



Manage on-site and virtual operations in one seamless solution

Managing service delivery of Medicaid, SNAP and other safety net programs is becoming increasingly more complex. As human services agencies evolve to meet customer demand with an ongoing virtual workforce, the trend to supply customers with 24/7 access to their benefits will only continue.

Current™, Change & Innovation Agency's (CIA®) SaaS service delivery platform for health and human services powered by Vimo®, diminishes this complexity.

With its powerful, real-time insights at your fingertips, you can confidently manage all work + staff capacity in real time. Designed to optimize your agency's performance and worker productivity, Current prioritizes work and delivers it to workers, ensuring as many customers as possible are served with the resources available each day.

By giving you needed visibility into your entire on-site and virtual operation, you will know every minute how well the agency is meeting demand and delivering access to benefits.

And, set up is easy. Workers simply need internet connectivity and a web browser to access it from any remote work location.



See

Offers visibility into all of your agency's systems so that you can see in real time – and in a single dashboard – how much work exists across all customer access points (e.g., lobby, phone, mail, online).



Process

Creates work assignments and delivers them to the right workers at the right time, ensuring workers always know which case requires their focus.



Monitor

Alerts you when agency-determined thresholds are triggered and corrective action is needed; if enabled, auto-quarterbacking functionality automatically initiates action, such as fluidly reassigning workers to meet changing demand. Current also monitors process variation.



Report

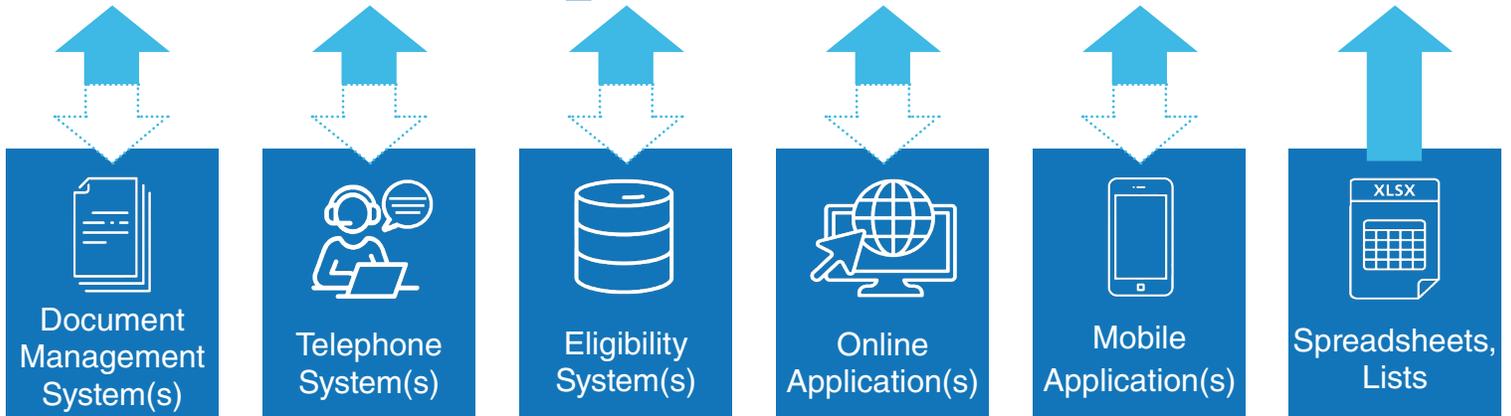
Translates critical data from an agency's systems into key measures (e.g., who is working, how quickly work is completed); available in real-time dashboard and also compiled in system-generated reports that offer views at the worker, office, region or state level for a set time-frame.



Predict

Forecasts staffing needs using historical customer demand and worker output data to help you proactively prepare to meet future demand.

Simple integration with all of your systems



Integration requires minimal investment of agency's IT resources, time | Minimal number of data elements needed



Features users love

- Real-time management dashboard offers all of the insights needed to keep work moving from start to finish
- Auto-quarterbacking assigns customer work based on agency-determined thresholds
- "Get Next Case" button delivers work to workers so they always know which case requires their focus
- Skill-based routing ensures workers only receive work they are trained to do
- Single sign-on allows workers to easily access system
- Highly configurable to support any organizational structure

Purpose-driven technology: Serve customers the first time

For nearly two decades, Change & Innovation Agency (CIA®), part of the Vimo® family of SaaS solutions for health and human services, has transformed human services service delivery for 45% of states in the nation, and many large counties, by using the principle of First Contact Resolution (FCR) to increase capacity, and enabling workers to better serve those in need.

Current automates this proven approach and focuses workers on serving customers completely, immediately. By eliminating the need for unnecessary customer interactions, our clients routinely reclaim up to 40% of workers' capacity, freeing them up to serve additional customers, and speeding up the time to reach a determination by 70%.

Contact our solutions team today to explore how we can help your agency get current, stay current... and do more good.



Change & Innovation Agency

a vimo® company

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