Health and Human Services IT Initiatives

Board of Supervisors Information Technology Committee Meeting

Wanda Gibson, Chief Technology Officer
Patricia Harrison, Deputy County Executive
Jess Werder, HHS Director of Business Integration
Debra Dunbar, IT Program Director

October 17, 2017
Discussion Topics

1. Overview, Context and Vision for IT Initiatives
2. Health and Human Services (HHS) Integrative Model
3. HHS Information Technology Roadmap
4. Health Care Service Information System (HCSIS)
5. Challenges and Opportunities
6. Partnerships and Collaborations
Health and Human Services Integrative Model

Defined by:
• Seamless coordination of services
• Shared accountability for outcomes
• Addressing root cause of need

Key Benefits:
• Improved client experience
• Data-informed decision making
• Better outcomes
Health and Human Services Integrative Model

✓ Process
✓ Technology Architecture
✓ Integration
✓ Data
Improving Client Experience and Outcomes

From: APHSA “business model for horizontal integration of health and human services”
Improving Client Experience and Outcomes

From: APHSA “business model for horizontal integration of health and human services”
Current Technology Profile Within HHS

- Over **70** state and local IT system used across 8 local HHS agencies
- **Fragmented** functionality
- **Gaps** in functionality
- Various generations of IT Systems with legacy lifecycles:
  - Limited vendor support
  - County IT staff having to support old commercial systems
- Some critical business function with **no IT system**
- Limited ability to share data across programs for service delivery or analytics
- **A plus**: connected to modern County-wide IT Infrastructure
HHS IT Governance and Strategy

- HHS IT Governance Board
  - Patricia Harrison, DCE
  - Dave Molchany, DCE
  - Wanda Gibson, CTO
  - HHS Agency Directors

- Core Project Leader Steering
  - Jess Werder
  - Debra Dunbar
  - Greg Scott

- Senior IT
- ITPAC

HHS Integrative System IT Roadmap
- 16 Components
- Five Years
# Project Roadmap Component Implementation Plan

<table>
<thead>
<tr>
<th>Wave 0</th>
<th>Wave 1</th>
<th>Wave 2</th>
<th>Wave 3</th>
<th>Wave 4</th>
<th>Wave 5</th>
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<tbody>
<tr>
<td>Key Components:</td>
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<td>Final updates to all capabilities</td>
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<tr>
<td>✓ Unifying Data Model</td>
<td>✓ Document Management</td>
<td>✓ Case Management</td>
<td>✓ Eligibility and Enrollment Management</td>
<td>✓ Constituent Interaction Management</td>
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<tr>
<td>✓ Data Validation/Verification</td>
<td>• Client Register</td>
<td>• Financial Management</td>
<td>• And Updates to Wave 1</td>
<td>• Program Integrity Management</td>
<td>• And Updates to Wave 2</td>
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<tr>
<td></td>
<td>• System Level Analytics</td>
<td>• Provider Register</td>
<td>• And Updates to Wave 2</td>
<td></td>
<td>• And Updates to Wave 3</td>
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<tr>
<td></td>
<td>• Security/Access/Consent Management</td>
<td>• Program Policy Management</td>
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<td></td>
<td>• Service Information Exchange</td>
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## Portals
- Client
- Worker/Provider

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October 17, 2017

Health and Human Services IT Initiatives
Health Care Service Information System (HCSIS)

• An integrated, modular solution that primarily supports needs of and replaces legacy systems in:
  • Fairfax-Falls Church Community Services Board
  • Health Department

• HCSIS will interface with multiple Roadmap components and systems
  • Same clients accessing multiple County health related services

• Completed Work
  • Market Intelligence
  • Use Cases and Requirements
  • Stakeholder Engagement

• RFP Release, anticipated by the end of 2017
Challenges

- HHS State and Federal Regulatory requirements (ever changing)
- Data privacy rules
- Electronic records digitization

Opportunities

✓ County-wide IT Infrastructure
✓ County Cyber Program
✓ New Electronic records digitization platform
✓ DIT experience with data exchange and interoperability
Partnerships and Collaborations

Virginia-Local Health and Human Services Information Management (HHS IM) Workgroup

- System Access/Data Use
- Data Sharing/Exchange
- GMU Data Internship Program