



# **Business Integration Center Overview**

## **Fiscal Year 2017**

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

**February 18, 2016**

**Karen Parker**, Senior Deputy Director, Business Integration Center  
**Farah A. Hanley**, Senior Deputy Director, Financial Operations Administration



## ***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:***

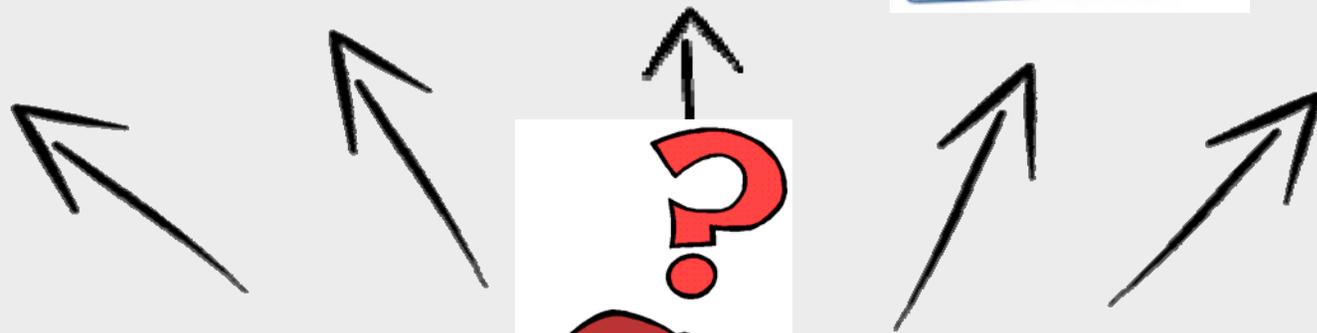
- Establishing organizational structure
  - Utilizing existing resources
    - Bureau of Technology & Project Services
    - Office of Medicaid Health Information Technology
    - Medicaid Center of Shared Services
  
- Identifying, planning, researching improvements to our technology infrastructure 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



Work request

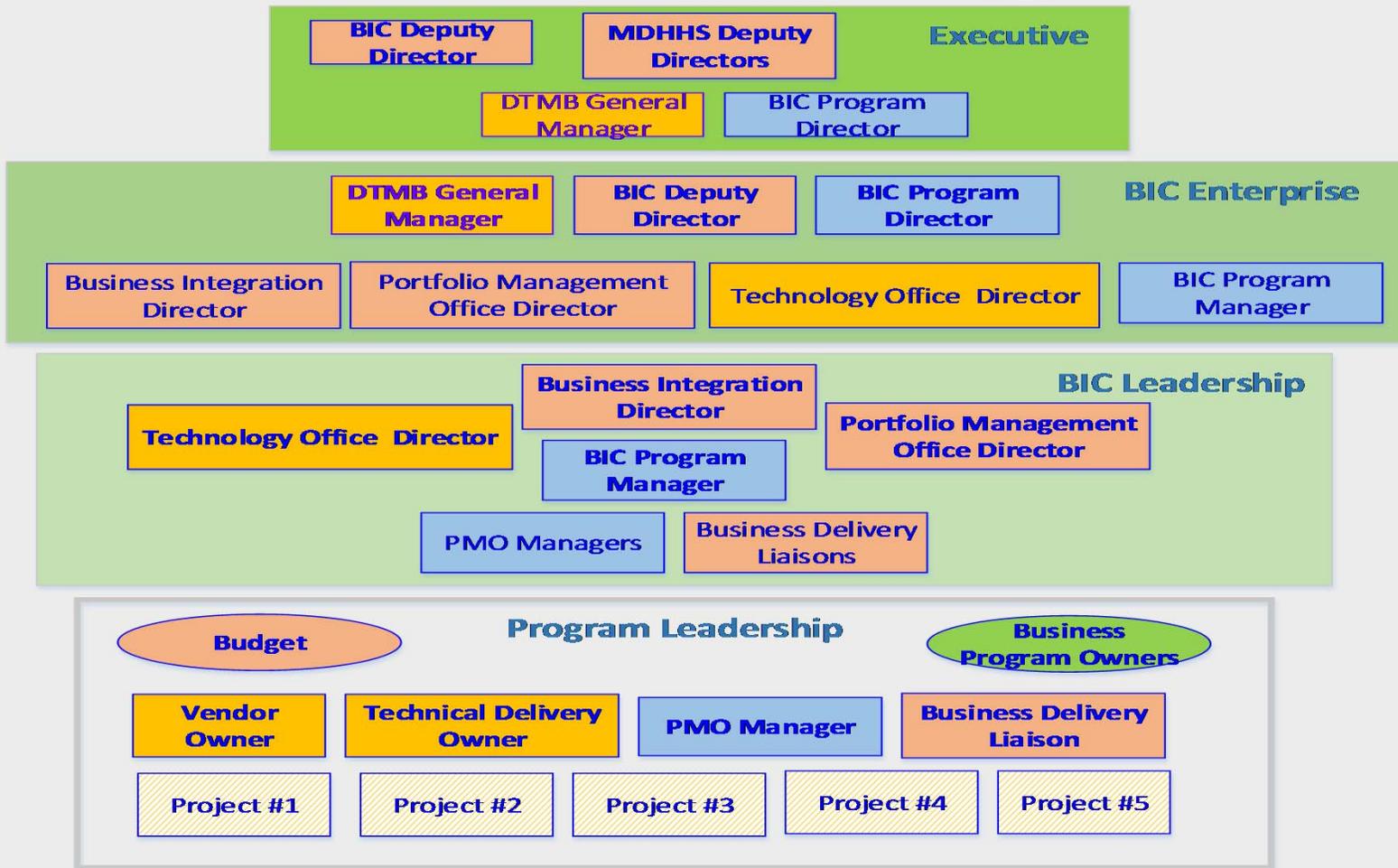
# *Eligibility Delivery Process – The Future of DHHS Project Delivery*

Business  
Integration  
Center





# 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***

Legislative Liaison: Karla Ruest

Phone: (517) 373-1629

Website: <http://www.michigan.gov/mdhhs>

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)