



Outcomes Based Business Analytics

West Virginia Department of
Health & Human Resources



Deloitte.

Agenda



- Introductions
- What is RAFT?
- Business Drivers
- Goals
- Technology Platform
- Benefits
- Why focus on Work Programs?
- Demonstration
- Outcomes
- What's Next?
- Q/A

Introduction



Presenters:

- John Maloney – Region 4 Program Manager, West Virginia Department of Health and Human Resources
- John Gahr – Deloitte, WV Department of Health and Human Resources.

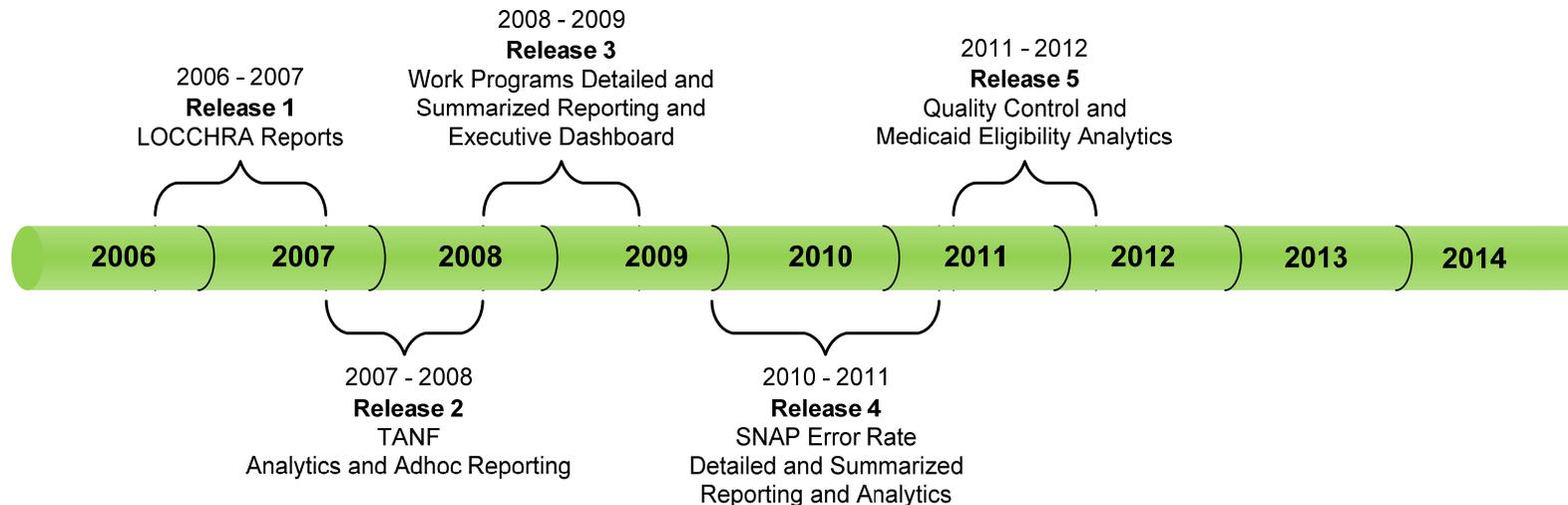
Systems background:

- **RAPIDS** (Recipient Automated Payment and Information Data System) - West Virginia's integrated eligibility determination and benefit calculation system
- **RAFT** (RAPIDS Analysis and Formating Tool) – West Virginia's data warehouse system



What is RAFT?

System	What is it?
RAFT	<p align="center"><i>“RAPIDS Analysis and Formatting Tool”</i></p> <p>The RAPIDS reporting repository and Data Warehouse (DW) ✓ Contains historical integrated eligibility data that is used specifically for reporting and analytical purposes</p>

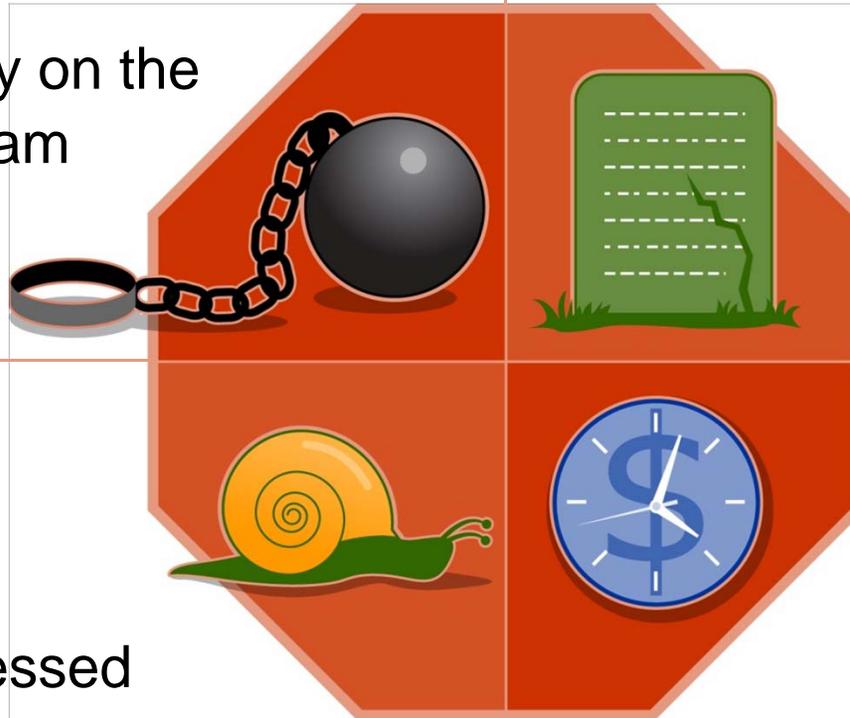


Business Drivers



Usability

- Dependency on the technical team



Presentation

- Static
- Inflexible

Timeliness

- Batch-processed
- Time-consuming ad-hoc report creation via SQL

Cost

- Time
- Resources
- Transactional

Goals



- **Reduce the burden** on the production transaction processing system's (RAPIDS) **resources** for reporting purposes
- Provide an **environment** that is **optimized** to support querying and reporting activity, and will not need to be tuned to support frequent inserts, updates and deletion of data
- Deliver an **end user interface** which **hides technical complications** that can lead to erroneous reporting results
- **Reduce IT burden** in creating, maintaining, and tweaking the inventory of RAPIDS reports by **providing more functionality** to RAPIDS power users

Technology Platform



Reporting tool selection:

- Cognos 8 BI
 - ✓ Usability
 - ✓ Presentation
 - ✓ Business analysis capabilities



Database selection:

- Oracle 10g
 - ✓ 24/7 accessibility
 - ✓ Packaged with an ETL (Extract, Transform, & Load) tool: Oracle Warehouse Builder

Benefits



Usability

- Rich graphical user interface
- Point and click, drag and drop, user-friendly environment

Presentation

- PDF, Excel, HTML report formats
- Interactive OLAP cubes

Timeliness

- 24/7 availability
- Scheduled reporting options

Accessibility

- 100% “thin client” – web-based
- Technical team independent

Business Analysis Capabilities

- Simple and intuitive
- Single point of access



Why focus on Work Programs?

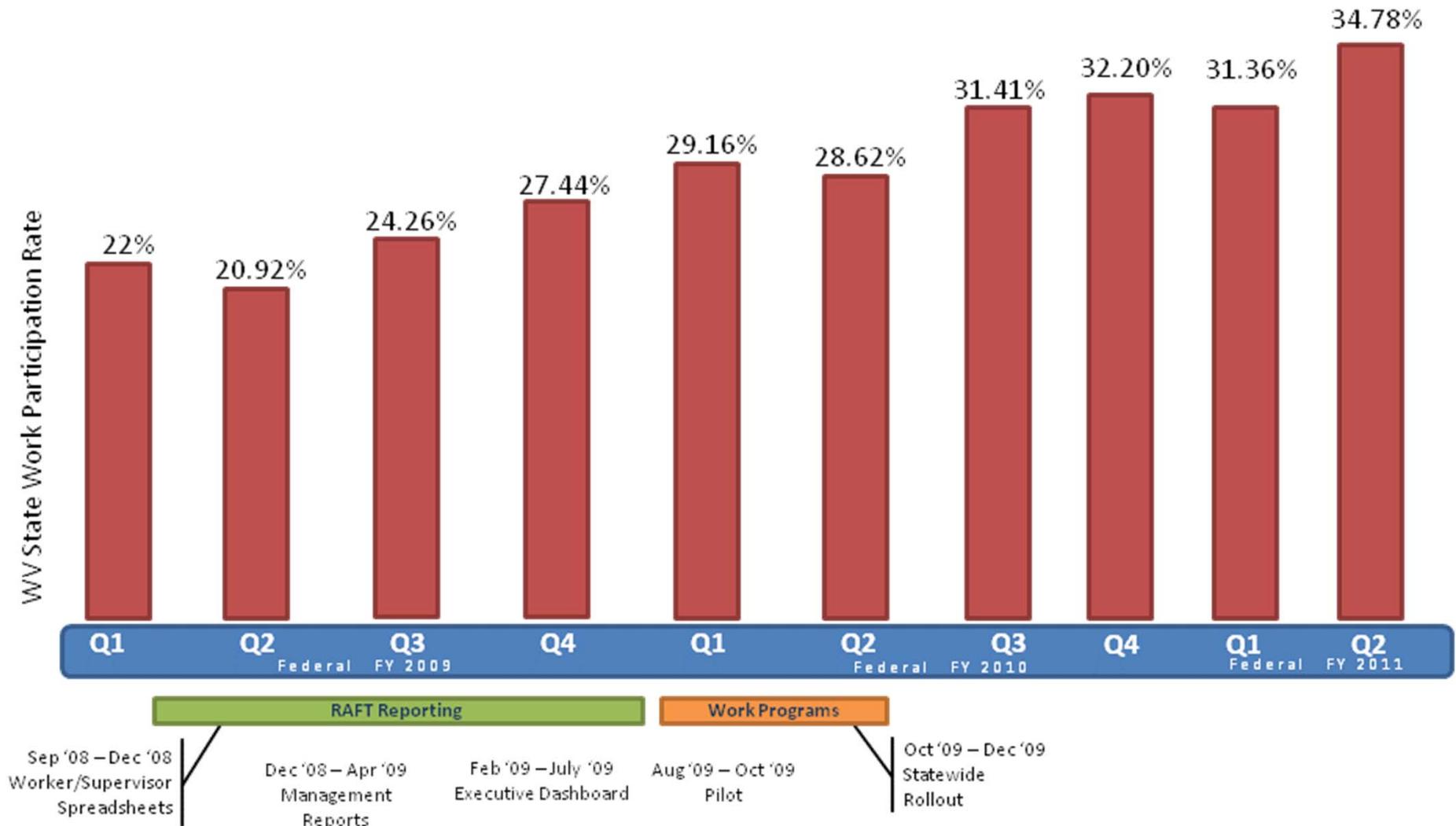


- Drive to a stated goal of the TANF program
- It is the correct approach for our constituency
- Can't rely on caseload reduction credit forever
- Long term approach

Demonstration



Outcomes



What's next?



- Program Effectiveness
 - TANF Recidivism
 - Work Program Effectives
 - Data Exchange Integration
- Fraud Detection
 - SNAP Discounting

Question & Answer Session

