

**Senior Services Data Integration Project**

**FY2001 Request: \$308,200**  
**Reference No: 32426**

**AP/AL:** Appropriation **Project Type:** Information Systems  
**Category:** Housing/Social Services  
**Location:** Statewide **Contact:** Kay Burrows  
**House District:** Statewide (HD 1-40) **Contact Phone:** (907)465-3665  
**Estimated Project Dates:** 07/01/2000 - 06/30/2005

**Brief Summary and Statement of Need:**

This project will develop a professional services agreement with one or more software companies, to provide modifications, enhancements, and an integrated environment to tie the current stand-alone applications being currently developed. Lack of integration with existing systems has contributed to increasing backlog problems.

<b>Funding:</b>	<b>FY2001</b>	<b>FY2002</b>	<b>FY2003</b>	<b>FY2004</b>	<b>FY2005</b>	<b>FY2006</b>	<b>Total</b>
MHTAAR	\$308,200						\$308,200
<b>Total:</b>	\$308,200	\$0	\$0	\$0	\$0	\$0	\$308,200

<input type="checkbox"/> State Match Required	<input checked="" type="checkbox"/> One-Time Project	<input type="checkbox"/> Phased - new	<input type="checkbox"/> Phased - underway	<input type="checkbox"/> On-Going
0% = Minimum State Match % Required		<input type="checkbox"/> Amendment	<input checked="" type="checkbox"/> Mental Health Bill	

**Operating & Maintenance Costs:**

	<u>Amount</u>	<u>Staff</u>
Project Development:	0	0
Ongoing Operating:	0	0
One-Time Startup:	0	
<b>Totals:</b>	<b>0</b>	<b>0</b>

**Additional Information / Prior Funding History:**

Funding for this project has not been previously requested.

**Project Description/Justification:**

FY 2001 DOA CIP Overview Form

Project Name: Division of Senior Services Data Integration Project

Amount Requested: \$308.2

Fund Source: Mental Health Trust Account Authorized Receipts (MHTAAR)

**Problem Statement:**

The purpose of this project is to create a functional, integrated data environment for the entire Division of Senior Services. The Division is currently using a combination of manual procedures and standalone databases to accomplish the work of all of the Division Programs. This has led to at least 14 redundant and labor intensive ineffective systems throughout the Division. Work has been slowed, while growth in the workload has been rapidly increasing. Community-based providers have been growing more dissatisfied with the backlog problems of the Division. A FY 1998 needs assessment by ITG, a FY 1999 requirements analysis and planning assessment (see attachment) and a data elements list has resulted in the recommendation to implement a long-term integration project for this data initiative.

**Solution:**

In FY 2001, a project to integrate the four major databases of the Division is proposed. In FY 2000, work will be completed on these standalone systems for DSS: 1) a database for the Medicaid Waiver program, 2) a database for the

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Federal nutrition, transportation and supportive services program, 3) a grant tracking program for the Home and Community based services program and for the Mental Health Trust projects, and 4) a database for Adult Protective services. This proposed project will integrate these databases and provide non-duplicative data entry and streamlined data gathering and use.

### Benefit:

This integrated data environment would have many benefits. Internal communication would be provided both across the State WAN and via an Intranet. Calls would be logged and tracked using the intake management system. Automated interfaces would be available to provide access to information contained in them and would eliminate the re-keying of information into these systems. Client and service provider information would be entered once and would be available throughout the Division, eliciting redundant entry and storage. Incoming and outgoing forms would be web-enabled and would carry the information from the form to the database. Ad hoc and standard reporting would be available to better manage the programs and to identify trends. It would also enhance grant management and data evaluation. It would benefit Alaskans who are accessing the Division services, by reducing wait times and increasing access.

### What we are buying:

DSS would develop a professional services agreement with one or more software companies, to provide modifications, enhancements and an integrated environment to tie the current stand-alone applications being currently developed together. This project would also require a contracted project manager to provide technical assistance to the Division to assure a completed project that meets DSS's needs, as developed in the FY 99 Requirements Analysis and planning assessment. The State of Alaska would own the integrated software developed through this project.

### Other Details:

Attached are visual presentations from the Integrated Information System Requirements Analysis and Planning Assessment project completed in FY 1999. These show the current state of database development at DSS and a visual representation of what this project will accomplish.

Proposed Telecommunications Capital Project Review Form FY 2001  
Telecommunications Information Council Policy Committee  
Technical Advisory Committee

Department: Administration

Division: Senior Services

Project Title: Division of Senior Services Data Integration Project

1. Has this project been previously approved by TIC/TAC? If yes, and there are no significant changes to funding amounts or technologies there is no need to continue with this form. Please forward a copy of last year's final capital budget back-up as your submission for this fiscal year.

No. However, there has been an Integrated Information System Requirements Analysis and Planning Assessment done. It is included as an attachment.

2. What is the purpose of the project?:

The purpose of this project is to create a functional, integrated data environment for the entire Division of Senior Services. The Division is currently using a combination of manual procedures and standalone databases to accomplish the work of all of the Division Programs. This has led to at least 14 duplicative, redundant and labor intensive, ineffective systems throughout the Division. Access by the public to our services has been slowed tremendously, while growth in the workload and the population to be served has been rapidly increasing. Community-based providers have been growing more dissatisfied with the backlog problems of the Division. A FY 1998 needs assessment by ITG, a FY 1999 Requirements Analysis and Planning Assessment (see attachments) and a data elements list has resulted in the recommendation to implement a long-term integration project for this data initiative. Work is to begin on this with current capital money in FY 2000 (approved in FY 1998), and to be completed in FY 2001.

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Project cost:	Capital:		Annual O&M costs or savings
	Prior Years:	FY 2001: FY 2002:	
General Funds- Mental Health	\$184.0		
General Fund Match			
General Fund Program Receipts			
I/A Receipts (Medicaid RSA)			\$25.0 (maintenance)
Other Funds (MHTAAR #1092)*		\$308.2	
Federal Funds	\$ 45.0		
<b>Total</b>	<b>\$229.0</b>	<b>\$308.2</b>	<b>\$25.0**</b>

3. Is this a new systems development project? No. Upgrade or enhancement to existing department capabilities?  
Yes.

4. Specifically, what hardware, software, consulting services, or other items will be purchased with this expenditure?

- Contract project manager
- software for integrated data system (I.E. such as SEQUEL SERVER or other)
- web-based technology for interface with providers internal databases and links to partner private and public agencies
- Maintenance of software applications

5. How will service to the public measurably improve if this project is funded?

DSS will be able to efficiently serve a larger elder and disabled Alaskan population and meet their needs for long term care or protective services in a more timely, accessible manner. They are usually seeking services at a time they are in crisis. Allowing them timely access to Medicaid Home and Community-based services often enables them to use far less costly Medicaid services and not have to enter a nursing facility. (In FY 1999 we projected a savings of \$8.5M because Medicaid clients used waiver services instead of nursing home beds in the Anchorage area.)

6. How does project fit into the long-range technology plans for your department and the technology goals of the Knowles/Ulmer administration? (They are: Improve public access to information; Maximize service to the public through voice, video and data systems; Optimize government efficiencies; Explore innovating and cost-effective services that meet Alaska's challenges; Stimulate the development of private and public services.)

This project fits the long-range technology plans for the Department of Administration and of the Knowles/Ulmer administration. It will improve public access, information and referral for all services at DSS. (The current backlog of constituent requests for service is often 3-4 months long.) It will maximize service to the public by using web-based interfaces, fax servers and telephone intake management. It will optimize government efficiencies by freeing up professional level staff to respond to complaints from constituents and allow them time to work toward ongoing system program improvements without increasing personnel services. It stimulates the development of public and private services by increasing the system capacity of approximately 130 private care coordinators, 110 assisted living homes and numerous other independent private providers statewide.

7. Does project affect the way in which other public agencies will conduct their business?

It will increase access to DSS integrated database by the Division of Public Assistance and by the Division of Medical Assistance. It will allow data gathering for Health Care Financing Administration (HCFA) compliance and management audits in a more accurate and timely manner. It will streamline request from Alaskan's for DPA eligibility services. It will allow for sharing program information with the Division of Mental Health and Developmental Disabilities, in order to bridge current inconsistencies between the two Division's waiver and assisted living programs.

8. What are the potential out-year cost implications if this project is approved? (Bandwidth requirements, etc.)

Maintenance and future enhancements to the applications will be necessary.

9. What will happen if the project is not approved?

Fewer citizens will have access to DSS services. Access will also be less and less timely. The current growth of the senior population requires either growth in personnel resources or in technological advances at the Division level, in order to meet the needs of Alaskans for long term care information service delivery and protective services.

Without this system development, the Medicaid waiver services, the Adult Protective Services, and the Assisted Living service system will continue to have more lengthy wait time for constituents who are very vulnerable.

10. Attachments - submit to OMB

Attachment -- DSS Integrated Information System Requirements Analysis and Planning Document (under separate cover )

Attachment -- Handouts from visual presentation of DSS Integrated Information System Requirements Analysis and Planning Document

Attachment -- DSS Waiver growth, by fiscal year