

American Recovery and Reinvestment Act – Health, Human Services and Employment Opportunities

The American Recovery and Reinvestment Act (ARRA) program seeks to invest in health and human services that ease the burden of the recession on workers and employers through job training, extended and expanded unemployment benefits, and assistance and education regarding access to continued health benefits.



Major US Department of Health and Human Services and Department of Employment ARRA Recovery programs are profiled below.

- \$90.4B to support [Improving and Preserving Health Care](#). These programs include a temporary increase in Medicaid, assistance to hospitals, and Tribal protections.
- \$2.8B for [Community Healthcare Services](#) supporting the renovation and improvement of community health centers and other programs.
- \$1.0B in [Prevention and Wellness](#) funding to carry out evidence-based clinical and community-based prevention and wellness strategies that deliver specific, measurable health outcomes that address chronic disease rates.
- \$48.5B in [Health Information Technology \(IT\)](#) funding to modernize the health care system by promoting and expanding the adoption of health information technology.
- \$12.4B in [Children and Community Support Services](#) programs such as community services infrastructure improvement, adoption and foster care assistance, meals for the elderly and persons with disabilities, Head Start, and subsidized child care to support children and families.
- \$1.1B in [Comparative Effectiveness Research](#) that compares treatments and strategies to improve health. This information is essential to determining best treatment. Funding is provided for research activities and for the Federal Coordinating Council for Comparative Effectiveness Research.
- \$10B for [Scientific Research & Facilities](#) to support the construction of new research and educational facilities as well as groundbreaking scientific research to improve the nation's health.
- \$400M for [Wagner-Peyser Act Employment Service](#) to fund core services. \$250M of these funds is to be used by States for reemployment services for unemployment insurance claimants including integrated employment services and unemployment insurance information technology required to identify and serve the needs of such claimants.
- \$500M for [Special Transfer for Administration](#) related to modernization

and business process redesign of State unemployment insurance and employment services legacy systems.

- \$500M to states to facilitate [Adult Employment and Training](#) that increases their eligibility for high-demand occupations.
- \$1.2B for [Supplemental Youth Services](#) to create summer employment opportunities for people under 24 years of age.
- \$1.25B for [Dislocated Worker Assistance](#) to provide quality employment and training services.
- \$50M for the [YouthBuild program](#) to educate at-risk youth and to enhance their employment skills.
- \$500M for [Women, Infant and Children \(WIC\) Technology Funding](#).

Addressing Economic Stimulus Priorities

Avaya delivers products and solutions that support ARRA's goals of increasing access to human services, protecting those in greatest

need, creating jobs and expanding educational opportunities. Avaya solutions can enhance an organization's ability to improve productivity while handling an increasing workload.

Avaya Solutions Support Health, Human Services and Employment Program Objectives

Avaya products and solutions support the following Health, Human Services and Employment program objectives to:

- Modernize enrollment and verification services associated with Unemployment Compensation. [Avaya Contact Centers](#), [Avaya Self Service](#) systems and [Avaya Modular Messaging](#) enhance productivity by supporting self-service and lower costs through automation and maximization of first-call resolution rates.
- Mitigate unacceptable service levels and excessive wait times experienced by individuals in need by optimizing and improving your Health and Human Services or Labor contact centers with Avaya Contact Center Optimization Service. Avaya services professionals expertly prepare a thorough "Contact Center Assessment and Recommendation" to help your organization:
 - gain immediate best use of your current assets,
 - resize the contact center platform to meet the increased call demand or
 - identify the consolidation and aggregation

opportunities to reduce operating costs while increasing citizen satisfaction

- Expand service delivery capacity and lower transaction costs through online claims processing while augmenting information sharing and enhancing customer service with click-to-call or chat capabilities.
- Improve outreach to unemployment insurance-eligible individuals. Avaya's outbound notification solution proactively sends status alerts and notifications to claimants, which increases productivity by reducing the number of repeat calls by claimants that can overload departments.
- Mobilize workforce including case workers. [Avaya Unified Communications for Mobile Workers](#) can improve productivity and speed-up decision making by streamlining communications which enhances collaboration and information sharing.
- Extend services, telehealth, educational and career training opportunities to those in need with [Avaya Unified Conferencing](#).
- Modernize Child Support Enforcement program effectiveness by efficiently and rapidly integrating Avaya communication solutions into business applications and workforce information & analysis systems.

Avaya products and solutions that support Community Health Center construction, renovation, equipment, health IT, and operational modernization include:

- [Avaya Aura™](#) a high performance, energy-efficient extensible IP communications platform that supports health IT

infrastructure initiatives, health center modernization or new construction projects and sub national health information exchange applications.

- [Avaya Contact Centers](#), [Avaya Self Service](#) systems, [Avaya Modular Messaging](#) and outbound notifications improve communication and access to services while promoting operational efficiencies that are part of:
 - Modernization of Medicare and Medicaid management information systems
 - Expansion of eligibility verification & enrollment services for the children's health insurance program (SCHIP).
 - Modernization of Women, Infant and Children (WIC) management information systems.

Learn More

For more information about how Avaya solutions enable ARRA Health, Human Services and Employment programs, contact your Avaya Client Executive, Avaya Authorized BusinessPartner or visit avaya.com.

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About Avaya

Avaya is a global leader in enterprise communications systems. The company provides unified communications, contact centers, and related services directly and through its channel partners to leading businesses and organizations around the world. Enterprises of all sizes depend on Avaya for state-of-the-art communications that improve efficiency, collaboration, customer service and competitiveness. For more information please visit www.avaya.com.

The Avaya logo consists of the word "AVAYA" in a bold, red, sans-serif font. The letters are closely spaced and have a slight shadow effect.

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