MDHHS

Michigan Department OF Health & Human Services

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Business Integration Center Overview
Fiscal Year 2018

**Presentation to House Appropriations Subcommittee
on the Department of Health & Human Services**

February 15, 2017

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MDHHS Guiding Principles

Mission

The Michigan Department of Health and Human Services provides opportunities, services, and programs that promote a healthy, safe, and stable environment for residents to be self-sufficient.

Vision

Develop and encourage measurable health, safety and self-sufficiency outcomes that reduce and prevent risks, promote equity, foster healthy habits, and transform the health and human services system to improve the lives of Michigan families.

Business Integration Center's Mission

Provides an enterprise-wide approach to identify, prioritize, and successfully execute a portfolio of initiatives and projects that are aligned with the Michigan Department of Health & Human Services' strategic goals and vision while providing excellence in customer service.

** Established October 1st, 2015

Business Integration Center

Program Management Office (PMO) Name	Total Systems
Behavioral and Population Health	57
Child Support	11
Child Welfare	27
Eligibility	25
Enterprise	32
Free Range	69
Integrated Service Delivery	0
Medicaid Management	25
Total	246

Definitions

System – One or more computer programs created to perform specific business functions

Project – Major enhancements to a system or systems

Program Management Office (PMO) – Collection and management of systems and associated projects that impact those systems

Business Integration Center

Focus	Accomplishment
• Establishing organizational structure	• Continue to finalize the organizational structure
• Identifying, planning, researching improvements to technology infrastructure to support initiatives that promote a person-centered way of delivering services	• Work Intake Process fully utilized across the department • Ensure alignment with MDHHS strategy • Business Integration team established to analyze all major initiatives • Launched the Integrated Service Delivery (ISD) Initiative supporting a person-centered way of delivering customer service • Research alternative solutions for MDHHS

Business Integration Center

Focus	Accomplishment

• Establishing common Business Integration Center and project management processes	• Project work is executed and reported in a common format across all the PMOs using State of Michigan standards
	   • PMO Status Reports are provided to governance teams on a weekly basis
	   • Track all project and system work
	   • Maintain priorities

• Leveraging federal funding sources for current projects and operations	• All PMOs manage content of Advance Planning Documents (APDs) and budgets
• Identifying areas of duplication	• Stopped duplicative Identity Management solution for Bridges • Reevaluated delivery approach to Crime Victims management system saving time and money • Reuse Identity Management solution for MiSACWIS workers
• Established Leadership Governance for Eligibility	• After successful PMO launch, staffing was downsized and continuous improvements are being addressed • Organized actions and implemented system changes (within two months) for the Flint Medicaid Waiver initiative

Business Integration Center

Focus	Accomplishment

• Original Business Integration Center Priorities	• Eliminated the Bridges Ticket back-log from 5600 tickets to zero tickets in 90 days
	
	• Created 'Bridges Strike Teams' that increased training around business processes and decreased the help desk tickets
	
	• Initiated a special project dedicated to Case Worker relief
	
	• Enhanced staffs ability to view a child's medical, dental, and behavioral health information which guides follow up to ensure health needs are met for foster children on their caseload
	
	• Conducted Independent Assessments
	   • Bridges
	   • MiSACWIS
	
	• Developed strategies for reducing the number of portals and registries
	
	• Continued implementation of CHAMPS (Medicaid Management Information System) Cloud Enablement Project

MDHHS

Business Integration Center

Focus	Accomplishment

• Business Integration Center Strategic Focus	• Continue analyzing ways to consolidate and eliminate unnecessary MDHHS systems and applications
	
	• Continue identifying, planning, researching improvements to our technology infrastructure so that initiatives that promote a person-centered way of delivering services can be supported
	    • Improving upon information available about citizens enrolled in our programs
	    • Improving the way information is made available across programs and systems
	    • Improving the way systems are used to determine eligibility for programs
	
	• Continue focused Assessments
	    • Michigan Child Support Enforcement System (MiCSES)
	    • Community Health Automated Processing System (CHAMPS)

Business Integration Center

Focus	Common Assessment Findings
• Focus on Common Assessment recommendations and continue to improve delivery processes	• Define better Service Level Agreements with vendors • Implement better formal requirements management processes • Add more collaborative requirement sessions • Perform better project planning • Plan for major enhancements outside of the normal project cycles • Communicate better within our project teams • Realign teams to provide better delivery service • Perform better resource management (people) • Enhance the Work Intake Request Process • Implement automated test scripts

Integrated Service Delivery Objectives

Integrated Service Delivery (ISD) is a new concept to the State of Michigan which changes the fundamental way that people access public benefits and community resources to support their personal goals.

Today: Program Focus

- Transactional and enrollment focused
- Siloed service delivery that does not solve the root problem
- Manual processes that add layers of duplication
- Program focus
- Limited supports that focus on a finite segment
- Overloaded case workers

Tomorrow: Person Focus

- Holistic, proactive, and preventative approach focused on outcomes
- Government and communities collaborating to serve customers better
- Highly automated, streamlined with self-service capabilities
- Person focus
- Providing well-rounded, localized and targeted support to maximize results
- Case workers focusing on people to improve outcomes

Integrated Service Delivery

Focus	Accomplishment

• Implement Phase 1 of the Integrated Service Delivery initiative
 	
  • Portal Pilot
  • Universal Caseload Pilot
  • Contact Center Pilot
	• Organized the Integrated Service Delivery (ISD) initiative into a specialized Program Management Office to successfully govern this initiative
	
	• Expediently and successfully procured all ISD vendor contracts
	
	• Organized and created a collaborative environment for all ISD vendors, MDHHS business experts, and DTMB
	
	• Successfully defined Scope, Schedules, and Cost to complete all ISD pilot phases in Calendar year 2017
	
	• Targeted ISD Implementation Dates
	  • ISD Portal Pilot Needs Assessment – 08/31/17 (Release 1)
	  • ISD Portal Pilot Holistic Application– 12/31/17 (Release 2)
	  • Universal Case Load Pilot – 12/31/17
	  • Contact Center Pilot – 12/31/17

Children's Services

Focus	Accomplishment
• Complete work for Implementation, Sustainability and Exit Plan (ISEP)	• Initiated system modifications to fully support ISEP and reporting needs
• Integration of Michigan Statewide Automated Child Welfare Information System (MISACWIS) with other Health and Human Services data	• Enhanced Child Welfare staff ability to view a child's medical, dental, and behavioral health information which guides follow up to ensure health needs are met for foster children on their caseload

• System enhancements to meet federal compliance and provide tools to child welfare workers to:
  • Increase the effectiveness of safety plans
  • Increase the performance of the Centralized Intake Hotline
  • Provide more efficient tools for permanency planning
  • Further prevent families needing long term assistance from child welfare
  • Utilize the ISD Portal
	• Initiate Centralized Intake Web Portal for mandated reporters – Targeted Implementation Date is Spring, 2017
	
	• Phase 2 Integrated Service Delivery integration planning is currently underway

MDHHS

Governor Snyder's FY18 Recommendation

Budget Recommendation
(in millions)

	Gross	GF/GP
Information Technology and Services	**$159.1**	**$54.6**
Michigan Medicaid Information System	**$55.6**	**$7.8**

FY 18 Investment: **Phase 2 of Integrated Service Delivery (ISD) and Implementing Functionality to Leverage the Merger of DCH and DHS into MDHHS (Bridges Modernization)**

This FY 18 proposal continues the implementation of the Integrated Service Delivery (ISD) methodology and addresses inefficiencies in current systems and processes.

FY 18 Investment: Phase 2 - Integrated Service Delivery

In FY 18, MDHHS will implement the following additional ISD Portal functionality:

- Inclusion of additional data sources in the ISD Portal

- Further refinement of the ISD portal to include additional person centric functionality

    - Client Self Service Management

        - Provide the ability for applicants and beneficiaries to manage information about themselves without engaging a caseworker

    - Single Point of Contact Benefit Management

        - Provide the tools for Care Coordinators, Caseworkers, Success Coaches, Community Based Partners to interact with a client

    - Conversation Management

        - Consolidated view of MDHHS correspondence sent and received and all other communications

FY 18 Investment: Phase 2 - Integrated Service Delivery

In FY 18, MDHHS will implement the following additional ISD Universal Caseload and Contact Center functionality:

- Further refinement of the Universal Caseload / Contact Center functionality for case management efficiencies

  - Add additional Programs administered in Bridges

  - Enhance the dynamic capabilities of the Contact Center functionality

    - Improvement to the Interactive Voice Response (IVR) prompts to align with current activities which are important to the caller

    - Improvements to the ISD Contact Center for one call resolution by interconnecting other existing MDHHS contact centers via a single 1-800 number

  - Enhance the Contact Center functionality

    - Inclusion of additional data sources in the Contact Center

    - Provide detailed information from trusted data sources to provide a more robust and holistic data view of the information most important to the caller

- Statewide rollout of Universal Caseload for Bridges Staff

- Statewide rollout of a Contact Center for functions administered in Bridges

FY 18 Investment: Bridges Modernization

In FY 18, MDHHS will implement the following Bridges Modernization functionality to ensure long term viability of the Bridges system both in the current form and for any forthcoming transformations of the system.

- Begin implementing the Bridges Assessment Findings

- Begin correcting the technical deficiencies related to 'Data Fix' issues

- Begin correcting the technical deficiencies related to 'Data Sharing' issues

MDHHS Contact Info and Useful Links

Legislative Liaison: Karla Ruest

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Website: http://www.michigan.gov/mdhhs

Legislative Service Bureau:

http://www.legislature.mi.gov/(S(n4rbq4jwj2dfwz1qybtu01cu))/mileg.aspx?page=home