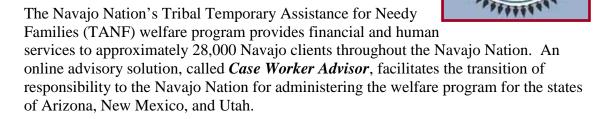
EXSYS Case Study

Web-based Knowledge Automation System Helps the Navajo Nation

(TANF)



The *Case Worker Advisor* captures the top expertise of caseworkers in decision-making for processing recipient (client) applications. The system evaluates eligibility based on TANF regulatory program guidelines. It incorporates the cultural aspects, philosophy, and thought processes of the Navajo caseworkers, streamlines and expedites current assessment methods, and assists less experienced caseworkers. This provides a more consistent, efficient and effective evaluation process, which results in clients receiving benefits faster. Caseworkers are able to spend more time with clients and less time doing paperwork.

"We can offer our clients a more effective, equitable assistance program that reflects the Navajo's strong traditions and complex family systems. The Case Worker Advisor expedites the application process and serves over 11 locations on the Navajo Nation. In programming the knowledge automation system we accounted for our unique cultural heritage, while following complex federal, state and tribal guidelines." – Alex Yassa, Navajo Nation's TANF Project Director

As a Web-based solution, the system is designed to allow caseworkers to work with their clients in remote locations and to receive accurate recommendations and instruction. *Case Worker Advisor* also provides TANF with the accounting and reporting capabilities required by state and federal auditors. The initial system was deployed and supported in St. Michaels, Arizona, with planned expansion to several additional sites throughout the Navajo Nation.