

Empowering communities, enhancing lives

Driven by our unwavering commitment to support human services workers in their mission to protect children, strengthen and unite families and build healthy communities, the EY Human Services Transformation group draws on unrivaled government operations knowledge and tech capabilities to help state and local governments better serve their most vulnerable residents.

Our team works in collaboration with state and local entities to provide crucial support for agency transformation, which includes strategy and planning, business process redesign, project management, change management, quality assurance services and project management services that is underpinned by technology enablements. We prioritize interoperability, digitalization and acceleration to streamline access to vital services drawing on an extensive network of knowledgeable professionals who use precision and care to help agencies meet their goals and uplift their communities.

Through collaboration with EY teams, agencies can deliver services effectively and efficiently by:

- 1 Grounding transformation efforts with purpose and vision
- 2 Strategically planning and managing efforts to meet objectives within constraints
- 3 Exploring innovations to meet the needs of today – and tomorrow
- 4 Developing capabilities and systems that streamline workflows to gain capacity
- 5 Delivering consumer grade, user experiences effectively

Modernizing human services, from strategy to execution

CCWIS planning and implementation support: Agencies get support for planning and procuring Comprehensive Child Welfare Information Systems (CCWIS), redesigning business processes and managing projects through a suite of services.

Agencies can optimize resource allocation and track the effectiveness of programs and interventions.

Childcare modernization: Agencies can provide greater access to childcare and improve the quality of childcare facilities through modern licensing support systems, training and certification programs.

Agencies can manage their childcare grants and services, a substitute teacher portal and comprehensive case management system.

Integrated eligibility system support: Agencies get planning, oversight and technical assistance for major Human Services eligibility system implementations.

Agency benefits can include improved technical and business strategy and planning, support for Business Integration Services covering PMO, Testing, Data Strategy, OCM, BPR and more.

Summer EBT: Through EY support for planning and implementation of the federal summer EBT program, agencies can better understand complex federal guidelines and reporting requirements, identify funding streams and develop effective strategies for program implementation.

Immersive digital learning: With new immersive digital learning experiences, government can revamp outdated training programs rapidly to address evolving workforce needs and expectations in Human Services.

Agencies can leverage a customizable module learning program to improve performance, promote effective retention and increase speed to service by reducing seat or class time.

Data and analytics and intelligent automation: Agencies can receive custom services that ready them for the use of intelligent automation and artificial intelligence (AI) by assessing their maturity levels, compliance rating and data readiness to engage in transformative AI technology and capabilities.

Through intelligent automation and GenAI, agencies reduce routine administrative burden on workers, creating capacity to focus on higher-value, strategic work that positively impacts the quality of lives of the people they serve.

Contact the Ernst & Young LLP Human Services team to discuss how we can help you with your needs.



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