

2013-15 Policy Option Package

Agency Name: DHS Aging and People with Disabilities
Program Area Name: Home Care Commission
Program Name: Client-Employed Provider Program
Policy Option Package Initiative:
Policy Option Package Title: Online Homecare Worker (HCW) Application and Electronic Data Management System (EDMS)
Policy Option Package Number: 108-15
Related Legislation:
Program Funding Team: Healthy People

Summary Statement:

Implementation of an online HCW application and EDMS will reduce the APD service delivery system workload related to homecare workers. This POP will eliminate paper applications and storage of HCW employment and training documents. The online application will interface with CRIMS to facilitate initial criminal background checks. This POP significantly reduces data entry and provides a central electronic location for provider files, which can be accessed by the APD service delivery system, the Home Care Commission and the Office of Financial Services.

Statewide standardization, improved efficiency, automated systems and reduction in paper usage will be some of the benefits of this POP.

	General Fund	Other Funds	Federal Funds	Total Funds
<u>Policy Option Package Pricing:</u>	\$85,474	\$0	\$84,961	\$170,435

1. WHAT WOULD THIS POLICY OPTION PACKAGE (POP) DO AND HOW WOULD IT BE IMPLEMENTED?

HCW application and training data are used within the Home Care Commission's (HCC) Registry and Referral System (RRS) to facilitate in-home client/employers' access to qualified homecare workers (ORS 410.606.) At present, five-page paper applications are completed by prospective HCWs. APD service delivery system staff report a great amount of time reviewing incomplete applications and contacting prospective HCWs about missing information. Once all required information is collected, responses are manually entered by the APD service delivery system staff into the RRS and Oregon ACCESS. Paper records of HCW applications are maintained by individual branches and cannot be accessed electronically by staff in the other parts of the APD service delivery system. When a homecare worker relocates to a different service district in Oregon, a physical file must be mailed from one ADP service delivery system office to another. Likewise, paper records of training completed by active HCWs are maintained by HCC and are transmitted manually or by fax to Financial Services for payment processing. Training data are also manually entered into an MS ACCESS database and uploaded into the RRS for use as matching criteria.

This POP significantly reduces service delivery system staff time required to manually enter data into the RRS. It provides for a central electronic repository for homecare worker files, which will be accessible to the entire APD service delivery system, the Home Care Commission (HCC) and the Office of Financial Services.

This POP will reduce workload by:

1. Making prospective HCWs responsible for completing applications online, in service districts needing available homecare workers to meet in-home clients' needs
2. Notifying appropriate APD service delivery system offices via email when applications have been completed
3. Interfacing with CRIMS to facilitate criminal background checks
4. Automatically uploading application data into the HCC Registry and Referral System (RRS)
5. Providing a central electronic repository for all HCW files, including training completion and payment records.

Implementation

HCW Online Application

- Programs, Agencies and HCC will collaborate on webpage design.
- HCC will consult OIS on webpage development.
- RRS Coordinator and OIS staff will create process to upload HCW application data into the RRS and email notification to APD Service Delivery System Offices.
- APD service delivery staff will receive training on new procedures.
- Partners and stakeholders will be informed about new procedures.

EDMS

- HCC will develop an agreement and process with OHA to utilize existing EDMS system and allow appropriate staff access to the system.
- HCC will consult OIS on design and build of online repository
- Limited duration staff will scan paper records into EDMS
- APD service delivery staff will receive training on transitioning paper HCW records to EDMS and accessing records in the future.

2. WHY DOES DHS PROPOSE THIS POP?

Implementation of an online HCW application and EDMS for HCW records will reduce the APD service delivery system workload related to homecare workers and increase efficiency and accessibility. It is anticipated that new workforce segments will be attracted to the online application process. The online HCW application will integrate with CRIMS to facilitate initial criminal background checks. In addition to reducing staff workload, the online application and EDMS will eliminate paper applications and storage of homecare worker employment and training documents. This POP provides a central electronic repository for

homecare worker files, which will be accessible to the entire APD service delivery system, the Home Care Commission and the Office of Financial Services.

3. HOW DOES THIS FURTHER THE AGENCY'S MISSION OR GOALS?

The Agency goal for effective, efficient, transparent, accountable operations is met through the desired outcomes of this project which are statewide standardization, improved efficiency, automated systems, and reduction in paper usage. This project is aligned with Agency values of stewardship, responsibility, and innovation.

4. IS THIS POP TIED TO DHS PERFORMANCE MEASURE? IF YES, IDENTIFY THE PERFORMANCE MEASURE. IF NO, HOW WILL DHS MEASURE THE SUCCESS OF THIS POP?

No, however this project will be added as an initiative to the DHS-APD Breakthrough map, and performance measures will be developed.

5. DOES THIS POP REQUIRE A CHANGE(S) TO AN EXISTING STATUTE OR REQUIRE A NEW STATUTE? IF YES, IDENTIFY THE STATUTE AND THE LEGISLATIVE CONCEPT.

No, this POP does not require a change to an existing statute or require a new statute.

6. WHAT ALTERNATIVES WERE CONSIDERED AND WHAT WERE THE REASONS FOR REJECTING THEM?

We find the alternative of maintaining status quo unacceptable because of staff time required for tasks that could be automated, as well as resource, record storage and retrieval issues. This POP is an innovative initiative that will result in statewide standardization, improved efficiency, automated systems, and reduction in paper usage.

7. WHAT WOULD BE THE ADVERSE EFFECTS OF NOT FUNDING THIS POP?

The APD service delivery system would continue to struggle with managing the Client-Employed Provider Program without the supports needed to reduce workload and improve efficiency. Service delivery system offices and would be required to continue to input HCW application information, manually handle files and increase storage space for paper records on a regular basis. Financial Services and HCC would continue to handle and input data from and store paper training completion records.

8. WHAT OTHER AGENCIES (STATE, TRIBAL AND/OR LOCAL GOVERNMENT) WOULD BE AFFECTED BY THIS POP? HOW WOULD THEY BE AFFECTED?

The APD Service Delivery System includes AAAs and these organizations would benefit from the implementation of this POP. They would experience standardization, improved efficiency, automated systems, and reduction in paper usage.

9. WHAT ASSUMPTIONS AFFECT THE PRICING OF THIS POP?

- One FTE to process and scan documents into the EDMS.
- Minimal cost related to the development and implementation of the web page, as it will be modeled on the Employment Department's Child Care page
- HCC and APD IS/OIS will need funds for the development of a process to download data received to the Registry and to email notify local offices of the receipt of an application.
- Integration with CRIMS

Implementation Date(s): January 2014 online application and September 2014 EDMS

End Date (if applicable): N/A

a. Will there be new responsibilities for DHS? Specify which Program Area(s) and describe their new responsibilities.

APD Central Office and APD-HCC will coordinate this project.

APD-IS will manage data download process

EDMS will process homecare worker related documents received from the APD service delivery system and the HCC,

b. Will there be new administrative impacts sufficient to require additional funding? Specify which office(s) (i.e., facilities, computer services, etc.) and describe how it will be affected. See Addendum A - Administrative Services Division LC/POP Impact Questionnaire (at the end of this document). Yes, please see impact questionnaire.

c. Will there be changes to client caseloads or services provided to population groups? Specify how many in each relevant program.

No there will not be changes to client caseloads or services provided to seniors and people with physical disabilities.

- d. Will it take new staff or will existing positions be modified? For each classification, list the number of positions and the number of months the positions will work in each biennium. Specify if the positions are permanent, limited duration or temporary.**

Yes, this POP will require one permanent FTE for EDMS, but will not require new staff in the APD service delivery system, since Homecare Worker Coordinators and CEP Specialists will do their work differently. This POP will require temporary staff to develop the new web page and online application, web interfaces and other IT related tasks for this POP.

- e. What are the start-up costs, such as new or significant modifications to computer systems, new materials, outreach and training?**

The start-up costs will include:

- Web page design and creation of online application
- Building web interfaces with the RRS and CRIMS
- Building e-mail notification system to notify Homecare Worker Coordinators and CEP Specialist that HCW application has been received
- Development of online training materials for homecare worker applicants and APD service delivery system staff.

The APD service delivery system and HCC have the ability to scan documents from their desktops or with copiers that have scanning capabilities, which will allow documents to be delivered to EDMS with minimal costs.

Minimize costs when possible by utilizing or building upon existing resources.

f. What are the ongoing costs?
 Maintenance or upgrades to include other programs that will benefit from having an online system,

g. What are the potential savings?
 Workload reductions in the following areas:
 - Staff time spent on data entry
 - Time spent in person and on the phone with homecare worker applicants

Benefits
 - Time available for other work
 - Majority of data entry into one system
 - Increased efficiency and accuracy
 - Fewer paper files

h. Based on these answers, is there a fiscal impact?

TOTAL FOR THIS PACKAGE

<u>Category</u>	<u>GF</u>	<u>OF</u>	<u>FF</u>	<u>TF</u>	<u>Position</u>	<u>FTE</u>
Personal Services	\$69,575	\$0	\$69,066	\$138,641	1	0.88
Services & Supplies	\$15,604	\$0	\$15,601	\$31,205		
Capital Outlay	\$0	\$0	\$0	\$0		
Special Payments	\$295	\$0	\$294	\$589		
Other	\$0	\$0	\$0	\$0		
Total	\$85,474	\$0	\$84,961	\$170,435	1	0.88

(Agency Name) - Fiscal Impact Summary by Program Area:

	Program Area 1	Program Area 2	Program Area 3	Program Area 4	Total
General Fund	\$0	\$0	\$0	\$0	\$0
Other Fund	\$0	\$0	\$0	\$0	\$0
Federal Funds- Ltd	\$0	\$0	\$0	\$0	\$0
Total Funds	\$0	\$0	\$0	\$0	\$0
Positions	0	0	0	0	0
FTE	0.00	0.00	0.00	0.00	0.00

What are the sources of funding and the funding split for each one?