Systems Modernization

MFSRC Conference
Monday, October 5, 2013
1:00 PM – 2:30 PM
WHERE DID WE START?
Business Process Redesign (BPR)

• In 2008, the state child support division, with the help of county IV-D agencies, conducted a BPR to assess current child support policies, systems, and technological capabilities
• Resulted in:
  • Recommendations to simplify and streamline policy and processes
  • Roadmap for child support system modernization
Business Process Redesign (BPR)

- What happened?
  - The state child support division continues to review and implement the Deloitte recommendations for policy and process simplification and conduct further analysis when needed
  - Examples:
    - Numerous legislative proposals have been introduced related to the recommendations
    - Review and Modification redesign effort
    - SAMP project
    - MCSO changes
    - Simplification of Financial and Medical project
- BPR provided groundwork and positioned child support to be ready to participate in division wide system modernization efforts
Integrated Human Service Delivery System (IHSDS)

• What is IHSDS?
  • A people-centered human services delivery system in which policy, people, processes and technologies are aligned to serve the DHS mission.

• Goals of IHSDS:
  • People-focused and holistic, Accountable for results, Accurate, Customer-friendly, Continuously improving, Responsive to changing needs and demands, Sustainable over time, Facilitates self-directed care.

• Strategies for accomplishing goals:
  • Program Simplification
  • Service Delivery Reform
  • Systems Modernization
DHS System Integration Efforts

- MNsure – (formerly known as the Health Care Exchange (HIX)) for Modified Adjusted Gross Income (MAGI) clients.
  MNsure website: -- www.MNsure.com


- Medicaid Management Information System (MMIS) Modernization.

- Systems Modernization – Human Services systems including MAXIS, PRISM, SSIS and other small systems.
Planning begins

- 2011 legislation required DHS to issue a request for information (RFI) for an integrated service delivery system
- DHS reviewed RFI's and hosted vendor system demonstrations
- KPMG was hired to complete an enterprise system modernization roadmap
- KPMG presented a blueprint to use for system modernization efforts over the coming years
KPMG Study

- KPMG presented four Alternatives for DHS to consider:
  - Do nothing
  - Leverage and build on existing systems
  - Leverage and build on the Health Benefits Exchange Technology (Cúram and associated technologies)
  - Hybrid option-leverage Cúram, incorporate current systems, acquire supplemental software or custom build where it makes sense to do so

- At this time, DHS is conducting further analysis on the Hybrid option
Legislative Actions – IT Systems
Modernization and Health and Human Services

- 2011 Special session – State Legislature approved planning funds
- 2013 - Governor’s Budget Proposal called for $29M
- 2013 Legislature approved funding to begin implementation:
  - Implementation of infrastructure elements of the modernization plan.
  - Integrated public assistance eligibility system as well as a modernized child support system.
  - Part of the funding is earmarked for system updates that are associated with MNsure.
- Legislative Report re: Systems Modernization can be found:
  http://archive.leg.state.mn.us/docs/2013/mandated/130797.pdf
COMMERCIAL OFF THE SHELF (COTS) PRODUCT
Commercial Off the Shelf (COTS)

Hopes for
- reduction of overall system-development and costs (as components can be bought or licensed instead of being developed from scratch) and
- reduced long-term maintenance costs.

Fears of
- increase in software component-integration work and a dependency on third-party component vendors

The Value of COTS
- Low risk solution deployment – Delivers common, best-practice functionality and leverages proven implementation methodologies
- Low Cost – Significantly reduces development efforts, enabling customers to focus on tailored extensions to meet their unique business requirements
- Inherent Best Practices – Incorporates the knowledge obtained by working on dozens of social enterprise solution implementations
Cúram COTS

Designed to be Modified!

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3 Tiers of Social Program Management

- Income Support
- Child Support
- Child Welfare
- Etc.

Enterprise Modules
- Universal Access
- Life Event Management
- Evidence Broker
- Verification Engine
- BI and Analytics
- Appeals
- Outcome Management
- Provider Management

Social Program Management Platform

Evidence Broker

Life Event Management

Provider Management

Verification Engine
What’s in the Tiers?

**Solutions**
- Basic rules, basic and sample workflows, basic evidence-gathering scripts based on Cúram’s analysis of the solution’s needs
- Modifiable configurable and customizable

**Enterprise Modules**
- These modules are purchased based on what the solutions in the top tier need. E.g. Provider Management is not needed for Income Support for Medical Assistance (eligibility) but WOULD be needed for Child Care or in-home service providers of Community-based Care.

**Social Program Management Platform (Always Needed)**
- Includes: e.g. Rules Engine, Workflow Engine, Supervisor workspace, IEG scripts
Modifying Cúram

- Customization
- Configuration
- Out of the box
Out of the box (OOTB)

- Comes with rule sets for the purchased solution and with configurations, examples of work flows and data-gathering scripts, deemed typical and/or based on Federal regulations

- Contains a little data – enough so the application will run, so for example reference data - some rate tables contain data and a couple of Smiths and Joneses are set up as clients
What’s “in the box”? (Example of Health Care)

• Purchased Components and Platform and Configurations including, in a recent version:
  • Tables with a little data
    • Example - Sample case data and tables with rates
  • 141 workflows for Healthcare
  • 15 Evidence Gathering scripts
  • 17 configured verifications
  • 885 Dynamic UIM page categories
  • 489 ‘Express Rule’ sets, 69 ‘other’ rule sets
    • Example - basic rules to determine eligibility and entitlement
  • 189 Rate Tables
    • Example - MA Family Earned Income types
Examples of Configuration

- Populating table with Minnesota Counties
- Setting up a location and organization structure to reflect DHS and Counties
- Setting up a work flow for Intake in a case-banking county – includes who has to approve what
- Adding a program (policies) by using the Dynamic Programs feature that uses wizards and widgets
- Adding a rule-set for MFIP
WHERE DO WE GO FROM HERE?
Impact on Counties

- Simplification and planning work groups
- County Roles and Responsibilities group
- Communications
- Training
- Input
Questions?
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