



VERMONT DEPARTMENT OF DISABILITIES, AGING AND INDEPENDENT LIVING, DIVISION OF LICENSING AND PROTECTION, ADULT PROTECTIVE SERVICES

MODERNIZING INVESTIGATIONS AND PROTECTING VULNERABLE ADULTS THROUGH SALESFORCE

Project Overview: VT DAIL's Adult Protective Services (APS) unit partnered with Brite Systems and Salesforce to modernize its 20-year-old legacy system. The new Salesforce-based Investigation Case Management System enhanced security, compliance, and efficiency under the Adult Protective Services Act.

- Salesforce platform for unified investigation and case management
- Streamlined end-to-end intake and workflow automation
- Enhanced data integrity and audit tracking
- Secure, compliant, and mobile-accessible solution

Timeline: 11 months, Go-Live June 2024

Users: 60 internal APS investigators and staff

Population Served: 4,000+ annual APS state investigations

Solution Stack: Salesforce Service Cloud, Digital Experience Cloud, Enlite Accelerator | Hosting: GovCloud, Shield Encryption | Integration: API Connection

Challenges:

- Legacy system with major security vulnerabilities and data integrity concerns
- Inability to upload or manage large evidence files (audio, video)
- Manual and disconnected reporting workflows
- Lack of automation or tracking for APS-related reports

Outcomes:

- Unified case management and reporting system for APS
- Streamlined workflow automation and evidence tracking
- Enhanced compliance and security via Salesforce Shield encryption
- Improved investigator efficiency and statutory reporting
- Expanded system adoption across DAIL programs

