



INDIANA FAMILY & SOCIAL SERVICES ADMINISTRATION, ADULT PROTECTIVE SERVICES

MODERNIZING SOCIAL SERVICES TO IMPROVE
CARE DELIVERY & DATA ACCURACY

Project Overview: Brite Systems implemented Enlite on Salesforce to modernize aging and APS operations with integrated intake, assessments, service planning, dashboards, and reporting. This streamlined communication, improved efficiency, reduced manual work, and strengthened data-driven decision-making and compliance.

- Comprehensive investigation and case management on a single platform
- One integrated system for all investigations and casework
- Centralized case management built on a scalable, modern platform
- Modern security and mobile capabilities for field investigators

Timeline: 12 months, live August 2023

Users: 100 internal APS investigators and staff

Population Served: 13,000+ annual APS state investigations

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

Challenges:

- 15-year-old legacy system with manual data entry
- No integration capabilities with AAAs, courts, or case managers
- Lack of dashboards for case tracking and reporting
- No holistic view for triage, investigations, or service plans

Outcomes:

- Improved service delivery and client outcomes
- Enabled secure data sharing across agencies
- Increased transparency and program oversight
- Strengthened compliance and reporting
- Reduced administrative effort and case timelines
- Enhanced data for performance decision-making

