

2013-15 Policy Option Package

<u>Agency Name:</u>	Department of Human Services
<u>Program Area Name:</u>	Developmental Disabilities
<u>Program Name:</u>	Office of Developmental Disabilities
<u>Policy Option Package Initiative:</u>	Implement a centralized, electronic client record and case management system.
<u>Policy Option Package Title:</u>	Electronic Records System for DD Comprehensive and Support Services.
<u>Policy Option Package Number:</u>	109-9
<u>Related Legislation:</u>	
<u>Program Funding Team:</u>	Healthy People

Summary Statement:

The statewide system for serving individuals with developmental disabilities is a highly decentralized structure relying on contracted provider entities for case management and service delivery. As a result, there is no common, centralized information system for client plans, services, and outcomes. This compromises the state's ability to plan strategically, provide required regulatory and oversight functions, and develop service policies and procedures. This POP will allow for the implementation of an already established electronic web-based central client record and case management system. This system will be used by all provider and case management entities with users, including state staff, having access via assigned user roles for security purposes. This system will interface with the current service payment systems already in place and used by the Office of Developmental Disability Services.

	General Fund	Other Funds	Federal Funds	Total Funds
<u>Policy Option</u> <u>Package Pricing:</u>	\$2,445,998	\$0	\$2,444,866	\$4,890,864

- 1. WHAT WOULD THIS POLICY OPTION PACKAGE (POP) DO AND HOW WOULD IT BE IMPLEMENTED?** This POP will allow for the implementation of an already established electronic web-based central client record and case management system. This system will be used by all service providers and case management entities with users, including state staff, having access via assigned user roles for security purposes. This system will provide for a centralized structure for access to client plans, services, and outcomes. This system will interface with the current service payment systems already in place and used by the Office of Developmental Disability Services. There is a suggested provider of such a service – Therap Services. This is a service that is utilized in other states and is designed for programs serving people with developmental disabilities.
- 2. WHY DOES THE DEPARTMENT OF HUMAN SERVICES PROPOSE THIS POP?** The statewide system for serving individuals with developmental disabilities is a highly decentralized structure relying on contracted provider entities for case management and service delivery. As a result, there is no common, centralized information system for client plans, services, and outcomes. This compromises the state’s ability to plan strategically, provide required regulatory and oversight functions, and develop service policies and procedures. Additionally, because of easier access to statewide information, this POP will allow for greater efficiencies of Department-wide staff engaged in such activities as performance and financial audits, licensing and regulatory activities, and abuse investigations and protective services. This system can also be accessed by CCO’s and as such can assist in efforts to further implement Health System Transformation in regard to individuals with severe disabilities.

3. **HOW DOES THIS FURTHER THE AGENCY'S MISSION OR GOALS? By providing access to improved information and data,** this POP will help further all the Department goals as they relate to improved client outcomes, effective and efficient use of resources, improved strategic planning for improved and sustainable future services. This also helps promote statewide goals as they relate to Health System Transformation.

4. **IS THIS POP TIED TO A DEPARTMENT OF HUMAN SERVICES PERFORMANCE MEASURE? IF YES, IDENTIFY THE PERFORMANCE MEASURE. IF NO, HOW WILL THE DEPARTMENT OF HUMAN SERVICES MEASURE THE SUCCESS OF THIS POP?** Yes, this POP is tied to most performance measures, fundamental process, and breakthrough measures in that it will be a central component to assessing efficiency, effectiveness, and service outcomes.

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.

6. **WHAT ALTERNATIVES WERE CONSIDERED AND WHAT WERE THE REASONS FOR REJECTING THEM?** There are possible solutions through the internal development of internal customized systems within the Department, but these are several years in the offering given current resources and competing priorities for existing IT needs. The need for the benefits of a centralized client record and case management system is a current need to be addressed. Discussions with IT representatives are in support of this proposal with the recognition that it might eventually be replaced with an internal system when timing and resources eventually align.

7. WHAT WOULD BE THE ADVERSE EFFECTS OF NOT FUNDING THIS POP? This will continue to compromise the state’s ability to provide oversight of services. CMS has expressed concerns about statewide oversight which as a primary funder of service could have adverse consequences or cause less planned response based on compliance with their expectations. Moreover, ODDS has developed a plan to address the sustainability issues associated with the developmental disability system. Lack of access to information that would be provided by this POP could compromise effective implementation and evaluation of that plan. Lastly, the Department faces immediate challenges to its system for providing employment services for people with developmental disabilities. Access to client and case management information on a statewide basis is critical for responding to those challenges.

8. WHAT OTHER AGENCIES (STATE, TRIBAL AND/OR LOCAL GOVERNMENT) WOULD BE AFFECTED BY THIS POP? HOW WOULD THEY BE AFFECTED? Community Developmental Disability Programs (CDDP’s), as the case management entities, and community service provider entities will be effected since they would be users of the proposed system. OHA and CCO’s are also possible users and beneficiaries of the proposed central, electronic record keeping system.

9. WHAT ASSUMPTIONS AFFECT THE PRICING OF THIS POP?

The assumptions are based on a cost of \$100 per client per month. Client count is based on the 2013-15 forecast of 22,700. The funding for this POP would qualify for an administrative match. For system work OIS has recommended 1 ISS7 and 1 OPA2 for 21 months as contractors.

Implementation Date(s): 7/1/13

End Date (if applicable): _____

- a. **Will there be new responsibilities for the Department of Human Services? Specify which Program Area(s) and describe their new responsibilities.** No.
- 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).** No.
- c. **Will there be changes to client caseloads or services provided to population groups?** No.
- 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.** No. (See 1B)
- e. **What are the start-up costs, such as new or significant modifications to computer systems, new materials, outreach and training?** No. (See 1B)
- f. **What are the ongoing costs?** Annual service costs of \$100 per client.
- g. **What are the potential savings?** It is anticipated that savings will be realized by efficiencies of state staff, in particular those performing audit, regulatory, and abuse/protective service functions related to developmental disability services.
- h. **Based on these answers, is there a fiscal impact?** Yes.

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	\$154,940	\$0	\$153,776	\$308,716	2	1.66
Services & Supplies	\$2,290,468	\$0	\$2,290,502	\$4,508,970		
Capital Outlay	\$0	\$0	\$0	\$0		
Special Payments	\$590	\$0	\$588	\$1,178		
Other	\$0	\$0	\$0	\$0		
Total	\$2,445,998	\$0	\$2,444,866	\$4,890,864	2	1.66

(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?