

Google Cloud for Health & Human Services

As demand for HHS services grow, so does complexity. Transform your constituents' experience by modernizing operations and reducing costs.



50%

of state & local agencies cite improving citizen experience as a key transformation driver

Bring the power of Google to help improve the constituent experience

Provide an easy to use and inclusive experience with virtual agents and benefits processing that mimics the simplicity of a Google search.



60M

Americans needed critical unemployment & social services across programs during the pandemic

360 degree view of individuals and families across programs

Create centralized data hubs and dashboards that enable data sharing across agencies, allowing you to identify citizen needs and services quicker.



10.9M

jobs that need to be filled will require 50% of employees to reskill by 2025

Equip constituents and staff for the workforce of tomorrow

Provide the tools, technology and skills to collaborate and succeed in a changing, hybrid workplace

Sources: World Economic Forum, BLS, Google Cloud blog

Customer Stories

State of Hawaii

Translating public data to better serve citizens and reduce costs.

[Learn more.](#)



Oklahoma OMES

Creating a 360-degree data vision to access and analyze data across agencies. [Learn more.](#)



Ohio Dept of Health

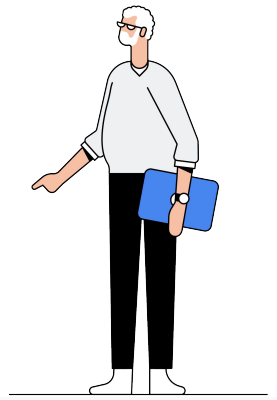
Quickly review claims patterns to identify potentially fraudulent cases. [Learn more.](#)



State of Iowa

Creating an integrated workplace for employees to help connect and collaborate from anywhere. [Learn more.](#)





Bring the network and scale of Google to your HHS agency.

We draw on the same speed, security and simplicity that power our Google products and services, to build our portfolio of Google Cloud capabilities.



The DOL's mission is to help our neighbors through some of their toughest days, and in the last week we have made great strides in updating our systems. While it appears the coronavirus pandemic is beginning to stabilize...we know that many New Yorkers are still facing an uncertain economic future, and the Department of Labor will continue to dedicate every resource available to helping New Yorkers weather this storm.

Roberta Reardon, NYS Department of Labor Commissioner

Delivering millions in relief to New York workers in half the time

The fund worked with Google Cloud to create a mobile-first app for applicants to access important information and real-time application updates in their native language. Google's Call Center AI (CCAI) and chatbot solution allows local residents to apply online in 13 different languages, upload documents, and receive pre-paid payment cards in the mail after approval. This streamlined process cut the application timeline down from an estimated 8 weeks to just 4 weeks.



Modernize benefits processing & distribution

- Accelerate the distribution of benefits through DocAI for Government
- Provide constituents with 24/7 support from anywhere with Contact Center AI and translate resources to over 100 languages
- Help reduce the rate of fraud and errors through Benefits Integrity



Get a 360 degree view of the citizen

- Respond faster with real-time data with BigQuery
- Get a holistic view of services & constituent with Looker & DataStudio
- Help improve staff experience & decisions



Equip the workforce of tomorrow

- Help enable a hybrid and collaborative environment through Google Workspace for Government
- Prepare constituents for in-demand jobs with Skilling - Grow with Google and Google Cloud

