

Deloitte.



Making human services more human: Improving outcomes for families through digital service delivery

Every day, government agencies throughout the country work to protect our neighborhoods, educate our students, build and maintain our communities, and provide services and support to children and families in need.

That's not an easy job. And no one person, agency, or organization can do it alone. That's why leaders turn to Deloitte. Our mission is to help you achieve your mission—making human services more human to improve outcomes for families and communities.

We help leaders elevate the quality of life of those they serve by improving digital service delivery, making it more convenient for people to access benefits, strengthening program integrity, and protecting the social safety net for those who are most vulnerable. Our solutions combine innovative technology with strategic support to help your agency meet current and future needs including:

Digital service delivery

Our solutions are designed to help you transform the lobby experience, provide new curbside service, and connect with clients virtually.

- Reimagining in-person, curbside, and lobby experiences
- Virtual appointments and collaboration
- Human experience management

Talent experience and the future of work

No matter where your agency's workforce model is headed—in-person, virtual, or hybrid—we can help you reimagine your talent experience and consider investments in infrastructure, secure collaboration platforms, and remote diagnostic and management capabilities to enhance your workforce and deliver services and support to families more efficiently.

- Telework enablement and productivity
- Workforce experience support
- Intelligent process automation

Strategic 'advise' services

We can be your collaborator as you work to tackle your agency's most complex, transformational challenges through helping activate your strategic priorities, supporting informed decision-making, and developing road maps to achieve your desired future state.

- Strategic planning
- Analytics for decision-making
- Innovation and leading industry trends
- New operating model design
- Impact analysis on legislative/policy changes
- Operations analysis and process review

Learn how to make human services more human

Our passion for innovation, transformation, and service is at the heart of everything we do. That's because, like you, we understand that the best way to improve the well-being of our communities is to elevate the human experience of human services. Connect with us today to learn how we can work together to bring innovative solutions to your most complex challenges so you can better protect and improve the health, safety, and well-being of the families and communities you serve.

Learn more at www.deloitte.com/us/hhs

Learn more about how we can help you with Long-Term Services and Supports at

www.deloitte.com/us/ltss

or email us at DeloitteLTSS@deloitte.com.

Contact us:



Rebecca Hildebrand
Long-Term Services and Supports Leader
Deloitte Consulting LLP
rhildebrand@deloitte.com



Jessica Lehfeltdt
Long-Term Services and Supports Leader
Deloitte Consulting LLP
jlehfeltdt@deloitte.com

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