



## DHS Questions from JTC – December 5 Follow-up Question

### Leveraging Technology for Seamless Human Services Delivery

1. The funding that was reverted, mentioned on page three of the request, is this a continuation of that funding or what was that funding used for specifically?

This request is a continuation of the type of work (interoperability) done under the previous capital project. Through discovery and feedback from county partners, the scope and goals were updated to reflect a better understanding of the county needs. The reverted funding mentioned on page three was being used for a previous iteration of JAI work for a project called Caseworker View. This project aimed to improve interoperability of our four major systems (CBMS, CHATS, Trails and ACSES) by allowing caseworkers to search for clients across all systems.

Through the discovery and proof of concept work for this project, as well as feedback from our county partners, it was determined that Caseworker View would not allow for seamless interoperability of client searches in the four major systems. Additionally, Caseworker View would not solve the issues of county workflow management and document storage and ultimately not be the correct solution to meet the needs and requests of our county partners. About this same time the COVID-19 pandemic began and the JAI team paused efforts to advance interoperability while our county partners were struggling to simply do the work they had at hand and get benefits out to clients in their communities.

We have since conducted additional discovery work with all 64 county partners to identify and fully understand the full scope of county pain-points and have shifted the focus of our JAI work to the new Unified County System - a solution that will fully meet the needs of our county partners. This funding will continue to support JAI in the new Unified County System work along with some identity resolution enhancements and data cleansing work.