



# Transforming Childcare Services in Vermont:

## A Case Management Revolution



### Client Overview.

The Vermont Department for Children and Families (DCF) is committed to promoting the healthy development, safety, well-being, and self-sufficiency of Vermonters. Serving around 200,000 residents annually, DCF offers crucial benefits, services, and support to children, youth, families, older Vermonters, and individuals with disabilities, making a significant impact on the state's most vulnerable populations.

### The Problem.

Before partnering with BRITE, DCF encountered several challenges with its legacy Bright Futures Information System (BFIS) that adversely affected its mission:



#### Outdated and Inefficient Systems:

The legacy BFIS system led to delays and errors in managing childcare assistance cases, increasing administrative costs and reducing operational efficiency.



#### Data Fragmentation and Inconsistency:

Errors in processing applications and delays in service delivery negatively impacted customer satisfaction.



#### Lack of Integration and Scalability:

Difficulty in data exchange due to non-integrated systems required manual data entry, increasing efforts and security risks.

### The Strategy.

BRITE embarked on a strategic overhaul of DCF's case and fiscal management systems by implementing a modular application on the Salesforce Lightning Platform.

#### This approach aimed to:



**Replace Inefficient Systems:** Substitute the outdated BFIS with a robust, scalable Salesforce-based system.



**Ensure Seamless Data Integration:** Utilize MuleSoft for extensive data integration across various legacy systems to ensure consistent and accurate data transfer.



**Enhance Security and Access Management:** Implement OKTA for identity and access management to safeguard sensitive information.

## The Implementation.

The comprehensive implementation process included:

- **Salesforce Lightning Platform Deployment:** Development of a modular case management solution tailored to DCF's requirements.
- **Extensive Data Integration:** Utilizing MuleSoft to integrate with five different legacy systems, ensuring seamless data flow and transformation.
- **Security and Access Enhancements:** Configuring OKTA for robust identity and access management, enhancing data security.

## The Results.

The introduction of the Salesforce Lightning Platform and the strategic use of MuleSoft and OKTA by Brite led to significant improvements in DCF's operations:



### Modernized Case Management

The replacement of BFIS with a modern, efficient system streamlined case management processes.



### Improved Data Integrity and Accessibility

Enhanced data integration and consistency across systems, improving service delivery and decision-making.



### Enhanced Security

Stronger security protocols and identity management practices increased customer trust and protected sensitive data.

## Business Benefits.

BRITE solution delivered transformative business advantages to the Vermont Department for Children and Families:



Streamlined operational processes and reduced administrative burdens, significantly enhancing internal efficiency.



Enhanced data security and customer trust through the integration of modern identity and access management solutions.



Achieved greater scalability and flexibility in managing childcare assistance programs, ensuring the system's longevity and adaptability to future needs.

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