



JENNIFER M. GRANHOLM
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF HUMAN SERVICES
LANSING



ISMAEL AHMED
DIRECTOR

April 28, 2010

The Honorable Bill Hardiman, Chair
Senate Appropriations Subcommittee on DHS
Michigan State Senate
Lansing, Michigan 48933

The Honorable Dudley Spade, Chair
House Appropriations Subcommittee on DHS
Michigan House of Representatives
Lansing, Michigan 48933

Dear Senator Hardiman and Representative Spade:

Section 280 of 2009 Public Act No. 129 (Enrolled Senate Bill 284) requires the Department of Human Services (DHS) to report on the status of the department's information technology improvement initiatives, including the "Bridges" integration project. Provided below and in the attachments is the requested information.

The report includes the following:

- Amounts expended and description for the Bridges and Services Worker Support System (SWSS) projects (attachment 1).
- Listings of information technology work requests that encompass the various projects and system enhancements completed during the previous fiscal year and through the second quarter of the current fiscal year (attachments 2 & 3).
- Information technology needs in the future years (attachment 4).
- Projection of need for expanded on-line eligibility applications (Attachment 5).

If you have any questions about the attached material, please contact Susan Kangas, Chief Deputy Director, at 373-7787.

Sincerely,

Susan Kangas
for Ismael Ahmed

Attachments

C: Senate and House Appropriations Subcommittee on DHS
Senate and House Fiscal Agencies
Senate and House Policy Offices
State Budget Office

Bridges

Cost Category	\$,000s			
	FY07 Actual	FY08 Actual	FY09 Actual	FY10 Thru 2nd Qtr. actual
Development & Implementation	9,237	47,048	50,125	10,260
Program Management	5,295	7,246	5,160	1,361
Hardware/Software	4,391	4,368	6,801	2,294
Other Project Costs	681	760	1,788	185
Obligations to-Date	19,604	59,422	63,874	14,100
Less: Capitalized/Deferred future payments	13,645	(13,645)		-
DHS expenditures	5,959	76,067	63,874	14,100

Description

Bridges is the computer application eligibility system that is used by field staff to register clients, maintain the client cases, and determine and issue benefits to qualifying clients for the DHS Public Assistance Programs. The system was piloted in several areas in FY 2009 then fully deployed in all DHS local offices in August 2009.

Benefits

- Improved service to clients by reducing the waiting time in DHS offices and delivery time for benefits.
- Improved efficiency of the first-line staff to reduce paperwork, computer time, and greater focus on individuals' and families' safety, employment and quality of life.
- Easier implementation of policy and benefit changes.
- Redetermination of benefits is completed automatically by the application, not relying on field staff to complete them timely.
- Significant reduction in costs associated with the support of multiple mainframe computers.

Past Year Accomplishments/Progress

- The DHS successfully deployed the Food Assistance Program (FAP) on-line application which allows clients to complete the application using the internet thus alleviating the need to apply in person at a local DHS office.

- Interactive Voice Response (IVR) for Food Assistance allows the client to use the telephone to call and ask for information pertaining to their food assistance benefit.
- Check My Benefits allows the clients to access their benefit information on-line.
- Report My Changes allows the client to make changes to their personal information on-line, such as an address.

Recent Status Evaluation

- Release planning and execution has allowed for increased performance on the system.
- Transition planning to the Department of Technology, Management and Budget (DTMB) for operations and maintenance work.
- Bridges interfaces with the Michigan Child Support Enforcement Services (MISCES) (expected completion October 2010) and the MI-Child Medicaid program (expected completion August 2010).
- The Low Income Home Energy Assistance Program (LIHEAP) on-line application to allow clients to access LIHEAP application forms and alleviate the need to travel to a local DHS office to apply (expected completion May 2010).

Service Worker Support System (SWSS)

Cost Category	\$, 000s	
	FY09 Actual	FY10 2nd Qtr (Actual)
Contractual Development	1,465	802
Contractual Operational	296	142
Hardware/Software Development	-	
Hardware/Software Operational	2,431	195
Other Project Costs	2	2
DHS expenditures	4,194	1,141

Description

The Service Worker Support System (SWSS) is an automated system used by child welfare staff or case management staff in DHS local offices. This system is used for data entry, case management and reporting for DHS services such as children’s foster care, adoption, children’s protective services (CPS), and some components of juvenile justice.

Benefits

- Provides access to statewide child welfare information.
- Provides data for reporting on child welfare outcomes.

Past Year Achievements

- The Child Protective Services (CPS) Management Information System.
- CPS Social Work Contract Module Enhancements.
- Created internal website for posting updated reports.
- Created the child welfare data dashboard.

Current Plans.

- Complete the request for proposal for new technology for the Statewide Automated Child Welfare Information System (SACWIS).
- Have a design, development, and implementation vendor contracted by 2nd quarter FY 2011 for SACWIS.
- Allow child placing agencies the ability to update SWSS with information about the cases they supervise for the state.
- Develop reports and changes needed for the Children's Rights lawsuit settlement.
- Complete the re-write of the model payments system.
- Work with the DTMB to ensure adequate resources are available and work requests are completed effectively and efficiently.

**Department Of Human Services
Merant Tracker Database
Technology Work Requests Completed
01/01/2009 - 03/31/2010**

Attachment 2

Work Request Id	Program	Title	Close Date
2068	BAFM-Accounting	Debt Retrieval Notice	01/02/2009
2071	BAFM-Administrative Services	EBT Retailer File format expansion	04/29/2009
2091	BAFM-Administrative Services	Budget, Analysis and Financial Management Bureau (BAFM) Web Page	02/02/2009
2416	BAFM-Administrative Services	MyInfo Macro in Toolbar 1	08/27/2009
2524	BAFM-Administrative Services	CTP 11/1/2009 - 12/31/2009 Maintenance/Enhancements activities	01/14/2010
2562	BAFM-Administrative Services	Office Max Payment Interface 43C Maintenance Request	02/05/2010
2382	BAFM-Contracts	CTP 5/09 - 6/09 Maintenance/Enhancements activities	01/14/2010
2425	BAFM-Contracts	CTP 7/09 - 8/09 Maintenance/Enhancements activities	01/14/2010
2471	BAFM-Contracts	CTP 9/09 - 10/09 Maintenance/Enhancements activities	01/14/2010
2271	CFS-Adoption Services	ADOPTION SUBSIDY - Federal Audit	01/12/2009
2269	CFS-Adult Services	Year-end Message on Home Help Remittance Advice	01/30/2009
2221	CFS-Community & Supportive Serv	School District and Living Arrangement for youth 5-17yr on 10/31/08 - Annual WR	02/02/2009
184	CFS-CPS	SWSS FAJ (C Protective Services Management Information System/Central Registry)	02/25/2010
2157	CFS-CPS	Data Warehouse Accessibility of CPS SWSS case information	04/29/2009
2199	CFS-CPS	Revision of the Updated Services Plan Module (including amendments)	08/27/2009
2200	CFS-CPS	SWSS CPS Policy Compliance	03/04/2009
2214	CFS-CPS	SWSS CPS Social Work Contact Module Enhancements	10/13/2009
2215	CFS-CPS	SWSS CPS Disposition Checklist-Revision	03/04/2009
2259	CFS-CPS	SWSS CPS Central Registry	03/04/2009
2260	CFS-CPS	SWSS CPS Disposition Checklist-Revision	03/04/2009
2373	CFS-CPS	SWSS CPS - Mandated Referral Source Letter	08/28/2009
2375	CFS-CPS	SWSS CPS - Confidentiality option	08/28/2009
2406	CFS-CPS	Indian Outreach Worker's receiving SWSS alerts for ICWA cases	08/28/2009
2407	CFS-CPS	SWSS CPS Case Listing Additions	08/28/2009
1809	CFS-Foster Care	Children's Rights	04/29/2009
1954	CFS-Foster Care	Social Work Contact Report	01/28/2009
1960	CFS-Foster Care	DHS Revenue Maximization Project	01/12/2009
2210	CFS-Foster Care	Rate Update For Child Foster Care and Independent Living	02/02/2009
2286	CFS-Foster Care	CCI IV-E Maintenance %	02/27/2009
2344	CFS-Foster Care	SWSS Prevention and SWSS Guardianship	09/18/2009
2346	CFS-Foster Care	Backlog Cohort	09/18/2009
2490	CFS-Foster Care	PCA Code Change for two Children's Foster Care Service Codes	10/19/2009
1573	CFS-Multiple Programs	Comprehensive Children's Services Data Warehouse Universe	12/22/2009
1702	CFS-Multiple Programs	Court Docket Numbers	08/27/2009
1713	CFS-Multiple Programs	SWSS Purchase of Service Case Responsibility	01/02/2009
2148	CFS-Multiple Programs	New Brthdy Ticklrs nd/t/b established for every age not just 16 - Old MR #301411	06/08/2009
2167	CFS-Multiple Programs	Central Registry Requirement Change	01/27/2009
2229	CFS-Multiple Programs	Child Welfare Task Force Web Site	02/02/2009
2279	CFS-Multiple Programs	SWSS FAJ Payment Edit - service code adjustments (MPS Re-Write/Ties to 2189)	07/20/2009
2280	CFS-Multiple Programs	SWSS FAJ Payment Edit two year limit	07/20/2009
2282	CFS-Multiple Programs	SWSS FAJ Fund Source Storage	08/27/2009

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Work Request Id	Program	Title	Close Date
2362	CFS-Multiple Programs	New License and Provider Type for SWSS and MPS	05/06/2009
2395	CFS-Multiple Programs	SWSS CPS Child Death Report - Required Fields at Intake	10/13/2009
2396	CFS-Multiple Programs	Caseworker Visit Reports	10/16/2009
2475	CFS-Multiple Programs	School District and Living Arrangement for youth 5-17yr on 10/31/09	01/20/2010
2609	CFS-Multiple Programs	Bridges R4.3 - DIT Correspondence Changes	03/29/2010
2208	DCH-Medicaid	S4270MA32 daily: Remove Duplicate records	03/30/2009
2246	DCH-Medicaid	Annual Federal Poverty Level (FPL) update	03/30/2009
2266	DCH-Medicaid	Monthly Bridges data pull for PERM Eligibility Reviews	10/19/2009
2326	DCH-Medicaid	Interfaces - Interface sending wrong file number	08/11/2009
2343	DCH-Medicaid	Remove AMP Freeze Edits	04/22/2009
2361	DCH-Medicaid	MOMS & CSHCS only Clients In ASSIST	07/09/2009
2104	Field Operations-OutState Ops	AFF-CRIS Enhancements	04/29/2009
2270	Field Operations-OutState Ops	Iosco/Alcona Consolidation	03/20/2009
2317	Field Operations-OutState Ops	Bridges Web Site Move	05/21/2009
2322	Field Operations-OutState Ops	Enable LOA2 Alerts For Berrien County	03/30/2009
2339	Field Operations-OutState Ops	Query for Active FAP students coded PE in ASSIST	10/29/2009
2377	Field Operations-OutState Ops	DHS 925 Client Notice Changes	08/25/2009
2397	Field Operations-OutState Ops	Bridges Blog	01/14/2010
2408	Field Operations-OutState Ops	Negative Action Effective Date Changes	09/18/2009
2450	Field Operations-OutState Ops	Bridges Wiki Pilot	01/14/2010
2284	Field Operations-Wayne Co.	Automated Reporting System Inspector General (ARSIG)	03/31/2009
1758	FISA/OFAP-Child Day Care	Child Day Care - Regulated Providers Over-Capacity Report	03/29/2010
2054	FISA/OFAP-Child Day Care	CDC Provider Union Dues	01/22/2009
2165	FISA/OFAP-Child Day Care	CH-370 Add columns & totals in Bridges report . Release 1 Wave 1	08/11/2009
2171	FISA/OFAP-Child Day Care	CDC Attendance Certification	02/16/2010
2196	FISA/OFAP-Child Day Care	CDC Aide and Relative Change Maximum Children to 4	03/29/2010
2204	FISA/OFAP-Child Day Care	CDC Program - Add inactive CDC Providers to MSP monthly match	01/02/2009
2205	FISA/OFAP-Child Day Care	Negative Action date and re-instatement transactions - Bridges Issue #24222	08/25/2009
2248	FISA/OFAP-Child Day Care	Update Bridges with Legacy CDC Provider Claims (23181)	03/12/2010
2275	FISA/OFAP-Child Day Care	CDC/Automatic Inactivation of Aide/Relative Providers	03/29/2010
2276	FISA/OFAP-Child Day Care	CDC CH-370 FIP-related categories broken down FIP active/not active	08/11/2009
2277	FISA/OFAP-Child Day Care	CDC - CH-370 report breakdowns by provider type - state totals	08/11/2009
2319	FISA/OFAP-Child Day Care	CDC Market Rate Survey-Population Pull Data Base	04/20/2009
2342	FISA/OFAP-Child Day Care	CH-151s/Internet Log-In Provider Message	03/20/2009
2363	FISA/OFAP-Child Day Care	CDC Redesign PIN/Recipient ID Mailings	06/04/2009
2369	FISA/OFAP-Child Day Care	Bridges - DHS-198-C Template Update	08/11/2009
2379	FISA/OFAP-Child Day Care	Bridges - DHS-198 Template Update	08/11/2009
2380	FISA/OFAP-Child Day Care	Bridges - DHS-0034 Template Update	08/11/2009
2381	FISA/OFAP-Child Day Care	Bridges - DHS-641 New Template, DHS-1605 Text Update	08/11/2009
2389	FISA/OFAP-Child Day Care	CDC Payment Data: Aligning Legacy and Bridges in Data Warehouse	05/19/2009
2455	FISA/OFAP-Child Day Care	Bridges - DHS-1605 Template Update for CDC (WR #BRGUS00182086)	03/29/2010
2474	FISA/OFAP-Child Day Care	CDC Redesign Phase II - Changes Letters	09/21/2009
2479	FISA/OFAP-Child Day Care	CDC Attendance Certification	02/16/2010

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Work Request Id	Program	Title	Close Date
2500	FISA/OFAP-Child Day Care	CDC Rate Change	02/16/2010
2501	FISA/OFAP-Child Day Care	CDC Attendance Certification - DHS View of Parent Report	02/16/2010
2502	FISA/OFAP-Child Day Care	CDC Attendance Certification - Remove Provider Charge for Care	03/29/2010
2504	FISA/OFAP-Child Day Care	CDC Provider Training Indicator in Bridges	03/29/2010
2521	FISA/OFAP-Child Day Care	CDC Attendance Certification - Manage Users Report	02/16/2010
2525	FISA/OFAP-Child Day Care	CDC Tier 2 Rate Change	03/29/2010
2528	FISA/OFAP-Child Day Care	CDC-B Notices	01/06/2010
2556	FISA/OFAP-Child Day Care	CDC IVR Script - Change Telephone Number	02/11/2010
2566	FISA/OFAP-Child Day Care	Bridges Interface for 1099 Requests from CDC I-Billing	03/29/2010
2013	FISA/OFAP-Energy	Limited SER Ad Hoc Inquiry for HHC Information-Bridges	11/03/2009
2043	FISA/OFAP-Energy	Check Digit Routine for Consumers Energy Accounts	01/12/2009
2181	FISA/OFAP-Energy	Annual - Year-end Closeout	10/13/2009
2185	FISA/OFAP-Energy	Annual - ES-160 LIHEAP Demographic Summary/Revision	07/30/2009
2195	FISA/OFAP-Energy	Home Heating Credit (HHC) Denials	01/30/2009
2197	FISA/OFAP-Energy	2009 Treasury Outreach (Annual)	01/30/2009
2285	FISA/OFAP-Energy	SER FY09 Energy Cap Increase & Income Need Standard Change for Energy Services	03/30/2009
2333	FISA/OFAP-Energy	SER FY09 Energy -Related Home Repair Cap Increase	03/30/2009
2334	FISA/OFAP-Energy	Arrearage Payment Program CR20152	10/13/2009
2015	FISA/OFAP-Financial Services	TANF Reporting - Bridges	02/19/2010
2034	FISA/OFAP-Financial Services	FAP Initial Month Calculation of Prorated Benefits	03/20/2009
2057	FISA/OFAP-Financial Services	Legacy expungement processing changes during Bridges roll-out	05/20/2009
2101	FISA/OFAP-Financial Services	DL Report Series Replacement Due to MiSCES 5.0 Upgrade	10/14/2009
2131	FISA/OFAP-Financial Services	Implement annual RSDI & SSI notice (DHS-4066) (CR 22438)	03/30/2009
2132	FISA/OFAP-Financial Services	Provide files to manage Debt Collection process (CR 21658)	03/12/2010
2140	FISA/OFAP-Financial Services	Increase Home Help W2 Threshold for 2008 to \$1600 - Annual	01/06/2009
2151	FISA/OFAP-Financial Services	Reauthorization of the TANF Program	03/30/2009
2154	FISA/OFAP-Financial Services	FAP Annual COLA Standards and Issuance Tables Update	01/12/2009
2170	FISA/OFAP-Financial Services	Annual LOA2/Bridges SER Budget	03/30/2009
2211	FISA/OFAP-Financial Services	Annual RSDI/SSI Update - 2008	01/07/2009
2212	FISA/OFAP-Financial Services	CIMS Current Month Case Opening Cut-off Dates for 2009 - Annual	02/09/2009
2237	FISA/OFAP-Financial Services	Annual update of provider rates for SDA-SLA.	01/15/2009
2239	FISA/OFAP-Financial Services	New Work Participation Report from Data Warehouse	10/29/2009
2240	FISA/OFAP-Financial Services	QG-163 Report upgrade	09/14/2009
2245	FISA/OFAP-Financial Services	Repayment of State Funded FIP	10/15/2009
2262	FISA/OFAP-Financial Services	TANF \$50 Incentive Payments Made By DLEG	03/30/2009
2278	FISA/OFAP-Financial Services	Annual update of provider rates for Service Code 0705	01/12/2009
2316	FISA/OFAP-Financial Services	Refugee Assistance Program Group Composition Changes	09/11/2009
2328	FISA/OFAP-Financial Services	Link from Bridges to FSSP	10/13/2009
2329	FISA/OFAP-Financial Services	Pending FSSP for OSMIS	08/25/2009
2330	FISA/OFAP-Financial Services	Modify FSSP FAST Fall-out Report	10/13/2009

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Work Request Id	Program	Title	Close Date
2331	FISA/OFAP-Financial Services	DHS-805 Form Generation Termination	03/19/2009
2337	FISA/OFAP-Financial Services	FAP Benefits Increase under Federal Economic Stimulus	05/05/2009
2370	FISA/OFAP-Financial Services	Extend Afghani SIV Period to 8 Months	09/11/2009
2372	FISA/OFAP-Financial Services	Unemployment Benefits Match and Reports	07/07/2009
2392	FISA/OFAP-Financial Services	Stimulus for Unemployment Application and Consolidated Inquiry	07/07/2009
2417	FISA/OFAP-Financial Services	Bridges; SSI Manual Open Mimic SSI Batch Open	09/11/2009
1596	FISA/OFAP-Multiple Programs	BRIDGES - Development & Implementation	03/12/2010
1604	FISA/OFAP-Multiple Programs	Data Warehouse Development for Support of Homeless Initiative	10/22/2009
2012	FISA/OFAP-Multiple Programs	Greenbook & Trend Reporting - Bridges	04/29/2009
2156	FISA/OFAP-Multiple Programs	Michigan Combined application Project (MiCAP)	06/10/2009
2178	FISA/OFAP-Multiple Programs	Deletion of Dependent Care Expense Cap for FAP	05/05/2009
2180	FISA/OFAP-Multiple Programs	QC Extracts for FNS Verification of Bridges Sampling (CR 23981)	04/20/2009
2184	FISA/OFAP-Multiple Programs	PARIS: LOA2/Federal Match	09/14/2009
2194	FISA/OFAP-Multiple Programs	HB 5814 Indigent Burial Rates Annual	03/30/2009
2219	FISA/OFAP-Multiple Programs	Bridges Correspondence	08/11/2009
2228	FISA/OFAP-Multiple Programs	FAP Heating/Cooling Standard	01/15/2009
2242	FISA/OFAP-Multiple Programs	Correct DL 060	09/14/2009
2244	FISA/OFAP-Multiple Programs	Recipient Annual Statement	03/27/2009
2247	FISA/OFAP-Multiple Programs	Annual RSDI/SSI Income Limit Update	01/15/2009
2257	FISA/OFAP-Multiple Programs	Bridges Release 2	03/12/2010
2268	FISA/OFAP-Multiple Programs	School Lunch Conundrum	09/14/2009
2287	FISA/OFAP-Multiple Programs	Front End Eligibility Program Database FIP/FAP Table update	01/27/2009
2290	FISA/OFAP-Multiple Programs	Location of the facility screen in Bridges - CR 21710	09/11/2009
2291	FISA/OFAP-Multiple Programs	Mail specialized MA forms at re-determination - CR21851	10/13/2009
2292	FISA/OFAP-Multiple Programs	SSN Verification - CR 20249	09/11/2009
2299	FISA/OFAP-Multiple Programs	Add CH-461 Report for Migrants - CR 22753	08/11/2009
2301	FISA/OFAP-Multiple Programs	Michigan Coordinated Application Project (MiCAP)	12/02/2009
2304	FISA/OFAP-Multiple Programs	Medicaid Initial Sample - Clear Case 101360	10/13/2009
2305	FISA/OFAP-Multiple Programs	Medicaid Initial Sample Results - CQ 101505	10/13/2009
2308	FISA/OFAP-Multiple Programs	Bridges Rel 2 - DHS-008A Irrevocable Funeral Contract Form_Issue #23760	08/11/2009
2310	FISA/OFAP-Multiple Programs	Bridges Rel 2- DHS-1605-Addl Language for SDA Clients. CR#23473	08/11/2009
2320	FISA/OFAP-Multiple Programs	Correct Countable Hours of Work Participation	10/13/2009
2323	FISA/OFAP-Multiple Programs	Direct Support Services Cap Adjustments	03/12/2010
2378	FISA/OFAP-Multiple Programs	Racial/Ethnicity Reporting to FNS	10/29/2009
2387	FISA/OFAP-Multiple Programs	Bridges-DHS-Template Updates needed for 1.7.1 or 1.8 Release	08/11/2009
2398	FISA/OFAP-Multiple Programs	Burial Rates for FY09	08/11/2009
2401	FISA/OFAP-Multiple Programs	Four Month Limit For Cash Recipients	08/25/2009
2414	FISA/OFAP-Multiple Programs	Excess Shelter Allowance, Total Allowance and Family Allowance	09/08/2009
2415	FISA/OFAP-Multiple Programs	Current Work Participation Rate for Employment Services	10/13/2009
2431	FISA/OFAP-Multiple Programs	Cleanup of SSI Mismatches for Wave 5	08/25/2009
2440	FISA/OFAP-Multiple Programs	Correction of Invalid Bridges Negative FAP QC Universe- URGENT WR	11/06/2009
2441	FISA/OFAP-Multiple Programs	Annual Children's Clothing Allowance	11/06/2009
2449	FISA/OFAP-Multiple Programs	Bridges Report CH-361 Migrant Affairs	10/23/2009
2452	FISA/OFAP-Multiple Programs	October 2009 Annual FAP Standards Update	10/23/2009
2468	FISA/OFAP-Multiple Programs	MARS Changes	01/06/2010
2476	FISA/OFAP-Multiple Programs	Bridges Federal Reports On Migrant Day Care, CH-371	11/17/2009

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01/01/2009 - 03/31/2010**

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Work Request Id	Program	Title	Close Date
2509	FISA/OFAP-Multiple Programs	SWSS CPS - Institutional Complaints Dispositions	10/29/2009
2470	FISA/OFAP-Weatherization	SER LIHEAP Income Limits	12/02/2009
2478	FISA/OFAP-Weatherization	Home Heating Credit (HHC) supplemental payment	10/19/2009
1501	FISA-OCS	IV-E & MiCSES Interface	09/18/2009
2183	FISA-OCS	OCS Data Warehouse Inquiry Views	10/22/2009
2340	FISA-OCS	Child Support Data Available to Bridges Until MiCSES Implementation (CR 20613)	01/21/2010
2025	Inspector General	ARSIG Automated Reporting System Inspector General & New Forms	03/12/2010
2223	Inspector General	ARSIG Automated Reporting System Inspector General	03/31/2009
2348	Inspector General	PARIS Project: Conversion to Combined Bridges/CIMS Universe	10/15/2009
2423	Inspector General	Front End Eligibility Program (FEE), Case Read Tables	10/13/2009
2543	Inspector General	ARSIG Bridges Labels	01/12/2010
1616	ITMS	Removal of Novell Client Servers	01/28/2010
1833	ITMS	Oracle Database 10G Migration on HP-UX	09/18/2009
2365	ITMS	ML/MF Series Conversion	03/12/2010
2460	ITMS	Change OLM Maintenance to save PDF files to a temporary directory	01/28/2010
2461	ITMS	Change OLM/OLM Maintenance to Reference New Tnsnames entries	01/28/2010
2560	ITMS	Correct SSA Send File from Bridges	02/10/2010
1670	Multiple Assessment Teams	OLM Security Screen Revisions	01/28/2010
1723	Multiple Assessment Teams	Changes to Support MPS During Bridges Release 1	01/28/2009

**Department Of Human Services
Bridges Integrated System
Summary Of Completed Technology Work Requests
01/01/2009 - 03/31/2010**

<u>Functional Area</u>	<u>Closed</u>
AL - Task/Reminders	195
AR - Application Registration Count	12
BA - Batch	42
BI - Benefit Issuance	217
BL - Build	37
BV - Benefit Recovery	127
CO - Correspondence	359
CR - Case Reads	3
CV - Conversion	589
DB - Database	26
DC - Data Collection	876
DI - Disposition	113
ED - Eligibility	2,538
EG - Eligibility Determina Group	128
FM - Reports	22
FW - Framework	47
HE - Hearings	8
IN - Interfaces	680
IQ - Inquiry	9
MDIT - Conversion	31
MDIT - Interfaces	53
MDIT - Report	22
MO - Manage Office Resources	22
MU - Mass Update	6
PM - Provider Management	587
QC - Quality Control	13
RD - Redeterminations	82
RP - Reports	150
RT - Reference Tables	76
SA - Self-Service	742
SE - Security	137
SH - Scheduling	21
SI - Self Service Integration	129
TR - Training	19
UI - User Interface	122
Other	<u>332</u>
Total	8,572

Information Technology Needs for Future Years

Bridges

The Bridges system has been deployed statewide, however, maintenance and operations, along with selected enhancements, will continue to require vendor assistance due to the complexity of the system. Transition activities to DTMB are in progress which includes augmenting of existing staff in DTMB, with skill set training occurring for the newer technology, size, and complexity of the system. Additional system needs may be indentified in response to changes in policy, State and Federal regulations, and other dynamics.

Child Development and Care Billing System

The department has initiated an aggressive plan to improve the child development and care payment process. Changes to existing technology and systems, including Bridges, Interactive Voice Response system and the I-Billing system, have been implemented and are being monitored. Additional technology needs may evolve with continued enhancement of the child development and care program.

Statewide Automated Child Welfare Information System (SACWIS)

An independent assessment of the child welfare technology systems environment has been completed by a contracted vendor. An advanced planning document (APD) is being drafted, along with a request for proposal (RFP) to award a technology contract. The new system will assist DHS in:

- More effectively accomplishing the mission
- Better meeting the needs of the department and partners to effectively leverage technology to manage the child welfare cases
- Enriching communications with stakeholders
- The ability to support the effectiveness of practice with data
- Provide the ability to capture and report on requirements of the Children's Rights' Settlement

The SACWIS contract is expected to be awarded the 2nd quarter of FY 2011 and work is expected to begin immediately upon execution of the contract.

Projection of Need for Expanded On-Line Eligibility Applications

The DHS wishes to expand its online Bridges application to allow self-service intake for financial assistance, Child Day Care, Non-Energy State Emergency Relief and all 32 medical assistance programs. The expansion will add new eligibility questions and business logic to the existing online application for food assistance. In addition, DHS will enhance its Interactive Voice Response (IVR) system to allow DHS clients to check on benefit status and report changes to demographic information. This self-service expansion is needed to provide relief to caseworkers whose caseload ratio has grown from 200:1 to 700:1 in the past 10 years.

Clients will be able to check their eligibility case related information on-line.

- Worker information.
- Application Status.
- Case Status.
- Benefit Status.
- Appointment Information.
- Pending Verifications.
- State Emergency Relief (SER) cap information.

Clients will be able to call the same Toll-Free numbers as the current IVR and retrieve appropriate information. Current call trees will also be enhanced to provide some program specific information, referred to Frequently Asked Questions (FAQ).

Estimated Resources Need for On-Line Applications

Item	Estimate
Design/Development	
Phase 1 – Check My Benefits	\$ 1.9 million – 3.5 million
Phase 2 – Apply for Benefits	\$ 2.8 million – 3.4 million
Phase 3 - Report My Changes	\$ 1.3 million – 2.3 million
Estimated Total	\$ 6.0 million – 9.2 million

Several foundations have expressed interest in providing funding toward the online bundled application. However, a State contribution, reflecting commitment by the DHS on technology expansion, would be expected prior to the foundations identifying specific funding amounts.