# Information Technology Expansions
# Report 4

(FY2020 Appropriation Act - Public Act 67 of 2019)

## October 15, 2020

*Sec. 1901. (1) The department shall provide a report on a quarterly basis to the senate and house appropriations subcommittees on the department budget, the senate and house fiscal agencies, the senate and house policy offices, and the state budget office all of the following information:*

*(a) The process used to define requests for proposals for each expansion of information technology projects, including timelines, project milestones, and intended outcomes.*

*(b) If the department decides not to contract the services out to design and implement each element of the information technology expansion, the department shall submit its own project plan that includes, at a minimum, the requirements in subdivision (a).*

*(c) A recommended project management plan with milestones and time frames.*

*(d) The proposed benefits from implementing the information technology expansion, including customer service improvement, form reductions, potential time savings, caseload reduction, and return on investment.*

*(e) Details on the implementation of the integrated service delivery project, and the progress toward meeting the outcomes and performance measures listed in section 1904(2) of this part.*

*(f) A list of projects approved in the previous quarter and the purpose for approving each project including any federal, state, court, or legislative requirement for each project.*

*(2) Once an award for an expansion of information technology is made, the department shall report to the senate and house appropriations subcommittees on the department budget, the senate and house fiscal agencies, the senate and house policy offices, and the state budget office a projected cost of the expansion broken down by use and type of expense.*



MDHHS
Michigan Department of Health & Human Services

**Information Technology Expansion Quarterly Report – Quarter 4**

**Section 1901 (1) of Public Act 67 of 2019**

**9/30/2020**

**Requests for Proposals** *(1901. (1) (a))*

There were no new projects approved in the quarter which require an RFP.

**Approved Information Technology Expansion Utilizing Existing Resources** (*1901 (1) (b), (c) & (d)*)

The following projects were approved in the 4th quarter of FY20 by the Governance Executive Team. Estimated costs for all projects can be found in the final section of this report titled, Projected Cost of Expansions Awarded During Quarter *(1901. (2)).*

**COVID19 Integrate Women, Infant and Children (WIC) Application into Integrated Service Delivery (ISD) Portal**

Background: This project expands the MI Bridges common application to allow for Michigan residents to apply to the WIC Program.

This initiative has the potential to improve application efficiency and expand benefits to the public by integrating cross system information (i.e. Bridges and WIC).

This project helps achieve the department's values of Opportunity and Ease. More residents will have access to the crucial services offered by the WIC program through a streamlined, user-friendly application in MI Bridges. Furthermore, this project will help achieve the department's goal of cross-enrollment between benefits programs by creating a one-stop, common application for WIC and the other benefits programs in MI Bridges.

Proposed project benefits:
- Residents will have access to the crucial services offered by the WIC program through a streamlined, user-friendly application in MI Bridges
- Cross-enrollment between benefits programs by creating a one-stop, common application for WIC and the other benefits programs in MI Bridges.

Timelines:
- The proposed milestones and timelines for this project are to complete the following tasks by 12/31/2020

The project charter is currently is under development and will be available during the next quarterly report.

**Build on State Innovation Model (SIM) Funded Permanent Housing Project**

Background: This initiative seeks to build on the success of the SIM-funded permanent supportive housing pilot, by matching housing data in the DHHS Data Warehouse to address the dual challenges of homelessness and chronic illness. Through the power of monthly data matches between homelessness, healthcare, and other social services data, we will improve outcomes for the most vulnerable homeless Michiganders by identifying the most vulnerable homeless individuals (with the greatest healthcare needs), in order to prioritize them for housing and healthcare support, and to improve cross-system coordination for better service delivery.

- **Project Goal #1:** Establish a recurring data match process that produces a set of analytical reports detailing the characteristics of currently homeless individuals, based on their Medicaid and other human services program utilization
- **Project Goal #2:** Develop and test a data sharing solution that informs the local prioritization process for homeless (calculates client's level of need).
- **Project Goal #3:** Develop technology solution(s) to deliver key information (including homeless status and risk score) that will facilitate prioritization and care coordination between Medicaid Health Plans (MHPs), Prepaid Inpatient Health Plans (PIHPs) and housing providers.

Proposed project benefits include:

- Improve cross-system coordination for better service delivery.
- Facilitate prioritization and care coordination across MHPs, PIHPs, and housing providers.

Timelines:

- This project has a target completion date of 3/21/20.

The project charter is currently under development and will be included with the next quarterly report.

**COVID-19 LABS Provider MiContact Hotline**

Background: This project was approved to implement a contact center for Michigan Department of Health and Human Services (MDHHS) to generate and track Person Under Identification identifiers (PUI IDs) to manage and streamline COVID-19 testing capacity through the MDHHS Bureau of Laboratories (BOL) on behalf of Local Public Health, Michigan health professionals, and healthcare facilities. The contact center will be staffed by MDHHS staff and volunteers.

In light of inadequate statewide testing capacity at the onset of MDHHS's emergency COVID-19 response, Michigan health professionals need centralized, streamlined COVID-19 testing surge capacity. The MDHHS BOL – a public health lab – is not necessarily tooled up to serve as a statewide diagnostic testing facility. To manage this surge capacity and ensure that testing prioritization criteria are followed for limited BOL testing throughput, MDHHS is rapidly standing up a statewide call center to triage test requisitions from healthcare providers and health facilities, issue PUI IDs, support timely PUI referral to

public health for investigation and intervention, and ensure that necessary PUI documentation is secured from the healthcare provider.

Proposed project benefits:

- Improved services to citizens and improved tracking.

The project charter and associated timeline are currently under development and will be available during the next quarterly report.

**COVID-19 Mobile Alert Application**

Background: Public Health is seeking to conduct a feasibility study by partnering with the University of Michigan and Michigan State University (MSU) to launch a mobile exposure notification app. The mobile app will provide users with the ability to quickly identify when they have been in contact with someone who has tested positive for COVID-19 and self-quarantine. The mobile app will also allow users the opportunity to share if they test positive for COVID-19 with other mobile app users. A user's device will share anonymous tokens via Bluetooth with other users and send notifications via the app when there has been potential exposure.

State and local public health will be able to monitor key data indicators to assess whether the uptake and acceptability of the app shows potential for positive impact on the COVID-19 public health response. Pending evaluation, implementation of this app may be scaled up to a statewide roll-out. We currently have a provisional ATO (Authority To Operate) that expires 3/31/21. So, the goal is to complete normal ATO by then.

Project Objectives:

1. Implement a free/voluntary use smart phone application called "COVID Aware" to the general public in the State of Michigan (SOM).
2. Utilize the MDHHS Pin Verification Server to authenticate tokens needed when someone claims to have tested positive for COVID-19.
3. The application will be able to alert people of their potential exposure and risk to COVID-19 and educate them on their options.
4. This project will comply with all state and federal HIPAA privacy laws
5. The state will be able to collect meaningful metrics based on usage and exposure/outbreaks

Other milestones include:

| | | | |
|---|---|---|---|
| Pilot Launch at MSU / Ingham County | 1 day | 10/15/2020 | 10/15/2020 |
| Pilot Trial Period at MSU / Ingham County | 10 weeks | 10/15/2020 | 12/31/2020 |
| Feasibility Study Period | 3 weeks | 10/15/2020 | 11/3/2020 |

| | | | |
|---|---|---|---|
| Data Analysis / Determine to go statewide? (Assumed to be yes) | 1 week | 11/4/2020 | 11/10/2020 |
| Communicate decision to go statewide | 1 day | 11/10/2020 | 11/10/2020 |
| Statewide Communication Prep & Development | 2 weeks | 11/10/2020 | 11/24/2020 |
| Statewide Launch (Wed. before Thanksgiving) | 1 day | 11/25/2020 | 11/25/2020 |

Proposed project benefits:
- This will provide an additional tool for state and local public health officials to monitor possible COVID-19 exposures and outbreaks across the state.
- Mobile app will allow users to easily and anonymously share information and receive exposure notifications to increase self-quarantining measures and stop the spread of COVID-19.

Timelines:
- Anticipated Start Date:         8/5/2020
- Target Completion Date:      9/24/2020 – pilot roll out to Ingham County and MSU
- TBD                                      Statewide rollout

The charter is under development and currently awaiting formal approval. This will be included in the next quarterly report.

## SMS Messaging - Texting for Tracing

Background: This project was approved to Implement a Messaging Tool (AWS Pinpoint) that can be leveraged across MDHHS. Initially Contact Tracing will be the first use case to be onboarded. This messaging platform will be used to expand MDHHS ability to reach out to Michigan residents by providing resources, information, and general aid.

The intended outcome of this project is to expand the ability and outreach of MDHHS to Michigan residents during the COVID-19 Pandemic. Ultimately this will be leveraged by other departments within MDHHS to further support and engage Michigan residents.

Proposed project benefits:

- Expand the ability and outreach of MDHHS to Michigan residents during the COVID-19 Pandemic.
- Ultimately this will be leveraged by other departments within MDHHS to further support and engage Michigan residents.

Timelines:
- The goal of this project is to onboard resources by 8/13/2020, with a project Start Date of 8/17/2020.
- Project development ends on 12/18/2020 to leverage full COVID Relief Funds.

The project charter is currently under development and will be approved and included during the next quarterly report.

### COVID-19 Test Scheduling Website

Background: MDHHS/Public Health is seeking to implement a solution that will assist Michigan residents with a more streamlined experience and improve accessibility to scheduling their own COVID-19 testing.

This involves implementing a test site locator and shared scheduling platform. This will allow citizens to come to our website to see every location giving COVID testing and immediately schedule test appointments with those participating with us.

This team will work closely with the Racial Disparity Task Force, to provide access to 20+ neighborhood test sites that will be available free of charge.

Proposed benefits are:

- The solution will allow more users to schedule their own testing and help with stopping the spread of COVID-19
- Provide access to 20+ neighborhood test sites that will be available free of charge.

The project charter and timelines are currently under development and will be approved and included during the next quarterly report.

### COVID-19 Volunteer Website

Background: Michigan 211 created a call center for MDHHS to handle calls from the public to answer their concerns about the COVID-19 virus epidemic. This call center is staffed by volunteers vetted through MDHHS and is assisting in efforts to protect public health and safety during this State Emergency. This assistance includes, but is not limited to, directing people who meet the criteria to be tested, quelling rumors, and answering other questions about what to do or where to go for assistance. MDHHS is requesting a service subscription to "When I Work" (WIW) to aid in managing volunteer worker's shifts. This was a purchase up to 6 months of the subscription service "WIW" to manage the shifts of the volunteers manning the COVID-19 Public hotline and email. Additionally, set up Volunteer user's accounts and training to the service.

Proposed project benefits:

- Internal MDHHS and SOM staff; volunteers will access their schedules and request time off through the WIW application.

Project was completed and closed in August 2020. Project charter is attached.

**Completed Charters Related to Prior Quarterly Reports**

N/A


**Integrated Service Delivery Project Progress** (*1901. (1) (e)*)

ISD Portal

- New COVID-19 related resources from the Michigan 211 database were added into the portal for users to search for and access in May. Additional updates to the portal to improve access to COVID-19 related information and resources will continue through the end of FY20.
- A redesigned online benefits renewal form in the portal is being developed and is scheduled to go live on 8/8/20

  *Key notable metrics*

  - Website traffic for the ISD Portal more than doubled as a result of the COVID-19 pandemic. In April 2020, residents logged into the portal 2.38 million times compared to just 1.42 million logins for March and 1.1 million in February.
  - Residents applied for benefits through the ISD Portal 276,000 times in April, a 45% increase over March and a 138% increase over February.

Universal Caseload and Contact Center

Work on this project was reduced to production support only on 3/7/2020.  No additional counties are planned for roll-out.

*Key notable metrics*

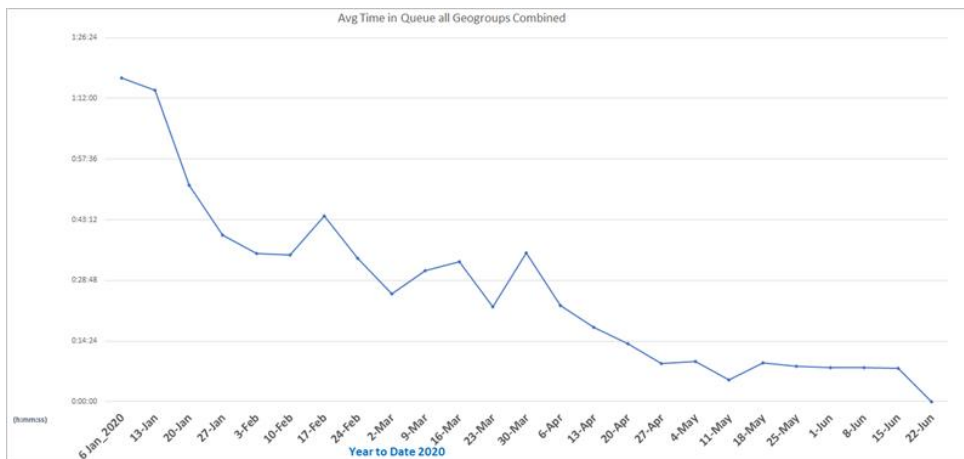Average time in the queue reduced in the 3rd quarter (Figure 2).



*Figure 1 - Contact Center Average Time in Queue*

**Projected Cost of Expansions Awarded During Quarter** *(1901. (f) &1901. (2))*

The total estimated cost for all projects approved in the 4th quarter of this fiscal year appear in Table A.

| Name | Federal | GF | Private | Restricted | Total |
|---|---|---|---|---|---|
| COVID-19 Integrate WIC Application into ISD Portal | | | | $120,862 | **$120,862** |
| Build on SIM Funded Permanent Housing Project | | | | $268,376 | **$268,376** |
| COVID-19 LABS Provider MiContact Hotline | $10,466 | | | | **$10,466** |
| COVID-19 Mobile Alert Application | $671,374 | | | | **$671,374** |
| SMS Messaging - Texting for Tracing | $690,888 | | | | **$690,888** |
| COVID-19 Test Scheduling Website | $571,675 | | | | **$571,675** |
| COVID-19 Volunteer Website | $216,299 | $264,365 | | | **$480,664** |

*Table A – Estimated cost of FY20 Q4 Projects*

Project Charter for

**State of Michigan
Department of Health and Human Services**



**When I Work Software Installation
for COVID-19 Volunteer Schedules**

# State of Michigan
## When I Work Software Installation for COVID-19 Volunteer Schedules
## Project Charter

## A. General Information

| | | | |
|---|---|---|---|
| **Project ID/Acronym:** | WIW Software Install | **Date:** | 03/26/2020 |
| **Controlling Agency:** | MDHHS | **Modification Date:** | 03/26/2020 |
| **Prepared by:** | Megan VanWormer | **Authorized by:** | Public Health and Policy and Planning Leadership |

### 1. Privacy Information

This document may contain information of a sensitive nature. This information should not be shared with persons other than those who are involved with this system/project or who will become involved during its lifecycle.

### 2. Revision History

| Revision Date | Author | Section(s) | Summary |
|---|---|---|---|
| 03/26/2020 | M. VanWormer | All | Initial Draft |
| 03/31/2020 | M. VanWormer | G.2 | Updated cost estimate and assumptions |
| | | | |
| | | | |
| | | | |

# Table of Contents

## B.  Purpose

The project charter is the first step in the state's project management methodology and formally initiates project activities through authorization by the project sponsor. The project charter provides a high-level description of the project and initial project planning estimates.

## C.  Agency Goals and Business Needs

Michigan 211 created a call center for MDHHS to handle calls from the public to answer their concerns about the COVID-19 virus epidemic.  This call center is staffed by volunteers vetted through MDHHS and is assisting in efforts to protect public health and safety during this State Emergency.  This assistance includes, but is not limited to, directing people who meet the criteria to be tested, quelling rumors, and answering other questions about what to do or where to go for assistance.  MDHHS is requesting a service subscription to "When I Work" (WIW) to aid in managing volunteer worker's shifts.

## D.  High Level Project Description

Purchase up to 6 months of the subscription service "When I Work" to manage the shifts of the volunteers manning the COVID-19 Public hotline and email.  Additionally, set up Volunteer user's accounts and training to the service.

## E.  Measurable Project Objectives

Internal MDHHS and State of Michigan (SOM) staff; volunteers will access their schedules and request time off through the WIW application.

## F.  Project Scope

### 1.  In Scope

- Completion of Enterprise Architecture Solution Assessment (EASA)
- P-card purchase of When I Work 6-month subscription
- Setup of volunteer user's accounts in application
- Application training provided by When I Work

### 2.  Out of Scope

- State of Michigan (SOM) hosted hardware or software setup

### 3.    Assumptions

- This project will follow the State Unified Information Technology Environment (SUITE) Framework. The SUITE Framework is a comprehensive set of processes to ensure successful system engineering and project management on State of Michigan Information Technology Projects
- This project will follow the Security Application Development Life Cycle (SADLC) Framework. The SADLC Framework is a comprehensive application security program to secure the configuration and maintenance or applications and infrastructure.  A key deliverable associated with this is the Michigan Security Accreditation Process (MiSAP) which provides applications the Authority to Operate (ATO).
- Michigan Department of Heath and Human Services (MDHHS) is purchasing 800 WIW licenses to begin.  Monthly payment will fluctuate dependent on the number of users per each month.

### 4.    Constraints

- This project is under an emergency time constraint.  Access to the application is required as soon as possible to aid in manning the COVID-19 Public hotline and email.

## G.  Initial High-Level Project Planning

### 1.    Estimated Resource Requirements

- DTMB Contract Analyst
- DTMB Project Manager
- DTMB Solution Architect
- DTMB Business Analyst
- MDHHS Business Users

*Details of the estimates for the above resources are included in the Project Cost Estimate (PCE) document.*

### 2.    Estimated Project Budget

**Total Estimated cost for Project**: $21,685

- Total estimate is based off a 6-month subscription of 800 licenses.
- Payment will be made on a month to month basis.
- Cost can fluctuate dependent on the number of licenses MDHHS has acquired per month, which may be more or less than the original number purchased.

*Details of the estimated project budget can be found in the Project Cost Estimate (PCE) document.*

### 3. Estimated Benefits

If this is not implemented, MDHHS will track schedules through a more manual method.  This will result in inefficiencies, potentially unmanned shifts, and a greater burden on MDHHS staff to ensure the volunteer shifts are covered.  This application will allow for a more efficient method of tracking schedules.

### 4. Estimated Scheduling Dates

Anticipated Start Date: 03/23/2020
Target Completion Date: 08/14/2020

## H. Project Authority

### 1. Approval Authority

This project Initiated by the Michigan Department of Health and Human Services (MDHHS) Public Health, Community Health Emergency Coordination Center (CHECC).

### 2. Project Manager

This project is managed by DTMB Project Manager; Megan VanWormer.  The Project Manager does not have authority to authorize payments, assign resources, or approve of scope changes without the review and approval of the Leadership team.

## 3. Governance Structure – Oversight Steering Committee

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                          │   MDHHS Oversight   │
                          │     Committee       │
                          └─────────────────────┘


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│Whitney Walter│  │Kimberly Koppsch- │  │ Kevin Walker │  │ Danielle Lefere  │
│MDHHS Business│  │     Woods        │  │DTMB BPH Program│ │MDHHS BPH Business│
│Program Owner │  │  DTMB Business   │  │   Manager    │  │ Delivery Liaison │
│              │  │Relationship Owner│  │              │  │                  │
└──────────────┘  └──────────────────┘  └──────────────┘  └──────────────────┘


                  ┌──────────────────┐  ┌──────────────────┐
                  │   Vinod Narmat   │  │ Megan VanWormer  │
                  │DTMB BPH Program  │  │DTMB BPH Project  │
                  │Technical Delivery│  │    Manager       │
                  │     Owner        │  │                  │
                  └──────────────────┘  └──────────────────┘


                  ┌──────────────────┐
                  │   Javed Khizer   │
                  │DTMB Business Analyst│
                  │                  │
                  └──────────────────┘
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## I.  Approval Information

### SEM-0187:  Structured Walkthrough Approval / Acceptance

The signees agree that a structured walkthrough of the PMM-0101:  Project Charter has been completed and has the following notes, decisions, results and action items:

| Walkthrough Notes, Decisions, Results and Action Items (as needed) | | |
|---|---|---|
| **1. Decision** | | |
| Accept Product(s) as presented | Acceptable with Revisions – No further walkthrough needed | Revise and schedule another walkthrough |
| **2. Comments** | | |
| | | |

### PMM-0101: Project Charter Approval / Acceptance

The signee agrees that the project manager may proceed with the project described within and the commitment of the necessary resources (budget, personnel, etc.) to complete the project.

## Approval Signatures

| Role | Name/Title | Signature | Date |
|---|---|---|---|
| DTMB Project Sponsor | **Kimberly Koppsch-Woods**<br>DTMB Business Relationship Manager | Kimberly Koppsch-Woods Ap | 3/30/2020 |
| Business Owner | **Whitney Walter**<br>MDHHS Business Owner | Whitney Walter Approval 3-30-20.ms | 3/30/2020 |
| Agency Project Sponsor | **Lisa Grost**<br>MDHHS Project Sponsor | Lisa Grost Approval 03-30-20.msg | 3/30/2020 |
| Agency Project Sponsor | **Sarah Esty**<br>MDHHS Project Sponsor | Sarah Esty Approval 03-30-20.msg | 3/30/2020 |

| Role | Name/Title | Signature | Date |
|---|---|---|---|
| Business Delivery Liaison | **Danielle Lefere**<br>MDHHS Business Delivery Liaison | Danielle Lefere<br>Approval 03-30-20.m | 03/30/2020 |
| Financial Liaison | **Nancy Morse**<br>MDHHS Financial Liaison | Nancy Morse<br>Approval 04-01-20.m | 04/01/2020 |
| Program Manager | **Kevin Walker**<br>DTMB Program Manager | Kevin Walker<br>Approval 03-30-20.m | 3/30/2020 |
| Project Manager | **Megan VanWormer**<br>DTMB Project Manager | Megan VanWormer | 3/30/2020 |
| Security Analyst | **Barry Cooper**<br>MDHHS Security Analyst | Barry Cooper<br>Approval 03-30-20.m | 3/30/2020 |
| Chief Data Steward (Required for Data Intensive Projects) | Not Applicable | | |

Approve: RESEND with voting buttons *Approval Requested by COB 04/01/20* When I Work

CB Cooper, Barry (DHHS)
To ● VanWormer, Megan (DTMB)

(i) The sender responded: Approve.


RE: *Approval Requested by COB 04/01/20* When I Work Software Install for COVI

Lefere, Danielle (DHHS)
To ● VanWormer, Megan (DTMB)

Approve

*Danielle Lefere*
(517) 249-0731 (cell)
(517) 284-0004 (desk)


RE: *Approval Requested by COB 04/01/20* When I Work Software Install for COVID-19 Volunteer S

WK Walker, Kevin (DTMB-Contractor)
To ● VanWormer, Megan (DTMB)

(i) You replied to this message on 3/30/2020 8:48 AM.

Approved. I didn't see voting buttons.

**From:** VanWormer, Megan (DTMB) <VanWormerM@michigan.gov>
**Sent:** Monday, March 30, 2020 8:25 AM
**To:** Cooper, Barry (DHHS) <CooperB6@michigan.gov>; Grost, Lisa (DHHS) <grostl@michigan.gov>; Walter, Whitney (DHHS) <WalterW2@mi
<EstyS@michigan.gov>; Walker, Kevin (DTMB-Contractor) <WalkerK13@michigan.gov>
**Subject:** *Approval Requested by COB 04/01/20* When I Work Software Install for COVID-19 Volunteer Schedule - PROJECT CHARTER
**Importance:** High

Good morning,

Attached is the **Project Charter** for the **When I Work Software Installation for COVID-19 Volunteer Schedule** project.  This is a little backwa
document needs to be completed for audit purposes.

## *Approval Requested by COB 04/01/20* When I Work Software Install for COVID-19 Volur

**Koppsch-Woods, Kimberly (DTMB)**
To  VanWormer, Megan (DTMB)
Cc  Alcott, Douglas (DTMB);  Narmat, Vinod (DTMB)

📄 When I Work Software Installation for COVID-19 Volunteer Schedules_Project Charter.pdf
.pdf File

Approved.


Kimberly Koppsch-Woods, BRMP
Business Relationship Manager
Michigan Department of Technology, Management & Budget
517-243-8786

**DTMB**
HELP. CONNECT. SOLVE.


## Approve: APPROVAL REQUESTED *Amendment to Project Charter and Cost* WIW Softwa

**Morse, Nancy (DHHS)**
To  VanWormer, Megan (DTMB)

ⓘ The sender responded: Approve.

## RE: *Approval Requested by COB 04/01/20* When I Work Software Install for COVII

**Esty, Sarah (DHHS)**
To: ● VanWormer, Megan (DTMB); ● Grost, Lisa (DHHS); ○ Cooper, Barry (DHHS); ○ Walter, Whitney (DHHS); ● Wal

I approve with those changes.

**From:** VanWormer, Megan (DTMB) <VanWormerM@michigan.gov>
**Sent:** Monday, March 30, 2020 1:11 PM
**To:** Grost, Lisa (DHHS) <grostl@michigan.gov>; Cooper, Barry (DHHS) <CooperB6@michigan.gov>; Walter, Whitney (D
<EstyS@michigan.gov>; Walker, Kevin (DTMB-Contractor) <WalkerK13@michigan.gov>
**Subject:** RE: *Approval Requested by COB 04/01/20* When I Work Software Install for COVID-19 Volunteer Schedule

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Sensitivity: ■ Internal Data (Standard State Data)

RE: *Approval Requested by COB 04/01/20* When I Work Software Install for COVID-19 Volunteer Schedule - PROJ

**Walter, Whitney (DHHS)**                                                                    ↩ Reply    ↩
To: ● Grost, Lisa (DHHS); ● VanWormer, Megan (DTMB); ○ Cooper, Barry (DHHS); ● Esty, Sarah (DHHS); ● Walker, Kevin (DTMB-Contractor)

I approve.

**From:** Grost, Lisa (DHHS) <grostl@michigan.gov>
**Sent:** Monday, March 30, 2020 1:14 PM
**To:** VanWormer, Megan (DTMB) <VanWormerM@michigan.gov>; Cooper, Barry (DHHS) <CooperB6@michigan.gov>; Walter, Whitney (DHHS) <WalterW2@michig
<EstyS@michigan.gov>; Walker, Kevin (DTMB-Contractor) <WalkerK13@michigan.gov>
**Subject:** RE: *Approval Requested by COB 04/01/20* When I Work Software Install for COVID-19 Volunteer Schedule - PROJECT CHARTER

Yes – thank you for everything.

**From:** VanWormer, Megan (DTMB) <VanWormerM@michigan.gov>
**Sent:** Monday, March 30, 2020 1:11 PM
**To:** Grost, Lisa (DHHS) <grostl@michigan.gov>; Cooper, Barry (DHHS) <CooperB6@michigan.gov>; Walter, Whitney (DHHS) <WalterW2@michigan.gov>; Esty, Sara
<EstyS@michigan.gov>; Walker, Kevin (DTMB-Contractor) <WalkerK13@michigan.gov>
**Subject:** RE: *Approval Requested by COB 04/01/20* When I Work Software Install for COVID-19 Volunteer Schedule - PROJECT CHARTER