



## **IT Solutions Management for Human Services (ISM)**

### **Award Winner for 2009**

In 2005, the IT Solutions Management for Human Services (ISM) affiliate of APHSA initiated a formalized award program to give national exposure to the application of information technology in support of state and local government human services. Awards are given in three categories: Applications of New Technologies, Collaboration across Boundaries, and Innovation in Service Delivery. Nominations must be sponsored by a member of the ISM board, an ISM state representative, or a representative from a private sector company that is a member of the Human Services Information Technology Advisory Group (HSITAG). For 2009, there were 27 nominations. Picking the winners was not an easy task, and as happened last year, there was a tie in one category. The winners included the Welfare Client Data Systems Consortium.

### **Innovation in Service Delivery**

WCDS CalWIN Consortium CalWIN Client Correspondence System

The CalWIN Client Correspondence system, a vital component of the CalWIN (California Welfare Information Network) System, manages and maintains a variety of correspondence used to communicate critical and often time-sensitive information to CalWIN clients, providers, and other agencies. The CalWIN Client Correspondence system was developed to support the creation and ongoing maintenance of the numerous correspondences required for the various Federal, State, and County assistance programs. The automated system, which replaced the cumbersome, static, manual processing of “shelf-stock” forms, is capable of producing dynamic correspondence with client specific information in 14 different languages. The CalWIN Client Correspondence solution is utilized by approximately 30,000 county employees along with various business partners, in over 850 sites. Currently, the CalWIN Client Correspondence system manages and generates over 2.8 million correspondences on a monthly basis with a steady increase of over 150 % in the last calendar year.