

# Department of Human Services

## 2016 Ways and Means Human Services Subcommittee

## Centralized Abuse Management (CAM) System Update

**Sarah Miller, COO for Technology**

**Marie Cervantes, OAAPI Director**

**February 3, 2016**



# The Problem:

## No Central Database for Adult Abuse Referrals and Investigations

### Current State of Adult Abuse IT Systems

DHS & OHA programs unable to track adult abuse referrals centrally

Data systems unable to link victims or perpetrators across programs

Incomplete documentation of allegations that are not investigated

Increased risk to vulnerable adults and potential liability to DHS & OHA

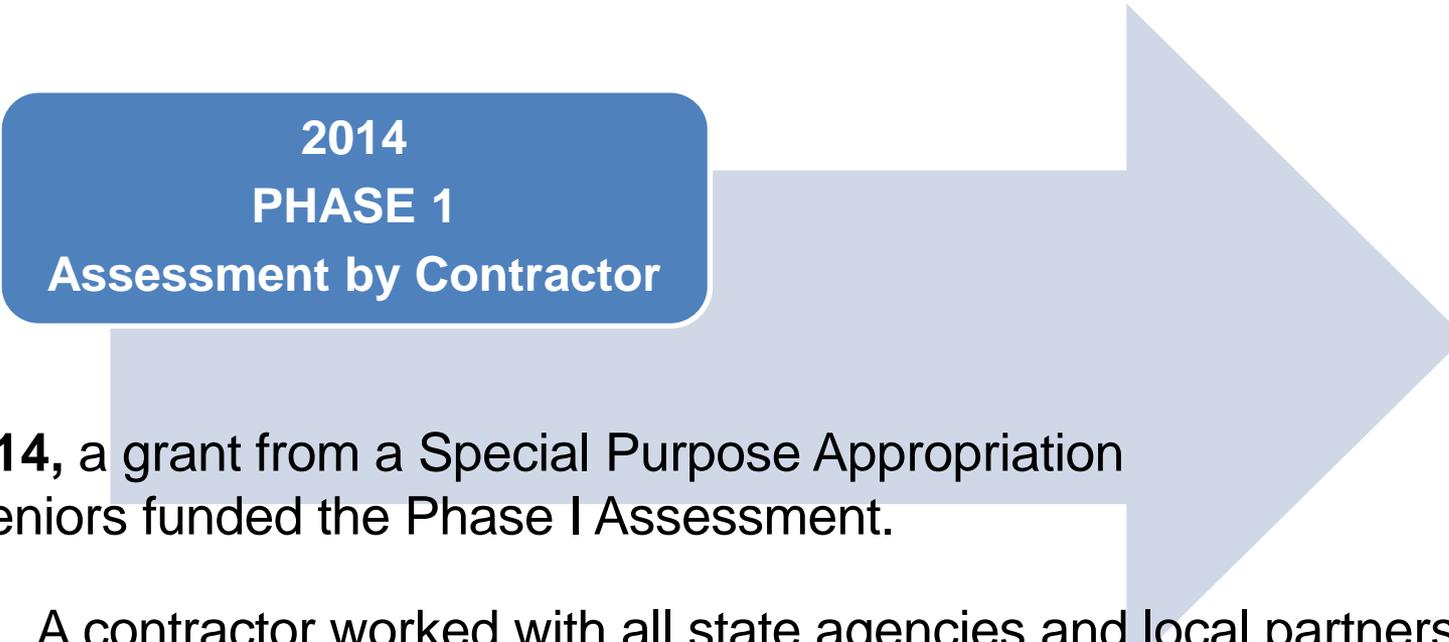
Programs unable to monitor case activity or provide accurate metrics with current data systems

Older, disconnected systems are unprepared for future caseload growth

Data systems unable to handle program variation or legislative changes

Multiple DHS stakeholder workgroups, internal audits and professional management studies have recommended development of a centralized adult abuse data management system.

# Steps Toward a Solution – 2014



**2014**  
**PHASE 1**  
**Assessment by Contractor**

In **2014**, a grant from a Special Purpose Appropriation for Seniors funded the Phase I Assessment.

A contractor worked with all state agencies and local partners engaged in adult abuse investigations (including investigations in children's licensed settings) to develop a preliminary business needs assessment.

Based on that initial assessment, the contractor recommended a custom build solution.

# Steps Toward a Solution – 2015

In July **2015**, funds for an IT solution were allocated by the Joint W&M IT Subcommittee, contingent on further analysis of available transfer and off-the-shelf solutions.

2015  
PHASE 1A  
Additional Research  
& Analysis

Since then, an internal project team has refined and validated high level requirements; identified and interviewed 14 states using various solutions; and conducted 4 site visits:

- LA County, California (uses a Harmony solution)
- State of Colorado (uses a Salesforce platform with customization)
- Lane Council of Governments, Oregon (uses an in-house design)
- State of Oregon's SACWIS solution (ORKids)

## Next Steps – 2016

The project team concludes that viable commercial alternatives exist that can meet a high percentage of project requirements, and is updating the project Business Case to reflect that conclusion.

2016  
PHASE 2  
RFP

In 2016 – with legislative approval and successful completion of the DAS Stage Gate Process – DHS proposes to move forward with an RFP to procure a Centralized Abuse Management (CAM) solution.