

Service

Deliver efficient and effective technology services and shared solutions

Strategies

- Increase effectiveness and efficiencies through innovative use of solutions and technologies.
- Enhance responsiveness and accountability to our customers.
- Maximize the value of ICT investments, realize savings and avoid costs.

Progress to Date

Bridges: The New Human Services Eligibility System

- ✓ Bridges, a landmark human services project, reduces administrative workload by replacing three outdated human services systems with one comprehensive system. Bridges, which integrates information from other state, federal and private systems, improves accuracy, reduces error rates and enables caseworkers to complete multiple tasks more easily. The system is used to open new cases, update information and redetermine eligibility.

Student Data System

- ✓ This system collects enrollment, exit data and program information on all students in K-12 and higher education. The information is used for state aid payments, graduation and dropout rate calculations as well as state/federal reporting.

State Aid Payment System

- ✓ The new State Aid Payment System processes state aid grant payments for Michigan's school districts. The improved system offers several new features, improving efficiency and offering a higher level of customer service.

Medicaid Management Information System Upgrade

- ✓ This modern-day technology replaces a 30-year-old Medicaid claims processing system. Entitled the Community Health Automated Medicaid Processing System (CHAMPS), this upgraded system meets modern federal and state needs with features that allow providers to view claim status and update records online. More than 40,000 medical providers are registered, with 4,000 providers accessing it daily. CHAMPS issues an average \$375 million in payments weekly, with 250,000 claims processed daily.



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Initiatives in Motion*

Eligibility Information Sharing

- In the summer of 2010, the Bridges application will be capable of sharing data with DCH's Medicaid system. It will enable automatic determination of eligibility for children's health care.



Child Welfare System Modernization

- Michigan's aging Child Welfare Information System is in the queue for replacement. A modern, integrated system will replace multiple child welfare tracking, reporting and financial systems. It will provide Web access to child placement agencies for out-of-home care reporting and allow field workers to use mobile technology to update case files.



Unemployment Insurance Modernization

- This multi-year integration project includes a comprehensive and complex rewrite of Michigan's Unemployment Insurance (UI) system. It will enable real-time data sharing across functions, increase productivity, enhance customer service and ease of use and provide agility in complying with changing federal mandates and requirements.



Driver's License System Modernization

- The new driver's license system replaces an existing legacy system, offers more customer self-service options and improves access for license renewals and vehicle registrations. The system provides Michigan Department of State employees with a better tool, promoting efficiency and providing cost savings.



Tax Registration Modernization

- The business tax registration process is the cornerstone for all business tax processes and a prerequisite for all tax functions. Improved taxpayer account profile management and tax registration will ease the administrative burden on Treasury employees and facilitate future system requirements.



Fraud Detection

- Michigan will use technology to increase government efficiency and reduce potential fraud in major human services payment systems. Using business analytic technology, Michigan will analyze payment data from both providers and citizens to look for patterns of potential fraud.



proof positive

Food Stamp Direct Certification Program

This program cross-references food stamp eligibility data with Michigan's 1.9 million student records. Upon initial implementation, 363,039 Michigan school children were identified and registered for free school meals.

"This technology means many students identified will not be hungry at school," said Ismael Ahmed, director of the Michigan Department of Human Services.

Michigan Integrated Tax Administration System (MIITAS)

- ✓ The new MIITAS system supports the Michigan Business Tax (MBT) and provides a solution to collecting and processing the MBT. From registration to the collection of accounts receivable, MIITAS delivers a framework for integrating the administration and enforcement of business and individual taxes. It also provides greater flexibility for implementing new tax policies, secures efficiencies in processing, enables views across tax types, and uncovers missing or erroneous tax submissions.

exploring technology solutions

Citizen Engagement Tools

Over the next five years, Michigan will identify and implement new media technology to engage citizens in government operations and decision making. Advanced technology is used to gather public input and foster discussion among citizens, businesses and government. The ability to provide opportunities for meaningful citizen involvement is a leading example of evolution in the ICT arena. Employees who work in this field combine their technical knowledge with an understanding of the cultural and organizational characteristics of stakeholders to solve pressing business problems.

tools and solutions

Enabling Service

- Shared resources and services
- Workflow and supply chain management
- Mobile worker and telework
- Business intelligence: Data, information sharing and management
- Open source software
- Call Center consolidation

*Appendix Resources:

Initiatives - A • Targets - B • Associated Technologies - C