

**Testimony to the
Joint Committee on Information Technology**

December 15, 2009

Case Management Strategic Direction

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Agenda

1. To provide a brief overview of the Human Services Management (HSM) Project
2. Describe the HSM Roadmap Project
3. Review HSM Phase 1 – Avenues Project
4. Examine HSM/Avenues with regards to the State Information Management Plan
5. What's Next for SRS and HSM
6. Questions

Human Services Management (HSM)

As previously presented to JCIT, HSM is a business and technology project to produce outcome-based, client-centered, integrated delivery of services across needs-based and contribution-based programs replacing the current legacy systems.

The scope of HSM includes all of the major programs supported in SRS in both the Integrated Service Delivery (ISD) and Disability and Behavioral Health Services (DBHS) Business Units.

HSM will provide SRS with a comprehensive view of a client across programs in order to integrate service delivery and achieve positive outcomes. This approach will allow multiple programs to be supported, using consistent and standard-based technology and management practices.

This approach will make the transition from a traditional, program-driven approach to a client-centered, outcome-based environment using an integrated service delivery model.

HSM Roadmap

In 2008, SRS solicited RFP's and awarded a contract to Fox Systems for the HSM Roadmap.

The scope of HSM Roadmap includes the following deliverables:

1. The Fox team evaluated the **Current State** of SRS systems, from both a business process as well as a technical perspective.
2. Fox determined the Strategic Vision for the Future Service Delivery Model for our customers (**Future State**).
3. Fox development a Roadmap to include all Phases of HSM with the first phase of the HSM project being **Avenues**

HSM Roadmap (cont.)

4. Building upon the HSM Roadmap and the future state deliverables, Fox developed a Feasibility Study consistent with guidelines from United States Department of Health and Human Services (DHHS), United States Department of Agriculture – Food and Nutrition Services (FNS), and the State of Kansas.

Both DHHS and FNS require additional information beyond the requirements of the State of Kansas.

5. Fox develop an Implementation Advance Planning Document (IAPD) for the HSM.

The IAPD includes the following: Transmittal Letter, Executive Summary, Functional Requirements Document, Feasibility Study/Alternative Analysis, Cost-Benefit Analysis, General Systems Design, Capacity Planning, Project Management Plan, Resource Requirements, Schedule of Activities, Proposed Budget, Cost Allocation plan, Security Plan, Wavier Request for Depreciation, and a Training plan.

Before SRS can proceed with any major portion of the HSM project, DHHS and FNS must approve the APD which is part of the Federal approval process.

HSM Roadmap (cont.)

5. Fox develop an Implementation Advance Planning Document (IAPD) for the HSM. (cont.)

SRS has submitted and the Feds have approved the Planning Advance Planning Document (PADP) for HSM. The next step would be to submit the IAPD document for Federal approval. Because of lack of funding, we have not currently submitted the document for approval.

6. Fox develop an RFP for Phase 1 of HSM which is called **Avenues**.

HSM Roadmap (cont.)

The HSM Roadmap developed by Fox designed the HSM project into 4 main project phases which are:

1. Economic and Employment Support / Medical Programs (**Avenues**)
2. Child Support Enforcement System
3. Rehabilitation Services and Child Welfare
4. Disability and Behavioral Health Services

Avenues

As discussed before with the committee, Avenues was a joint project between the Kansas Health Policy Authority (KHPA) and the Kansas Department of Social and Rehabilitation Services (SRS).

The scope of Avenues would replace the current KAECSES-AE and KSCares systems and would be an **Integrated** Eligibility and Case Management system for individuals and families intended for the following means tested Federal or State assistance programs: TAF Cash Assistance, Food Assistance, Foster Care and Adoption Support Payments, Refugee Cash Assistance, General Assistance, Funeral Assistance, Work Programs, Child Care Subsidy, Medical Programs, and LIEAP.

KAECSES-AE is used by staff and contractors of both KHPA and SRS.

KAECSES-AE is a legacy mainframe system currently supported and maintained by SRS.

Avenues

Both SRS and KHPA have previously requested funding for the entire Avenues project with no funding being approved.

Earlier this year, KHPA has secured funding for the Medical Program portion of the Avenues project through a Federal Grant (KATCH).

HSM/Avenues and the Strategic Information Management Plan

HSM/Avenues accomplishes a lot of the strategic intentions developed as part of the State SIM Plan:

The integrated approach of HSM/Avenues provides customer-centric services to citizens making them easier to use, more accessible, and more cost efficient.

HSM/Avenues should result in improved Business Processes of these services in the most cost effective manner.

HSM/Avenues should better manage Enterprise Information more accessible through better use of new standards that were not available when the current systems were developed.

HSM/Avenues and the Strategic Information Management Plan (cont.)

Avenues was a Collaborative Partnership between multiple State agencies. A governance structure was developed between SRS and KHPA to have a 50/50 representation on the Steering Committee.

HSM/Avenues should enhance Workforce Efficiency by supporting government services and processes using modernized information technology.

What's Next?

As funding becomes available for specific portions of HSM, SRS will use these funds to implement those portions of HSM especially supporting the implementation of the infrastructure portions such as Enterprise Content Management.

Funding for HSM (especially Federal Funding) will drive the portions of HSM that can be implemented and the scope of those projects.

With the current budget shortfalls, SRS will continue to implement tactical projects that will provide better customer-centric services, improve business processes, and enhance workforce efficiency with smaller projects. These projects are necessary to enable the agency to withstand our budget reductions.

SRS will work with KHPA on the KATCH project as requested. SRS has one member on the KATCH Steering Committee which is Candace Shively, Deputy Secretary of ISD.

Questions

Thank You