



# Choctaw Nation of Oklahoma

**“In certain instances, it could take up to two months for a member to receive a benefit they qualified for. Now, a tribal member can go to our web portal at night, fill out an application, and it goes into our system. The member sees the benefit in a few weeks.”**

– Jimmy Williams, Choctaw Nation CIO

## Key Products and Services

- Microsoft Azure
- Microsoft Power Apps
- Microsoft Flow
- SharePoint

## Situation

Until recently, services for the 230,000 members of Choctaw Nation were provided through a laborious paper-based process. Many tribal members live off-reservation, further complicating efforts to receive assistance.

## Solution

A tribal web portal was built with Microsoft tools. It's called Chahta Achvffa, "One Choctaw," and enables self-service for a wide range of benefits: Info about holiday meal vouchers, student services, summer camps, storm shelters, and more.

## Impact

Choctaw Nation's new digital backbone was a boon when COVID-19 struck, helping process 140,000 applications for benefits through the Coronavirus Aid, Relief and Economic Security Act. The new web portal reduces staff time spent on paperwork, enables self-service, and speeds delivery of important aid.