



## NEW JERSEY DIVISION OF AGING SERVICES (DOAS)

MODERNIZING AGING & DISABILITY SERVICES FOR OVER 1.6 MILLION OLDER ADULTS IN NEW JERSEY

DoAS partnered with Brite Systems to modernize its statewide Aging & Disability Services platform on Salesforce and Enlite. The initiative unified legacy systems, streamlined intake and referrals, and enhanced visibility across programs supporting older adults and individuals with disabilities.

- Salesforce platform for integrated Aging & Disability case management
- Streamlined intake, eligibility, and referral workflows
- Integrated with external systems via MuleSoft for data sharing
- Enhanced reporting, compliance, and data integrity

**Timeline:** 9 months, Go-Live July 7, 2025

**Users:** 300 internal staff

**Population Served:** 1.64 million older adults and individuals with disabilities

**Solution Stack:** Salesforce Public Sector Foundation, Enlite Accelerator | Hosting: GovCloud, Shield Encryption | Integration: MuleSoft Integration (3 systems)

### Challenges:

- Legacy systems lacked integration and automation capabilities
- Manual, error-prone workflows slowed service delivery
- Difficult to track and manage client data across programs
- Limited visibility and fragmented constituent records

### Outcomes:

- Unified system for case management and reporting
- Improved coordination of care and service delivery across 21 AAAs and provider networks
- Increased data accuracy, accessibility, and compliance
- Delivered real-time dashboards for leadership visibility

