



## Streamline HHS Service Delivery with Citrix Solutions

Improve the health and well-being of your constituents with IT innovation. Citrix solutions provide simple, secure access to applications and information from anywhere, on any device, so your staff can smoothly manage larger workloads. Increasing the productivity and efficiency of caseworkers, clinicians and contractors enables you to keep up with higher demand for services.

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Pressures on state and local Health and Human Services agencies are growing steadily. As one of society's "safety nets," your organization is being asked to do more with a limited budget, while facing new challenges – such as data security threats – which make day-to-day operations more complicated.

Population aging, chronic conditions and other macro trends are driving up the number of constituents who need services. Meanwhile, public concerns about assistance for vulnerable populations have underscored the need for faster responses by social workers, healthcare workers and administrators.

The IT systems that support your agency and its partner organizations play a crucial role in



<sup>1</sup> <http://www.governing.com/topics/health-human-services/tns-south-carolina-child-welfare.html>

addressing these pressures. If this technology is complicated and cumbersome to use and maintain, it can slow down services delivery and consume scarce resources. But if you adopt enabling technologies such as Citrix application virtualization, mobility management and secure file sharing, you can streamline processes, boost productivity and increase flexibility.

In other words, you can focus on clients and patients instead of IT.

### Secure, Mobile Access to Applications and Data

Today's HHS organizations are looking for new solutions to three major challenges that affect their core mission. Citrix technologies address all these issues.

**1. Caseload increases.** Factors such as population growth and online reporting are generating larger caseloads for HHS staff. For example, in South Carolina, regional call centers that make it easier to report child abuse and neglect led to a 41 percent jump in cases in 2014.<sup>1</sup>

Citrix virtualization and mobility solutions help your staff handle greater caseloads while minimizing burnout. By allowing clinicians and case workers in the field to access files and

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enter data in real time on their mobile devices, Citrix technology reduces duplication of effort and avoids follow-up work in the office. Access in the field also ensures time-sensitive data is entered into the system immediately to avoid potentially harmful delays.

**2. Complex IT systems.** Many HHS agencies have legacy IT systems that are time-consuming to administer and frustrating to use – such as distributed PCs that require onsite support visits, or “chatty” client-server applications that do not perform well over the WAN. These systems can also be inflexible, requiring workers to either be at their desks or use cumbersome VPN clients to complete tasks and access files and records. This rigidity can create a poor user experience.

By adopting Citrix virtualization, your IT team can centralize deployment, management and delivery of applications and desktops in the datacenter. XenApp and XenDesktop eliminate labor-intensive local administration of endpoints, and accelerate updates and patches. Centralization, which keeps client and server components in close proximity, also helps mitigate the performance issues caused by constant querying of backend databases by case management and vital records systems over the WAN. Citrix virtualization can significantly improve the user experience.

XenMobile technology provides centralized management and control of mobile devices and applications. With its application wrapping technologies, XenMobile can even provide zero-enrollment support for bring-your-own and contractor devices to help

minimize Freedom of Information Act (FOIA) concerns.

**3. Cyber threats.** Protecting confidential health and financial information and complying with regulations are huge concerns for HHS agencies. Yet security measures can hamper collaboration among agencies and partners – particularly when they restrict third parties from accessing important information – and can make mobile working difficult. With technologies that are designed with both security and user experience in mind, Citrix builds strong protections into product architecture and functions. Citrix virtualization keeps application data in the datacenter, behind the firewall, instead of exposed to loss or theft on the device. NetScaler provides secure, remote access over the network with access-based policies that can allow or deny access to components such as local storage, clipboard, printers and even applications – depending on results of pre- and post-authentication scans. ShareFile lets users securely transfer, share, sync and store files while providing IT administrators with access control and auditing capabilities.

### Support for the HHS Mission

Citrix solutions can help your organization improve constituents’ health and well-being, even in the face of expanding caseloads and ongoing budget restrictions.

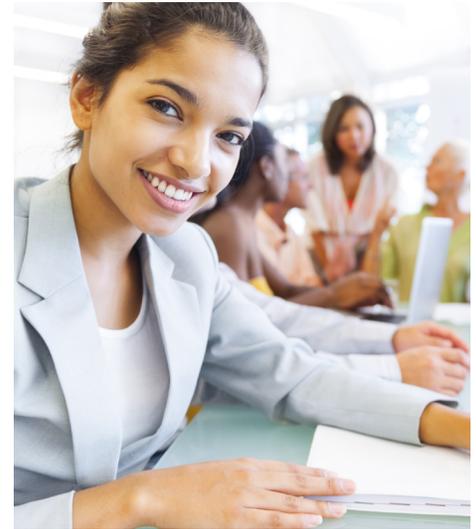
- Higher productivity. With mobile support and remote access to the applications, files and forms they need, your staff will save time that can be redirected to assisting clients and patients. They will also gain greater flexibility in completing administrative tasks.

- Less complexity. Centralized management of applications, data and devices makes life simpler for workers and the IT team. Updates, patches and fixes are efficiently handled in the datacenter and rapidly made available to everyone – even caseworkers in the field. IT can even eliminate endpoint requirements entirely through virtualization and clientless access technologies, while providing users with a single point of access for all resources.



• Stronger security. Citrix technology incorporates a high level of protection for confidential patient and client information – in the datacenter, on the device and over the network. Even when you do not own the endpoint device, as in the case of contractors and partners, using Citrix solutions for information sharing allows you to maintain the security of your data. Our centralized architecture and security features strengthen your organization's compliance with HIPAA, PCI and other regulations, while helping prevent cyberattacks.

Learn more about the advantages of Citrix solutions for HHS by visiting [citrix.com/government](http://citrix.com/government).



## Customer Case Study

The Lucas Metropolitan Housing Authority (LMHA) administers federal funds to provide affordable housing for more than 10,000 families in Lucas County, Ohio, which includes Toledo. "The goal was to get more employees out in the community, and to enable more clients to submit applications without physically coming into an office, which often posed a hardship to the elderly and disabled. This goal required mobility and the cloud, along with the confidence that personal information required when completing federal and state forms would remain secure," said Craig Patterson, acting chief information officer. The Citrix Cloud enables LMHA to deliver secure mobile applications to employees' mobile devices. That means staff can take their office to the field since they no longer need to complete physical paperwork. It also lets clients or tenants log in remotely to make secure online payments and schedule inspections.



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