

## As Needs Rise and Resources Fall, CaseMinder is Essential.

Good government is based on a clear understanding of the relationship between actions taken and the desired result, and then having the ability to act in time to make a difference. CaseMinder makes data actionable. It enables social service departments to better understand caseload, align staff resources to meet demand, prioritize work effort, monitor productivity, and continuously improve performance.

### Case Action

Managers can improve the timeliness of determinations and recertifications by seeing immediately what is overdue as well as what is coming due by volume and processing time. Having information about today's workload along with historical and future perspectives supports new levels of benchmarking and proactive planning about workload and priorities.

CaseMinder includes case load and case processing information that can be dynamically viewed from multiple angles, including by case type, by unit, and by worker – or for the agency as a whole – down to the detail of every transaction processed. This applies to Temporary Assistance, SafetyNet, Medicaid, Food Stamps, and Home Energy Assistance Program (HEAP) – any area.

### Welfare to Work

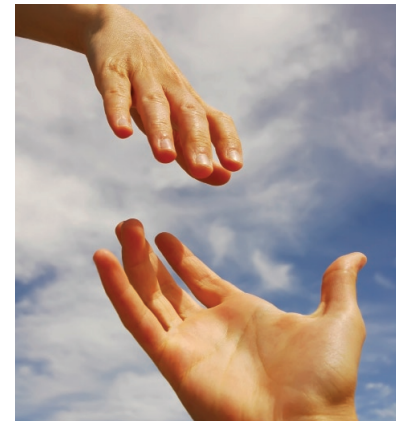
State and local governments are on the front line to meet federal requirements for the Welfare to Work program and move recipients from cash assistance to employment and self sufficiency. CaseMinder helps local social services departments track all relevant facts related to the Welfare to Work program, enabling them to monitor and improve process, compliance and performance from multiple perspectives, including the case, recipient, unit, worker, and employment program.

Salient includes features to target work effort by both identifying clients that have made negative transitions (e.g., countable to not countable status for participation rate) as well as those with recent or upcoming changes that can impact Welfare to Work participation (e.g., children meeting age mileposts or change in the number of parents in a case). When used in combination with Salient's Medicaid solution, authorized staff can view medical information to strengthen the management of the case.

### Case Payments

Salient provides easy access to case payment information so social services staff can track payments associated with a case in user-defined formats. CaseMinder allows staff to dynamically view all expenses by case types, vendor name, vendor type, pay type, or pay category to see aggregate dollars or the specifics of a particular case or vendor – down to the day that the payment was issued. When used in tandem with the Salient Medicaid solution, authorized users can view total paid for Medicaid services and drugs along with case payments, such as cash assistance, Food Stamps, HEAP, day care, foster care, and shelter.

**CaseMinder** includes Case Action, Welfare to Work, and Case Payment components, and puts timely and actionable information in the hands of staff to improve daily decision making and service delivery.



Salient enables everyone who can impact results to know exactly what they need to do.

- Align Staff Resources to Meet Demand
- Improve the Timeliness of Determinations and Recertifications
- Benchmark and Proactively Plan Workload and Priorities
- Determine the Most Cost-Effective and Optimal Performing Vendors