

Slide 1

Systems
Modernization

MFSRC Conference
Monday, October 5, 2013
1:00 PM – 2:30 PM




Minnesota Department of Human Services

Slide 2



Business Process Redesign (BPR)


- In 2008, the state child support division, with the help of county IV-D agencies, conducted a BPR to assess current child support policies, systems, and technological capabilities
- Resulted in:
 - Recommendations to simplify and streamline policy and processes
 - Roadmap for child support system modernization



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Integrated Human Service Delivery System (IHSDS)


- **What is IHSDS?**
 - A people-centered human services delivery system in which policy, people, processes and technologies are aligned to serve the DHS mission.
- **Goals of IHSDS:**
 - People-focused and holistic, Accountable for results, Accurate, Customer-friendly, Continuously improving, Responsive to changing needs and demands, Sustainable over time, Facilitates self-directed care.
- **Strategies for accomplishing goals:**
 - Program Simplification
 - Service Delivery Reform
 - **Systems Modernization**



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Planning begins

- 2011 legislation required DHS to issue a request for information (RFI) for an integrated service delivery system
- DHS reviewed RFI's and hosted vendor system demonstrations
- KPMG was hired to complete an enterprise system modernization roadmap
- KPMG presented a blueprint to use for system modernization efforts over the coming years




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Slide 10

COMMERCIAL OFF THE SHELF (COTS) PRODUCT

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Commercial Off the Shelf (COTS)

Hopes for

- reduction of overall system-development and costs (as components can be bought or licensed instead of being developed from scratch) and
- reduced long-term maintenance costs.

Fears of

- increase in software component-integration work and a dependency on third-party component vendors

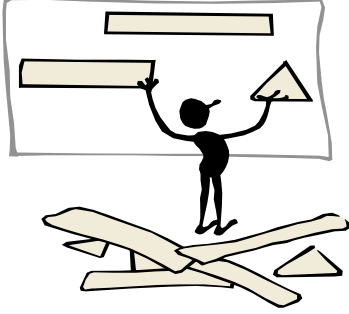
The Value of COTS

- **Low risk solution deployment** – Delivers common, best-practice functionality and leverages proven implementation methodologies
- **Low Cost** – Significantly reduces development efforts, enabling customers to focus on tailored extensions to meet their unique business requirements
- **Inherent Best Practices** – Incorporates the knowledge obtained by working on dozens of social enterprise solution implementations




Cúram COTS

Designed to be Modified!



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What's in the Tiers?

Solutions

- Basic rules, basic and sample workflows, basic evidence-gathering scripts based on Cúram's analysis of the solution's needs
- Modifiable configurable and customizable

Enterprise Modules

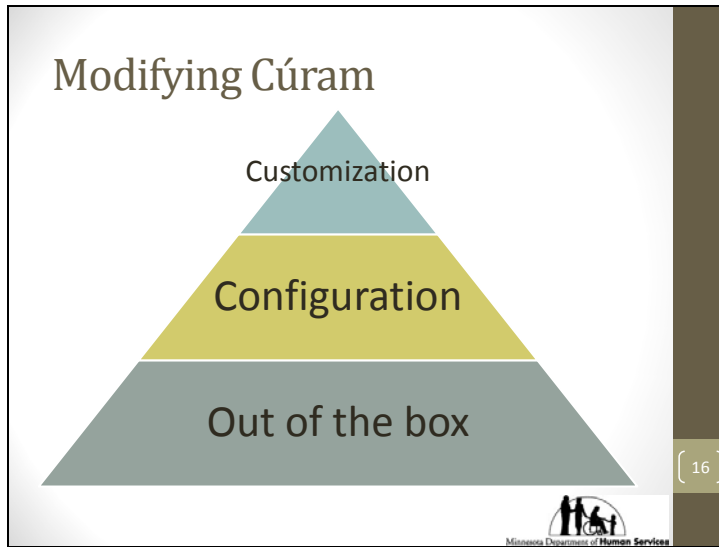
- These modules are purchased based on what the solutions in the top tier need. E.g. Provider Management is not needed for Income Support for Medical Assistance (eligibility) but WOULD be needed for Child Care or in-home service providers of Community-based Care.

Social Program Management Platform (Always Needed)

- Includes: e.g. Rules Engine, Workflow Engine, Supervisor workspace, IEG scripts


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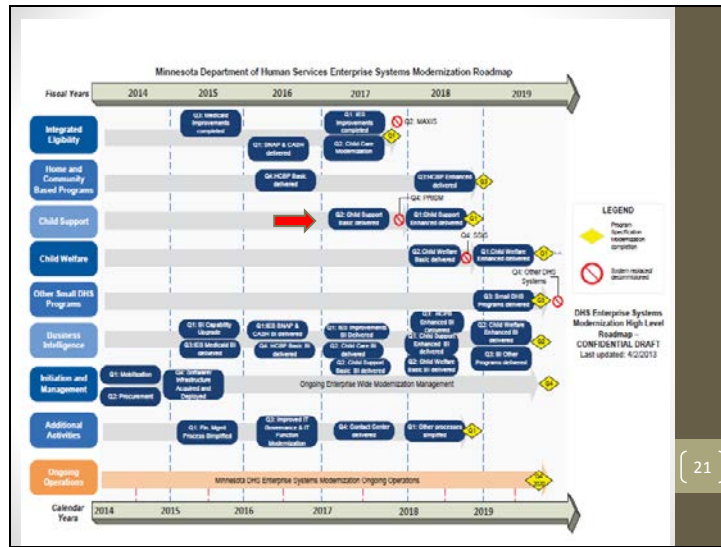


Examples of Configuration

- Populating table with Minnesota Counties
- Setting up a location and organization structure to reflect DHS and Counties
- Setting up a work flow for Intake in a case-banking county – includes who has to approve what
- Adding a program (policies) by using the Dynamic Programs feature that uses wizards and widgets
- Adding a rule-set for MFIP




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Impact on Counties

- Simplification and planning work groups
- County Roles and Responsibilities group
- Communications
- Training
- Input



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Questions?

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