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Colorado Department of Human Services Technology Requests

FY 2015-16

January 30, 2015

Presented to Joint Technology Committee



MISSION:

Collaborating with our partners, our mission is to design and deliver high quality human and health services that improve the safety, independence, and well-being of the people of Colorado.

VISION:

The people of Colorado are safe, healthy, and prepared to achieve their greatest aspirations.

VALUES:

The Colorado Department of Human Services will:

- Make decisions with, and act in the best interests of, the people we serve because Colorado's success depends on their well-being.
- Share information, seek input, and explain our actions because we value accountability and transparency.
- Manage our resources efficiently because we value responsible stewardship.
- Promote a positive work environment to support and develop employees, because their performance is essential to Colorado's success.
- Meaningfully engage our partners and the people we serve because we must work together to achieve the best outcomes.
- Commit to continuous learning because Coloradans deserve effective solutions today and forward-looking innovation for tomorrow.



CDHS Snapshot

Direct Services

- ✓ 3 Regional Centers
- ✓ 2 Mental Health Institutes
- ✓ 10 Youth Correctional Facilities
- ✓ 5 Veterans Community Living Centers
- ✓ Vocational Rehabilitation
- ✓ Disability Determination
- ✓ Veterans Cemetery
- ✓ Regulatory Oversight

Community Programs

- ✓ County Programs
- ✓ Community Mental Health Centers
- ✓ Community Centered Boards
- ✓ Independent Living Centers
- ✓ Refugee Services
- ✓ Domestic Violence Programs
- ✓ Early Childhood Councils
- ✓ Area Agencies on Aging
- ✓ Tony Grampsas Youth Services
- ✓ Ombudsman Programs
- ✓ 34 Boards and Commissions

CDHS Technology Snapshot

- Over 20 IT systems delivering critical services for 80 lines of business.
- Providing case management, financial management, healthcare management.
- More than 13,000 users access the Department's IT systems.
 - 4,906 CDHS employees
 - 7,100 county users
 - 1,446 community providers (e.g. substance use treatment, child care, case managers, etc.)
- The Governor's Office of Information Technology (OIT) and multiple vendors partners maintain the infrastructure and systems on behalf of the Department.

CDHS 2014-15 Goals

At Colorado Department of Human Services,
we are **People Who Help People:**

To thrive in their communities

To achieve meaningful employment

To prepare for educational success
throughout their life



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FY 2015-16 CDHS General Fund Requests:

- Electronic Health Record and Pharmacy System Replacement- Phase 2, \$4,863,145
- Child Welfare Case Management System Replacement- Trails, \$4,648,707
- Data Integration and Analysis System, \$1,200,949
- Enterprise Content Management, \$500,400
- IT Systems Interoperability, \$1,413,930
- Child Care Automated Tracking System Enhancement- CHATS (\$1,533,125 Spending authority for Federal funds)

* In many cases other funds may be leveraged



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FY 2015-16 CDHS Requests:

| Project | Request Type | Total | FY 2015-16 Request | |
|---|---------------------------------|----------------------|---------------------|----------------------|
| | | | General Fund | Federal Funds |
| Electronic Health Record and Pharmacy System Replacement | Capital Construction IT Request | \$ 4,863,145 | \$ 4,863,145 | \$ - |
| | Operating Request * | \$ 584,028 | \$ 584,028 | \$ - |
| | Total | \$ 5,447,173 | \$ 5,447,173 | \$ - |
| Child Welfare Case Management System Replacement | Capital Construction IT Request | \$ 6,824,567 | \$ 4,648,707 | \$ 2,175,860 |
| | Operating Request * | \$ 191,758 | \$ 159,159 | \$ 32,599 |
| | Total | \$ 7,016,325 | \$ 4,807,866 | \$ 2,208,459 |
| Data Integration and Analysis Systems, Division of Community and Family Support | Capital Construction IT Request | \$ 1,636,949 | \$ 1,200,949 | \$ 436,000 |
| | Operating Costs | \$ - | \$ - | \$ - |
| | Total | \$ 1,636,949 | \$ 1,200,949 | \$ 436,000 |
| Content Management | Capital Construction IT Request | \$ 269,400 | \$ 269,400 | \$ - |
| | Operating Request | \$ 231,000 | \$ 231,000 | \$ - |
| | Total | \$ 500,400 | \$ 500,400 | \$ - |
| IT Systems Interoperability | Capital Construction IT Request | \$ 12,815,940 | \$ 1,281,594 | \$ 11,534,346 |
| | Operating Request | \$ 1,323,360 | \$ 132,336 | \$ 1,191,024 |
| | Total | \$ 14,139,300 | \$ 1,413,930 | \$ 12,725,370 |
| Child Care Automated Tracking System Enhancement | Capital Construction IT Request | \$ 1,533,125 | \$ - | \$ 1,533,125 |
| | Operating Request * | \$ 900,000 | \$ - | \$ 900,000 |
| | Total | \$ 2,433,125 | \$ - | \$ 2,433,125 |

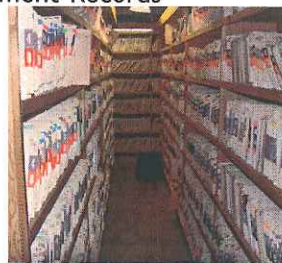
* FY 2015-16 Budget Requests before the Joint Budget Committee

Electronic Health Record and Pharmacy System Replacement- Phase 2

Electronic Health Record and Pharmacy System Replacement- Phase 2 (\$4,863,145)

What is the problem?

- INEFFICIENCY AND RISK TO PATIENTS
- Separate, loosely integrated systems (Health, Dietary, Pharmacy)
- Used by approximately 450 clinical staff daily for \$8,000+ number of patients per year:
 - Admission/Discharge/Diagnostics/Legal Commitment Records
 - Patient Safety Roster
 - Patient Specific Orders/Alerts/Notifications
 - Clinic and Medical Orders and Outcomes
 - Laboratory System Lawsuit Compliance
- Audit findings



Electronic Health Record and Pharmacy System Replacement- Phase 2 (\$4,863,145)

What is the solution?

The EHR will-

- Improve clinical decision making:
 - automatic alerts to patients that are aggressive, suicidal, have fallen, had a medical emergency, were placed on high-alert medications, etc.
 - Connecting patient acuity to patient treatments and outcomes.
- Reduce medication errors.
 - Automating physician orders; bar-code-reader verification; electronic medication administration record (eMAR);
- Improve efficiency
 - Fully integrated clinical, operations, and financial functions for staff efficiency.
 - Compliant with meaningful-use requirements and capable of connecting with other EHRs.
 - Address audit findings.

**Electronic Health Record and Pharmacy System
Replacement- Phase 2 (\$4,863,145)**

Timeline Overview

| Phase I Activities / Deliverables - FY 2014 -15 | Phase II Activities / Deliverables - FY 2015-16 |
|--|---|
| Vendor Selection (Completed) Contract & Vendor Engagement (In Progress) | Continue System Build Activities |
| Refine Project Plans / Timelines (In Progress) | Procure User Hardware (Tablets, Bar Code Scanners, etc.) |
| Review and Guide Provider Proposed Work Flows and Organizational Effort (In Progress) | Complete Infrastructure Projects |
| Detailed System Customization Planning (In Progress) | System Testing |
| Project Design Development(In Progress) | Staff System Training |
| Commence System Build (Upon signing contract) | System Implementation |
| Infrastructure Projects - Improve network capacity and implement wireless (In Progress) | |

***Child Welfare Case
Management System
Replacement- Trails***

Child Welfare Case Management System Replacement-TRAILS (\$4,648,707)

Case management system for Child Welfare, Youth Corrections, Early Childhood, Administrative Review, Office of Child Protection Ombudsman, 64 counties.

Used for:

- Case management
- Financial transactions for the 64 counties
- Benefits and payments
 - Foster parents and provider payments
- Federal, state, and county reports
- Official system of record for Child Welfare

Child Welfare Case Management System Replacement-TRAILS (\$4,648,707)

What is the problem?

Trails modernization to address deficiencies:

- 30% of county caseworker time is documentation according to Office of State Auditor work load assessment.
- Difficult navigation and time consuming data entry.
- Case workflow that does not match practice.
- Inadequate tools for counties to manage caseload.
- Older software components not supported by vendor resulting in HIPAA non-compliance (mitigated by other controls).
- Audit findings related to medication errors, psychotropic medications, and integrating with an EHR.

**Child Welfare Case Management System
Replacement-TRAILS (\$4,648,707)**

What is the solution?

DHS engaged Istonish in FY 2013-14 for an analysis of Trails. Recommends modernizing Trails to:

- Ease use by caseworkers.
- Improve reporting.
- Improve county case management.
- Integrate data to improve overall case management.
- Align with the Colorado Performance Center for public accountability.

***Data Integration and
Analysis System***

Data Integration and Analysis System

(\$1,200,949)

- The Office of Early Childhood, created in 2012, coordinates and oversees
 - Early learning, child mental health, and child abuse prevention and parent education to help parents help their children thrive and be ready for kindergarten

Division of Community and Family Supports

- EI - Early Intervention
- MIECHV - Maternal Infant Early Childhood Home Visitation
- ECMHS - Early Childhood Mental Health Services
- PSSF - Promoting Safe and Stable Families
- CBCAP - Community-Based Child Abuse Prevention
- CCR - Colorado Community Response Program
- Trust Fund - Colorado Children's Trust Fund
- other State Departments to improve the integration and delivery of early childhood services.

Data Integration and Analysis System

(\$1,200,949)

What is the problem?

- The 7 programs within DCFS currently have 7 different ways of capturing, storing, analyzing and reporting data.
 - Access databases
 - Excel spreadsheets
- Limited ability to measure service delivery, inputs, outputs, and outcomes.

Data Integration and Analysis Systems
(\$1,200,949)

What is the solution?

- Leverage existing technology by building upon the Early Intervention database, currently under construction.
- Integrated system to effectively manage outcomes in individual programs; analyze and identify opportunities for service enhancements.
- Case workers will be able to seamlessly capture data, allowing more time and resources for client interaction.
- The project will interface with existing data and analysis systems including the Race to the Top Quality Rating Improvement System (QRIS).

***Enterprise Content
Management***

Enterprise Content Management (\$500,400)

What is the problem?

- INEFFICIENCY & WASTE
 - Estimated 8,300 hours annually manually routing and tracking paper documents.
 - Creation, routing, approving, and archiving files cumbersome without a central repository.
 - Version control.
 - Documents easily misrouted.
 - Transportation delays.
 - Poor tracking and accountability.
- LEAN analyses identified need for content management solution

Enterprise Content Management (\$500,400)

What is the solution?

- Agency-wide document and content management system.
 - Create a library for electronic files
 - Standardize and automate workflow
 - Relegate processes to the background
 - Automate document retention
 - Increase security, backup and recovery
- Aligned with the State and OIT's strategic direction.
- Dramatic improvement in efficiency and accountability.

IT Systems Interoperability

IT Systems Interoperability (\$1,413,930)

What is the problem?

- People supported by DHS have disconnected experiences across services.
- Families burdened with coordinating their services.
- Workers don't have timely access to information in other systems.
- Counties struggle to manage case work crossing systems.
- Department cannot easily aggregate information to align services.

IT Systems Interoperability (\$1,413,930)

- Awarded Planning Grant from Administration for Children and Families (ACF) in 2012-
 - \$1,125,000 grant to design system of Interoperability.
 - Completed “*Interoperability Roadmap*” January 2014.
- To explore and plan improved interoperability and integration for-
 - Eligibility
 - Enrollment
 - Case management
 - Streamline administration
 - Strengthen program integrity

IT Systems Interoperability (\$1,413,930)

Interoperability will be six integrated components:

- **Data:** Define the data & data structures in our IT systems.
- **Privacy:** Data governance to ensure data is used appropriately to protect privacy.
- **Security:** Guarantee data integrity and protection.
- **Identity Management:** Ensure correct people have correct access
- **Identity Resolution:** Identify individuals across multiple data sets.
- **De-identify & Analysis:** Create a platform for reporting, dash boarding, and predictive analytics.

IT Systems Interoperability (\$1,413,930)

What is the solution?

Connection with a purpose

- Utilizes Federal 90/10 funding match.
- 5-year plan to interoperable environment-
 - Year 1: Continue work, establish governance, engage vendors
 - Year 2: Implement with 2 to 3 systems
 - Years 3 to 5: Implement across Department systems
- Designed in cooperation with OIT.
- Utilizes State IT strategies.
- Scalable to other agencies.
- Implements national standards.

Child Care Automated Tracking System Enhancement- CHATS

Child Care Automated Tracking System Enhancement **CHATS (\$1,533,125)**

CHATS is the Child Care Assistance Program (CCCAP) subsidy payment system.

- **Counties** use to determine eligibility for Child Care Assistance Program.
- **Child care providers** reimbursed by counties.
- **Families** participating in CCCAP use CHATS to record attendance.
 - Average daily utilization is 10,000+ children

Child Care Automated Tracking System Enhancement **CHATS (\$1,533,125)**

- CHATS fully implemented in 2010.
- Completed within specifications, some functionality not meeting expectations, and additional functional needs identified.
- Lack of resources lead to-
 - Not addressing all needs
 - Slow response to provider and county requests
 - Increasing system instability
- 2014 engagement with BerryDunn for assessment of CHATS and new Office of Early Childhood initiatives.
 - Recommendation for hybrid modernization

Child Care Automated Tracking System Enhancement
CHATS (\$1,533,125)

What is the problem?

- **Providers (small businesses)** – Point of Service (POS) attendance system is difficult to use and manage.
- **Counties**– Lack of information to effectively manage the allocation, resulting in too few families served.
- **State**– Difficult to adapt system to meet family, provider and county needs.
- **Families**– Child care assistance is stigmatized.

Child Care Automated Tracking System Enhancement
CHATS (\$0- 100% Fed Funds)

What is the solution?

- \$1,533,125 Federal funds in FY 2015-16
 - Modernize CHATS infrastructure
 - Stabilize system
 - Incrementally enhance and replace CHATS modules
 - Replace Point of Service (POS) attendance tracking system
 - Improve the family experience
 - Simplify management for providers
 - Enhance county management functionality
 - Simplify and expand reporting capabilities



Joint Technology Committee Hearing

Questions?