

Maricopa County Human Services Department

Transforming human services through a unified client experience

Client overview

The Maricopa County Human Services Department (MCHSD) serves one of the largest county populations in the United States, supporting residents through programs focused on housing stability, workforce development, early childhood education, senior services and community assistance. Operating across five divisions and more than sixteen programs, the department delivers critical services that help strengthen communities and improve quality of life for residents throughout the county.

The challenge

As demand for services increased, MCHSD relied on a combination of legacy applications, manual processes and disconnected data sources that made it difficult to coordinate services across divisions. Information was siloed, reporting was fragmented and staff lacked a complete view of the residents they served. Applicants often encountered different intake experiences depending on the program they were seeking, while case workers spent significant time navigating multiple systems.

The challenge became even more urgent during the COVID-19 pandemic, when the county needed to rapidly deploy emergency assistance programs and efficiently distribute critical relief funding to residents facing housing and utility hardships.

The solution

RSM implemented a Microsoft Dynamics 365-based human services platform for Maricopa County, unifying case management, intake, eligibility determination, referrals, service planning, financial administration and reporting across the department. The solution established a single client portal where residents could apply for services through one streamlined application while enabling staff to access a shared view of client information across programs and divisions.

Key capabilities included:

- Unified case management across five divisions and sixteen programs
- A universal online application and client portal
- A comprehensive client record providing a whole-person view of services
- Client, partner and provider portals
- Enhanced reporting and analytics capabilities
- Automated workflows and integrations that improved operational efficiency

Results and impact

The transformation delivered immediate benefits for both residents and county staff.

Through a phased rollout, Maricopa County successfully unified five human services divisions on a single platform used by more than 300 staff members. The department now supports a shared intake process, standardized case management workflows and improved visibility into services delivered across programs.

The new platform enabled the county to process more than 45,000 applications and provide services to more than 30,000 residents while creating a single source of truth for client information. Staff can now understand an individual's full service history, improving coordination, reporting accuracy and service delivery.

During the Emergency Rental Assistance program, the solution helped support the delivery of more than \$141 million in rental and utility assistance to residents in need, ensuring federal funding reached eligible households quickly and efficiently.

RSM¹⁰⁰

BUSINESS VALUE

5 Human services divisions unified

16 Programs supported through one platform

300+ Internal users

40,000+ Portal users

45,000+ Applications processed

30,000+ Residents served

141M+ Rental and utility assistance delivered

Looking Ahead

By replacing fragmented systems with a unified digital platform, Maricopa County has created a more connected, efficient and resident-centered approach to human services. The department now has the visibility, scalability and operational foundation needed to continue serving residents through a coordinated, data-driven model that puts people at the center of service delivery.