

# Achieving the mission: State and local health and human services

Boost productivity, improve outcomes, and reduce costs with Red Hat

## Red Hat solutions for state and local government

- **Red Hat Integration:**  
Red Hat Runtimes, Red Hat 3scale API Management, Red Hat Fuse, and Red Hat AMQ
- **Enterprise automation:**  
Red Hat Ansible® Automation Platform and Red Hat Process Automation Manager
- **Cloud-native development:**  
Red Hat OpenShift®, the enterprise-ready Kubernetes container platform

## Why Red Hat?

- **Increased security:** Our solutions meet stringent federal, state, and local security requirements.
- **Reduced costs:** Our subscriptions can cost less than proprietary software licenses and support contracts.
- **Partner ecosystem:** You can work with our extensive network.
- **Cultural transformation:** Culture is as important as technology to get the most value from open source.



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## Health and human services challenges

State and local government health and human services (HHS) organizations face new challenges, including:

- **Rising expectations.** Citizens expect the experience of applying for services to be as simple as private sector services like hailing a ride. They want self-service – with one place to go to check entitlements and status for all services.
- **Resource constraints.** While HHS expectations are growing, budgets are not. In addition, long-time IT employees are retiring, and their potential replacements are looking for employers with modern IT tools and processes.
- **Faster project timelines.** To be responsive to new agency and client needs, development timelines need to shrink from years or months to weeks or days.

## IT trends in HHS

Leading HHS agencies are using modern IT tools and processes to improve workforce productivity, reduce costs, and achieve better outcomes for citizens. Two examples are:

- **Medicaid IT Architecture (MITA).** The federal government reimburses states for 85% of the cost of MITA 3.0. The advantage is modularity. Rather than engaging a single vendor to build a monolithic platform over months or years, HHS agencies can engage multiple vendors to build the individual modules in parallel – accelerating launch and enabling fast, iterative updates as new needs emerge.
- **Shared healthcare services.** Individual HHS departments – including child welfare, juvenile services, and food stamps – typically keep their applications and data on their own servers. So, a case-worker working with juveniles, for instance, cannot access information from other departments: where the child lives, whether the family receives food stamps, household income, and other relatives with whom the child could live. With a shared services architecture, all departments' data comes together so that caseworkers and others can securely access all information appropriate for their role from one portal. Productivity increases, citizen outcomes improve, and IT costs drop.

## Solution: Red Hat Integration

HHS agencies can build the hub for MITA 3.0 or shared services faster and at lower cost with [Red Hat® Integration](#), a comprehensive set of technologies to connect different departments' applications and data – no matter where they are hosted. Red Hat Integration helps HHS agencies avoid vendor lock-in because it is built on open source software. You can deploy it on-premise or in a public cloud – on bare metal, on virtual machines, or in containers – and switch to another cloud whenever it makes sense.

## HHS IT: A new look

- **Cloud adoption:** The mission is citizen services – not troubleshooting equipment failures. Major public clouds now provide security and performance as good as or better than private datacenters. And moving development and application hosting to the cloud helps to accelerate innovation and control costs.
- **Consolidation:** HHS teams are taking a hard look at their application portfolios, seeking opportunities to consolidate to reduce server, application, and licensing costs.
- **Automation:** Automating routine tasks – like managing virtual local area networks (VLANs) and patching servers – helps government departments attract and retain talented staff. Automation frees staff members to focus on the activities that attracted them to public service.
- **Cost cutting:** Cloud migration, consolidation, and automation are helping government IT teams deliver more and better services – for the same or lower costs.

## Red Hat in action: State government Department of Human Services

**Challenge:** A state government Department of Human Services (DHS) helps vulnerable constituents buy healthy foods, pay energy bills, obtain medical assistance, and more. The agency wanted to give caseworkers and others a consolidated view of all services a given citizen receives.

**Solution:** The DHS used Red Hat Integration to build a state human services network, which provides a single view of each citizen's history with the DHS – spanning all departments. The state completed the first of 3 launch phases in just 3 months. Today, the platform is used to support 15,000 citizens.

**Benefits:** Improved caseworker productivity contributes to better citizen outcomes. Caseworkers can enroll new clients for services in days instead of months. Vulnerable citizens appreciate being able to apply for health services online instead of having to pay for transportation. Licensing and support costs are expected to drop by 20-30%, and management costs decreased because multiple agencies share the platform.

## About Red Hat

Red Hat is the world's leading provider of enterprise open source software solutions, using a community-powered approach to deliver reliable and high-performing Linux, hybrid cloud, container, and Kubernetes technologies. Red Hat helps customers integrate new and existing IT applications, develop cloud-native applications, standardize on our industry-leading operating system, and automate, secure, and manage complex environments. Award-winning support, training, and consulting services make Red Hat a trusted adviser to the Fortune 500. As a strategic partner to cloud providers, system integrators, application vendors, customers, and open source communities, Red Hat can help organizations prepare for the digital future.



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