

Technology Update

Presenter: Office of Information Technology

Presentation to: DHS Board

Date: October 17, 2011



Georgia Department of Human Services

IT Update – DFCS Related

- **Eligibility (SUCCESS system)**
 - Multi-Agency Effort launched to revamp the Eligibility System starting with Medicaid
 - Team in the process of gathering requirements for the RFP and for the requisition of Federal funds
 - Joint initiative launched with DCH to redesign client notices and to pre-populate Medicaid Renewal Forms
- **Citizen Centric Front End for Eligibility (COMPASS)**
 - More self service features launched to further help the citizens
 - Citizens can now check their benefits and provide updates to their status (renewals) online thus avoiding their trips to and wait times at DFCS offices. This also increases worker productivity.
- **Social Services (GA SHINES)**
 - The reporting system within SHINES, called LENSES has been integrated with the Enterprise Data Warehouse
 - Ultimate objective is for the warehouse to store and report out on data across DHS programs thus enabling a holistic view of our clients
- **Document Imaging (SYD)**
 - Application currently in Development – Provide for citizens to scan in verification documents from kiosks or from remote locations; also will provide back office scanning capability for workers to file citizen related documents to their electronic files
 - Will be Piloted in November and statewide rollout projected to be complete by this fiscal year.
- **DFCS Mandatory Reports Database**
 - Application currently in Development 90% Complete – Provide a repository all DFCS obligations including Federal and State reports, corrective action plans, performance improvement plans, incentive plans, etc., designed to ensure DFCS is timely in submittal and focused on achieving all measures indicated.

IT Update – DCSS Related

- **\$TARS**
 - Automatic suspension process for Non-custodial Parents in arrears with Department of Driver services
 - License denial process enhanced with Department of Natural resources
 - Enhanced referral process to allow quicker and more accurate referrals to DCSS from DFCS
- **DCSS Data Warehouse**
 - Real time reports for use by field managers with drill down capability
 - Relaunch the application to the field within the next 2 months
- **Document Imaging (SYD)**
 - Processes established and on schedule for production move for \$stars web and Constituent Services Portal

IT Update – Division Of Aging Related

- **AIMS (Aging Information Management System)**

- A new version of this Application was rolled out on 9/20/2011
- Code has been written using Smart Client Technology
- New functionality include Gateway/ADRC Screening, Client Waitlist and HCBS and CCSP Assessments & Documentations.
- CHAT Data Migration And Offline Capability
- Additional reports created as wll
- Very Positive Feedback from the field

- **Won Federal Grant**

- Received Federal Grant to build a Aging Services Portal
- The Portal will enable citizens to avail long term support and services through the service thus increasing worker productivity. These could include:
 - Options Counseling
 - Chronic Disease Self Management
 - Caregiver Support
 - Access links to employment, housing and transportation services.

IT Update – Administrative Offices Related

- **OFSS – The TRIP\$ Project**
 - TRIP\$ is a web based trip ordering system to be used by contractors providing services under DHS's Coordinated Transportation System. The system registers clients in the system, automates the trip ordering process and documents this process. Validation of a request will be handled by the system and it will generate a manifest to track trips on a daily basis. Also, the system will generate a billing invoice based on the number of completed and approved trips each month. The system will serve approximately 275 contractors and 600 human service providers.
 - Application currently ready to be deployed to production
- **ODIS (Online Directive Information Systems)**
 - Revamped the DHS Policies and Procedures manual that will be used by both internal and external users.
 - Documents loaded into the test Server and its ready for System testing Deployed the application code in the Production Server.
- **Org Code Check**
 - Application currently in Development– OrgCode check is a tool that will enforce cross-validation controls, which are the combinations of chart field values within PeopleSoft. These rules would define whether a value of a particular segment can be combined with specific values of other segments. This would prevent the creation of combinations that should never be combined. The goal is to significantly reduce processing errors and corrective journal entries
 - Development 90% Completed. Ready for Deployment after the interface with PeopleSoft.
- **JE Mail (Journal Entry Mail Logs)**
 - Application Currently in development - A journal entry is the legal document/transaction used to initiate a correction or adjustment in the financial accounting system
 - Email Notifications, Role Based Flow Check, Posting the data into PeopleSoft pending

IT Update – The Road Ahead

- DFCS
 - Start working on the Integrated Eligibility RFP
 - Start the work on Notices
 - Rollout COMPASS for Other Programs
- Wednesday's Child Rewrite in Newer Technology
 - This is a partnership of the Freddie Mac Foundation, WAGA Fox 5 Atlanta, and the Georgia Department of Family and Children Services Adoption Unit, formed to help families for children in foster care with special needs who are available for adoption. A complete photo listing of all of the children available for adoption in Georgia is also available through the website It's My Turn Now GA
 - Completed (90%) of requirements. 40% Development completed
- CARTOOL
 - The Case Accuracy Review Tool will address the problems Counties and associated local offices are experiencing with data being stored on their server and to provide a true view of the OFI case accuracy on a state-wide level. 95% Coding Completed, Gathering Requirements for Integration with Shines Interface
- DCSS
 - Rollout Data Warehouse to the DCSS workers across the State
- DOA
 - Start work on the Federal Grant
- Administrative Offices
 - Work with Office of Communications to work on the DHS Internet and Intranet sites

IT Update – GETS

- Refresh
 - To date, approximately 3,759 devices that were either out of date or in need of repair have been replaced with state of the art equipment
- Network Improvements
 - The project to upgrade network equipment and improve system and data transfer response time is in progress. All DHS locations/offices are scheduled to be upgraded by December 31, 2012
- Continuous Improvement Efforts
 - GTA procured the services of KPMG to complete an independent assessment of the GETS contract and overall service delivery. KPMG identified the need for more agency involvement in the decision making aspects of the contract. DHS has volunteered to work with GTA to resolve these issues.



Questions?

