any fields—for one-to-many relationships and many-to-many relationships—within the case management solution. When a change is made to an effective dated field, the system is prompted to rerun benefit eligibility either manually or through automated workflow.

Benefit Plan. Benefit plans are created automatically for a citizen upon eligibility determination, providing a 360-degree view of the citizen and all monetary services to which their household is entitled. Caseworkers can track the status of benefit disbursements and review benefit history over time. Appropriate portions of the benefit plan can be exposed on the citizen self service portal to allow a citizen to track case.

Change of Circumstance. Caseworkers can automatically re-evaluate a citizens' eligibility and benefits due to a change of circumstance, such as a beneficiary's income, household composition, or medical condition. By combining case and payment history with program rules and effective dates, accurate payments are calculated even when notification is retrospective.

Appeals Management. When a case is set to "Appeal," a XML snapshot of the case at time of appeal is taken, and a separate investigative case for appeals is launched, while the citizen continues to receive benefits under previously established benefits plan pending the appeals determination. The XML snapshot can be converted to appropriate formats, including PDF, HTML and Microsoft Word.

Incident Management. Applicable in a number of Child Welfare and Justice and Public Safety business processes, incident management allows an agency to track, within the context of a case, incidents and related victims, offenders, circumstances, evidence, and other related details to ensure situations involving the safety of children and other individuals are carefully managed, tracked and resolved.

Case Time Keeping. The system can keep track of incident and case time, including multiple caseworkers, attorneys, and clerks.

Performance Management. Embedded analytics to view performance indicators within the case management system.

Collaboration with Service Providers and Third Parties

Provider Management. Agencies can manage the profiles, assets, and service agreements of existing service providers, such as foster homes, medical care providers, legal entities, counseling services, training institutions, and anger management clinics. Based on role, administrators can specify the types of attributes a case worker can search for including such things as program, benefit type, specialized services, location, and language.

Provider Referral. Provider referrals allow a caseworker to search for the appropriate service providers and associate them to specific benefit plan line items. Caseworkers can search based upon any attribute established during set up. Upon finding the right provider, a caseworker can create a referral order, assign the referral to a provider, and track the provider's service delivery.

Online Service Provider Management. Service provider portal is a self-service medium for providers to manage referrals, profile information, assets, and agreements—all online. Through the Service Provider portal, providers are able to update case records, providing closed-loop case feedback.

Siebel Public Sector Citizen Portal

Siebel Public Sector Citizen Portal has been designed to provide a world class citizen service portal offering:

- Streamlined user experience for citizen self-service transactions

- Complete integration for knowledge management to Oracle Knowledge

- Integration with Oracle Policy Automation

This enhanced citizen experience offers:

- searching for government program details

- screening for services

- reviewing case details; and a modern user experience with reduced views, clicks, drill downs and data entry

These features allow governments to focus on cross-channel, efficient citizen experience and service delivery, while quickly responding citizen needs. In addition, additional features like creating and viewing service requests, user registration, and locate branch are available in the Citizen Portal.

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