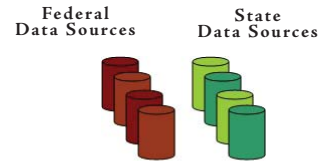


“Making Every Entitlement Worker an Expert”



- One Login
- One Password
- 15-20 Sec. Complete Search

“eFIND has been one of the most successful projects for the agency and has substantially reduced errors, possible entitlement program fraud and the time required in providing services to those needing assistance.”

- Technology  
Manager

Utah State Department of  
Workforce Services



**eFIND™**

eFIND is a single web application that provides eligibility workers with intelligent, filtered, well organized information (such as wage, unemployment insurance, child support enforcement and Social Security data) from many different sources for the purpose of determining eligibility for a variety of public assistance programs.

**Benefits**

The State of Utah projected a \$2.1M annual savings from improved efficiencies and has seen substantial reductions in fraud and inaccuracy. In 5-15 seconds, eFIND produces complete data searches on multiple data sources under one login and password - searches that previously required hours. The eFIND data brokering system also enables faster delivery of services to those that qualify.

**Development Services**

ExeVision, the developer of the eFIND data brokering system, provides the EAI (Enterprise Application Integration) consulting and development services necessary to customize and integrate the eFIND functionality for individual state agencies. The eFIND implementation is dependant on the specific data infrastructure for individual state IT setups and requires a custom architecture and implementation for each instance. Contact ExeVision for more information.

## State of Utah • Case Study



- ✦ **Cost Savings** (\$2.1M first year, est.)
- ✦ **Time Savings & Efficiency**
- ✦ **Improved Accuracy**
- ✦ **Standardized Decision Making**
- ✦ **Full Audit Trail & Security**

In FFY's 1999 and 2000, the Utah food stamp program was sanctioned. One point of the Food Stamp reinvestment plan was to build a data brokering system – a solution that entitlement workers had requested for years. The development of the new system was to solve the three root causes of Utah's problems: Efficiency, accuracy, and accountability

**Efficiency:** Countless hours logging into the state and federal databases, each required a separate login and decisions to use certain pieces of information were often made based on time constraints rather than case requirements.

**Accuracy:** A limited number of entitlement workers and a time-intensive process involving as many as 20 disparate data sources, the decision-making process was open to evaluation and interpretation errors that caused Utah to be sanctioned. The steep learning curve and time dependencies caused a significant drop-off in the accuracy of less-experienced workers

**Accountability:** Access to the databases with individual logins created a legitimate privacy concern with open access granted to the entitlement workers. With no audit trail or tracking mechanism to the searches, there was no methodology to ensure the safety of private citizens' data.

The State of Utah Department of Workforce Services (DWS) retained ExeVision to architect, develop, and deploy a custom data brokering solution for entitlement verification and qualification. This system, known as eFIND, has solved the problems of efficiency, accuracy and accountability while saving the state millions of dollars every year.

- ✦ **Efficiency**—eFIND accesses 17 data sources in 5-15 seconds
- ✦ **Accuracy**—eFIND makes every analyst an expert by incorporating best practices
- ✦ **Accountability**—eFIND audits every access and compiles only the relevant information

With the eFIND system in place, DWS now employs over 250 entitlement analysts that telecommute. These analysts can process more claims with more accuracy than before with no privacy issues – with about \$2.1 million dollars of estimated savings in overhead per year.

Contact ExeVision for more information about implementing the eFIND data brokering solution for your state entitlement programs.

**ExeVision Consulting & Development**

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### Analysis Data Sources

#### Federal

- **SSA**
  - SSN
  - Title II/Medicare income
  - SSI (Income data from SSA)
  - Bendex/SDX
- **DRS:** Federal Disqualified food stamp file
- **PARIS**
  - VA benefits
  - Federal Civil Service Benefits
  - Dept. Homeland Security (Alien registration and verification)

#### State

- **Wages:** state unemployment report
- **LIHEAP:** Low Income Heat Energy Assist. Prog.
- **UI:** unemployment insurance/compensation
- **TANF & FS:** E&T participation case mgmt. system.
  - Worker's Comp: State Labor Comm.
- **State Motor Vehicles:** valuations
- **State Driver License Div.**
- **IV D:** Child Support Enforcement
  - Income
  - Deductions
  - Non-cooperation
  - Sanctions
- **Birth Records**
- **Local housing authority**
- **Address repositories**