

# Information Technology Expansions Report 3

(FY2020 Appropriation Act - Public Act 67 of 2019)

July 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.**



## Information Technology Expansion Quarterly Report – Quarter 3

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

7/2/2020

#### 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 (1091 (1) (b), (c) & (d))

The following projects were approved in the 3rd 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)).

##### SOM Hub Dynamic Routing Project

This project was approved to implement SOM Hub Dynamic Routing to support multiple provider and consumer environments. It includes rearchitecting and reviewing the approach for managing mapping of data and data access between multiple consumer and provider environments.

The intended project outcomes include:

- Remove Hub from controlling provider to consumer environment alignment.
- Allow consumer systems the flexibility to define destinations for provider environments.
- Decouple the link between Hub environments and consumer/provider environments

This project has a target completion date of 9/30/2020. The charter is currently under development and will be included with the next quarterly report.

Proposed project benefits include reduced monthly costs from Hub to each application per environment, and decreased risk of needing to add servers to maintenance and hosting.

##### COVID-19 When I Work Software Install Project

This project was approved to 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. The COVID-19 Public Hotline responds to the public’s questions regarding the COVID-19 virus epidemic.

Intended project outcomes include implementation of shift management software to improve scheduling volunteers to man the public hotline and email response effort.

The proposed milestones and timelines for this project are to complete the following tasks by 8/14/2020:

- 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

The approved project charter is included with this report.

Proposed project benefits are improved scheduling and improved information dissemination to Michigan citizens, businesses, medical providers, and caregivers.

#### State Hospitals Data Sharing and Linkage Project

This project was approved to implement a module called CareConnect within Avatar, the electronic medical record (EMR) used by the five State Psychiatric Hospitals. Implementing the CareConnect module will provide the State Psychiatric Hospitals a method to electronically send patient data to one another. The current process is manual and inefficient. CareConnect is a solution available from the vendor to securely share data between hospitals.

The intended project outcome is to create a secure electronic method for sending patient data.

This project has a target completion date of 9/30/20. The charter is currently under development and will be included with the next quarterly report.

Proposed project benefits include:

- Improve reliability, security, and speed of exchange of patient data between the five state hospitals
- Reduced staff administrative time
- Increased effectiveness of patient care by ensuring caregivers have the correct patient care information necessary to meet the patient's needs in a timely manner.

#### Star Laboratories Information Management System (StarLIMS) Software Upgrade Project

This project was approved to upgrade the existing version of StarLIMS to a newer version available from the vendor, Abbott Informatics, Inc. The Bureau of Laboratories' laboratory information management system (LIMS) is the primary application used by both the Division of Infectious Disease and the Division of Chemistry and Toxicology, Analytical Section. This system is used to manage the logging and tracking of specimens and samples; processing data into the correct laboratory test result format; and creating reports with appropriate interpretations for over 150,000 clinical and environmental specimens/samples received from submitters annually throughout the State of Michigan. Abbott StarLIMS has been providing functionality releases for the past 24 months. The State of Michigan Bureau of Laboratories (BOL) has not upgraded their functional facing (business layer) capability with this system due to the current project that is updating their IT infrastructure and framework components. The current StarLIMS client facing features are nearing end of support. This project will update the client facing functionality to the most current version, using the newly upgraded IT infrastructure and application framework.

The intended outcome of this project is to upgrade the StarLIMS application.

This project has a targeted completion date of 3/5/2021. The charter is under development and will be included in the next quarterly report.

Proposed project benefits include:

- Continued vendor support of the StarLIMS application

- Avoid delays in the reporting results for all infectious disease and chemistry & toxicology testing, such as COVID-19, West Nile Virus, Chlamydia trachomatis, Neisseria gonorrhoeae, influenza, norovirus, Rabies, measles, PFAS, and blood lead.

#### Bridges COVID-19 Work Summary Project

This project was approved to implement a large number of modifications to the Bridges eligibility system to support the COVID-19 response. These modifications include extending redetermination periods for several assistance programs, implementing unemployment Insurance payment exclusions and related interface changes, and numerous other changes to support the department's response to the pandemic.

The intended outcome of the project is to implement program changes and provide reports to ensure that Michigan citizens receive needed services and assistance.

The targeted completion date for this project is 9/30/20. The charter is under development and will be included in the next quarterly report.

Proposed project benefits are improved services to citizens and improved tracking.

#### Michigan Drug Assistance Program (MiDAP) Dental Project

This project was approved to use federal Ryan White rebate funding to enhance and streamline the Michigan Drug Assistance Program (MiDAP) by adding dental online. This project will also include a necessary application update as a result of the Milogin 2.0 project to migrate citizen-based applications to the IBM cloud.

The intended outcome of this project is to shift coverage processing from application-focused to client-focused, integrate HIV dental coverage with the MiDAP online and provide admin users the ability to generate custom form letters and create Client Action Reviews (CARs).

Timelines and milestones have not yet been established for this project. The charter is under development and will be included in the next quarterly report.

Proposed project benefits are allowing clients direct access to medications, insurance, and dental services. Additionally, this project will enable the Division to effectively meet federal grant requirements and report accurately on data needed for federal Ryan White grant reporting. Moving to Milogin 2.0 will add stronger security features for citizen data within MiDAP.

COVID-19 Contact Tracing Project

This project was approved to implement a solution for the Bureau of Epidemiology approved by the State Emergency Operations Center to streamline outreach for contacts of confirmed COVID-19 cases.

The intended outcome of this project is to export data from the Outbreak Monitoring System (OMS) and send it to a Customer Relationship Management (CRM) application to trigger follow-up via a volunteer-based call center or text message.

Timelines and milestones for this project are illustrated in Figure 1. The charter is currently under development and will be sent with the next quarterly report. Funding for this project comes from the federal COVID Epidemiology Lab & Capacity Grant.

Estimated Milestone Timeline:			
<b>Phase 1</b>			
Requirements	04/28/20 – 05/01/20		
Construction	04/29/20 – 05/03/20		
Testing	05/04/20 – 05/04/20		
Go/No Go Decision	05/05/20		
Implementation	05/06/20		
<b>Phase 2</b>			
Requirements & Design	05/11/20 – 05/29/20		
Construction:	05/13/20 – 06/04/20		
Testing	05/15/20 – 06/08/20		
Implementation	06/09/20		
<b>Phase 3</b>			
Requirements & Design	05/27/20 – 06/26/20		
Construction:	06/10/20 – 07/23/20		
Testing	06/12/20 – 07/30/20		
Implementation	07/31/20		
<b>Contact Tracing SSP Activities</b>			
Kickoff Activities	05/11/20 – 05/15/20		
System Registration & Profile	05/18/20 – 05/28/20		
Application Scan	05/29/20 – 07/24/20		
Risk Assessment	06/08/20 – 08/19/20		
Plan of Action & Milestones (POAMS)	08/20/20 – 09/16/20		

Figure 1- Contact Tracing Timeline

Proposed benefits are:

- Remove the burden from local health departments to engage with individuals for the 14-day follow up period
- Flag high-risk contacts and provide the capability to send individuals resources such as information on isolation and quarantine and testing

**Completed Charters Related to Prior Quarterly Reports**

Final approved charters and/or project plans for the following projects reported in a previous quarter are being sent along with this report:

- Behavioral Health and Developmental Disabilities Administration (BHDDA) Waiver Support
- Project Re:new
- MiChildSupport Registration Process
- Michigan Breast and Cervical Cancer Information System (MBCIS) Electronic Health Record (EHR)

Centralized Intake (CI) Access Database was reported as an approved charter in the previous quarterly report, however it was later rejected due to lack of funding.

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

### Integrated Service Delivery 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 new referral to local Community Action Agencies for a COVID-19 quarantine care kit is being added to the portal and will go live on 6/27/20
- 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 3<sup>rd</sup> quarter (Figure 2).

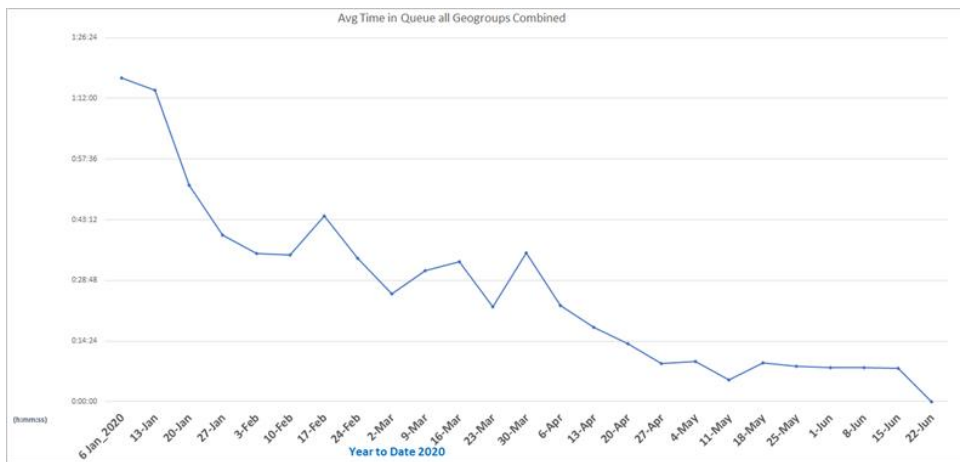


Figure 2 - Contact Center Average Time in Queue

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

The total estimated cost for all projects approved in the 3<sup>rd</sup> quarter of this fiscal year appear in Table A.

Name	Federal	GF	Private	Restricted	Total
SOM HUB Dynamic Routing Project	\$225,666	\$225,666			\$451,332
COVID-19 WhenIWork Software Install Project				\$21,685	\$21,685
State Hospital Data Sharing and Linkage Project	\$37,400			\$303,900	\$341,300
StarLIMS Upgrade Project	\$91,587			\$694,097	\$785,684
Bridges COVID19 Work Summary Project	\$916,994	\$1,120,771			\$2,037,765
MiDAP Dental Project			\$615,763		\$615,763
COVID-19 Contract Tracing Project	\$1,239,320				\$1,239,320

*Table A – Estimated cost of FY20 Q3 Projects*

## **Acronyms for boilerplate section 1901(1) PA 67 of 2019**

### **Report 3**

Behavioral Health and Developmental Disabilities Administration (BHDDA)

Business Integration Center (BIC)

Children's Waiver Program (CWP)

Coronavirus Disease 2019 (COVID-19)

Department of Technology, Management and Budget (DTMB)

Electronic Health Records (EHR)

Habilitation Support (HAB)

Human Immunodeficiency Virus (HIV)

Internal Revenue Service (IRS)

Integrated Service Delivery (ISD)

Information Technology (IT)

Laboratory Information management System (LIMS)

Multi-Factor Authentication (MFA)

Michigan Breast and Cervical Cancer Information System (MBCIS)

Michigan Department of Health and Human Services (MDHHS)

Michigan Drug Assistance Program (MiDAP)

Michigan Statewide Automated Child Welfare Information System (MiSACWIS)

Project Cost Estimate (PCE)

Personal Identification Number (PIN)

Program Management Office (PMO)

Program Management Plan (PMP)

Security Application Development Life Cycle (SADLC)

State of Michigan (SOM)

State Unified Information Technology Environment (SUITE)

Universal Caseload (UCL)

When I Work (WIW)



Project Charter for

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



**BHDDA IT Waiver Support**

**State of Michigan  
BHDDA IT Waiver Support  
Project Charter**

**A. General Information**

<b>Controlling Agency:</b>	MDHHS	<b>Creation Date:</b>	01/29/2020
<b>Approved Project #</b>	DWIP (24558)	<b>Approved Date:</b>	

**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. Version History**

Version Date	Author	Section(s)	Summary
01/29/2020	Noelle Rose	All	Revised entire document

**B. Program Charter**

This project operates under the authority of the Behavioral & Public Health (BPH) Area (ISA) and follows the processes set forth in the Office’s Program Management Plan (PMP). The PMP and other key resources are included below for your convenience.

Resource Name	Link
Program Management Plan (PMP)	<a href="#">BPH Program Management Plan</a>
Program Roles and Responsibilities	<a href="#">BPH Roles &amp; Responsibilities</a>

**C. High Level Project Description**

## **Project Goal: Provide specialty behavioral health services to Medicaid beneficiaries.**

The Behavioral Health and Developmental Disabilities Administration (BHDDA) seeks to leverage changes in the Health Services Data Warehouse, CareConnect360 and the Waiver Support Application to execute the operations of the following waivers:

- Michigan's new Section 1115 Substance Use Disorder (SUD) demonstration waiver
- Revised Section 1915(c) waivers:
  - Children's Waiver Program
  - Habilitation Support Waiver
  - Waiver for Children and Youth with Serious Emotional Disturbance
- The newly required Section 1915(i) waiver/state plan amendment.

This project will make the changes necessary to existing systems that currently support these waivers to allow BHDDA to comply with new federal requirements and provide specialty behavioral health services to Medicaid beneficiaries.

Broadly, the Waiver Support Project will allow BHDDA to efficiently implement the new and revised waivers cited above to comply with federal regulations per the waiver's Special Terms and Conditions (STCs) and to more effectively and efficiently provide specialty behavioral health services to Medicaid beneficiaries.

## **D. Project Objectives**

- Create a dashboard within CareConnect360 to allow BHDDA to efficiently and frequently monitor and report on the metrics.
- Break metrics down by PIHP region and other factors to afford analysis, comparison, and identification of opportunities for improvement.
- Allow the PIHPs to optimize their care management and coordination efforts through greater knowledge of core utilization and quality metrics.
- Revise 1915(c) waiver and create 1915(i) waivers to comply with federal requirements

## **E. Project Scope**

### **1. In Scope**

- a. Add a workflow to the Waiver Support Application for the 1915(i) Waiver
- b. Update existing WSA workflows for 1915(c) Waiver changes
- c. Made changes to the Health Services Data Warehouse to support the 1115 Waiver, including metrics reporting to CMS. Metrics shall be broken down by PIHP region and other factors.
- d. Make changes to CareConnect360 to create a dashboard for the tracking of specific SUD services and 1115 Waiver metrics. PIHPs will have access only to their region's metrics, where MDHHS users will have access to all metrics.
- e. Any updates on EASA for the affected applications
- f. Any updates on impacted applications System Security Plans (SSP)

## 2. Out of Scope

- a. Any additional changes to the affected applications are outside the scope of this project.

## 3. Assumptions

- a. 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
- b. 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 of applications and infrastructure. A key deliverable associated with this is the Michigan Security Accreditation Process (MiSAP) which provides applications the Authority to Operate (ATO).
- c. Data provided by external systems will be available as needed to meet project deadlines.

## 4. Constraints

- a. Compliance with each respective waiver's terms and conditions. For example, the 1115 SUD waiver necessitates that MDHHS reports quarterly and annual metrics to the federal government (CMS). The first reporting deadline is May 31, 2020.

## 5. Risks

- a. MDHHS must fully implement the 1915(i) waiver/state plan amendment within two years or risk losing the ability to provide enhanced benefits (e.g., community living supports, housing assistance, etc.) to individuals that cannot otherwise receive these services through other waiver or Medicaid state plan authorities.

## F. Initial High-Level Project Planning

### 1. Estimated Project Budget

**Total cost for the BHDDA IT Waiver Solution is: \$661,250.**

*\*Cost breakdown by services for the total amount is as follows:*

- *DTMB system related, technical services & project management: \$ 182,750.00*

- Vendor [Optum] Development: \$ 478,500.00

\*Cost break-up by fiscal year is as follows:

- FY2020: \$ 642,500.00
- FY2021: \$ 18,750.00

## 2. Estimated Scheduling Dates (Dates to be confirmed) \*\*





<b>SUD 1115</b>	
<b>Data Warehouse/CC360</b>	
Quarterly Report	May 15, 2020
Yearly Report	February 1, 2021
<b>1915(c) Waiver</b>	
<b>WSA</b>	
Habilitation Support (HAB)	April 30, 2020
Serious Emotional Disturbance (SED)	Oct 30, 2020
Children Waiver Program (CWP)	Nov 30, 2020
<b>1915(i)</b>	
Brain Injury Waiver Program (B3W)	March 30, 2021






## G. Approval Information

This project charter is submitted and recommended for approval by the Primary and Secondary (as applicable) Project Teams. The Project Teams have coordinated with the appropriate stakeholders to ensure the constraints; scope, budget and schedule are accurate to the best of their knowledge. These stakeholders may represent, but are not limited to security, technical architecture, business readiness and integration, and external agencies.

By signing this document, you agree to this as the formal charter statement to begin work on the project described within and the commitment of the necessary resources (budget, personnel, etc.) to complete the project.

## Approval Signatures

Project Ownership Approval		
Name/Role	Signature	Date
Jon Villasurda Project Business Owner	 IT Waiver - Project Charter Approvals.ms	04/02/20
Amy Bauman Vendor Owner	 IT Waiver - Project Charter Approvals - A	04/02/20
Vinod Narmat Project Technical Owner	 IT Waiver - Project Charter Approvals.ms	04/03/20
Barry Cooper Compliance Analyst	 IT Waiver - Project Charter Approvals.ms	04/02/20

Project Leadership Approval		
Name/Role	Signature	Date
Al Jansen Project Business Owner		
Kim Koppsch-Woods Business Relationship Manager	 KW - Approve BHDDA IT Waiver Sup	04/07/20
David Fox Business Relationship Manager	 DF - BHDDA IT Waiver Support.msg	04/07/20
Danielle Lefere Business Delivery Liaison	 DL- BHDDA IT Waiver Support.msg	04/03/20
Nancy Morse Financial Liaison	 NM- Approve BHDDA IT Waiver Sup	04/03/20
Jeanne McNeil Vendor Owner	 JMcNeil_ BHDDA IT Waiver Support.msg	04/07/20

## List of Acronyms

Expansion of a few acronyms used in this document:

<b>BPH</b>	Behavioral and Population Health
<b>FY</b>	Fiscal Year (Oct - Sep)
<b>ISA</b>	Integration Service Area
<b>MDHHS</b>	Michigan Department of Health and Human Services
<b>PMO</b>	Project Management Office
<b>SIA</b>	Strategic Integration Administration
<b>SUITE</b>	State Unified Information Technology Environment
<b>B3W</b>	Brain Injury Waiver
<b>HAB</b>	Habilitation Support
<b>SED</b>	Serious Emotional Disturbance
<b>CWP</b>	Children's Waiver Program

# **Behavioral and Population Health (BPH) Program Management Office**

**Michigan Breast and Cervical Cancer Control Information  
System (MBCIS) Electronic Health Records(EHR) Linkage**

**Project Management Plan**



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## **Revision History**

Version	Date	Author	Change Description
0.0.1			Original
0.0.2	04/09/20	L. Robinson	Added new schedule and link to financial information

# 1 Program Management

## 1.1 Program Project Management Plan

The Program Management Plan provides information and processes for the entire Program. This Plan will be referenced throughout this Project Management Plan. The Program Management Plan can be referenced here:

[BIC PMO Oversight Program Management Plan](#)

## 2 Project Management Plan

Project Management will focus on project-level activities that have a defined start and finish. Project Management applies the skills, tools, and techniques to meet project needs or expectations. By design, the processes used at the project level are aligned with the processes used at the program level to build conduits of information flow. Projects follow project management processes together with life-cycle methodologies to manage and execute the work necessary to meet project requirements.

### 2.1 Introduction

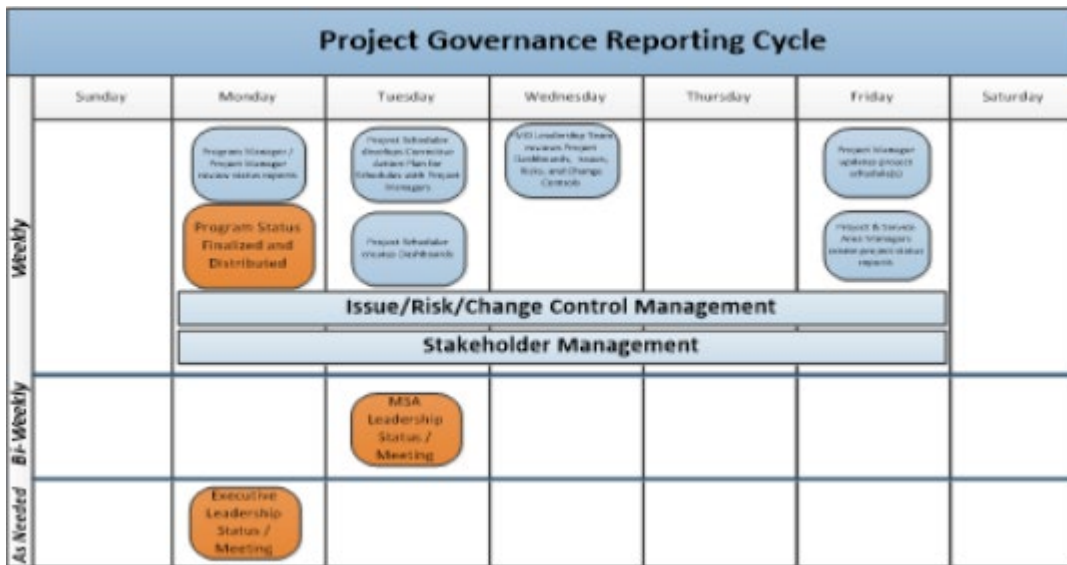
Project Planning occurs in advance of the project and subsequently at the beginning of a project to understand exactly how the project will function. This is the “Project Plan” document and serves as process discipline adhered to by the Michigan Breast and Cervical Cancer Control Information System (MBCIS) Electronic Health Records(EHR) Linkage project team.

### 2.2 Project Governance Framework

As part of establishing consistent project governance for all projects, a common leadership framework is required. The Project Manager will work with the project stakeholders to establish the project governance.

### 2.3 Project Governance Reporting Cycle

The following diagram identifies the information flow and defined meetings that will be used to enable governance at the Project level.



#### 2.3.1 Status Reporting

##### Project Status Reporting

The Project Manager will report status to the Program Manager on a weekly basis. The format of the status report will be the following 4-Up status report.

##### PMO Team Status Reporting

Each project team member and/or leader will use a standard status reporting template to communicate progress to their Project Manager on a weekly basis.

The Project Manager will decide if and when team meetings are needed.

## 2.4 Project Schedule Management

The Project Schedule Management process will adhere to the Program's Schedule Management processes as defined in the Program Management Plan. The Project Schedule is as follows.

Task Name	Duration	Start	Finish
<b>MBCIS CDC Enhancements</b>	<b>44 days</b>	<b>Mon 3/30/20</b>	<b>Fri 5/29/20</b>
<b>1- Execution</b>	<b>44 days</b>	<b>Mon 3/30/20</b>	<b>Fri 5/29/20</b>
<b>Design</b>	<b>10 days</b>	<b>Mon 3/30/20</b>	<b>Fri 4/10/20</b>
System Design - ESB	5 days	Mon 3/30/20	Fri 4/3/20
System Design - MBCIS	5 days	Mon 4/6/20	Fri 4/10/20
<b>Development</b>	<b>29 days</b>	<b>Mon 4/6/20</b>	<b>Thu 5/14/20</b>
Development - ESB	29 days	Mon 4/6/20	Thu 5/14/20
Development - MBCIS	29 days	Mon 4/6/20	Thu 5/14/20
Create RFC for Prod	0 days	Thu 5/14/20	Thu 5/14/20
<b>Testing</b>	<b>10 days</b>	<b>Fri 5/15/20</b>	<b>Fri 5/29/20</b>
System Testing	5 days	Fri 5/15/20	Thu 5/21/20
UAT	5 days	Fri 5/22/20	Fri 5/29/20
GO-Live/Prod Implementation	0 days	Fri 5/29/20	Fri 5/29/20
<b>8 - Closeout</b>	<b>10 days</b>	<b>Mon 6/1/20</b>	<b>Fri 6/12/20</b>
Compile Documentation	10 days	Mon 6/1/20	Fri 6/12/20
End of Project Survey	5 days	Mon 6/1/20	Fri 6/5/20
Update Lessons Learned	5 days	Mon 6/1/20	Fri 6/5/20

## 2.5 Communication Management

Type	Description / Purpose	Responsibility	Audience	Method	Frequency
Sponsor Status Meeting or Steering Committee	To discuss issues, change requests, issues, risks and overall status for the project that need to be known by Sponsors	Project Manager	Leadership Team	Group Meeting Email Storyboard report	Weekly, on Fridays
Project Management Status Report	To relay ongoing project status, list open issues, risks, milestones and accomplishments since last status	Project Manager	Project Sponsors Business Delivery Liaison Stakeholders	PPM Tool Status Report is accessed online or is distributed by the PM via email	Weekly, on Fridays
Project Team Status Meeting	To discuss issues, change requests, issues, risks and overall project status	Project Manager	Project Team Members	Group Meeting Email	Weekly or as Needed

## 2.6 Issue, Risk, and Change Control Management

The Issue, Risk and Change Control (item) Management and Escalation Procedure provides a means to spotlight, track, and resolve issues, risks or changes before they begin to affect deliverables and/or client commitments. This procedure promotes visibility of long-standing unresolved project level items, while maintaining a historical record of what occurred, the associated escalation levels and the associated resolution.

The Issue, Risk and Change Control Management and Escalation Procedure processes will adhere to the Program's Issue and Risk Management processes as defined in the Program Management Plan

## 2.7 Roles and Responsibilities

Each Project role is defined along with the responsibilities for that role in order for the different teams and organizations within the project to have clear expectations.

Role	Resource
Project Manager	Lenny Robinson
Project Business Delivery Liaison	Danielle Lefere
Project Systems Owner	Polly Hager

## 2.8 Budget and Financial Tracking

The Business Integration Center (BIC) has a dedicated Financial Liaison that will organize and track funding and expenditures. The Project Manager will provide Total Cost of Ownership (TCO) for the project to the Financial Liaison at the beginning of the project. Throughout the life of the project, the Project Manager will work with the Financial Liaison to track cost against budget.

[MBCIS EHR Linkage Project Cost Estimate](#)

## 2.9 Project Document Collaboration

ChangePoint is the system of record for all project Schedules, Issue and Risk Management, Change Management, and Corrective Action Plans. The BPH Project Document Library is the repository for all other project documentation such as Status Reports, SUITE documents, Requirements, etc.

The project documentation repository for MBCIS EHR Linkage project is located at:

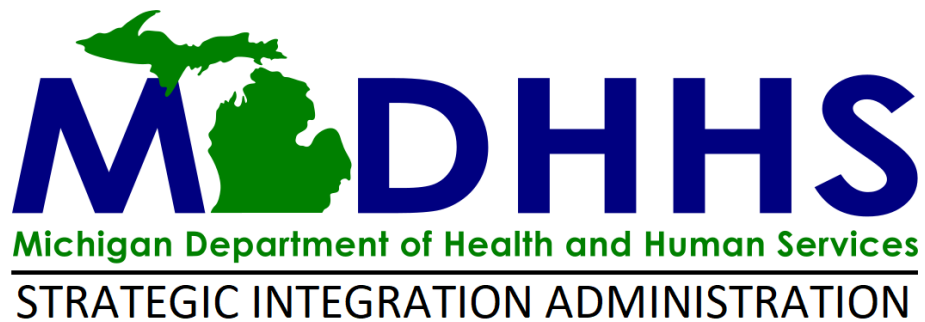
[Project Document Library](#)

## 2.10 Time Management

All Project team members on projects for which cost should be tracked versus budget (to support APDs, Grants, etc.) must officially report effort on the standard Monday through Friday work week. Tracking will be managed through the Clarity application.

Project Charter for

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



**MDHHS-CHS-MiChildSupport Registration  
Process**



**State of Michigan**  
**MDHHS-CHS-MiChildSupport Registration Process**  
**Project Charter**

**A. General Information**

<b>Project ID/Acronym:</b>	PR000729	<b>Date:</b>	03/26/20
<b>Controlling Agency:</b>	MDHHS	<b>Modification Date:</b>	
<b>Prepared by:</b>	Lori Emme	<b>Authorized by:</b>	

**1. Privacy Information**

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**2. Revision History**

<b>Revision Date</b>	<b>Author</b>	<b>Section(s)</b>	<b>Summary</b>
03/26/20	L. Emme	All	Create document from Phase 1 (Analysis) Project Charter.
04/03/20	L. Emme	Section F.1 – In Scope Section F.2 – Out of Scope Section G.4 – Estimated Scheduling Dates	Updates from Leadership review. <ul style="list-style-type: none"> <li>• Added bullet item “f”.</li> <li>• Updated bullet item “c”.</li> <li>• Updated project milestone dates.</li> </ul>

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## **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**

- Improve the customer experience.
- Improve the data tools and implement technology.
- Improve the child support processes.
- Realize annual cost savings of approximately \$121,600 for printing, postage, and envelopes for mailing and handling returned mail from current registration process.
- Increase users to the portal by streamlining and making more user-friendly the registration process to get access to the child support portal as we continue to add self-services to it.

## **D. High Level Project Description**

The MiChildSupport Portal is a public, secure web site that custodial parties (CPs) and non-custodial parents (NCPs) use to apply for child support services, view information about their existing child support case(s) and create support calculations.

The MiChildSupport website allows user to access the following applications and features:

- Michigan Child Support Case Information
- The Online IV-D Child Support Services Application/Referral (e1201)
- The Online Child Support Response Form (e842)
- The MiChildSupport Calculator
- The Child Support Verification Tool (CSVT)

The current registration process is cumbersome as it uses an old Personal Identification Number (PIN) model (as the shared secret) to ensure the appropriate user gains access to child support information. This process involves PIN letters being mailed to the last known address on file in MiCSES. This has not been a successful process in terms of gaining more and more full access users. Thousands of PIN letters are returned, and child support staff receive many phone calls from users about lost PIN mail and how to become a full user of the MiChildSupport Portal.

Additionally, the State of Michigan has defined a Technical Standard that calls for all new MDHHS IT system implementations that require authentication services to use an approved DTMB identity management solution. For existing IT systems which are not in compliance with the Technical Standard, the systems are required to comply when undergoing future system upgrades that require an Enterprise Architecture Solution Assessment (EASA) update. This project will comply with this technical standard.

This project will update the registration process for MiChildSupport to offer an efficient way for users to gain secure access to the site with a high probability of properly verifying the individual as they initially login/sign up and during their first visit.

The project will:

- Utilize and integrate the State of Michigan’s identity management standard, MILogin, which includes single sign-on (SSO) capabilities.
- Increase the number of users with secure access over time, allowing the child support program the ability to increase the overall customer self-service options available within the program.

## **E. Measurable Project Objectives**

1. To eliminate PIN letters (Form DHS-1151) and thus eliminate the return letters and phone calls from users regarding lost PIN mailings.
2. To streamline the process for a user to gain secure access to the MiChildSupport Portal.
3. To implement a registration process that is OCSE and IRS compliant.

## **F. Project Scope**

### **1. In Scope**

This project will provide:

- a. An option for registered MILogin users to subscribe to MiChildSupport.
- b. An ability for new users to register an account via MILogin.
- c. A method for verifying a user’s identity during the subscription process allowing for all verified users to have complete MiChildSupport access.
- d. A process for migrating existing MiChildSupport user accounts to MILogin.
- e. User self service capabilities for user ID and password resets.
- f. Updates to the MiCSES/MiChildSupport System Security Plan (SSP).

## 2. Out of Scope

- a. Changes to the functionality of the applications in the MiChildSupport portal.
- b. Changes to the e842 PIN process.
- c. Subscription to MiChildSupport via MILogin will be limited to public and MSHDA users. MiCSES users accessing MiChildSupport via MiCSES will continue using that process.
- d. The process for accessing the Pubic Calculator does not require users to login and will not be impacted by the integration with MILogin.
- e. Multi-Factor Authentication (MFA) (every login)
  - Text
  - Call Back
  - IBM Verify Mobile App
  - Email

## 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 of applications and infrastructure. A key deliverable associated with this is the Michigan Security Accreditation Process (MiSAP) which provides applications the Authority to Operate (ATO).
- The MILogin team will have availability to work with the Child Support team.
- The Client Service Center (CSC) help desk will provide user support for MILogin registration and access issues.
- Project estimates (schedule and cost) are based on the following recommended solution. Deviations from the recommendation may have schedule/cost impacts.
  - Standard MILogin Registration
  - Identity Proofing (one time)
    - Default MILogin Experian Identity Proofing
  - Migration
    - Migrate users as they access MiChildSupport

## 4. Constraints

- a. The Coronavirus Disease 2019 (COVID-19) response may limit or redirect the resources/work identified for this project.

## G. Initial High-Level Project Planning

### 1. Estimated Resource Requirements

- Refer to the Project Cost Estimate (PCE) Workbook for estimated resource requirements (request from PM).

### 2. Estimated Project Budget

#### a. Development and Implementation Budget

Cost Category	Total Cost	Net New Cost	Net New by Fiscal Year (2020)	Net New by Fiscal Year (2021)
Hardware				
Software				
Vendor				
Business				
Technical Staffing	\$380,516			
Business Staffing				
MILogin Customization (6 Additional Environments)	\$90,000	\$90,000	\$90,000	
MILogin Customization (Email Notifications)	\$5,000	\$5,000	\$5,000	
<b>Total</b>	<b>\$475,516</b>	<b>\$95,000</b>	<b>\$95,000</b>	

#### b. Maintenance and Operations (M&O) Budget

Cost Category	Total	Net New Cost	Net New by Fiscal Year (2020)	Net New by Fiscal Year (2021)
Hardware				
Software				
Vendor				
Business				
* Technical Staffing				
M Business Staffing				
U Experian Identity Proofing	\$236,800	\$236,800		\$236,800
M Multi-Factor Authentication*				
i <b>Total</b>	<b>\$236,800</b>	<b>\$236,800</b>		<b>\$236,800</b>

-  
\* Multi-Factor Authentication and the associated costs (\$175,000/year) have been removed from project scope.

### 3. Estimated Benefits

This project will provide customer and program benefits including:

#### Customer Benefits

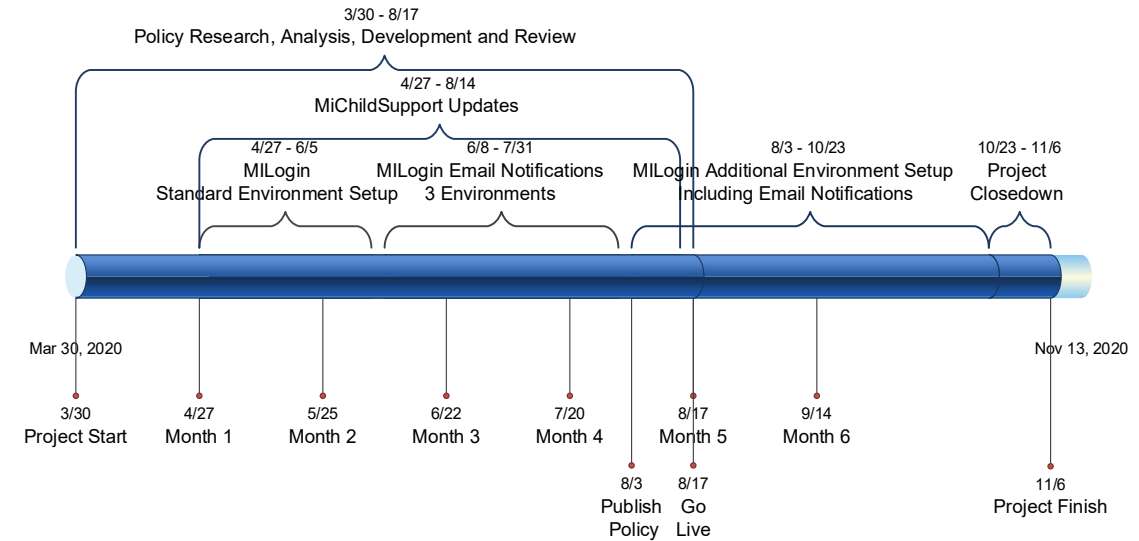
- Offers a standardized authentication solution with user self service capabilities and access control workflow management
- Reduces the number of passwords users have to remember
- Provides convenience to the users by allowing one set of credentials to access multiple state online services
- Enables self-service for user ID and password resets
- Provides help desk support when self-service is unsuccessful, or a specific self-service option is not available.
- Provides a registration process that permits access immediately upon identification and avoids delays that are caused by the required mail and paper tracking by customer.

#### Child Support Program Benefits

- Enables access to applications deployed internally on state network via the Internet by leveraging MILogin as proxy
- Simplifies application programming and management
- Standardizes password policies for all SOM applications to meet security requirements
- Offers integration with mobile applications providing an Americans with Disabilities Act (ADA) compliant interface
- Centralizes auditing and reporting for compliance adherence for authentication such as:
  - User logins, logouts, password changes, and other attempts to login
  - Identity proofing metrics
  - Automated tools to monitor the audit logs for abnormal activity when integrated with Security Information and Event Management (SIEM)
- Allows automated provisioning of user identities into application specific authentication systems such as Lightweight Directory Access Protocol (LDAP) and Active Directory
- Avoids mailing costs, processing returned mail and phone-calls.

#### 4. Estimated Scheduling Dates

Anticipated Start Date: 03/30/20  
 Target Completion Date: 11/06/20



## H. Project Authority

### 1. Approval Authority

- Project Initiator: Monica Bowman, Operations Division Director

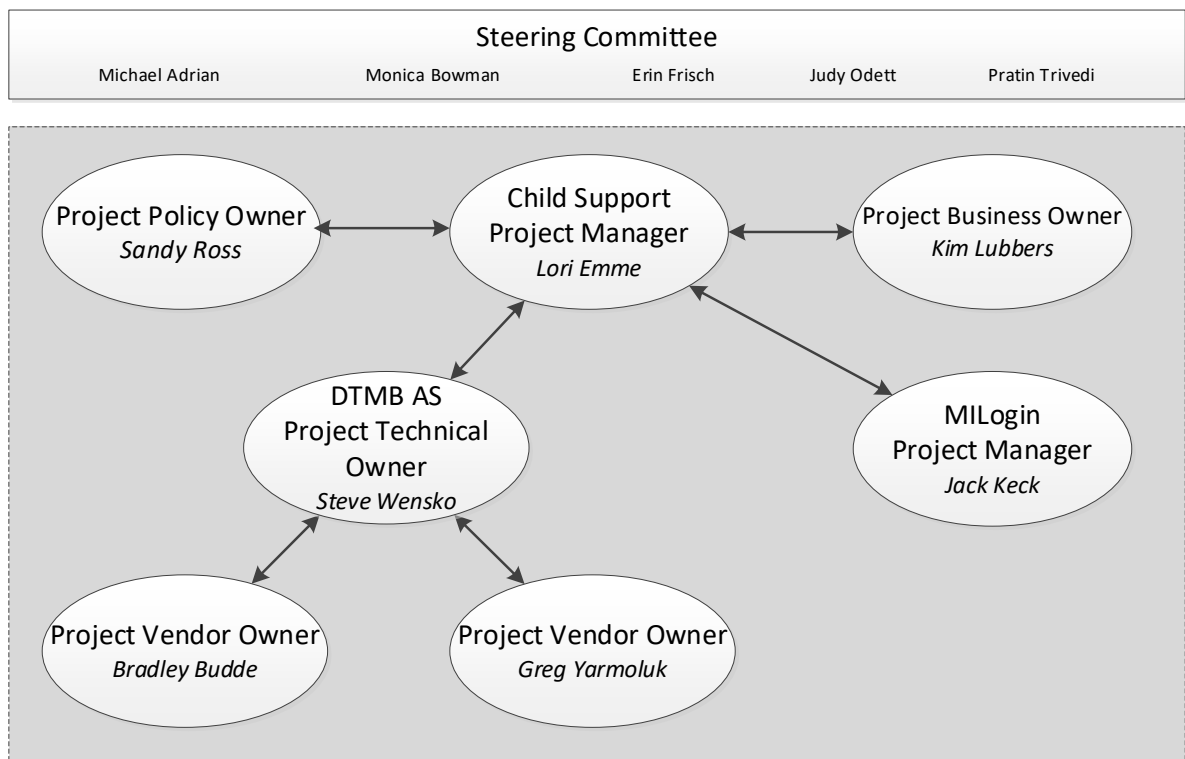
### 2. Project Manager

- Project Manager: Lori Emme

*Refer to the SUITE Project Management Roles and Responsibilities document for project responsibilities.*

### 3. Governance Structure – Oversight Steering Committee

## MiChildSupport Registration Process Project Structure



## 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)			
<b>1. Decision</b>			
Accept Product(s) as presented	x	Acceptable with Revisions – No further walkthrough needed	Revise and schedule another walkthrough
<b>2. Comments</b>			

### 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

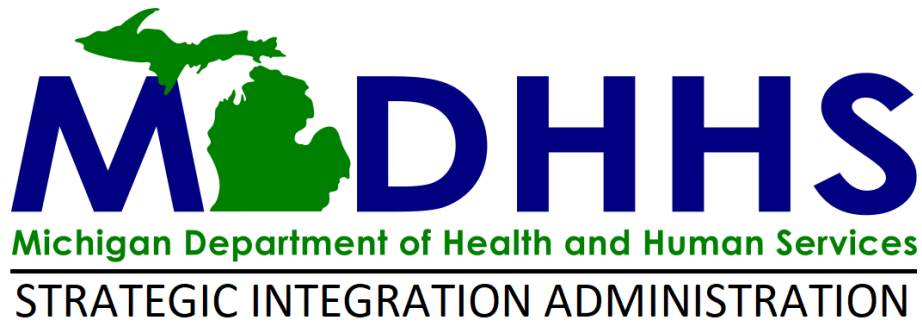
Role	Name/Title	Signature	Date
Business Delivery Liaison	Laura Cleland Business Delivery Liaison	E-sign: Laura Cleland Refer to project workbook for email approval.	4/7/2020
Business Program Owner	Michael Adrian Program Development Division Director	E-sign: Michael Adrian Refer to project workbook for email approval.	4/13/2020
Business Program Owner	Monica Bowman Operations Division Director	E-sign: Monica Bowman Refer to project workbook for email approval.	4/7/2020
Business Program Owner	Erin Frisch Office of Child Support Director	E-sign: Erin Frisch Refer to project workbook for email approval.	4/13/2020
Business Program Owner	Pratin Trivedi Information Technology and Payment Operations Director	E-sign: Pratin Trivedi Refer to project workbook for email approval.	4/6/2020
Financial Analyst	Louanna Lawson Financial Liaison	E-sign: Louanna Lawson Refer to project workbook for email approval.	4/13/2020



<b>Role</b>	<b>Name/Title</b>	<b>Signature</b>	<b>Date</b>
Program Manager	Jason Rodgers Program Manager	E-sign: Jason Rodgers Refer to project workbook for email approval.	4/6/2020
Technology Delivery Owner	Judy Odett Business Relationship Manager	E-sign: Judy Odett Refer to project workbook for email approval.	4/6/2020
Security Liaison	Kaneesa Tooson Security Liaison, Compliance Office	E-sign: Kaneesa Tooson Refer to project workbook for email approval.	4/6/2020
MILogin State Administrative Manager	Dane Spencer MILogin State Administrative Manager		4/27/20

Project Charter for

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



**MDHHS-ELG-Re:New-FY20-DEV**



**State of Michigan**  
 MDHHS-ELG-Re:new-FY20-DEV  
**Project Charter**

**A. General Information**

<b>Project ID/Acronym:</b>	PR02145	<b>Date:</b>	3/11/20
<b>Controlling Agency:</b>	MDHHS	<b>Modification Date:</b>	
<b>Prepared by:</b>	Pam Chappell	<b>Authorized by:</b>	

**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
3/11/20	Pam Chappell	All	Creation of Re:New Project Charter
3/20/20	Pam Chappell	V2	Incorporate MI Bridges updates
3/23/20	Pam Chappell	V3	Incorporate Holly's updates
3/25/20	Pam Chappell	V4	Incorporated Tim's updates

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## **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**

The Eligibility team would like to implement the Civilla Project Re:new work to streamline the way redeterminations are processed for Cash, Food Assistance, Child Development and Care and Medicaid recipients.

The policy goal is to improve the response time it takes to complete redeterminations for public assistance programs. This project streamlines the process and improves the accuracy of the information provided. This will result in less phone calls and additional local office traffic when clients need to reapply.

The redetermination forms will be simplified and mirrored in MI Bridges to be more user-friendly and elicit more accurate information for caseworkers to process redeterminations in a more efficient and effective manner. This will have significant benefits to clients and MDHHS local office staff.

## **D. High Level Project Description**

Implement the Civilla Project Re:new work to streamline the way redeterminations are processed for Cash, Food Assistance, Child Development and Care and Medicaid recipients.

## **E. Measurable Project Objectives**

Streamline the Redetermination Process to prevent clients from prematurely fall off benefits, which result in additional phone calls and local office traffic when clients reapply.

This is measured by the unnecessary or unproductive cycling of families and individuals off and back on benefit coverage. With these improvements the rates are anticipated to be under 30% for the department.

## **F. Project Scope**

### **1. In Scope**

Streamline the below Redetermination Flows to prevent unnecessary rework for both the Client and Caseworker:

- MDHHS-1010, Redetermination
- MDHHS-1046, Semi-Annual Contact Report
- MDHHS-2240-A, Mid-Certification Contact Notice
- Supplemental forms to the MDHHS-1010 for FAP, Cash, CDC

Simplify the Redetermination Form to be more user friendly and mirror MI Bridges.

- Bridges will prepopulate Redetermination forms where applicable.

Bridges forms are in both English and Spanish.

MI Bridges online forms are in English, Spanish and Arabic.

MI Bridges will match the paper forms, in MI Bridges, and update the PDF accordingly, integration changes are not in scope.

## 2. Out of Scope

Items that are not defined as being “In Scope”, including:

- Section 6 – Deductions.
- Section 7 – School attendance and Student status
- Section 14 – Changes in address and housing expenses
- Section 15 – Help with home heating expenses
- MiBridges – no additional pre-population of forms, only existing prepopulated forms are in scope

## 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 of applications and infrastructure. A key deliverable associated with this is the Michigan Security Accreditation Process (MiSAP) which provides applications the Authority to Operate (ATO).
- In Scope Items and Out of Scope items will be further defined in the JAD sessions.
- Template changes for redetermination forms as per attached new look and feel notices and all are static notices.
  - MDHHS-1010 English – Redetermination Notice
  - MDHHS-1010 Spanish – Redetermination Notice SP
  - MDHHS-1046 English – Semi-Annual notice
  - MDHHS-1046 Spanish - Semi-Annual notice SP
  - MDHHS-2240A – Mid-certification notice
  - MDHHS-2240A – Mid certification notice SP
  - Note:
    - Mi Bridges will have English, Spanish and Arabic versions online
    - Bridges will have English and Spanish versions
- Existing Bridges correspondence logic will be used to pre-fill the section highlighted in “red-box” in attached notices.

- Supplemental forms to the MDHHS-1010 for FAP, Cash, CDC - accommodate these 6 pages changes (English and Spanish) and any pre-filling in those pages, by Bridges.
- Logic to print the appropriate addendums based on the specific programs being redetermined.
- Notice will be printed in duplex.
- For MA determination, Healthcare coverage page will be added as an attachment to proposed MDHHS -1010.
- In addition to attached look and feel, below will be added:
  - MDHHS logo
  - Business reply address only on the leading page of the portion that is expected to be returned
- No template appearance changes to below attachments as part of DHS-1010 for food assistance:
  - DHS-2063 B – Food assistance Benefit Redetermination filling
  - DHS-0574 Redetermination Telephone Interview
- No changes to DHS -1010 send date, interview process, closure logic or EDBC or any of the passive functionality:
  - No changes to redetermination screens
  - No changes to current EDM flow
- No increase in postage/same envelope for mailing modified redetermination notices.
- MI Bridges has content, flow and PDF changes.
- No Changes to HUB.
- No changes to ISD integration.
- No changes required for UCL.

#### **4. Constraints**

This has been requested to be implemented on 6/27/20. Time and resources could be a constraint.

### **G. Initial High-Level Project Planning**

#### **1. Estimated Resource Requirements**

Include in Project Resource Requirements Estimates:

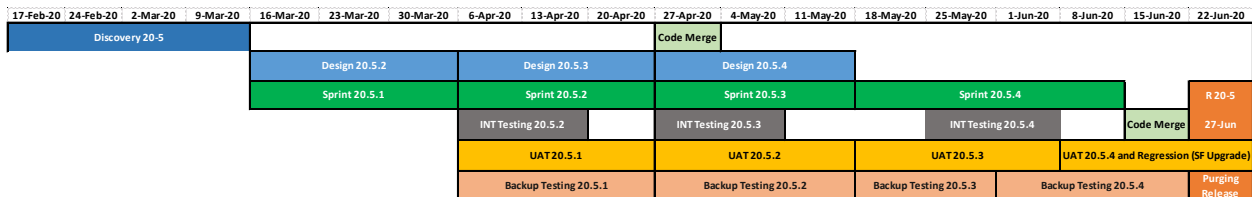
- for data resources, associated with Enterprise Information Management. Check the PMM-0105: Readiness Checklist, Data Assessment Tab for more information about the data scope for this project.
- for resources, associated with Michigan Security Assessment Plan and Secure Application Development Lifecycle Checkpoints for Scanning, Analysis and Remediation.

## 2. Estimated Project Budget

Cost Category	Total Cost	Net New Cost	Net New by Fiscal Year 2020	by Fiscal Year (Insert Year)
Hardware				
Software				
Vendor	861,991	\$0	\$0	\$0
Business				
Technical Staffing	23,861	\$0	\$0	\$0
Business Staffing	19,245	\$0	\$0	\$0
<b>Total</b>	<b>905,097</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

## 3. Estimated Scheduling Dates

Anticipated Start Date: 2/2/20  
 Target Go Live Date: 6/27/20  
 Target Completion Date: 9/27/20



## H. Project Authority

### 1. Approval Authority

This section describes the authority of the individual or organization initiating the project, limitations or initial checkpoint of the authorization, management oversight of the project and the authority of the project manager.

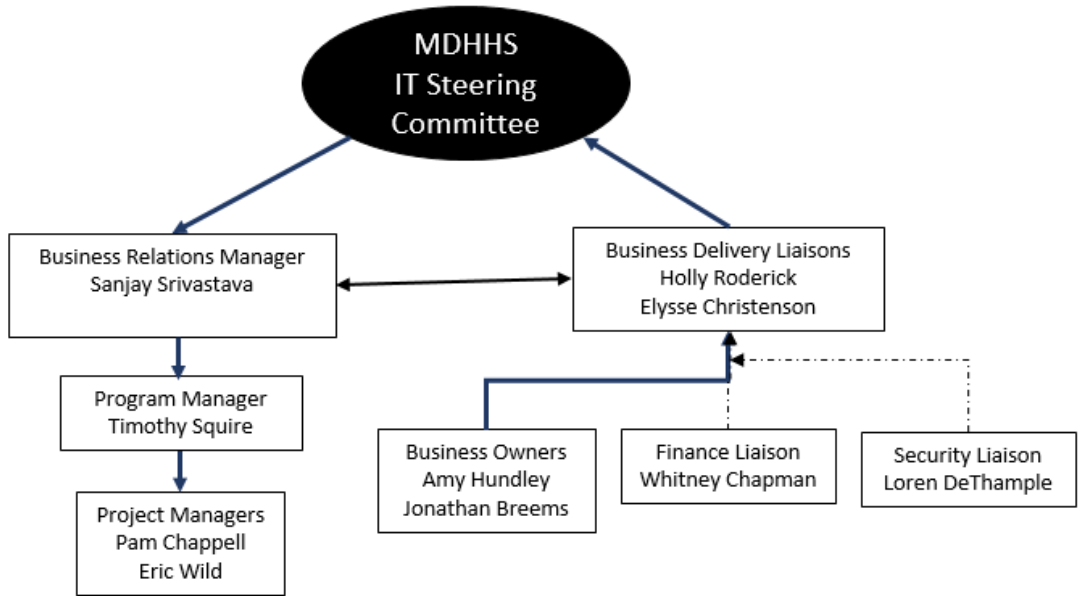
### 2. Project Manager

Pam Chappell will perform the project management role and be responsible for the project schedule, budget, change controls, issues and risks, status reporting, communication and escalation of issues as appropriate. All Scope changes will be escalated to the Project Sponsor.



### 3. Governance Structure – Oversight Steering Committee

The Department Chief Data Steward (or a designee) and a DTMB EIM advisor should be included as a stakeholder for oversight on EIM related requirements.



## 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)		
<b>1. Decision</b>		
Accept Product(s) as presented	Acceptable with Revisions – No further walkthrough needed	Revise and schedule another walkthrough
<b>2. Comments</b>		

### 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	Sanjay Srivastava State Division Director, Eligibility Division Area Technology DTMB		
Agency Project Sponsor	Amy Hundley Deputy Director, ESA		
Agency Project Sponsor	Jonathan Breems / Crystal Korpi Sr Analyst, Policy & Strategic Initiatives	 RE Please Review - MDHHS-ELG-ReNew-	3/27/20
Business Delivery Liaison	Holly Roderick Business Delivery Liaison	 RE Please Review - MDHHS-ELG-ReNew-	3/27/20
Business Delivery Liaison	Elysse Christenson Business Delivery Liaison	 RE Please Review - MDHHS-ELG-ReNew-	3/27/20
EPMO Program Manager	Timothy Squire EPMO Program Manager	 RE Updated ReNew Project Charter - Plea:	3/26/20
EPMO Project Manager	Pam Chappell Bridges – Project Manager		3/26/20

Role	Name/Title	Signature	Date
EPMO Program / Project Manager	Eric Wild ISD Portal – Project Manager	 RE Please Review - MDHHS-ELG-ReNew-	3/27/20
Chief Data Steward	Loren DeThample Security Liaison		

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**

<b>Project ID/Acronym:</b>	WIW Software Install	<b>Date:</b>	03/26/2020
<b>Controlling Agency:</b>	MDHHS	<b>Modification Date:</b>	03/26/2020
<b>Prepared by:</b>	Megan VanWormer	<b>Authorized by:</b>	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

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## **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 of 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 Health 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



## 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)		
<b>1. Decision</b>		
Accept Product(s) as presented	Acceptable with Revisions – No further walkthrough needed	Revise and schedule another walkthrough
<b>2. Comments</b>		

### 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	<b>Kimberly Koppsch-Woods</b> DTMB Business Relationship Manager	 Kimberly Koppsch-Woods Ap	3/30/2020
Business Owner	<b>Whitney Walter</b> MDHHS Business Owner	 Whitney Walter Approval 3-30-20.ms	3/30/2020
Agency Project Sponsor	<b>Lisa Grost</b> MDHHS Project Sponsor	 Lisa Grost Approval 03-30-20.msg	3/30/2020
Agency Project Sponsor	<b>Sarah Esty</b> MDHHS Project Sponsor	 Sarah Esty Approval 03-30-20.msg	3/30/2020

Role	Name/Title	Signature	Date
Business Delivery Liaison	<b>Danielle Lefere</b> MDHHS Business Delivery Liaison	 <b>Danielle Lefere</b> <b>Approval 03-30-20.r</b>	03/30/2020
Financial Liaison	<b>Nancy Morse</b> MDHHS Financial Liaison	 <b>Nancy Morse</b> <b>Approval 04-01-20.r</b>	04/01/2020
Program Manager	<b>Kevin Walker</b> DTMB Program Manager	 <b>Kevin Walker</b> <b>Approval 03-30-20.r</b>	3/30/2020
Project Manager	<b>Megan VanWormer</b> DTMB Project Manager	Megan VanWormer	3/30/2020
Security Analyst	<b>Barry Cooper</b> MDHHS Security Analyst	 <b>Barry Cooper</b> <b>Approval 03-30-20.r</b>	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



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

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



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

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](mailto:VanWormerM@michigan.gov)>

**Sent:** Monday, March 30, 2020 8:25 AM

**To:** Cooper, Barry (DHHS) <[CooperB6@michigan.gov](mailto:CooperB6@michigan.gov)>; Grost, Lisa (DHHS) <[grostl@michigan.gov](mailto:grostl@michigan.gov)>; Walter, Whitney (DHHS) <[WalterW2@mi](mailto:WalterW2@mi)>  
<[EstyS@michigan.gov](mailto:EstyS@michigan.gov)>; Walker, Kevin (DTMB-Contractor) <[WalkerK13@michigan.gov](mailto: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 backward document needs to be completed for audit purposes.

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



Koppesch-Woods, Kimberly (DTMB)

To VanWormer, Megan (DTMB)

Cc Alcott, Douglas (DTMB); Narmat, Vinod (DTMB)



Approved.

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



**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 COVID



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](mailto:VanWormerM@michigan.gov)>

**Sent:** Monday, March 30, 2020 1:11 PM

**To:** Grost, Lisa (DHHS) <[grostl@michigan.gov](mailto:grostl@michigan.gov)>; Cooper, Barry (DHHS) <[CooperB6@michigan.gov](mailto:CooperB6@michigan.gov)>; Walter, Whitney (DHHS) <[EstyS@michigan.gov](mailto:EstyS@michigan.gov)>; Walker, Kevin (DTMB-Contractor) <[WalkerK13@michigan.gov](mailto:WalkerK13@michigan.gov)>

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

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)

To: Grost, Lisa (DHHS); VanWormer, Megan (DTMB); Cooper, Barry (DHHS); Esty, Sarah (DHHS); Walker, Kevin (DTMB-Contractor)

Reply

I approve.

---

**From:** Grost, Lisa (DHHS) <[grostl@michigan.gov](mailto:grostl@michigan.gov)>

**Sent:** Monday, March 30, 2020 1:14 PM

**To:** VanWormer, Megan (DTMB) <[VanWormerM@michigan.gov](mailto:VanWormerM@michigan.gov)>; Cooper, Barry (DHHS) <[CooperB6@michigan.gov](mailto:CooperB6@michigan.gov)>; Walter, Whitney (DHHS) <[WalterW2@michigan.gov](mailto:WalterW2@michigan.gov)>; Esty, Sara <[EstyS@michigan.gov](mailto:EstyS@michigan.gov)>; Walker, Kevin (DTMB-Contractor) <[WalkerK13@michigan.gov](mailto: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.

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**From:** VanWormer, Megan (DTMB) <[VanWormerM@michigan.gov](mailto:VanWormerM@michigan.gov)>

**Sent:** Monday, March 30, 2020 1:11 PM

**To:** Grost, Lisa (DHHS) <[grostl@michigan.gov](mailto:grostl@michigan.gov)>; Cooper, Barry (DHHS) <[CooperB6@michigan.gov](mailto:CooperB6@michigan.gov)>; Walter, Whitney (DHHS) <[WalterW2@michigan.gov](mailto:WalterW2@michigan.gov)>; Esty, Sara <[EstyS@michigan.gov](mailto:EstyS@michigan.gov)>; Walker, Kevin (DTMB-Contractor) <[WalkerK13@michigan.gov](mailto:WalkerK13@michigan.gov)>

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