



Monthly Status Report | December 2012

ACTIVITIES AND ACCOMPLISHMENTS

The Technology Team completed the following activities in December:

Define Core Information Flows:

The Technology team completed its work on mapping each of the 71 health and human service programs managed by Montgomery County - Department of Health and Human Services (HHS) to the 33 functional modules of the Life of the Case (LotC) workflow model. The HHS programs represent a wide range of functional requirements, all of which are to be managed by a combination of the LotC functional modules. Some programs (for example, only those with an intake function) are modeled to use as few as three or four LotC functional modules, while other complex and robust programs (such as ADS Adult and Disability Services Case Process) are modeled to use all 33.

For each LotC module to be used by a program, the project team worked with program staff and subject matter experts to identify the data that will need to be collected, managed, and incorporated into the Core Information Flow of the eICM (Enterprise Integrated Case Model) information system's data architecture. As described in previous reports, the Core Information Flow is comprised of all the data, data definitions, and data translations for client and case information that HHS will allow programs to share across operational boundaries. The purpose of the Core Information Flow is to support rules-driven information sharing among multiple case contributors in real time, allowing those contributors to make better-informed decisions about how to serve their clients and to work more efficiently and effectively with one another in developing comprehensive, wrap-around service plans. To inform the design of the Core Information Flow for the eICM information system, the Technology project team collected the following information for each of the LotC functional modules to be utilized by each of the HHS programs:

Function: The definition of what is to be accomplished in the module.

Business Owners: The actor(s) responsible for completing the work of the module.

Systems: The information systems (legacy, sunseting, system of record or new) where the data needed by the module is stored.

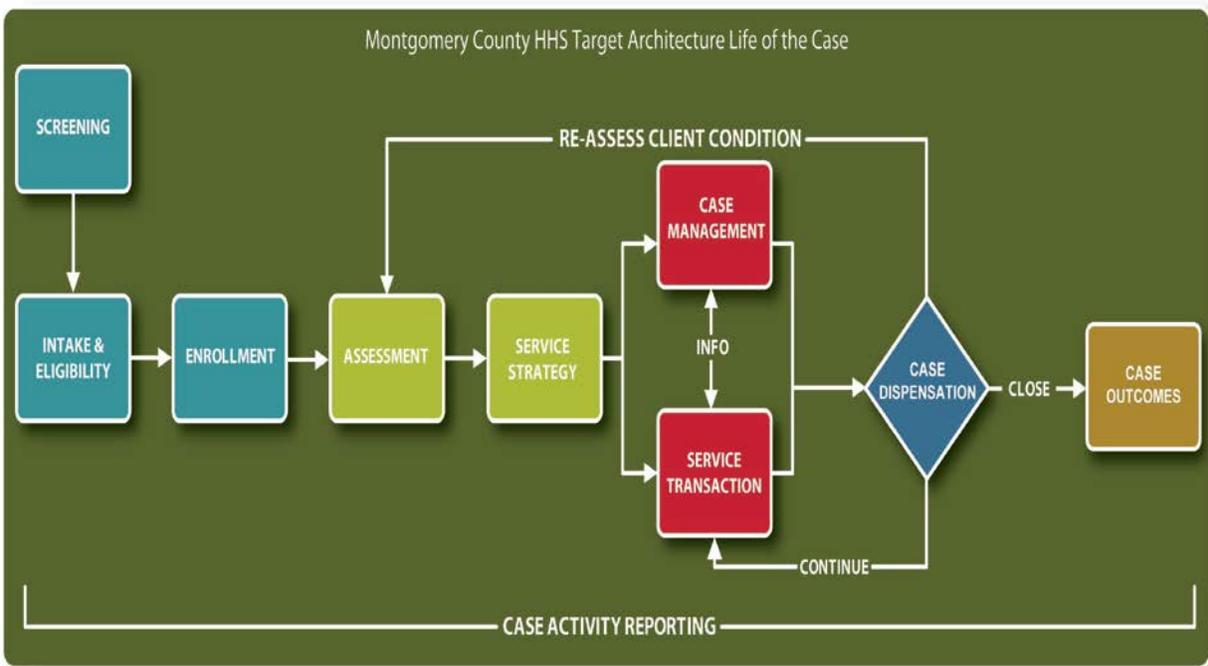
Cycle Time: Time it takes to complete the function of the module.

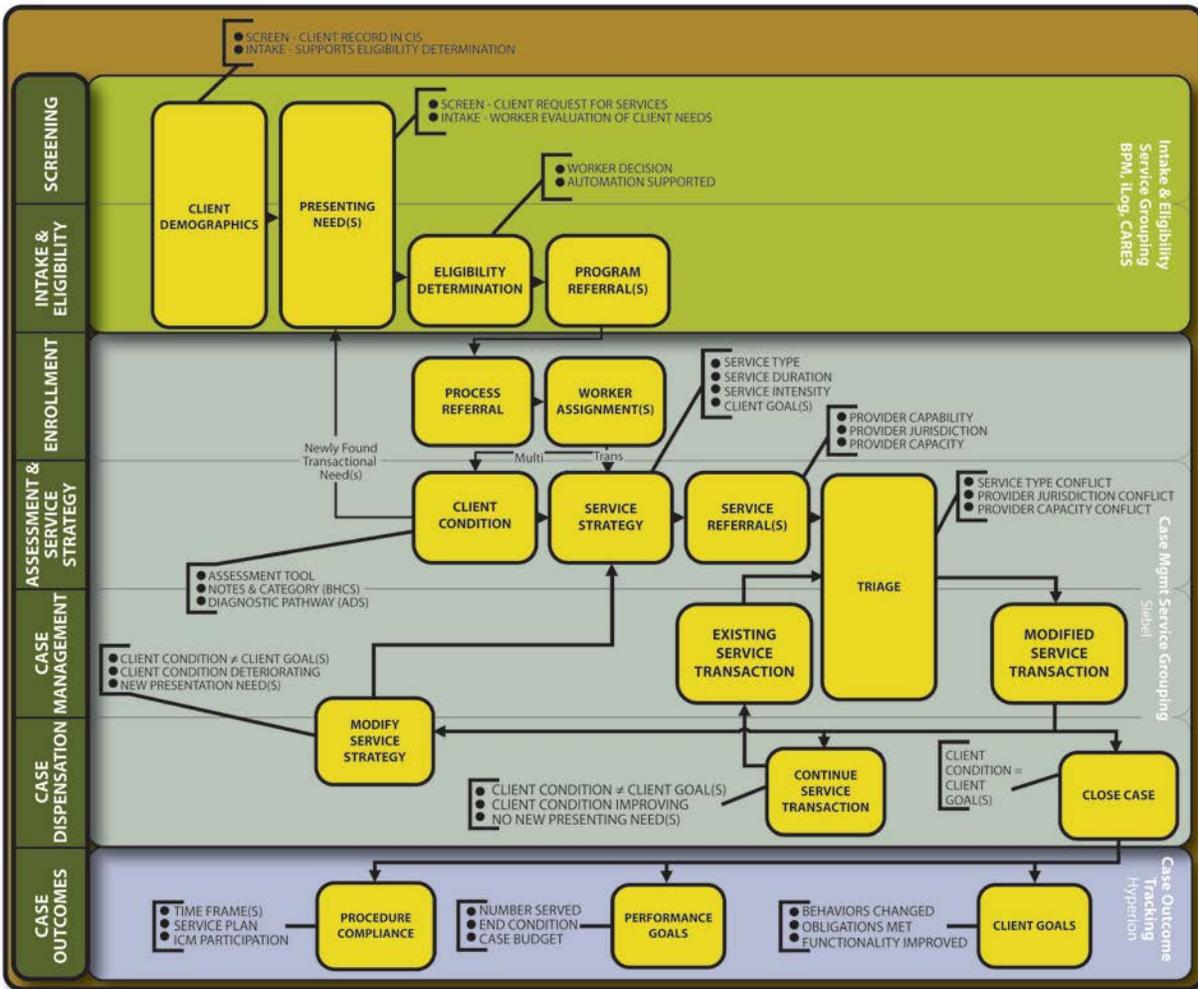
Inputs: Information and work that channels into the module.

Outputs: Information and product that channels out of the module.

Threshold: The minimum information required to accomplish the function of the module.

The Core Information Flow information, once captured by the Technology team members, was entered into the appropriate program workflow in IBM BlueWorks Live, the online process mapping and modeling tool. Once complete, the project team submitted the BlueWorks Live workflow to the Service Chief over the program in question for review and approval. As of December 31, 2012, all of the BlueWorks Live workflows were reviewed and validated by their relevant Service Chiefs or designated subject matter experts. Where questions remained about individual information requirements (how to handle, if relevant, etc.) these issues were recorded as questions within BlueWorks Live and will be part of the final delivery of workflows to HHS for consideration and future action.





- **Integration Definition:**

Work on the Integration Definition deliverable is scheduled to start in Q2 of the project year; however, the team has commenced preliminary research into County and State systems that require integration with the ICM solution. The team will catalog the disparate architecture elements of these systems of record, and use this information to determine protocols that comply with current standards defined in NHSIA.

- **Draft ICM Information System Design:** Not yet started

The Social / Return On Taxpayer Investment (S/ROTI) team completed the following activities in December:



- **Administration:** Contact hierarchy was established for Montgomery County stakeholders. Contact made with Project Manager.
- **Project Mobilization:** Meeting was scheduled for participants.
- **Data Collection and Analysis:** Literature review was continued.
- Interoperability and integration instruments were identified.

GOALS AND PLANNED ACTIVITIES

In the coming months, the Technology team will continue to work on the following:

- **Continued build of ICM proof of concept:** Building client scenarios for Proof of Concept.
- **Integration Definition:** Work on initial draft system design and integration definition documents
- **System Inventory:** Gather a list of systems that will be integrated with the ICM.
- **Architecture and Protocols:** Determine the system architecture and communication protocols for said systems.
- **System Requirements:** Create strategy for validating system requirements and processes with service chiefs.
- **Traceability Matrix:** Analysis of program process data to identify primary requirements from unique programs

In the coming month, the S/ROTI team will focus on stakeholder engagement through the following activities:

- **Identify Stakeholders:** Meet with Montgomery County stakeholders.
- **Project Mobilization:** Get sign off on the work plan.
- **Data Collection and Analysis:** Identify data sources at Montgomery County.

PROBLEMS, ISSUES, OR POSSIBLE DELAYS

No problems, issues, or possible delays have been encountered in the past month.