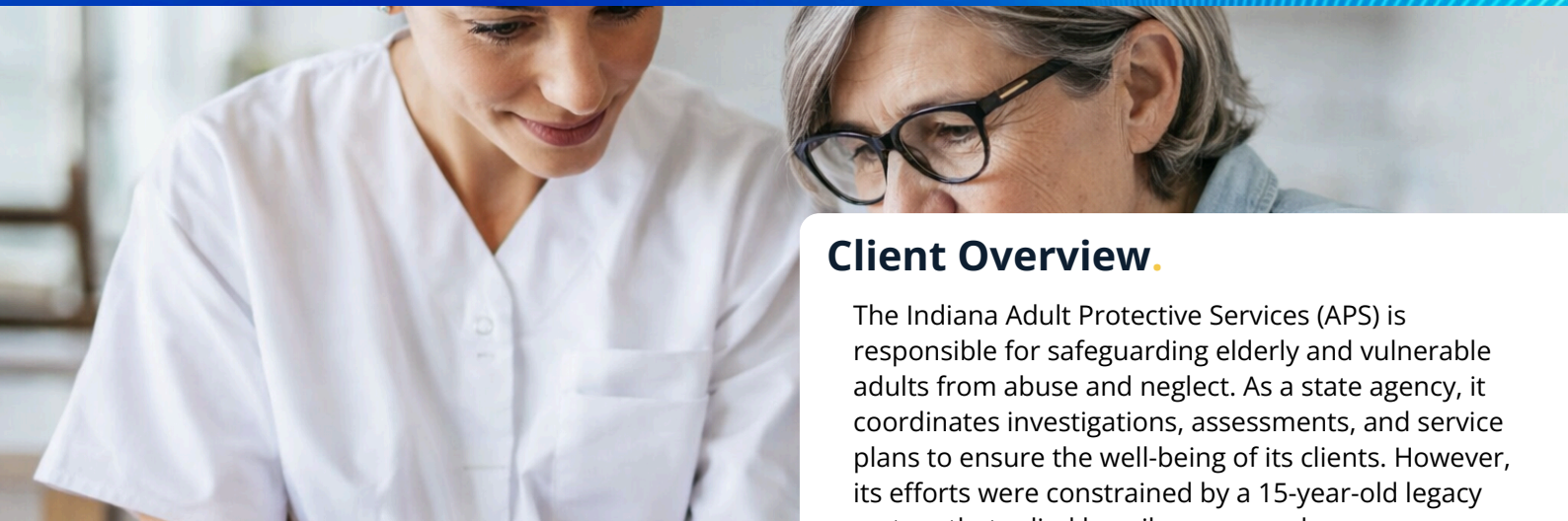


Modernizing Case Management for Indiana Adult Protective Services



The Problem.

Indiana APS struggled with operational inefficiencies and limited collaboration due to outdated technology and manual processes.

Internal Operational Challenges.



15-year-old legacy system: Depended on outdated technology that could no longer meet the evolving needs of adult protective services.



Manual data entry: Led to poor data collection quality and accuracy, slowing down case management and increasing the risk of human error.



No dashboards or reporting: Staff lacked visibility into key metrics, case statuses, and critical dates, making it difficult to track progress and prioritize work.



No integration with external agencies: Data exchange between AAA, case managers, and courts was manual, resulting in fragmented communication and delays.



Limited 360-degree view of cases: Staff could not easily access a full picture of triage, investigations, assessments, and service plans, impacting decision-making.

Client Overview.

The Indiana Adult Protective Services (APS) is responsible for safeguarding elderly and vulnerable adults from abuse and neglect. As a state agency, it coordinates investigations, assessments, and service plans to ensure the well-being of its clients. However, its efforts were constrained by a 15-year-old legacy system that relied heavily on manual processes, limiting data accuracy, visibility, and collaboration with external agencies.

The Strategy.

Brite Systems implemented Enlite, a Salesforce-native accelerator designed to modernize APS operations with minimal customization. This solution delivered essential adult protective services functionality while ensuring seamless integration and intuitive user experience.

- **Integrated Case Management:** Built-in modules for intake, triage, assessments, service plans, and document management streamlined the end-to-end case lifecycle.
- **Seamless System Integration:** Enabled secure data exchange with AAA's, service providers, and state agencies, improving cross-agency collaboration.
- **Data Visualization:** Customized dashboards gave APS staff clear, real-time views of open, pending, and overdue cases to prioritize work efficiently.
- **Comprehensive Reporting:** Developed advanced reporting tools to support federal compliance and provide actionable insights to leadership and stakeholders.

The Implementation.

Brite Systems deployed the Enlite solution through a focused and collaborative approach

- Assessed APS workflows and identified critical gaps in data management and case tracking.
- Configured Enlite's built-in features to support intake, triage, assessments, service plans, and document management.
- Integrated Enlite with external systems, enabling seamless data transfer between AAAs, service providers, and state agencies.
- Built customized dashboards to provide real-time visibility into open, pending, and overdue cases for better prioritization.
- Developed comprehensive reporting capabilities to meet stakeholder needs and ensure federal compliance.

The Results.

Enlite's modern aging solutions delivered measurable improvements across key areas



Fragmented communication

Streamlined data sharing between APS, AAA's, service providers, and courts improved collaboration and continuity of care for vulnerable adults.



Manual, error-prone processes

Automated workflows reduced manual data entry, enabling staff to focus on higher-priority casework.



Limited visibility

Customized dashboards and reports gave APS leadership and staff clear insights into case statuses, driving smarter, faster decisions.



Delayed responses

By modernizing systems and processes, Brite Systems helped Indiana APS boost efficiency, improve outcomes for elders, and gain a Health Cloud.

Modernization Approach.

Brite Systems modernised Indiana APS operations with a scalable, outcomes-focused solution

- Established a unified, Salesforce-native platform to replace fragmented legacy systems and centralize case operations.
- Standardized workflows across intake, investigations, and service delivery to ensure consistency and ease of use for APS staff.
- Enabled secure, role-based access to case data, supporting oversight while protecting sensitive client information.
- Implemented configurable automation to reduce administrative effort and support timely case progression.
- Designed the platform to scale with future program needs, regulatory changes, and increased service demand.

Business Benefits.

The Enlite implementation successfully addressed Indiana APS' operational challenges and improved protective services delivery.



Improved efficiency and responsiveness in adult protective cases
Automated workflows and real-time data access allowed staff to prioritize critical cases and respond more quickly to reports of abuse or neglect.



Enhanced data visibility and decision-making
Custom dashboards and comprehensive reporting empowered APS leadership and frontline workers to make informed, data-driven decisions.



Increased compliance and accountability
Streamlined reporting processes ensured adherence to federal requirements and improved oversight of case management solutions.



Seamless collaboration across agencies
Integrated systems enabled secure data exchange with AAA's, service providers, and state agencies, fostering better coordination and continuity of care.



Scalable solution for future needs
The flexible Salesforce-native platform positioned APS to adapt and expand its capabilities as service demands grow.

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