



### Environmental Scan: Technology in Case Management

**A representative from OFA's Region I-IV would like to know how States are utilizing technology to streamline the client experience (face-to-face interviews, FaceTime, etc.) *The OFA PeerTA Network conducted an environmental scan of programs in the field, which are listed below.***

- Medicare and Medicaid Services (CMS) announced (<http://www.medicaid.gov/medicaid-chip-program-information/by-topics/data-and-systems/downloads/medicaid-90/10-funding-extension.pdf>) federal funds for modernizing Medicaid eligibility and enrollment systems through the A-87 waiver. The new deadline is December 2018 and health and human services can partner with Medicaid to improve eligibility systems across programs.
- The North Carolina Families Accessing Services Through Technology (NCFAST) (<https://www.niem.gov/aboutniem/best-of-niem/Pages/2014-winners.aspx>) Program introduces new technological tools and business processes that will enable the North Carolina Department of Health and Human Services and the 100 county departments of social services to spend less time performing administrative tasks and more time assisting families. The use of the National Information Exchange Model (NIEM) helped facilitate the design and implementation of services and message exchanges that are common to many health and human services in most states, so they can be reused. This provided other states with the opportunity to reuse and build upon a rich set of message exchanges and an architectural framework, enabling them to provide enhanced, effective, and efficient services to families. Additional information on North Carolina: <http://www.ncwss.com/Resources/index.html>.
- The Office of Management and Budget (OMB) Partnership Fund for Program Integrity Innovation provided the Department of Health and Human Services/Administration for Children and Families (HHS/ACF) funding for State Systems Interoperability and Interoperability and Integration Project Grants (<http://www.acf.hhs.gov/omb-partnership-fund-pilot-state-systems-interoperability-and>) (\$212). These planning grants funded 12-month-long projects in seven states to explore and plan improved interoperability and integration in eligibility and enrollment, case management, and other related functions to help streamline administration processes and strengthen program integrity in federal assistance programs across health and human services information technology systems. Grants were awarded to California, Colorado, Illinois, Indiana, Maryland, New York, and Oklahoma. Specific examples include:
  - Colorado built a Client Information Sharing System that facilitates collaboration and data sharing across their Department of Human Services and six other domains.
  - Indiana worked to automate and improve the state's Vital Events Registry information, collection, and data sharing.
  - New York developed the Children's Passport, an online reporting portal that captures data from multiple data sources.
- The Ohio Department of Job and Family Services (ODJFS) ([http://innovation.workforce3one.org/resources\\_uploads/one-pagers/OnePager - Ohio DJFS 20130312 final.pdf](http://innovation.workforce3one.org/resources_uploads/one-pagers/OnePager_-_Ohio_DJFS_20130312_final.pdf)) is a Workforce Innovation Fund Grantee. The Electronic



OhioMeansJobs (e-OMJ) effort will transform Ohio's public workforce system and improve workforce service access, utilization, and outcomes by implementing the online e-OMJ service delivery technology system. E-OMJ will streamline and integrate services and resources among Ohio's multiple workforce programs and agencies.

- The Pasco-Hernando Workforce Board, Inc. (PHWB), ([http://innovation.workforce3one.org/resources\\_uploads/one-pagers/OnePager\\_-\\_Pasco\\_Hernando\\_20130312.pdf](http://innovation.workforce3one.org/resources_uploads/one-pagers/OnePager_-_Pasco_Hernando_20130312.pdf)) is a Workforce Innovation Fund Grantee. To compensate for an increased demand for services during austere budget times, the PHWB will incorporate new technologies into their service delivery systems, thereby serving more individuals in more locations but at a lower overall cost. This approach will include changes to the core service delivery of programs across funding streams.
- The Illinois Department of Rehabilitation Services' (DRS) Web-Based Case Management System (WebCM) (<https://www.dhs.state.il.us/page.aspx?item=66559>) has been established for Transition Specialists and DRS staff who work with the Secondary Transitional Experience Program (STEP).
- The first component of Raleigh's Capital Area Workforce Development Board's (CAWDB) One-Stop Technology (<http://www.capitalareawdb.com/wp-content/uploads/2012/12/Appendix-II-One-Stop-System-Transition-Plan.pdf>) is a virtual case management system that allows for the paperless tracking of each customer and provides a comprehensive view of their job search activities. This tracking system will greatly enhance staff's ability to make timely recommendations and consult with job seekers, thereby decreasing the number of job seekers who drop out of the system, do not use all the tools at their disposal, or get "stuck" in their job search. The enhanced case management system will allow One-Stop staff to effectively track services provided to job seekers and will include software intelligence to guide the job seeker's job search and training efforts. Automatic means to follow up with customers will include alerting staff when there are gaps in service or inactivity; these auto alerts will trigger staff to follow up and provide additional services as needed.