GovConnect

Government organizations are under pressure to modernize to enhance mission impact. Yet the very innovation that’s needed often brings uncertainty and risk.

GovConnect™ helps close the gap between the innovation you need tomorrow with proven solutions that are ready to deploy today. GovConnect’s modular accelerators are native built on low-code/no-code platforms—like Salesforce—and configured to match the way you work and the outcomes you want to deliver. So, you provide better experiences for your workforce and the people you serve—faster and with less risk.

Solving for tomorrow, today. That’s the way GovConnect’s toolkit of composable accelerators help you achieve your mission impact more efficiently, securely and fully.

Accelerate innovation, confidently.

GovConnect’s solutions come infused with the breadth and depth of Deloitte’s long-standing Government and Public Services (GPS) practice. Relevant sector, business domain and user experience elements are informed by—or already proven in—real-world use cases across organizations with similar needs. GovConnect’s core components can also be combined and adapted to standardize across an enterprise ecosystem or to accelerate the development of novel solutions for agencies with unique, singular missions.

GovConnect helps you:

- Innovate faster and more cost-effectively, with composable solutions
- Deploy new services and features quickly and with less risk of IT failure or disruption
- Maximize the value returned by the underlying platform technology
- Drive stronger engagement and richer experiences with modern, elevated UX and human-centered design
- Achieve the agility—with certainty—you need to meet ever-changing requirements
- Support collaboration and interoperability across departments, agencies and the entire enterprise
- Efficiently integrate AI, cloud, cyber and other capabilities in mission context

Take the express bridge to mission delivery.

Expanding contact tracing to contain the spread of disease.

A state department of public health needed a way to ensure expedient contact tracing and follow-up with residents exposed to or having contracted COVID-19. In just three weeks, Deloitte helped launch a Salesforce-based GovConnect solution that converts data from local health departments and other systems into a case management platform that also provides call scripts and workload management for investigators and tracers. Within the first year, this solution helped prevent the spread of infection to 556,000+ people, saving an estimated 2,000+ lives and avoiding 8,000+ hospitalizations, which translated into $106 million savings in hospital costs.

Supporting food security on tribal lands.

With one in four Native Americans at risk of food insecurity, the USDA wanted to modernize its Food Distribution Program on Indian Reservations (FDPIR). The agency turned to Deloitte’s GPS team to help develop a point-of-sale solution with the ease of a traditional grocery checkout experience. Deloitte delivered a web and mobile Salesforce system with online and offline functionality comparable to large retailers, with human-centered design that’s more pleasing for the 84,000 people participating in the program across 400+ distribution sites and 30 states coast to coast.

All roads lead to a better DMV experience.

These days, people expect easy, intuitive online experiences no matter where they are or what they’re doing—and getting a driver’s license or registering a car are no exception. To help departments of motor vehicles (DMVs) deliver more satisfying digital interactions for employees and customers, Deloitte created its GovConnect Digital DMV accelerator. The solution enables remote access to DMV services, with features like integrated appointment scheduling, virtual queues, Real ID verification and mobile-friendly capabilities. The result? Lengthy waits at the DMV are now in the rearview mirror.
Why GovConnect?

**The right connections.**
GovConnect’s engineered solutions connect the dots across business, technology, domain, sector and UX capabilities to help accelerate better, faster mission outcomes—and richer experiences for your workforce and the citizens you serve.

**Composable control.**
GovConnect closes the gap between what your mission demands and what technology makes possible, with composable accelerators built upon low-code/no-code platforms (like Salesforce) and tailored for your mission and your organization.

**Confident delivery.**
With GovConnect, you never start from square one because its accelerators are steeped in Deloitte’s public sector experience, helping alleviate the risks in the innovation that’s needed to achieve your mission’s full potential.

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**Composable, modular solutions**

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**Learn more:** GovConnect™: Powered by Salesforce

**About Deloitte**

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**Configurable core**

GovConnect’s foundational accelerators help drive both point-solution efficacy and enterprise-wide, cross-agency and multiagency standardization:

- Communications hub
- Appointments and scheduling
- Document generator
- Document management
- Task and workflow management
- Announcements
- Dashboards and reports
- Offline access
- Nudge engine
- Events
- Agency administration
- Security administration
- Knowledge base
- Call center integration
- Account management
- Business rules
- Inbox
- Data collection
- Gamification
- User training
- Referrals
GovConnect™
Grants and Loans Management

GovConnect Grants and Loans Management, built on Salesforce Platform, is a single, centralized entry point and collaboration platform for grant customers and government staff. GovConnect supports each phase of the grant lifecycle using a common resource and framework, while also accommodating the uniqueness required by the various organizations and programs governing the grant regulation.

**FEATURES**

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<td>Each grant program can set-up and define key components of their program including background, purpose, eligibility, scoring, application components, etc. This module also supports external communications and marketing of the programs.</td>
<td>External entities check eligibility and apply for funding. Robust application process includes entry of project details, geographic information, a financial proforma, a capital investment workbook, construction plans, environmental details, certifications etc.</td>
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<th>Application Review &amp; Award</th>
<th>Funds Distribution &amp; Budget Monitoring</th>
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<td>The review module includes multiple phases of application review including service area validation, financial, technical, and environmental review. The system facilitates these reviews by providing tools and frameworks to support each review and enable collaboration.</td>
<td>The funds distribution module facilitates monitoring of the budget categories submitted by the applicant and tracks requests for reimbursement throughout the lifecycle of a project.</td>
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<th>Performance Reporting &amp; Compliance</th>
<th>Closeout &amp; Analytics</th>
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<td>The reporting and compliance module enables grantees to regularly report to the grantor the status of their project, their financial status (if relevant), and other reporting requirements defined in the entity's legal agreement.</td>
<td>Enables grantor and grantee to verify that all required closeout actions have been completed by both the recipient and the agency. Agency can view dashboards/analyses about funds, projects and grantees.</td>
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**BENEFITS**

- Modular grant management components designed to be scalable and flexible for use across multiple grant programs with unique program requirements
- Configurable reports and dashboards showing how funds are being used to achieve program objectives
- Continuity of information, secure communication, and reduction of manual workload on staff
- Secure, self-service Grantee portal to check eligibility, apply for a program, communicate with the grantor, and report project progress
- Centralized tracking and automated workflow for all grant management activities and tasks across the grant lifecycle

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Long-Term Services and Supports (LTSS) Market Trends & Deloitte Services

LTSS Projections

1. Medicaid spending on LTSS, $200B as of 2020, will continue to increase by 3-5% per year.¹
2. LTSS expenditure will continue to shift towards HCBS services at an even greater pace due to COVID-19.²
3. The expansion of LTSS beneficiaries, up to 40% by 2050, will continue to put a strain on ease of access and increased workforce shortages.³

Trends

Increasing self-service access to care
- More omnichannel options expected to meet a ‘No Wrong Door’ approach
- Streamlining enrollment processes
- Improving care coordination through centralized 360 platforms

Expanding HCBS programs
- Increasing focus on rebalancing from providing institution care to HCBS with adequate provider networks and service options
- State expansions of eligibility rules and supporting caregivers

Increased transparency
- More funds going into LTSS will come with more scrutiny on the quality and spending
- Prevention and mitigation of fraud, waste, and abuse

Increased focus on quality and compliance of services
- Reporting quality measures and outcomes aligned with the CMS HCBS Quality Measure Set
- Increased focus on federal mandating of staffing ratios
- Development of credentialing and provider management systems

Higher expectations for embracing technology
- Participants expect to be able to apply online & manage their benefits online
- Utilizing adaptive and assistive technology to support independence

Increased Worker shortages
- States are providing increased incentives to providers
- Increased need to track network adequacy in underserved regions & populations
- Certification / training / telehealth / LMS accelerators
- Creating task forces to solve workforce issues at the local, regional, and state level

Deloitte’s Technology Service Offerings to Address Trends

References:

UNLIMITED REALITY FOR THE WORKFORCE with a Salesforce Connected Experience

Augmented Workforce Experience

S E P T E M B E R  1 2 - 1 4 ,  2 0 2 3
Elevate your workforce experience to new heights with the augmented worker. Embed AR, VR, real-time contextual data, and immersive environments into the way work gets done to increase worker productivity, efficiency, and safety. Advancements in augmented reality, AI/ML, and “see-what-I-see” communications enable better connectivity, knowledge transfer, and productivity for field and office workers.
What is **UNLIMITED REALITY™?**

**Deloitte’s services** related to the confluence of spatial computing (3D), decentralized computing (blockchain & digital assets), and artificial intelligence that...

1) present new avenues for entertainment, engagement, collaboration, research, simulation and enterprise workflows, and

2) create new economic activity and business models
Deep dive on the **workforce**: what does this mean for your people?

Leaders have a critical role to play in shaping, adopting, and supporting the worker journey.

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<th>RECRUITING &amp; ONBOARDING</th>
<th>WORKFORCE DEVELOPMENT</th>
<th>GLOBAL COLLABORATION</th>
<th>AUGMENTED WORK</th>
<th>NEW ROLES &amp; SKILLS</th>
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<td>Immersive environments, avatars, and AI-enabled simulations can <strong>expand talent access</strong>, increase <strong>diversity &amp; inclusion</strong> in hiring, and create a much more engaging virtual onboarding experience.</td>
<td>VR trainings for <strong>rare, dangerous, or difficult-to-access environments</strong> better and more safely engage workers. Virtual simulations also benefit <strong>soft skill learning</strong>, while <strong>NFTs impact rewards</strong>.</td>
<td>In our increasingly hybrid world, <strong>immersive virtual environments (which can be accessed through VR, MR, or 2D devices)</strong> allow for a more engaging, dynamic experience than Zoom.</td>
<td>Advancements in <strong>augmented reality</strong>, <strong>AI/ML</strong>, and “see-what-I-see” communication enable <strong>better connectivity, knowledge transfer, and productivity</strong> for field and office workers.</td>
<td>The adoption of metaverse experiences and technologies, both for customers and directly for the workforce, <strong>will require new roles, skills, and in some cases, organizations</strong>.</td>
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Use Case: Compressor Repair & Maintenance

Service Agent
Leverage Salesforce Service Cloud’s case management capabilities to handle intake and dispatch repair requests to available technicians

Compressor Technician
Select to initiate repair on assigned cases in Salesforce, opening Unity 3D and launching guided augmented reality repair experience on tablet

Unity 3D Connected App

Deloitte’s GovConnect Salesforce-To-Unity Connector

Receive guided instructions for repair based on compressor product details, repair code, and repair instructions

Once repair is executed, select to close out respective case in Salesforce from Unity 3D augmented reality experience

SALESFORCE UNITY SDK
GET IN TOUCH

For any questions regarding augmented work experience, or the technical solution built for the compressor repair demo:

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Resume AI is a self-service tool enabling users to generate job descriptions based on job parameters and upload resumes in any file format (e.g., pdf, docx, jpg, etc.) for comparison and analysis of fit against a job posting.

### Benefits

- **Less time and effort spent on manual processes** such as creating job postings and screening resumes
- **Increased speed and efficiency** in interview processes allowing organizations to identify the most-qualified candidates quickly
- **AI Chat Bot** is accessible from all pages within the application
- **Ability to integrate with automated processes** (ex. Flows)
- **Scalable and configurable architecture** for easy application to other use cases

### Features

- Generation of Job Description based on position requirements using generative AI
- Ability to accept resumes in any file format for upload and comparison against Job Posting
- Automated evaluation of Candidates' fitness for a position based on comparison of Resume to Job Posting
- API Driven architecture, can easily swap out front end (Salesforce) for another application frontend

- Can swap out Chat GPT with an open sourced LLM or any other LLM that is reachable via API
- Built using Terraform, can easily deploy to any AWS environment
- Access to AI Chat Bot (GovConnect GPT) from within Resume AI application