DHS Questions from JTC — November 21 Questions Due December 6

Leveraging Technology for Seamless Human Services Delivery

1. Which elements of the project are currently underway? Which elements have been completed since the department last updated the JTC? Is the project on schedule with initial plans?

   The team is finalizing the solicitation for a unified county system in order to get all of the necessary approvals for a February posting. Over the last year and since the department last updated the JTC, our work has focused on essential discovery work in partnership with counties to understand business processes and needs.

   The discovery work was led by an unprecedented county-state blended team over 140+ sessions, and for which over 60 of the 64 counties participated. The unified county system project is currently several months behind schedule and we are currently focused on mitigation plans to better understand if it could be brought back to the scheduled timeline.

ESTIMATED PROJECT TIME TABLE		
Steps to be completed	**Start Date** (updated dates in red)	**Completion Date** (updated dates in red)
Unified County System:		
Business Process and Document Management System Requirements Gathering Discovery	February 2023	June 2023
Requirements Refinement, Invitation To Negotiate (ITN) Drafting	July 2023	~~October 2023~~ December 2023
Analytics & Reporting: Expanded Discovery System Requirements Gathering	July 2024	October 2024
Federal Approval	November 2023	~~January~~ February 2024
Solicitation: Procurement, Finalize contract	~~January~~ March 2024	~~June~~ December 2024
Multi-phase design, development and implementation	~~June 2024~~ January 2025	~~June 2025~~ May 2026
Migration & Retention Period for completion	~~June 2025~~ May 2026	~~June~~ December 2027
Identity Management:		
Security Increases Using One Identity Manager: One Identity Manager Automated Integration with CBMS & Trails	July 2024	December 2024
Security Increases Using Two-Factor Authorization (one program, Child Welfare, remains for completion and is on hold until next Federal Fiscal Year)	TBD	TBD
Identity Management Integration and Data Cleansing	July 2024	June 2025

2. How much money has been obligated and spent at this point? Please break down amounts and spent separately.

State CAP IT Funds	State CAP Funds	State CAP Funds		Fed Funds	Total Funds
Appropriated	Spent	Reverted		Spent	Spent
5,495,222.36	3,725,874.95	1,769,347.41		10,996,996.77	14,722,871.72

note that the reverted State CAP funds are reflective of a change in project scope, first identified in 2020-1. These funds reverted June 30, 2023 (three years from the most recent capital appropriation). More info in question 6, below.

3. What is anticipated to be completed by the next quarterly update?

By the next quarterly update, the solicitation for the unified county system will have been posted and the department will begin scoring and evaluation of applications received. We will begin the federal approval process in late December 2023 and anticipate their approval within 60 days of submission. During this time the JAI team will be collaborating with our procurement team, setting up the selection committee kickoff meetings, scheduling and planning all documents/templates to be ready to respond to the ITN Q&As.

4. When does the department/institution anticipate that the project will be complete?

Initial design and development is planned for November 2024 for which implementation will begin in the spring/summer of 2025. We are anticipating a two year phased implementation by counties for full migration to be complete by the summer of 2027.

5. Are there any important concerns or updates you wish to share with the committee?

The most important update is the discovery work completed in partnership with the counties noted above. This is a key enabler for advancing JAI goals. There have also been a few minor delays in the project related to technical issues and solutioning that we will address in the Invitation to Negotiate (ITN) solicitation. We have also requested funds for enhancements in identity resolution and Master Data Management that will address the technical issues we faced in the past.

6. For multi-phase projects, has there been any insight gained through this phase of the project that will cause changes in the next requested phase of the project?

We have learned that county involvement early in the process is key to the successful implementation and launch of any solution that will impact county workflow. We initially launched Caseworker View in 2018-19. However, county adoption of this tool was very low due to not engaging with our county partners early in the process. Based on this feedback we changed course on the technical solution. We now have full support from our county partners on the Unified County System and we intend to continue to engage with them throughout this project to ensure a successful implementation.

OCFMH Information Management Systems and Data Reporting

1. Which elements of the project are currently underway? Which elements have been completed since the department last updated the JTC? Is the project on schedule with initial plans?

   Capital funds were released by the Office of Information Technology (OIT) on September 7th, 2023. Work to secure vendor contracts and scope of work for most of these systems began in July 2023, shortly after the OCFMH Information Management team was reorganized to become a part of the newly established Business Innovation, Technology and Security (BITS) Division earlier this fiscal year.

   The Department has leveraged technology contractors from both the Covendis enterprise contract, as well as two master service agreements through the State Internet Portal Authority (SIPA), which helped accelerate progress and lead to the project being ahead of schedule.

   Below is an outline of current project status for the first phase.

Project/System/Task	Project Status
RL-Datix Configuration	In progress/contract executed. Go live date is January 8th, 2024
REDCap Configuration/Integration to DW	Working with OIT to develop REDcap and integration to DW. Completion January 2025
REDCap Reporting Add Ons contractor	Working with OIT, HIT, and Mental Health Staff to spec out what is needed for reporting.
MuleSoft API development	Contract executed and project in discovery phase with SIPA contractor
Power BI or Tableau Dashboards and DW integration	In progress. Collecting specs from Mental Health Hospital staff to build dashboards in Tableau
Servers	Purchase Order encumbered
Silver Data Encryption	Work has not been completed yet
External Consultants - Agile Expertise	The Information Management (IM) team has transferred from OCFMH to the BITS Division which is undergoing an Agile Transformation. BITS has hired a technology management consulting firm to oversee this transformation and help establish an Agile framework. This vendor will also do the technical contract work for the project builds.
Document Management Tool	In discovery phase of project

Forensic Services Division email notification for various trackers	Contract executed and project in discovery phase with SIPA contractor. Discover phase to be completed January 2024
Tableau Creator and viewer license Licenses	Quote for more licenses requested from OIT
Qualtrics/Survey Monkey	Not started yet
Behavioral Electronic Health Record (BEHR) Data Analytics	Contract Amendment with BEHR vendor executed to begin this work. The team will begin build in March 2024 with implementation January 2025
IM Staff Training	Covered with BITS training services
IM Staff Licensing - visual studio licensing	Purchased. Project complete

2. How much money has been obligated and spent at this point? Please break down amounts and spent separately.

   Money spent and obligated consists of the following:
   - $303,000 has been encumbered for external consultants to provide expertise and support to BITS in the Agile framework. Another quote from the vendor is forthcoming to further assist the Agile process and the encumbrance and amount will be determined soon.
   - $75,000 has been spent to date on RL Datix.
   - $4,763 has been spent on visual studio licensing.

3. What is anticipated to be completed by the next quarterly update?

   We anticipate the following developments by the next quarterly update:
   - Configuration and integration of RL-Datix with the BEHR will be completed by January 8, 2024, which is when this system is expected to go live.
   - Discovery processes for Forensic Services Division (FSDV) notification systems will begin in the next quarter and the build will begin in January 2024. These systems will implement reporting and system-generated notifications to reduce manual efforts to update client case files.
   - The FSDV tracker and demographic component should be completed by March 2024. These functions will help improve tracking of data elements related to clients and needed to fulfill reporting requirements.

4. When does the department/institution anticipate that the project will be complete?

   The Department anticipates the project will be completed by June 30, 2026, contingent on receipt of funding for subsequent phases.

5. Are there any important concerns or updates you wish to share with the committee?

   The Department is currently several months ahead of schedule on the database modernization efforts as a result of the existing partnerships for technology contracts. The teams have begun the discovery portion of the modernization projects to determine the new system requirements. The critical incident system modernization work is also underway and will be complete in January of 2024. Based on this progress, we anticipate the new system build will begin in the first quarter of 2024.

6. For multi-phase projects, has there been any insight gained through this phase of the project that will cause changes in the next requested phase of the project?

The OCFMH Information Management team was reorganized to become a part of the newly-established BITS Division earlier this fiscal year. BITS is a technology management division within the Office of Administrative Solutions created to support central technology management for CDHS. With this reorganization, the Information Management team will have access to an Agile framework as well as enterprise technology contracts to maximize project efficiency, time savings with the contracting process, and cost savings through shared services.

In relation to this IT capital decision item, the BITS division has already leveraged technology contractors from both the Covendis enterprise contract, as well as two master service agreements through the State Internet Portal Authority (SIPA), which helped accelerate progress and lead to the project being ahead of schedule. Based on these gained efficiencies through leveraging existing contracts and the reorganization, the timeline is still accurate and in fact ahead of schedule.

OCFMH and BITS anticipate that the reorganization will increase the efficiency and cost-effectiveness of the subsequent phases of the project especially with the use of the Agile framework, access to enterprise technology contracts, and the leveraging of shared services.