

Modernizing HHS Services to Strengthen Communities

A foster child in need of stability. A single parent trying to access essential benefits. A caseworker managing a growing caseload with limited resources. These are the real lives at the heart of the state-level Department of Health and Human Services (HHS) and their child and family services divisions.

These vital state agencies are directly responsible for supporting the well-being of families and communities, helping children grow into healthy adults, and creating conditions where people can thrive. Delivering timely, effective services requires systems that are responsive and reliable.

Docusign supports the missions of the state HHS departments by providing secure digital tools that speed up processes, reduce paperwork, and improve the experience for staff, families, and communities.

Agreement management challenges

State HHS agencies operate under immense pressure, facing growing demands with limited resources. Caseworkers manage high caseloads, often navigating fragmented, manual workflows that slow service delivery when families need it most.

Manual paperwork remains a major barrier that causes delays, increases errors, and complicates coordination across departments. Legal requirements like HIPAA and FERPA add necessary but complex layers of compliance. Meanwhile, many families struggle to access services due to disparities – lack of printers, Internet connectivity, or transportation.

Outdated systems make the work harder for staff and the wait longer for families. To keep pace, agencies need more streamlined, modern solutions.

How Intelligent Agreement Management (IAM) helps

Docusign IAM is an AI-powered technology platform that helps government agencies work faster, smarter, and more collaboratively. IAM connects every step of the agreement process by turning paperwork into actionable data, aligning workflows across departments, and speeding up decisions that support families and communities.

By streamlining agreement workflows, Docusign IAM helps address key challenges faced by HHS agencies: reducing manual tasks for caseworkers, supporting secure and compliant processes, and enabling remote access for both staff and families. With Docusign IAM, agencies can accelerate time-sensitive services and focus more time and energy on their core mission.

Use case examples

Child welfare and foster care

- Emergency placement authorizations
- Court-ordered care agreements
- Case plan updates
- Medical or educational consents
- Foster/adoptive parent onboarding
- Kinship care forms

Adoption services

- Adoption applications
- Disclosure and family agreements
- ICPC documentation
- Financial assistance forms
- Home study acknowledgments

Economic support and family assistance

- SNAP/TANF intake forms
- Income and eligibility verification
- Third-party release consents
- Income/hardship self-certifications
- Program renewals

Early childhood and child care

- Child care subsidy forms
- Provider enrollment/renewal
- Background check consents
- Health/immunization approvals
- Licensing and inspection forms

Behavioral services

- Behavioral health consents
- Telehealth approvals
- Developmental intake forms
- Medication authorizations
- FERPA/HIPAA releases

DocuSign IAM platform features

eSignature: Secure sensitive agreements such as consent forms, benefits enrollment, and case documentation with enterprise-grade compliance and security, while making the signing process simple and accessible for both staff and families.

CLM: Streamline and manage complex provider, vendor, and interagency agreements with automated workflows, real-time collaboration, and reporting tools that offer visibility into every stage of the contract process.

Navigator: Provides state HHS children and family departments with an AI-powered, centralized repository to manage and quickly access critical case and agreement data, facilitating informed decisions and improving the speed of support for families.

Monitor: Protect critical data and agreements from unauthorized activity through round-the-clock tracking.

Maestro: Enables state HHS children and family departments to orchestrate and automate complex, multi-step agreement workflows, ensuring efficient service delivery and reducing administrative burdens for caseworkers.

Web Forms: Simplify intake, consent, and service request processes with web-based, mobile-friendly forms that make it easier for families to access and submit critical information anytime, anywhere.

Agreement Prep: Easily leverage templates to generate custom, accurate, and professional agreements in seconds.

App Center & Integrations: DocuSign offers 900+ integrations and APIs so health-based agencies and departments can connect and extend workflows without ever leaving their favorite productivity solutions.

Preconfigured IAM applications for HHS agencies

The power of the DocuSign IAM platform comes to life through a suite of applications and capabilities that streamline workflows, enhance customer experience, and support secure, compliant service delivery at every step.

IAM for CX: Delivers exceptional customer experiences without the heavy lifting or coding. Optimized forms and agreement processes boost conversion rates with the ability to agree virtually anywhere, on any device, with our secure and fast signing solution.

IAM Core: Includes all the tools needed to put agreement data to work for nonprofits. Build and deploy customized workflows that automate processes while centralizing agreements and empowering your teams to find what they need fast.

Results

> 2 days

A southeast community-based care agency reduced the time to create a child safety packet to less than 2 days.

30 minutes

A midwest department of health and family services cut document preparation time from three days to just 30 minutes.

About DocuSign

DocuSign brings agreements to life. Over 1.5 million customers and more than a billion people in over 180 countries use DocuSign solutions to accelerate the process of doing business and simplify people's lives. With intelligent agreement management, DocuSign unleashes business-critical data that is trapped inside of documents. Until now, these were disconnected from business systems of record, costing businesses time, money, and opportunity. Using DocuSign IAM, companies can create, commit, and manage agreements with solutions created by the #1 company in e-signature and contract lifecycle management (CLM).

DocuSign, Inc.
221 Main Street, Suite 1550
San Francisco, CA 94105
[docusign.com](https://www.docusign.com)

For more information
sales@docusign.com
+1-877-720-2040