



unqork


Going Digital: Transforming Health & Human Services With the Power of No-Code

How Unqork is driving digital transformation to benefit local government agencies, non-profit organizations, and the clients they serve



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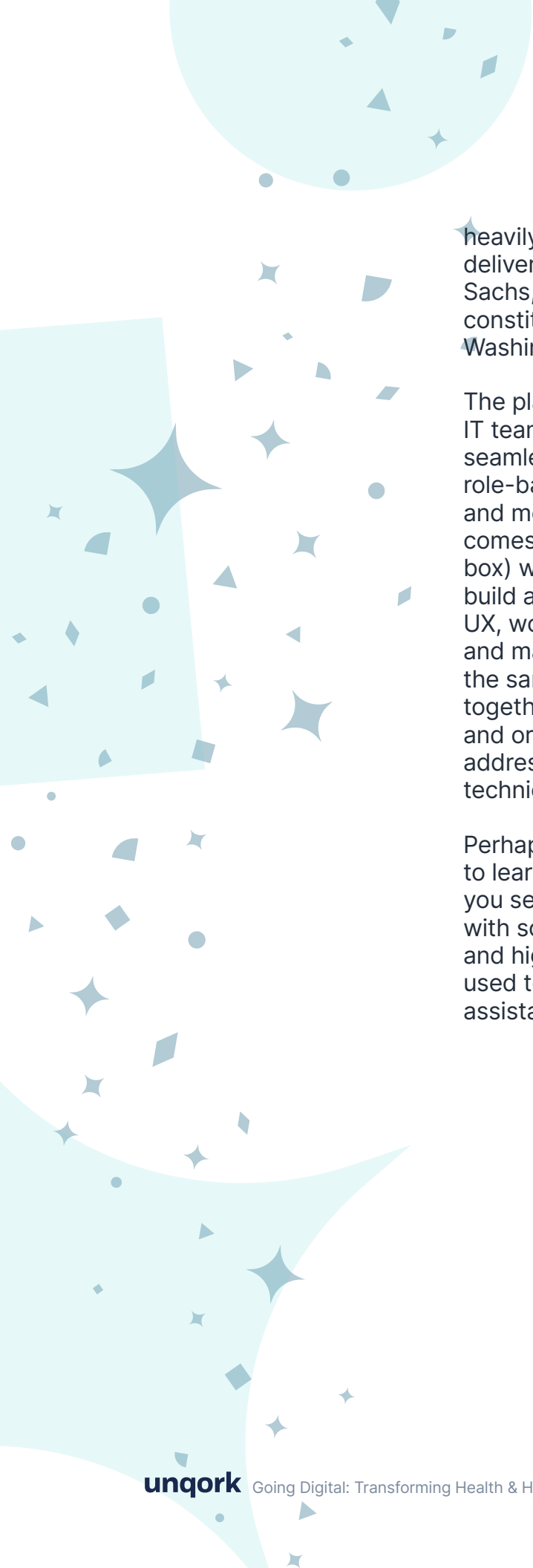


C OVID-19 was an unprecedented event in modern times that resulted in the widespread disruption of essential public services. The pandemic highlighted the brittleness of many existing Health & Human Services (HHS) workflows, which are often overly reliant on manual checkpoints and in-person transactions. Yet, even before a global pandemic turned the world upside down, these highly “analog” systems were failing many of those who depend on them the most.

The need to travel to a physical location to receive services can be a barrier for low-income populations who can seldom afford to take time away from work and family obligations. These processes are even more burdensome for the **26% of American adults** who live with a disability, over half of whom have difficulties walking or climbing stairs.

Modern technologies can mitigate many of these challenges through remote digital engagements, but transformation has proved difficult for HHS organizations to achieve. **One study** found that before the pandemic, only “18% of HHS organizations had successfully embedded digital tools in the way they work [and] more than half reported they had made little progress in implementing such solutions.” According to the researchers, some of the critical barriers were lack of funding, regulatory compliance issues, and technological obstacles, with 12% reporting a concern about protecting individuals’ identity and personal data, 15% mentioning difficulties in adapting existing IT systems, and 18% noted a lack of interoperability between IT systems. These are just the type of challenges that Unqork was designed to address.

Unqork is an enterprise no-code software platform that helps organizations rapidly build and effectively manage custom solutions to efficiently deliver services. The platform was designed with complex,



heavily regulated environments in mind. It has helped deliver solutions to large enterprises such as Goldman Sachs, Liberty Mutual, and Nationwide, as well as constituent-facing services for [the city of New York](#), Washington, D.C., and Montgomery County, Maryland.

The platform's simple drag-and-drop format empowers IT teams to rapidly build robust solutions that seamlessly integrate with legacy systems, leverage role-based access controls, provide full auditability, and meet the strictest security protocols. The platform comes "out-of-the-box" (or out-of-the-virtual-SaaS-box) with all the toolsets and elements necessary to build and manage a robust application (e.g., front-end UX, workflow, rules engine, analytics, integrations, and maintenance). Since they're all components of the same unified platform, everything just works together in instant harmony. As a result, agencies and organizations can devote all their resources to addressing their constituents' challenges instead of technical ones.

Perhaps you have heard of no-code before and want to learn more, or maybe you have a specific process you seek to transform. In this eBook, we'll provide you with some background of Unqork's no-code platform and highlight some of the ways it is already being used to transform crucial HHS processes and provide assistance to those in need.

Opportunities for Digital Transformation for Health & Human Services

In this section, we will explore a couple of concrete examples of what's possible with no-code-powered transformation. Keep in mind that no-code is a powerful and flexible development paradigm that can be used to power a wide variety of functionality. If you can imagine a way to automate or streamline a process, it's probably achievable with no-code—and probably even easier than you think.

Case Management

Streamline case management processes into a centralized digital hub to drive improved outcomes for clients while lowering your agency's administrative burden—without writing a single line of code.

Today, many health and human services providers are overly reliant on manual and paper-based processes, which leads to a high administrative burden, slow turnarounds, limited controls & oversight, and a disjointed client experience.

With Unqork, public agencies can rapidly build—and effectively manage—a **case management solution** that allows a client to connect with services through various channels, including phone, web, mobile, and more. The custom solution empowers agencies to streamline

processes that previously required in-person transactions, including evaluations, intake, and referrals. Unqork-built solutions easily integrate with existing systems and third-party services to allow agencies to collect, collate, and leverage client data. Agencies can use the solution to build administrator- and case-manager-facing hubs that can provide them with a useful overview of an individual case—and easily connect clients with relevant agencies or services.

With robust digitization and virtualization, agencies can increase operational efficiencies, which allows them to provide a renewed focus on helping clients quickly and accurately.

Benefits

- **Seamless End-to-End Digital Experience:** Leverage modular, configurable components that cover all parts of an in-person process, including intake, scheduling, case management, and video-conference meetings
- **Improved Service:** Provide direct access to flexible applications for tracking and managing clients, volunteers, employees, and case managers
- **Increased Client Satisfaction:** Safely—and remotely—connect individuals in need with a wide range of servicWes and assistance
- **Enhanced Public Health & Support:** Ensure that clients do not endanger themselves and others by seeking out critical information and services
- **Omnichannel Access:** Provide clients with easy access to information and services via the channel that works best for them, be it phone, web, mobile, or more

Capabilities



Digital Front Door

Responsive client-facing omnichannel digital portals that offer predictable, organized workflows with smart tools to maximize assistance and prioritize resources



Frictionless Handoffs

Seamless integrations allow case managers to seamlessly hand-off a client to a relevant agency or employee, even within a single session



Tailored Internal Dashboards

Provide administrators and case managers with tailored experiences and access to relevant information, demonstrating case manager or agency-wide performance data as well as individual client outcomes across agencies

Universal Front Door

Unqork conforms to your processes to help you rapidly build and effectively manage a robust case referral application with tailored digital experiences for clients, case managers, and administrators.

State and local governments are responsible for connecting those in need with crucial assistance and services. In the COVID-19 era, not only has the need for assistance grown, so have the challenges of delivering care as traditional channels have been disrupted. With digitization, agencies are better equipped to connect clients with services while subsequently injecting operational efficiencies that will benefit stakeholders long after the pandemic has passed.

With Unqork, public agencies can rapidly build—and effectively manage—an **end-to-end referral solution** that allows clients or their designated caregivers to remotely engage with case managers, who can easily connect them with relevant services. Those in need can connect to the system through various channels, including phone, web, mobile, or offline workflows.

The solution optimizes processes that previously relied on in-person transactions such as intake, scheduling, case management, and video-conferencing. Unqork-built solutions seamlessly integrate with existing systems and third-party services, so case-workers can seamlessly transfer clients to relevant services or agencies.

With Unqork, agencies can develop a universal social service intake process, so there's "No Wrong Door," i.e., agencies can readily—and securely—access a centralized database to determine if the referral is already in the system with another agency and how/where their case is being managed. This is a far more efficient and useful paradigm than blindly sending referrals to different agencies for assistance.

Furthermore, Unqork's solution allows agency systems to take a modular approach to development, i.e., they do not have to commit to the full set of cross-agency functional requirements. Agencies can meet all the basic needs and be flexible in their adaptation and deployment needs of the referred individuals, including 501c3s, community organizations, and houses of worship serving those individuals.

Internal-facing hubs allow case managers to access relevant client information and dynamic checklists, while administrator-facing dashboards provide visibility into individual case status or operational performance as a whole. With Unqork, agencies can rapidly build an effective solution to deliver essential services to residents in need while instilling operational efficiencies that can provide benefits far into the future.

Benefits

- **Seamless End-to-End Digital Experience:** Leverage modular, configurable components that cover all parts of an in-person process, including intake, scheduling, case management, and video-conferencing
- **Increased Client Satisfaction:** Safely—and remotely—connect families in need with a wide range of services and assistance
- **Universal Intake:** Develop a “No Wrong Door” approach so that navigators can readily access a secure, centralized database to confirm if/where a referral is receiving assistance, rather than blindly referring them to another agency/organization to address
- **Enhanced Public Health & Support:** Create safe virtual processes for clients to seek and obtain critical information, services, and aid
- **Omnichannel Access:** Provide clients with easy access to information and services via the channel that works best for them, be it phone, web, mobile, or offline workflows

Capabilities



Digital Front Door

Responsive client-facing omnichannel digital portals that offer predictable, organized workflows with smart tools to maximize assistance efforts and prioritize resources



Frictionless Handoffs

Seamless integrations allow case managers to seamlessly hand-off a client to a relevant agency or employee, even within a single session



Tailored Internal Hubs

Provide administrators and case managers with tailored experiences and access to relevant information



Checklists

Provide care navigators with step-by-step workflows to connect clients with the assistance they need

Success Story

During the spring COVID-19 outbreak, a major urban center tapped the power of Unqork's enterprise no-code platform to build and deploy its Virtual Family Assistance Center in only 10 days without writing a single line of code.

COVID delivered a one-two punch to government agencies. It affects many clients simultaneously while subsequently disrupting the traditional channels for delivering vital public services. This is where the Unqork platform's ability to accelerate the development of robust digital solutions made a significant impact on the urban centers that experienced the brunt of the initial wave of the pandemic.

For one major city, the usual response to a high-impact event would be to respond by establishing a "Family Assistance Center" at a physical location to connect individuals who lost a family member with a navigator who could secure them with relevant public services (burial assistance, counseling, etc.). This was not possible to do conduct safely amid a pandemic. So, the city worked with Unqork to launch a "Virtual Family Assistance Center" (VFAC) to provide mourning families with a wide range of services and assistance.

Solution

Built over just 10 days in April, the VFAC helps the city distribute information, assistance, and aid to families who lost a loved one to COVID. These services include everything from burial assistance to locating records & documents to connecting with mental health services.

Individuals are brought into the VFAC through several channels: Via the city's online COVID engagement portal, by calling the assistance line, or having their data transferred over from the medical examiner's office. From there, a navigator employed by the city is prompted by the system to reach out and offer assistance.

The VFAC's internal admin portal helps managers efficiently assign navigators to cases. The system's navigator-facing portal guides workers step-by-step through the structured intake/interview process, which will help connect families to the city agencies most relevant to their needs.

Success Story
Impact

Since going live, the VFAC has been able to deliver various forms of crucial assistance to more than 600 individuals and families who have lost loved ones due to COVID-19. Built over only 10 days, the platform has empowered the city to maintain robust client services during a challenging time.

By the Numbers

10

Number of days the application took to build

600+

Families or individuals with assistance

0

Lines of code written



Unqork: The World's First Enterprise No-Code Application Platform



The insurance leaders of tomorrow will be the firms who can digitize their processes most thoroughly and adapt their infrastructure most rapidly around shifting business challenges. No-code empowers firms to build scalable, secure, complex, compliant, custom applications with unprecedented speed and flexibility.

That's why many of the most innovative players are partnering with Unqork, the first enterprise no-code development platform specifically designed for the world's most complex and regulated industries. Our platform represents an entirely new paradigm that optimizes every aspect of enterprise development through:



A unified SaaS platform: Unqork is a completely unified SaaS platform, which means it provides all the components and capabilities related to crucial areas like **compliance** (up-to-date regulatory and enterprise rules engines for FATCA, CRS, UK CDOT, Dodd-Frank, EMIR, and MiFID II, etc.), **security** (native encryption both in transit and rest, custom RBAC capabilities, and crowd-sourced penetration tests), and **application management** (SDLC governance, application versioning, and module management)¹.



A visual UI: Applications are built via an intuitive, visual User Interface (UI) featuring drag-and-drop components representing user-facing elements, backend processes, data transformations, third-party integrations, and a growing library of industry-specific templates.



Enterprise-grade standards: While there are several business-area-specific or consumer-level no-code systems on the market, Unqork is the only no-code platform designed specifically to build complex, scalable, enterprise-ready applications, which is why it's already being used by some of the world's leading organizations.

¹While Unqork is a SaaS platform, our customers operate in single-tenant environments, which means there is never a mixing of client data between Unqork customers. Unqork is cloud-agnostic, so customers can avoid cloud vendor lock-in and deploy applications in the cloud of their choice.

Unqork allows enterprises to shift all their focus to addressing business challenges instead of technical ones. The platform takes on the “heavy lifting” and frees organizations to invest their resources building operational efficiencies and perfecting the client experience. This streamlined approach helps organizations achieve:

- **Accelerated speed-to-market:** No-code automates many high-volume development tasks so new applications can be built and deployed much faster. In many cases, applications that would take months or years to reach the market can be built in a matter of weeks, or even days.
- **The elimination of legacy code:** Code becomes legacy nearly instantly. With no-code, organizations only need to be concerned with building business logic, even if there is a technical change, the platform handles all that on the backend.
- **Ease of updates and maintenance:** Large enterprises can spend up to 75% of total IT budget maintaining existing systems. One of the reasons is the complexity of making a change in one area requires changes throughout the process. A no-code platform automates many of these cascading tasks and therefore reduces the complexity of making changes.
- **Business agility:** Whether it is a pandemic or disruptions of a smaller scale, no-code can provide organizations with a way to address events quickly.

Curious about how no-code can be applied within your organization? Get in touch to [schedule a demonstration](#) from one of our no-code experts.

unqork

Enterprise application development, reimagined

Unqork is a no-code application platform that helps large enterprises build complex custom software faster, with higher quality, and lower costs than conventional approaches.

[Request a Demo](#)

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