



Business Integration Center Overview

Fiscal Year 2017

**Presentation to House Appropriations Subcommittee
on the Department of Health & Human Services**

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MDHHS Guiding Principles

Mission

The Michigan Department of Health and Human Services provides opportunities, services, and programs that promote a healthy, safe, and stable environment for residents to be self-sufficient.

Vision

Develop and encourage measurable health, safety and self-sufficiency outcomes that reduce and prevent risks, promote equity, foster healthy habits, and transform the health and human services system to improve the lives of Michigan families.



Business Integration Center's Mission

Provides an enterprise-wide approach to identify, prioritize, and successfully execute a portfolio of initiatives and projects that are aligned with the Michigan Department of Health & Human Services' strategic goals and vision while providing excellence in customer service.



Business Integration Center's Mission

- The Information Technology/Program Management Office was formed in order to align business and technology to support MDHHS.
- An independent assessment was done to help align client services and business processes along with the technology that supports those services.



Business and Technology Assessment



“String Exercise”

What the Assessment Showed Us

Administration	Business Units	Programs	Primary Applications
Adult and Aging Services	7	38	7
Behavioral Health & Developmental Disabilities	10	25	12
Central Operations	13	13	61
Children's Services	10	32	37
Communications and External Affairs	3	3	17
Field Operations	17	21	15
IT & Project Management	3	4	5
Inspector General	1	1	9
Legal	5	3	0
Medical Services Administration	16	32	24
Policy & Legislative	2	9	1
Population Health and Community Services	17	117	45
Recipient Rights	1	1	0



Assessment Recommendation

- Establish an organization to provide integration and standardized delivery of all technology through a business and technology partnership.
- Data must be consolidated and available at all levels across the department to facilitate decision making and leveraging of resources.
- Department should focus on opportunities to reduce redundant functionality and leverage shared services.

As a result the Business Integration Center (BIC) was created.



What is the Business Integration Center?

- The Business Integration Center is the IT and Project Management Administration for MDHHS.
- The Business Integration Center was established to provide the organizational structure needed to support MDHHS program areas in pursuing new projects.
 - Includes close collaboration with our technology partners through every phase of new project initiatives.
 - We support both technology and non-technology initiatives.



How is it different than other areas in the department?

- Business-Driven
- Leverage existing technologies to prevent duplication
- Focus on more than technology to successfully implement a project
- Business works collaboratively with DTMB and vendor partners to solve issues and plan initiatives



Business Integration Center Alignment

Program Alignment

Leveraging existing technologies, funding sources, processes and other resources whenever possible.

- Making sure that the projects we pursue align with the strategic direction of the Department.
- Looking for ways to reduce redundancies and create a better experience for the individual.



Business Integration Center Alignment

Broad Array of Services

- Project Management
- Project Budget Support
- Funding Source Support
- Operational Readiness/Organizational Change Management Support
- Business Integration Support
- Business Process Analysis
- Independent Verification & Validation



Our FY16 Focus Includes:

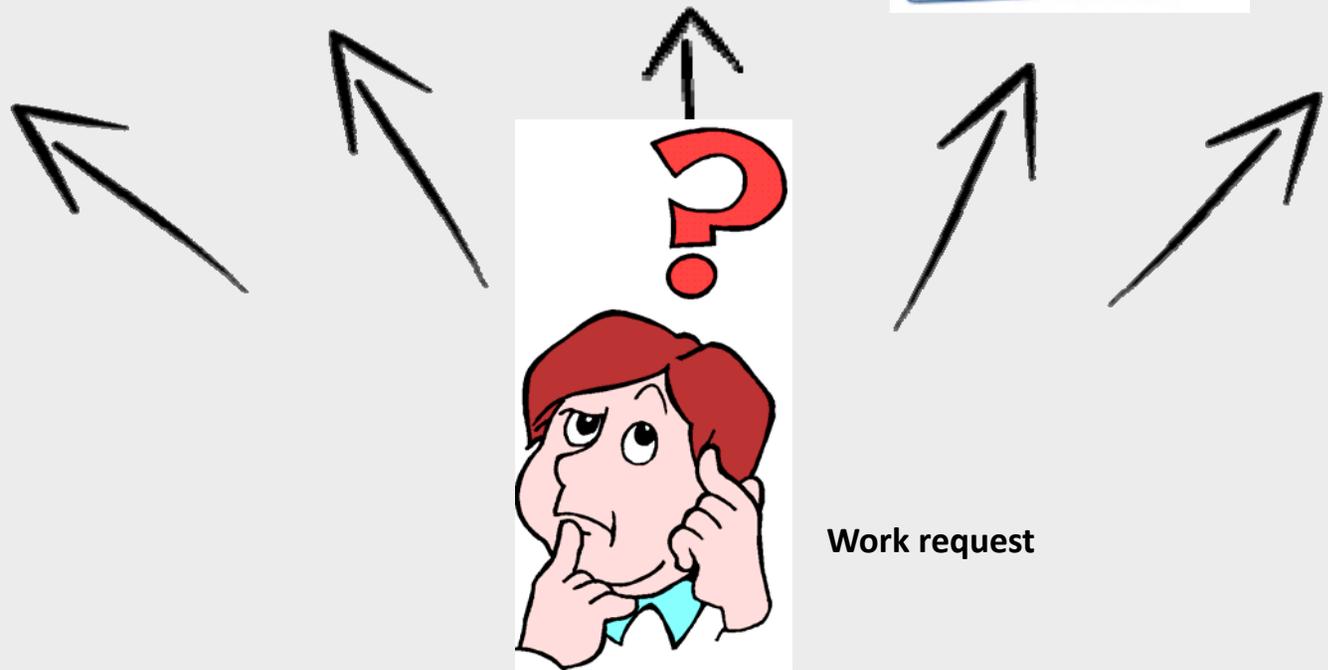
- Establishing organizational structure
 - Utilizing existing resources
 - Bureau of Technology & Project Services
 - Office of Medicaid Health Information Technology
 - Medicaid Center of Shared Services
- Identifying, planning, researching improvements to our technology infrastructure so that we can support initiatives that promote a person-centered way of delivering services
 - Improving upon information available to us about citizens enrolled in our programs
 - Improving the way we make information available across programs and systems
 - Improving the way we use our systems to determine eligibility for programs



Our FY16 Focus Includes:

- Establishing common BIC and project management processes
- Leveraging federal funding sources for current projects and operations
- Identifying areas of duplication
 - Data Warehouse
 - Enterprise Service Bus
- Established Leadership Governance for Eligibility

Current Project Delivery Processes – How Eligibility Work Gets Completed Today





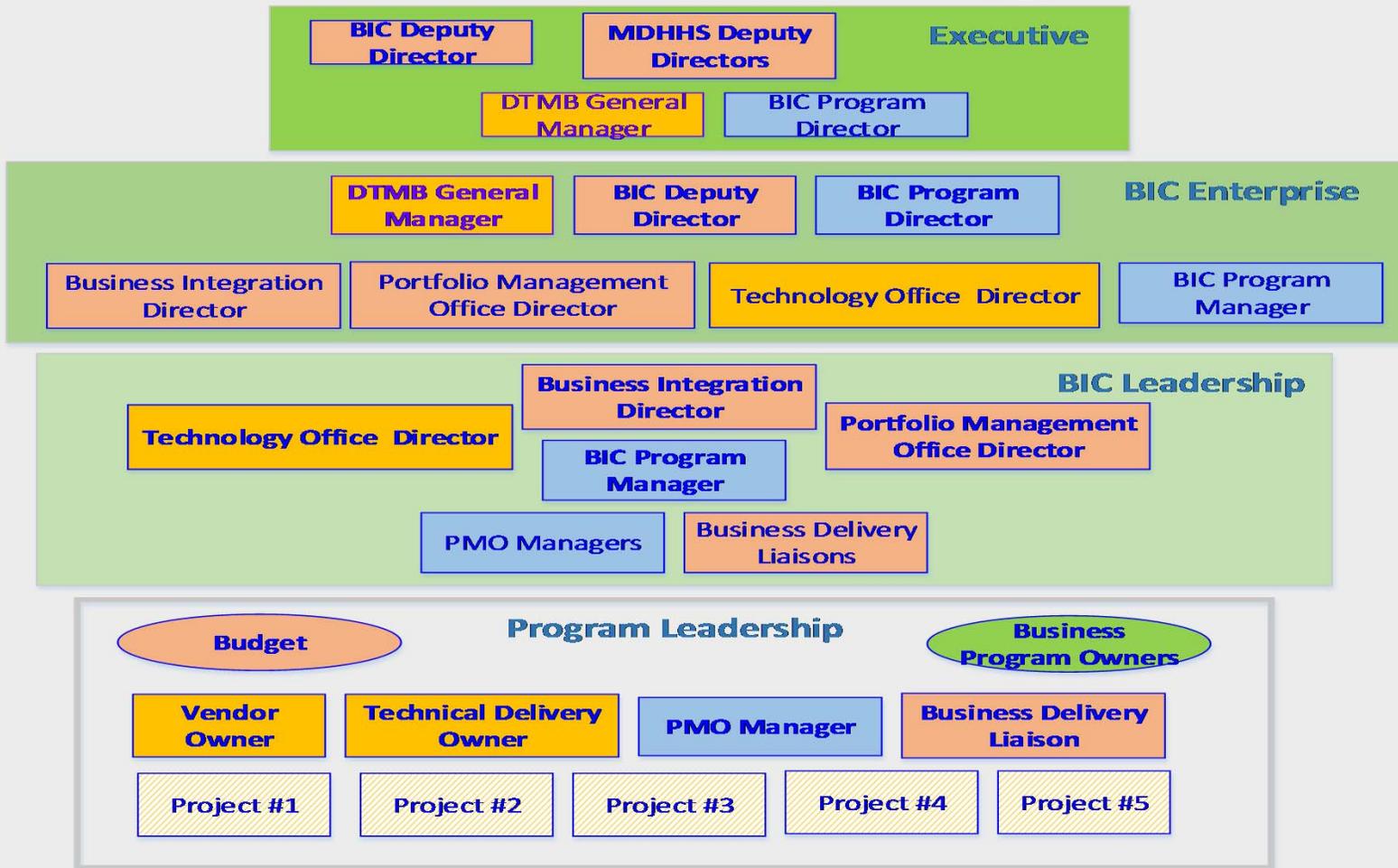
Eligibility Delivery Process – The Future of DHHS Project Delivery

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Eligibility Governance





FY 16 Next Steps

- Establish leadership governance for other major systems and applications
- Continue building organizational structure



Governor Snyder's FY17 Recommendation



FY 17 Investment: Integrated Service Delivery

- Laying the technological and organizational foundation that will support Integrated Service Delivery initiatives and a person-centered approach to delivering services.
- ISD will tangibly change the way services are delivered by focusing MDHHS on serving people rather than administering programs
- That transformation comes through a combination of workforce innovation, technology modernization and stronger partnership with communities
- ISD successes will be defined by measurable health, safety and self-sufficiency outcomes



FY 17 Investment: Integrated Service Delivery

Key Concepts:

- **Outcome Orientation**
 - Assessing and orienting solutions toward root causes rather than symptoms through intentional business process and system design
- **Customer Empowerment**
 - Leveraging technology to simplify processes and provide a platform for direct engagement
- **Cohesive Connection**
 - Incorporating multiple programs in one virtual location with a consistent customer experience



FY 17 Investment: Integrated Service Delivery

Key Concepts:

- **Improved Customer Experience**
 - Designing modern interfaces and functionality with a focus on customer preferences and behaviors
- **Analytical Insights**
 - Tailoring services and approach to ensure the right level of support for a customer's needs
- **Single Point of Contact**
 - Using success coaching as the basis of customer interactions with a specific, reliable staff member or partner
- **Collaboration**
 - Embracing partners and providers as collaborators in core service delivery



FY 17 Investment: Integrated Service Delivery

Technology Supporting Integrated Service Delivery

- Modernizes and integrates the systems supporting MDHHS
- Provides coordination of benefits and a modern marketplace experience
- 90% federal funding, with a 10% State GF/GP match
- \$36.9 One-time Gross, \$12.3 M Ongoing Gross, and \$1.2 M GF/GP One-time GF/GP investment will streamline the DHHS beneficiary application and enrollment process



FY 17 Investment: MISACWIS

- Completes work for Implementation Sustainability and Exit Plan
 - Formerly Modified Settlement Agreement

- Integration of MISACWIS with other Health and Human Services data
 - Medicaid Data

- Required for Administration for Children and Families (ACF) certification review



FY 17 Investment: MISACWIS

MiSACWIS Modernization

- System enhancements to meet federal compliance and provide tools to child welfare workers to:
 - Increase the effectiveness of safety plans
 - Increase the performance of the Centralized Intake Hotline
 - Provide more efficient tools for permanency planning
 - Further prevent families needing long term assistance from child welfare
 - Utilize the ISD Portal
- \$22.3 M Gross, \$7.7 M GF/GP investment builds upon the current system's functionality (\$11.5 M One-time Gross, 10.8 M Ongoing Gross, and \$7.7 M Ongoing GF/GP).



MDHHS Contact Info and Useful Links

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Legislative Service Bureau:

[http://www.legislature.mi.gov/\(S\(n4rbq4jwj2dfwz1qybtu01cu\)\)/mileg.aspx?page=home](http://www.legislature.mi.gov/(S(n4rbq4jwj2dfwz1qybtu01cu))/mileg.aspx?page=home)