



U.S. Department of Health and Human Services  
ADMINISTRATION FOR  
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**Office of Family Assistance  
West Virginia Department of Health and Human Resources Reporting and Formatting  
Tool RAFT and Data Dashboard  
Webinar Transcript  
January 13, 2015  
2:00 p.m. Eastern Time**

**Presenters:**

- **Lisa Washington-Thomas, Office of Family Assistance, Administration for Children and Families, U.S. Department of Health and Human Services**
- **Jon Cain, Integrated Systems Management, West Virginia Department of Health and Human Resources**
- **Rodney Wright, Regional Program, West Virginia Department of Health and Human Resources**
- **Brian Pierce, Deloitte RAPIDS Support Team**
- **Vinny Prasad, Deloitte RAPIDS Support Team**
- **Jani Dhage, Deloitte RAPIDS Support Team**
- **Louisa Jones, OFA Peer Technical Assistance Network**
- **Christina Techico, OFA Peer Technical Assistance Network**

Operator: Ladies and gentlemen, thank you for standing by. Welcome to the West Virginia Department of Health and Human Resources Reporting and Formatting Tool (RAFT) and Data Dashboard. During the presentation all participants will be in listen-only mode. If you would like to speak to an operator at any time during the presentation, simply press Star 0. I would like to remind you today's call is being recorded Tuesday, January 13, 2015. And now I have the pleasure to turn the conference over to Lisa Washington-Thomas. You may begin, please, ma'am.

Lisa Washington-Thomas: Thank you very much. Welcome, everyone. I'm Lisa Washington-Thomas, the Branch Chief for the Self-Sufficiency Branch at the Office of Family Assistance. And I'm also the



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Federal Project Officer for OFA's Peer TA Network, and we are so excited to host this webinar demonstrating West Virginia's Department of Health and Human Resources' Reporting and Formatting Tool, which they call RAFT, and the data dashboard.

The RAFT system is an integrated eligibility data warehouse, an analytic platform that extracts, transforms, and loads case demographic, eligibility, and benefit information from a variety of public assistance programs, including SNAP, West Virginia Works, Medicaid, School Clothing Allowance, CHIP, Emergency Assistance, and LIEAP, to support worker and management level reporting.

In this webinar, our presenters will outline the history of RAFT and show you the system through a live demonstration. I want to first thank West Virginia's Department of Health and Human Resources' partners who will be presenting to you today. The primary speakers are Rodney Wright, Region Three Program Manager, and Jon Cain, Director of the Recipient Automated Payment and Information Data System (RAPIDS).

We want to also thank our partners and colleagues from New Jersey and Washington, D.C., who submitted a PeerTA technical assistance request and brought this important system to our attention as a topic which they are interested in learning more. We will have a Q&A session at the end of the presentation only through the computer, so we encourage you to submit questions throughout the duration of the webinar.



To submit a question, please type in the chat box in the lower left corner of your screen and then press “Send.” We will acknowledge receipt of your questions and forward them to the moderator, who will read them to our presenters at the close of the presentation. Following the presentation, we’ll ask you to respond to a short evaluation that will appear in a separate pop-up window.

Your feedback is so important to us and helps us shape the delivery of our technical assistance. All of the materials and presentations for today’s webinar will be posted on the OFA’s PeerTA Network website and will be sent directly to you within a few weeks. Now I will turn the webinar over to Jon Cain from West Virginia.

Jon Cain:

Thank you, Lisa. I’d like to take the time to thank everybody for the opportunity to share how West Virginia does business, and how it could possibly benefit them as well. Anytime we have this opportunity, we want to reach out and if asked—or, you know—an opportunity to share through a conference of any sort. By no means are we holding secrets as to how we do business.

And so with that said, I’d like to dive into the first slide about “What is RAPIDS?” I think it’s key for you all to understand “What is RAPIDS?” And it was mentioned earlier that my title is director of RAPIDS, and basically, the acronym breaks out to be as you’ll see on the slide deck I hope, Recipient Automated Payment and Information Data System. It’s our integrated



automated benefit eligibility system for administering our federal public assistance programs here in West Virginia.

It's including—but not limited to—the following programs, like West Virginia Works, TANF, work programs, SNAP, Medicaid, CHIP, so forth and so on. RAPIDS has a lot of interfaces—27 plus interfaces and growing, as we continue to learn about new opportunities in doing business in West Virginia. With that said, moving on to, “What is RAFT?” Well, RAFT is our recording and formatting tool.

It's our integrated eligibility data warehouse and analytic platform where we perform some ETL processes and bring back into an analytics interface using IBM Cognos on our database platform to help us make decisions—to help, you know—it's important to understand what you're dealing with on a day- to-day basis and how you do business, and then taking that information and looking at it a little bit further and blocking it into different categories so you can figure out where you need to go from there—how to do process improvements where need be.

On the next slide, breaking it down a little bit further, the drivers for RAFT—okay, our objective was to supplement existing reporting structures serving RAPIDS, as well as gaining the ability to conduct business analysis downstream. More specific drivers based off of some of the main points within existing RAPIDS reporting procedures include usability.



Mobius ViewDirect is our primary reports management tool. It is not intuitive from a user standpoint, and as one must know how to navigate through mainframe Mobius, and with the view-only capability, the user has no ability to create reports on the fly. The other option is to query the DB2 tables in the mainframe when the system is down, and we have an average of over 100 specific ad hoc requests each year.

It goes without saying how cumbersome that can be as far as trying to get information in your hands when you need it to make the decisions you need to make, especially during the legislative session. Our tech team dependency—ad hoc scheduled reports must go through the vendor and PAs, as they have the specific technical knowledge to physically create the output.

Timeliness—due to the technical environment of a transactional system and the DB2 costs, reports are run during batch. Ad hocs are SQL status, developed by a PA, a programmer analyst, based on requirements from state project staff, which can take time, effort, knowledge of a database structure, tables, location, data, so forth and so on. It's not a very quick process.

Presentation—reports written into Mobius are viewed on a green screen format on a console. Navigation is limited to viewing things in an up and down, left to right navigation along with other program function keys defined to scan or view a specific entity. If a viewer wants to view the data in a different way, the source



program code that can generate the report requires modification. These reports serve as well for many applications.

They're essential for tracking and disseminating information related to benefit issuance, mass change, caseload management, et cetera. However, increasingly we found we're having to reconstruct the data from the Mobius reports to present in a more logical and consolidated format for publication on our Internet website. And one of the main drivers—cost—the mainframe DB2 usage and cost structures apply.

It applies back to timeliness, where the programs to generate reports are run in batch. Other than actual dollar cost, common resource costs are also incurred. Reports must be created by knowledgeable programmer analysts because of their specialized technical knowledge, as the development work environment is not intuitive.

On the next slide, the benefits of moving to our RAFT reporting and formatting tool—our data warehouse. Usability—we now have a Web-based access via the state's internal network, a single point of access whereby a user may sign on and start creating ad hoc reports on the fly and perform business analysis via OLAP cubes, which provides multi-dimensional summarized views of business data used for reporting and analysis.

Intuitive graphical user interface and simplistic navigation—our presentation is now flexible, including report layouts to help best



suit the user's needs, and ultimately reports are easy to understand at a glance. Flexibility—output reports to Excel format allows you to manipulate the data to meet their needs post-generation. PDF format creates a clean, professional, presentable report that needs no further tweaking. The OLAP cubes can be sliced and diced, pointing and clicking and dragging and dropping to the user's desire.

Timeliness—dedicated server up and running 24/7 with no transactional costs. Monthly reports can be run in batch automatically as well as on an internal schedule, so we traded mainframe costs for having more of a on the demand without any transaction costs where our mainframe and CPU cycle times. Accessibility—it's 100% thin client. User only needs to access the Web browser and authentication authorization to log into Cognos portal.

Business analysis—simple, easy to use, single point of access where the users have freedom to point and click to create their own business analysis trends, charts, and graphs on the fly.

We want to review our RAFT architecture with you next to give you a better understanding of how live land is, so to speak. So as you see on this slide, we have our RAPIDS database, but then worked into the extraction process, into the staging area.

We then extract, transform, and load it into our RAFT data warehouse, and then present it back into whatever fashion is



desired, in some cases, through our RAPIDS Web-based case worker system or into our Cognos analytics dashboard. We have several different data sources that feed into this process. Moving along to the next slide, we get into the actual frequency of the data and how it's extracted.

We have many questions from a call—part of this opportunity and there are questions about where our data was coming from, how often, so we just want to give you a snapshot of how we receive the data and what kind of frequency. Most cases, we look back on a monthly basis in PON as the most current snapshot, but there are some instances where we can get them in over two weeks—two weeks or three weeks.

Moving along, we're going to talk about the highlights of RAFT, and I'm going to hand it over to Brian, who's one of our technical partners with Deloitte.

Brian Pierce:

Thank you, Jon. So we're now going to move into our demonstration portion, and I'm going to ask Jani if you would bring up—so what you're seeing here is an actual screen from our—from one of our data warehouse screens, and you can see that on this screen there's three individual components. You see this map—you see this thing that looks like a donut in the middle, and on the right, we see the work participation watch list. It's a little bit hard to see and it's small, so what we've done is—in the deck, we've kind of blown it up so we feel like it would be easier



to see—and if we had had any technical problems, we would be prepared—so what we’re going to do is walk through it more from the deck side than from going through each individual one, but before we do, we are going to demonstrate some of the live functionality for some of these widgets. And I’m going to turn this one over to Rodney to speak to the enrollment percentage by population.

Rodney Wright:

Thank you. As you can see over here with the little map of West Virginia, you have the options to select actual programs that you want to look at and then, as you pick a program—as we see, Medicaid is currently up on the board now—it actually gives you the percentages, and of course, a nice little coloration of the different percentages within each county.

Now if you would hover over each particular county, it would actually give you the percentage of each one of those counties as far as the population within the state and how that participation within the population in that particular county exists, so it’s a very handy little quick way to look and just see how much of a benefit these particular programs are to the citizens of the—of your state and county.

Brian Pierce:

So we’re now going to move to the special payment allocations.

Rodney Wright:

And of course it—as you’re looking, this is the little donut, and as you can see, it is just literally a—just a cost of what your state is providing in benefits, broken down by programs, and these are



our special programs that we offer within the state of West Virginia as you guys do too. The one I know that most folks don't offer is SCA over there, which is our School Clothing Allowance.

And you can actually see that we do pay out a substantial amount of money each year for school clothing for our low income kids in the state of West Virginia, but it just gives you a quick cost analysis of what we are actually spending on these special programs each year.

Brian Pierce:

Now moving over to the far right, we're going to take a look at the work participation watch list, which I think there's a lot of interest about this particular metric in West Virginia's story here.

Rodney Wright:

And we will go into much more detail too as far as the work participation rate, and this is one of the things we actually were sent to Philadelphia to present is, how we are using RAFT to actually help drive our West Virginia Works program—the TANF program in West Virginia. This is just a quick glance over here on the right-hand side, and it gives you the participation rate by county, and as you could see, you have a list of, like, five counties there that—relatively low participation rate as far as that goal that we're trying to reach of 50% for all families.

And the funny thing is, I was talking to these guys yesterday about this particular screen. The first three—this is just a good identification method—but first three are actually within a—one particular region in our county, so if I was looking at this as a



supervisor, as an area manager, I would very quickly be able to identify that maybe there's some—really—issues in this particular region of our county, because you have three of the top counties right there within the state that are some below us in the state.

So quickly—get me—my identifying factor is, I need to look at these three counties to see what is happening in those three counties and what I can do to actually up that participation, so just a quick glance and we'll go much deeper into the West Virginia Works participation rate.

Jon Cain:

Okay, so I think—we just wanted to reference down below that—we really have a lot more to our analytics dashboard, but because of the sensitivity of the information that could be presented here at a PII level, we can only go so far with this, so down below is some idea of some other different, useful operational reports that we have available at our fingertips, and again, we'd love to show them to you, but there's an issue with the information that is provided through that, that—well frankly—HIPAA wouldn't like it.

Brian Pierce:

So we do have--we have captured again some of the components of the dashboard, and we're going to take you through it via some screenshots. One thing I want to highlight is on this map—there is an ability to—we call it drill through—and the next slide is a sample of what happens when we click—okay, we click on the “All Counties,” and now this is showing you in more of a textual



representation, the comparison of the enrollment as compared to the census.

And again, you will get a copy of this presentation, so these screenshots are in here for your reference. Keep going, Jani. All right, and here's the special allocation—special payment allocation. Keep going. And here's the work participation watch list that Rodney just described.

Again, these are sort of the bottom five, if you will, the counties with the lowest work participation rates, and Rodney gave us some insights into how that's used to manage the business. And we are able to drill down and we're able to get more of the trending of work participation.

Jon Cain:

You want to talk about this a little bit, Rodney?

Rodney Wright:

Well, and I guess this would be a better representation of how you could look at your county data and compare it even at a case work level to the regional participation rate, and also at the state participation rate, so then your different lines on your graph, actually, will show you how you as a worker, how you as a county, how you as a region are comparing to everything else in the state as far as the participation rate is concerned.

So it's just a quick snapshot of, you know, how you are doing, and it breaks it down by different levels, so yes, it's a very good



quick snapshot. It gets you the actual calendar month that you're looking at. Just a quick tool.

The next screen that you will see is the—I guess for lack of a better word, it's the report that was so important to us as far as the driver of our work participation rate. We developed this back in 2008—if I'm—that's when we started really working and trying to develop a tool that we could use on a monthly basis, so we could actually see throughout the state—what—where everyone's participation rate was at that particular month. As you can see, this particular screen is broken down by quarter, and it actually shows you what our state participation rate was each particular quarter.

Now, there are drill downs associated with this—so each bar that you see there as far as the regional bar—if you click on that particular bar, then you could actually see more in depth what the regional break down is—what the—and then you can drill down even further, and the drill downs just keep going and going and going, and you can actually even see it in a format that you can actually read very clearly with all counties listed that will also list the actual participation rate as well.

This was a huge driver, and we have a screenshot also that actually will show you—whenever we say we were using this, really, to try to be a driver to increase our participation rate, you will see that in a later screen—but this is just something we get and we can look at every single month. It helps us understand



where we are, what counties are having trouble, what counties need to work harder.

It's just been a fantastic tool that we have had at our disposal for the last six years. Just another part of the launch development that we had on our RAFT—you can see monthly what we're paying out in support payments. Now of course, there's different ways that you can use this as well. You drill down into these in particular regions, you can see what each region is using, you can see what the state is using.

You can see how much each county is using in support payments, and it actually can help you drive and see if those support payments are actually being beneficial to your customers, and is that helping actually drive your participation rate up any—so there's all kinds of tools that we've actually developed in our RAFT dashboard, not only for participation, but to see if the other support service payments—other enrollments as far as people going on, people going off, coming back on.

There's all kinds of different reports within RAFT we have developed to help us drive that—our whole TANF program as a whole, not necessarily just the participation rate. We even have it broken down into our college and two-parent. As I know there's-- we were struggling so mightily with our two-parent participation rate. You can kind of see two-parent participation rate in West Virginia right now still does not look all that well.



Well, this was one of the reasons why we actually developed a separate state program for two-parent families, and it is state-funded, because we knew—we based on our history and what we saw coming out of these reports—we were never going to be able to meet that 90% goal, so we actually pulled that out, made it a separate state program, but we actually track it to see how well we are still doing.

We also pull college folks out and funded that separately as well, and as you can see, we have a pretty steady participation out of our college participants as far as meeting their monthly participation rate as well, so—we—there's a lot of tools we have available within RAFT here.

And this is the screen that I thought you would find most interesting—back in 2008, when we really started this out. That was our actual state participation rate when we initially started this. And you can see just the steady climb, and of course, the focus was, we need to increase our participation. We have increased it. We've increased it every single year. This year it actually is up to, I think, 46% for 2014 if I'm not mistaken, maybe even 47, but every year we use this tool, we've used it well, and we've increased that participation.

Brian Pierce:

And Rodney, it's interesting—when we look back at the work participation watch list, we see that the rate for the lowest participation rates in the state are—all but one of them are above the average participation rate across the entire state back in 2008,



so I think that shows how, you know, putting the information into a tool like this and giving it to the decision-makers and managers of the state allows you to drive this kind of improvement in some of these critical metrics, the state you're trying to optimize.

So we're making a change now to view our newest capability within the data warehouse, which is called the Application Aging Report. I do want to say that what you're seeing here is actually test data—this isn't system production data. But we're—we wanted to share with you some of this capability that we have. So on the first screen, we're actually showing how we can provide information at different levels, depending on who is actually using the data.

The concept of a report, quote unquote, is really changed through a data warehouse. It's no longer just a piece of paper that's got information organized in a very static way. We can create reports that allow filtering, as we show here, so we can select the date range, we can select the region—so it's mentioned Rodney is our Region Three program manager. He might want to select only for his particular region.

Within his region, he may want to limit it to a particular county, and then you can go down to a deeper level where you specify the supervisory unit, and within the supervisory units, you're able to specify a worker, and then you're able to get down very, very specifically to the application source. So we do have an ability to



provide this information based on who's interested and what level of detail they're interested to get to that information.

So we'll go on to the next slide. These are actually on the same screen when you look at it in the data warehouse, but we've taken them and put them on separate slides and blown them up so that you can see it. So we've organized the applications into various categories—dropped off applications which are paper applications. InROADS is West Virginia's citizens' portal, so we see the InROADS applications that were submitted, pending RFAs, pending intake, and process, applications that have been pended, applications that have been completed and withdrawn.

So we break down the applications based on those statuses, and then, in the columns, you actually see the number of applications that have been in the process for that period of time, so you can see you know, zero to ten days, eleven to 25, 26 to 30, and over 30, and you see the numbers there, and they're totaled right. And again, this is—again—test data, but this information would be filtered down to whatever the criteria that you selected above that you wanted to see.

And also—each one of those numbers—you see the hyperlink, and when you would click on that link, you would see a more detailed breakdown—so we'll now demonstrate what that drill down looks like, and one—I'm sorry, I got ahead of myself a little bit. What you see here is exactly what you just saw in this screen above, but



broken out in a more graphical representation of the applications and percentage of the applications that are in the various statuses.

And then the last thing—go up at the top. We see a detailed depiction of what was the filtering criteria, and then—we see the—so on the next screen, you’ll see the detailed drill down report, and some of this information, we’ve ordered that so this sensitive information wasn’t conveyed, but different—some of the drill-throughs look a little bit different, but then just kind of representative of what you would see when you drilled down. And you can actually get down with the view, down to specific workers, specific regions, and the detailed information about the cases that are being reported in the various statuses.

Rodney Wright:

And one of the drivers I must say to this report was the fact that how much we all love to do hand counts, and that’s exactly what we were getting, needing to report on a monthly and sometimes on a biweekly basis of how many applications we actually had pending, and had to break it down, of course, by whether it was a Medicaid application, whether it was a SNAP application, so we literally—how many non-emergency medical transportation—Medicaid—applications we actually had just pending.

Now we got to thinking about this within the program managers and with the Deloitte staff and with RAPIDS staff—of, there’s got to be a better way to do this—and after we thought through this whole process, we actually had an available dashboard for each worker. We actually log in also every bit of information that



comes in an office—gets logged in and processed as far as the fact that it's here, what it is, so we were literally able to grab that information as well, even like we talked about, a paper application.

A paper application is actually logged in to the system, identifying what it is, the type it is—so therefore, we had that information in our system already, so what we actually did is—you can see under the drop box—now we can actually go out, grab all those numbers that we have, and it may actually be a stack of paper. We can actually drill down at what type of stack of applications we have within that stack of paper and identify how many SNAP applications are in that, how many NEMT applications were in that.

So we can actually visually see however we want to develop this report and pick how we want it sorted—we can actually see exactly what we have, and you know, what period of that application as you can see, is it in process? Is it pending, has it been completed?

So we can actually see the total numbers of whatever type of application we're looking for, so hopefully in the very near future—this will be a very big driver to us meeting those timeframes on applications as we are be—we'll be able to identify and actually see the applications themselves in the drill downs as to which ones are still needing processed. So it's going to be a very good tool for us to meet those application timeframes—just another part of our reports development.



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Jon Cain:

Okay, so we'll now provide you an opportunity to see how to reach out to us if you have any additional requests for information about how West Virginia does business and our team here. There's obviously more people to this than what is reflected on here that help support this and make it happen, but as primary point of contacts, you know, my full title is Director of Integrated Systems Management for DHHR.

DHHR is the parent agency of multiple bureaus, which—Rodney works for one of those bureaus—the Bureau for Children and Families which our TANF program is supported out of. Then our technical partner in putting this in place, along with several key state staff, is our RAPIDS support team. Deloitte is our technical partner, and we still use and count on our state support staff for functional departments' gathering and implementation.

But here with us today as part of this presentation is Brian Pierce, who was speaking throughout the presentation, Vinny Prasad, the technical manager, application manager for our project here, and Jani Dhage, who is our RAFT man. So with that said, I'd like to hand it back over and thank everybody for this chance to share information with how West Virginia does business.

Louisa Jones:

Wonderful, thank you so much. We have a few questions that came in, and I know that we may have answered them in the chat box, but we want to make sure everyone gets a chance to hear the answer, as well as maybe show. We—the first question is, “Can



those maps be shown beyond the county level?” And specific regions and within the state—and with particular states, they have districts, but they’re wondering—“Can you show it by regions of the state?”

Jani Dhage:

Yes, it can be configured for West Virginia—we have configured for the counties, but if you have the product, you can configure it to whatever distinct levels that you want to use.

Louisa Jones:

Wonderful, thank you. And in terms of staff—“How are staff trained across the state and in counties on the system, and do you have a retraining system every year?”

Rodney Wright:

Yes, we actually have a training unit within the state of West Virginia that specifically trains our BCF staff—our Bureau for Children and Families staff. They are trained as new workers in certain locations of the state, as training needs to be refreshed. We schedule those—actually, a lot of those are actually done in our Payment Accuracy conferences, as a matter of fact, and as system changes are actually completed as far as really major system changes, those are actually done statewide as well.

They’re either done in the local offices, or they’re actually done at our training sites which we have throughout the state. We have about eight training sites throughout the state that we actually would send our staff to and rotate them through.



Jon Cain:

We're also trying to pursue leveraging technology solutions like fancy stuff like YouTube to help cut costs to capture videos for training purposes to make it available to those after these training sessions. And we also have some Blackboard courses as well that have been developed that are used as well—so—and we're actually trying to purchase additional camera equipment to—actually do even further—have the further ability to have very high quality equipment to actually use to develop even more training materials to post on YouTube for our staff. So we're—yes, we are big on training. How's that sound?

Brian Pierce:

And I'm just going to mention one other thing. I don't think we pointed it out and I had meant to. On the newer initiatives, we're actually creating a hyperlink that you can bring up a detailed documentation of that particular report and how to use that particular report, so for people who are using the Application Aging Report, for example, they could click on this link, and if they had sort of forgotten what some of those things meant—I'm not sure that we're still sharing, Jani. I don't think we are, but you would be able to refresh your memory about the definitions, how to use the report, and how to interpret the results.

Louisa Jones:

Wonderful. Our next question is, "Do you have contracted providers for TANF services, and if so, how do you measure them on this?"

Jon Cain:

Really, the only providers that we would actually have are, like, our SPOKES classes that we actually put our TANF clients in that actually need some, let's say, refresh on how to be employed, for



lack of a better word, which is—it’s up to a ten-week training class for individuals who come on or need a refresh on their employment skills. We do have that particular contract that does give us work participation hours—but for the most part, that’s about the only contract that we actually have.

Now we do have a donated car referral program actually as part of this too that tries to help individuals who go to work remain at work by giving them a vehicle, so outside of that, we really don’t have any other services. Most of them are just developed at community service sites and technical schools.

Louisa Jones:

Okay. “Does this tool include any interface with other state departments, such as the Department of Labor or Department of Education?”

Brian Pierce:

No. I mean, as far as outside of DHHR, there is the potential for other things that interface with our RAPIDS system that we do some of that, but currently in our RAFT system, however, our vision is that we want to try to get as many different data sources in that makes sense for us to be able to use that against our analytics to help us make decisions. But there are none that I’m aware of outside of the DHHR in business relationships.

Louisa Jones:

Thank you. The next question is, “How many different data sources do you pull from for RAPIDS?”



Jon Cain:

A lot. So that's the simple answer, but there's—we do some data feeds from our Medicaid management information system, and there's also all of our programs that we mentioned previously on the intro slide deck. I'm not sure—I don't think we have EBT in there yet. We do have EBT? You guys want to elaborate on other sources that we have feeding into the system? That's EBT, so we have J.P. Morgan for our EBT side.

Work Force—it's not really in there yet. That goes back to—yes, our quality control information is fed into this from our OIG staff. And it continues to grow.

Brian Pierce:

So we showed you earlier in the presentation kind of our monthly calendar, if you will, of the kinds of transfers, and it will give you some...

Jon Cain:

Primary sources.

Brian Pierce:

...the primary sources of information that come into the system. Obviously, when we pull that information, we don't sort at the transaction level. We sort at a higher level to facilitate building the kinds of reports that are requested, and often when we build new reports, some of the information is already in the warehouse, and we might have to design some specific new feeds for a specific new capability.

Christina Techico:

Thank you. "What do you use for a common client indicator?"



Jon Cain:

Are you referring to our master data management system? I think that's—what the—which is outside of our RAFT system. Is that—can we confirm is that what you're indicating, like a master client index and master patient index, provider index? Is the question from Ryan?

Brian Pierce:

So we do have an integrated eligibility system, so within that system, we manage clients as single entities across those programs. So when you're talking about TANF and Medicaid, SNAP, School Clothing Allowance, all of those programs exist within the single integrated system and have a single client identifier within them. We have recently implemented a master data management solution that is able to collect RAPIDS clients with, for example, child welfare.

So we would be able to identify a client specifically in the other system that this is the same client as is represented within RAPIDS. The functionality to use that information within the data warehouse does not exist right now. This was one of the motivators for doing the master data management initiative is to be able to do that kind of reporting in the future, and this is kind of on our to-do list looking into 2015 and beyond.

Jani Dhage:

So in the system, you know, for the PIN, personal identification number... within RAPIDS.



Christina Techico: Okay. The next question is, “How long did it take to develop this for the state, and is there a general cost estimate?”

Jon Cain: We’ve been working on this concept for quite some time. I mean, RAPIDS—the system itself is, what—20 years old? So going back to where we still have some of our roots and Legacy still to convert over, but, you know, the RAFT system goes back some years—2007?

Brian Pierce: 2007, 2008.

Jon Cain: Yes, but the baseline concept of trying to use some type of analytics Web-based technology and it’s developed through time to where we are today, and it’s a significant investment, but it’s worth the investment, and it’s a huge undertaking to take what you already have in place and then figure out why you use it, do you still need to use it, and do you want to change the format of what you have today, and so forth, so on. It’s not an easy answer, that. It takes a huge amount of effort, and cost-wise, I can’t even begin to really give you a ballpark figure.

Jani Dhage: But the good thing is, we did it at different increments, so you are not investing all your money at one shot and not knowing whether it is going to succeed or not. So we took pieces at a time. We started with supporting the legislative analytics, and it worked good. So then we expanded to TANF program, and the TANF program, I can say that when we started, we had our work



participation rate less than 15 person days, and now we are close to 50 statewide because of all these tools that we developed at small increments.

Brian Pierce:

And I was just going to mention how important it is to have that business technology communications working effectively. I mean, clearly, the goal was to improve work participation, but how do you do that? What information is necessary, and how do you present that effectively? What would you be able to see when you drill down? How are we going to present the information in an historic context?

The way that the information is presented is tremendously important, and we may have created certain capabilities back in 2007 or 2008 related to TANF, but those functions have been tweaked and enhanced over time based on real world experience and the unique requirements of West Virginia which may be somewhat similar to the requirements of other states, but I think West Virginia was focused on West Virginia and how to make this particular data warehouse support its decision-making needs.

Louisa Jones:

That's wonderful. We have one more—we have two more questions I know in the queue. One is, “Regarding the bi-county work participation watch list, are the county rates calculated using the methodology that says to use to calculate the state's TANF overall work participation rate?”



Jani Dhage: The answer is yes, but it's never 100% percent match, even though we try to use the same formulas and same method. It's very close. It's within a percentage—not even a percentage—within half percentage difference, and it comes how we do it.

Louisa Jones: That's great. And now we actually just had three questions in—all come in right then. “Can this product work with an existing data warehouse, or would a different state need to start over?”

Brian Pierce: That's a great question. I mean, our data structure is unique to West Virginia, so I mean, you might be able to take some of the front end stuff off it, you know, and maybe reuse it to a certain degree, but the underlying, you know, the way that our tables are set up and the data, it's unique to West Virginia. It's a class product. So essentially, it's tweaked to our needs.

Jani Dhage: It's still—I think if you look at your ETL process, if you tweak that ETL process, you may be able to use the actual analytical piece if you can transform the data into what – how it is structured within the Cognos solution. That probably is the part that even you are looking at from your state—can I use this product off RAFT? Not 100 percent, but you got to make some changes to your ETL process to map it back to what—how it is structured within our solution, RAFT solution.

Jon Cain: Right, and an example of work participation rate analytics behind, you know, what we're using is something you might be able to



cookie cutter and reuse in another state, whereas our Application Aging Report is unique to—a little unique to our business processes. So I think there’s some—maybe—opportunity that we could discuss with others as to how we could, you know, look at sharing some of these resources.

Christina Techico:

Okay. “How do you handle specific client management across multiple data sources and systems?”

Jon Cain:

My go-to answer is: We have the master data management system to really take on that role—that’s still our long term vision. You know, we’re getting there. We’ve got, I think, the foundation laid. It’s just such a huge change in how you do business. It’s got lots of things to learn how to adapt as your “as-is” and “as you want it to be.” So, within the system as far as RAFT, we rely on our extract transformation load process to resolve that.

I mean, it’s great if the source is referring to PINs. It’s kind of an easy win for us to identify because they’re unique. They’re already unique individuals that we can, you know, easily identify. However, with our NMIS, there are no PINs that exist over there.

There’s a process that we use to quickly identify them, taking their mate and relaying that back to a PIN, so that way we know that they are unique individuals. Is that accurate, would you say?

Brian Pierce:

Yes, yes.



Jon Cain:

So...

Brian Pierce:

It is, but again, West Virginia has an integrated eligibility system, so client management across, you know, the systems that we've discussed today like TANF and Medicaid and SNAP, this is all integrated into a single system, so in a way, we avoid some of these issues by having integrated eligibility. But it's when you step out of the—these core systems and start to look at things like child welfare...

Rodney Wright:

Child support.

Brian Pierce:

Child support enforcement, some of those things, childcare, those are managed differently, and that's where the MDM and this more client-centric view is going to come into play.

Christina Techico:

Okay, "Does this have mobile access or do you need to be at an office to access it?"

Jon Cain:

It is not without a multi-factor authentication client to be able to access it via different platforms. It's just Web-based technology essentially, that as long as you have ... Yes, an internal source that, along with, you know, accompanied by the appropriate secure measures of using multi-factor authentication to access, you could access it from a smart phone device.

Jani Dhage:

But we are not exposed...



Jon Cain: Yes, we're not using it in that manner.

Christina Techico: Okay, sounds good. All right. We don't see any more questions coming in at this point so I'm going to turn it back to Lisa. Lisa?

Lisa Washington-Thomas: Thank you, Louisa, for staying on, for moderating the questions and answers, and I want to thank Jani and Rodney and Brian and all who's on to answer the questions. Thank you so much. I think this has been very helpful.

If you have—we will post the PowerPoint and a transcript of this webinar on the PeerTA website so that others can look back at the—and listen to the presentation and review the Q&A. So thank you so very much and thank you for all of you who have listened and were interested in West Virginia's RAFT data system. Thank you so much and have a good afternoon.

Operator: Thank you. Ladies and gentlemen, that does conclude our call for today. We thank you for your participation and ask that you please disconnect your lines.

END