ISSDS Enterprise Workgroups

Common/Core Demographics

Project Name: **Enterprise Business Process View Workgroup**

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Revision History

Deliverables Document: Version History			
Revision	Date	Description	Name
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Approvals

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1. Executive Summary

1.1 Overview

Health and Human Services agencies comprise more than 40 percent of most states' spending, with $8 billion for human services and $5 billion for healthcare IT spending nationwide. Spending, broken processes and fragmented care are rampant. Complexities in state and federal funding further complicate matters creating redundant administrative reporting requirements and other inefficiencies. Citizens rely on multiple agencies yet too often providers are not able to effectively coordinate care across multiple agencies and processes resulting in confusion, redundancy, and frustration for families and individuals who must navigate a bureaucratic system while trying to obtain the help they may need.

Case management applications are often the focus of states' reform efforts because different legacy systems at state and local agencies simply don't talk to each other even though many of these agencies have overlapping clients. Clearly there is a need to improve the experience for the consumer.

The Enterprise Business Process View (EPBV) Workgroup was tasked to research and make recommendations regarding improving how data and information should be presented/viewed by VSSS consumers, in an automated manner that is consistent with the objectives of the Business Process Re-engineering To-Be Model. The workgroup was to provide panel layout guidelines, navigation guidelines, system response objectives and security considerations. In addition the workgroup would provide recommendations for long term workgroup scope, objectives, priorities, and for items in the long-term Enterprise Information Management (EIM) plan.

This document contains the first deliverable of the EBPV Workgroup which addresses the initial steps toward improving the experience for the consumer consistent with achieving the objectives of the Business Process Re-engineering To-Be Model.

2. Acronyms

The following acronyms may be found within this document.

BPR	Business Process Re-engineering
DIS	Division of Information Systems
EA	Enterprise Architecture
EBPV	Enterprise Business Process View
ECM	Enterprise Case Management
EIM	Enterprise Information Management
EWG	Enterprise Workgroup

ISSDS	Integrated Social Services Delivery System
IT	Information Technology
ITIB	Information Technology Investment Board
LDSS	Local Department of Social Services
SDLM	Software Development Lifecycle Management
UIAR	User Information Access and Reporting
VDSS	Virginia Department of Social Services
VSSS	Virginia Social Service System
VITA	Virginia Information Technology Agency

3. Issues

3.1 Issues/Business Need

The Enterprise Business Process View Workgroup was tasked to research and make recommendations regarding improving how data and information should be presented/viewed by VSSS consumers, in an automated manner that is consistent with the objectives of the Business Process Re-engineering To-Be Model. The challenge was to determine common business views for shared processes across programs; comply with the Department of Social Services policies and standards; and stay consistent with BPR and Change Management recommendations within a six month timeframe. The improvement should be focused on the consumer and improving their experience while increasing the effectiveness of our business process.

3.2 Background

At the initial meeting of the workgroup, presentations began with an overview of Integrated Social Service Delivery System (ISSDS) and its history, the Change Management Office and its role and the concept of Enterprise Information Management. During the initial discussions questions were raised about the issue overlap between EBPV and other workgroups, the expectations and objectives of the workgroup. At the first meeting the workgroup decided to focus on communication, system integration, data ownership, secure system access, confidentiality, single point of entry, and single sign-on. The workgroup concurred that the workers should have access to the data they need to perform their jobs, be able to enter it once, and access the data, all with a single sign-on.

Questions that were raised during the discussions included:
How does data flow?
How do you manage data information?
What does it look like for the end user?

After an open discussion related to business flow and demographic data, the workgroup determined that not all issues could be resolved in the next six months, therefore the

consensus was reached that common demographic data would be a deliverable developed. The demographic data discussed by the workgroup was not specific to a program or a system but was decided based on the idea that no matter what process or program being performed there is certain demographic data that should be available. A Subgroup was assigned the task of researching the common demographic data and presenting a recommendation to the group.

3.3 Justification

Health and human services agencies across the nation as well as here in Virginia are being challenged to cut costs and improve accountability. This has frequently resulted in duplicative efforts, dropped or missed cases, and sluggish response mechanisms which are the result of a labyrinth of disconnected systems and processes. The silo-like architecture of legacy applications has lead to fragmented service delivery, duplication of data and effort, and the inability to make changes in a timely manner. The challenge is to undo the morass of disconnected silos and realize the vision of connected human services. We need an infrastructure that will support and help deliver the following critical transitions for improving our service delivery moving us from:

- A functional perspective to a process orientation
- A built-to-last model to a build-to-change model
- Application silos to loosely-coupled, orchestrated solutions

As stated previously citizens rely on multiple agencies and processes resulting in confusion, redundancy, and frustration for families. We must focus on developing flexible, process oriented solutions which enable people to more easily access data locked in legacy systems.

4. Analysis of Alternatives/Solutions

4.1 Identification of Alternatives

No alternatives identified

4.2 Recommendations

The EBPV began work on our deliverables by identifying the following as core values to be applied to any process or system developed. The process or system must be:

- Secure (Systems must have integrity and high availability)
- Enterprise wide
- Fully integrated
- Flexible and easy to maintain or update
- User friendly and highly efficient
- Respectful of consumer privacy

- Available, accessible, and mobile (anytime, anywhere)
- Provide good consumer services (first impression is the key)
- 360 degree system measurement (there is accountability at every level)

The second objective of the group was to come to a common understanding of who are "our" customers. The workgroup defined our customers as people needing our resources and services and using our information.

After several lively discussions, consensus was reached regarding several important decisions. The Enterprise Business Process View Workgroup concurred that "consumer record" was a more appropriate term than "case" as it is currently being used. The workgroup determined that this terminology was consistent with and maintained the vision established during Business Process Re-engineering.

'Consumer Record is defined – Individual(s)/entity on which we collect and maintain data for program requirements.'

The EPBV workgroup also reached the decision that the word CONSUMER should be consistently applied across all programs.

Consumers are defined as people needing our resources and services and/or using our information:

- Citizens of the Commonwealth (Always 1st)
- Local departments of social services
- Other divisions within VDSS
- Community partners
- Federal partners and entities
- Local and state entities
- Other state (legislative/policy regulators)
- Potential International partners
- And others who use our systems

The Enterprise Business Process View Workgroup is recommending a single sign-on as an entry to all systems. SPIDeR II can begin to fulfill the goals of a single sign-on and a single point of demographic data entry. The workgroup is also recommending the development of a single log on interfacing with SPIDeR incorporating the EBPV recommendations.

Workers will have a single sign-on which will permit them to update and inquire against data they have been authorized access. The initial screen for data entry will be pre-filled with as much data available to minimize the amount of data entry keying required by the worker. This screen would contain the following demographic data about each consumer:

**** Items with the asterisks must be protected items in the system*

- Name (first, middle, last in that order)***

- Aliases (AKA)
- Received services under any other name
- SSN ***
- Driver's license number (called "T-number" sometimes)***
- Date of birth
- Race
- Ethnicity
- Gender
- Marital status
- Phone Number (land line, cell line)***
- Address *** (physical address, mailing address, each having 2 address lines and a 3rd line for city, state, zip in USPS format, not in separate fields but must have software that separates this information into separate fields as in ADAPT and OASIS and the software will match the address against USPS data base.) Consideration should be given to expanding the use of the data-scrubbing software currently being used by divisions within VDSS, i.e. Finalist.
- Directions to home (and a link to Map Quest)
- Number of years at current address and prior address if less than 3 years
- Email address ***
- Primary language
- Citizenship/alien status
- Virginia Resident (Yes/No field)
- Individual's challenges (a drop-down list of choices the interviewer can choose, such as "can't read or write, hearing impaired, in a wheelchair, needs interpreter, etc.)
- Mother's maiden name (for security PIN number assigned to applicant) *** This is to allow applicant to access case and application information online.
- Name and telephone number of another person who can be contacted if we are unable to contact the applicant (optional field) ***
- Number of dependents
- Name of individual completing the application
- Organization the individual is affiliated with if any

This common demographic data should be entered or retained for each consumer requesting/receiving services or for whom data must be maintained. The system should capture who entered the data with a line for the name and organization of the individual completing the application.

From the different systems' race code tables and the federal information, the most comprehensive list was from MMIS and ADAPT. This is the recommended list of race codes and definitions:

1. White
2. Black/African American
3. American Indian/Alaskan Native
4. Oriental/Asian

5. Spanish American/Hispanic
6. Native Hawaiian or Other Pacific Islander
7. Asian & White
8. Black/African American & White
9. Unknown

A. Asian & Black/African American

B. Other

5. Conclusions

We must focus on developing flexible, process oriented solutions which enable people to more easily access data locked in legacy systems. In order to successfully achieve the outcomes of our strategic plan the culture of our work environment must be aligned to our vision, mission, guiding principles and integral to our daily work. That culture is flexible, dynamic and responsive with high respect and trust. We must recognize that change is the constant: the degree of change is the variable. Change must be designed to improve quality, reliability and standardization of the data collected; improve accountability; improve the quality and effectiveness of our services; reduce the worker's paperwork burden; and most important provide efficient and effective customer service.