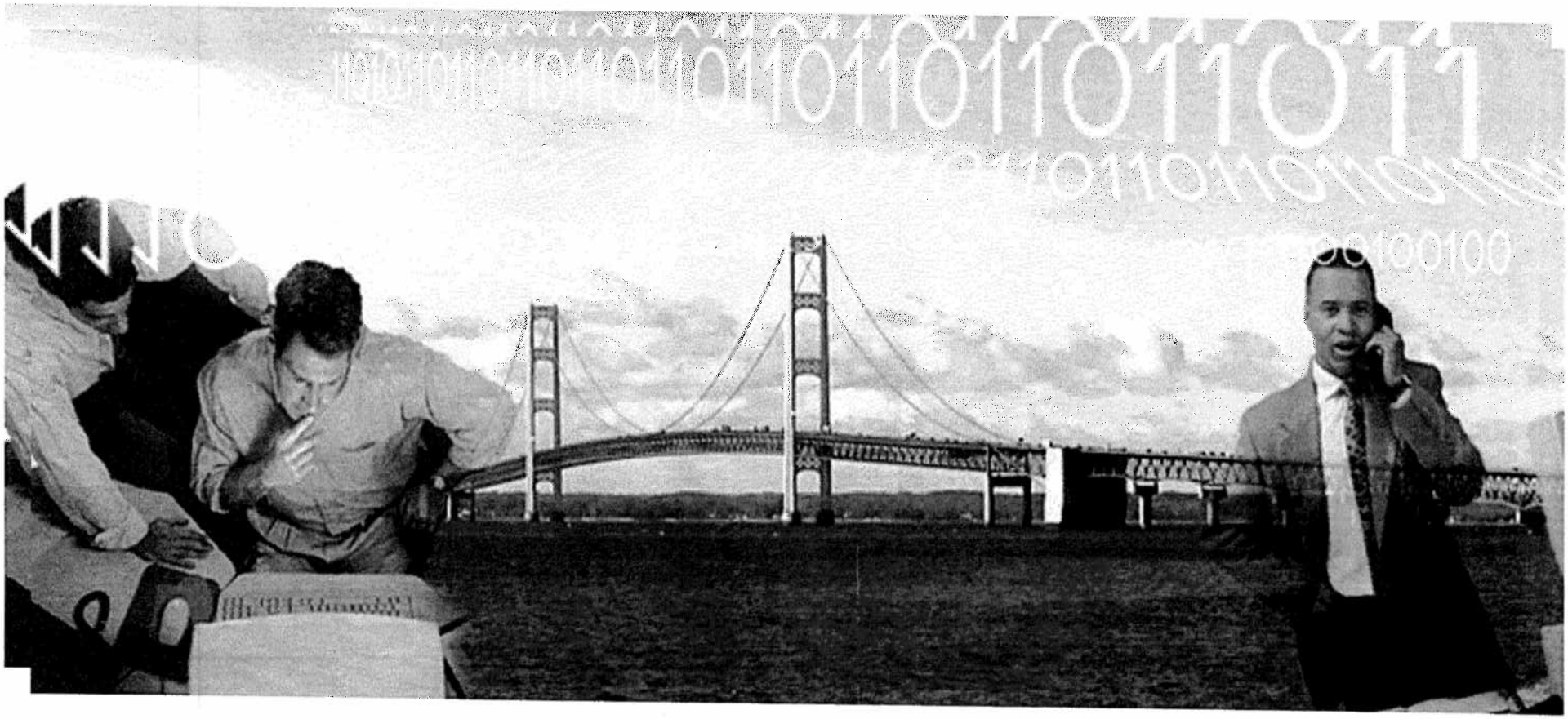


2/12/08 Review of BRIDGES IT Integration Project for Joint House Committee Meeting of the:
House Appropriations Subcommittee on DHS; and the
Standing Committee on Family and Children's Services

Agenda

1) **BRIDGES: Project Background**

2) **What is BRIDGES?**

3) **BRIDGES more than an "IT" Project**

4) **Past Year Accomplishments / Progress**

5) **Recent Status Evaluation**

6) **Projected Dates for Pilots and Conditions**

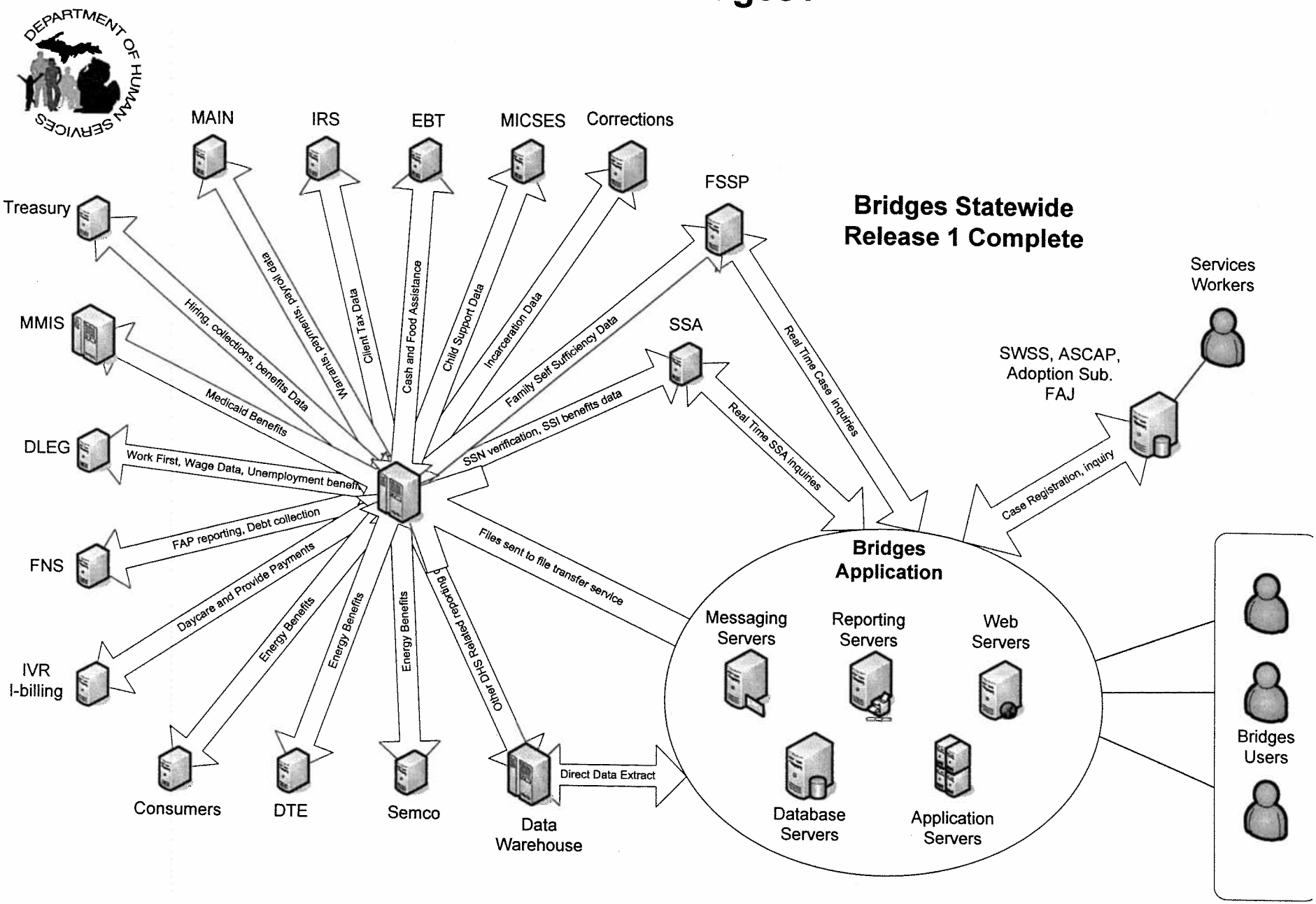
7) **"Going Live"**

BRIDGES: Project Background

Currently, DHS field workers primarily use three different computer applications to **register** clients (ASSIST), **maintain** their cases and issue benefits (CIMS), and **determine client financial eligibility** for programs (LOA2). Field staff must also use numerous other subsystems to perform additional functions required to support eligibility such as verification form generation, program policy research and employment activity tracking etc. Each of these systems has its own look and feel, functionality, database and hardware platform. This results in reduced productivity and increased errors. The goal of the Bridges project is to consolidate the functionality in all three primary eligibility systems and the numerous other subsystems with a common look and feel on one platform. Benefits include:

- Improved service to client customers by reducing the waiting time in DHS offices, and improving the delivery time for benefits.
- Improved efficiency of first-line staff to reduce paperwork and computer time and greater focus on individuals' and families' safety, employment and quality of life.
- Improved efficiency allowing staff time to focus on work currently undone.
- Easier implementation of policy and benefit changes (dozens of programs BillionS of dollars)
- Improved data integrity for State and Federal reporting, potentially reducing error rates and penalties.
- Reduction in application development staff time needed for updates and enhancements to the new application.
- Significant reduction in costs associated with the support of multiple mainframe computers.

What is Bridges?



What is Bridges?

Bridges - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Search Favorites

Address http://bridgesuat1/LoginServlet

Go Links SnagIt

BRIDGES

Help

Logout

Deloitte User | Employee No: xyz | BRIDGES Project

Search By Case Go

Change Office (07) BRIDGES Project Go

History | Case Info

Navigation | Organizer

- BRIDGES Home
- Reception Log
- Application Registration
- Scheduling
- Data Collection
- Eligibility
- Benefit Issuance
- Correspondence
- Interfaces
- Security
- Inquiry
  - Case
  - Case Assignment History
  - Provider
  - Assignment Summary
  - EDG
  - Individual
  - Address
  - Management Eligibility
  - Search Provider
- Alerts
- Manage Office Resources
- Reports
- Quality Control

My Schedule (0)

	Time	Client Name	Appointment Type

My Alerts (51)

Issued	Alert Text
10/23/2006	1091000010 - TANF Has Not Been Disposed
10/23/2006	1091000101 - FMA Has Not Been Disposed
10/23/2006	1091000101 - Food Stamps Have Not Been Disposed
10/23/2006	1091000010 - FMA Has Not Been Disposed
10/23/2006	1091000010 - Food Stamps Have Not Been Disposed
10/27/2006	1091000312 - Food Stamps Have Not Been Disposed
10/27/2006	1091000219 - TANF Has Not Been Disposed
10/27/2006	1091000219 - Food Stamps Have Not Been Disposed
10/27/2006	1091000310 - Client Generated Change - Burial Resource
10/31/2006	1091000428 - FMA Has Not Been Disposed

Case

Local intranet

start | Novell GroupWise ... | Mail From: Ellen ... | Bridges - Microsof... | Microsoft PowerP... | 12:29 PM

What is Bridges?

View Employee Calendar

View Employee Calendar

Calendar for:10/18/2006

Emp ID: 5286 go Name: Kevin Peterson Change Office BRIDGES Pro

D Day View W Week View

Time Schedule

6 AM, 7 AM, 8 AM, 9 AM, 10 AM, 11 AM, 12 AM, 1 PM, 2 PM, 3 PM, 4 PM, 5 PM

Application

Re-deter Re-deter Re-deter Re-deter Re-deter

Change

October, 2006

Today

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Wed, Oct 18

Appointment Details

Case No : 1000001265

Case Name : Robert Peterson

Time : 9.00 AM - 9.30 AM

Appointment Type : Group

Appointment Title/ Description : Application

Blocked Change

Application

Re-determination

Available Unavailable

Done Local intranet

BRIDGES more than an "IT" Project – Lessons Learned from ASSIST

- In the mid 90s DHS experienced a bad deployment
- There is a long institutional memory regarding the ASSIST rollout:
  - Quality of the application
  - Issues with the infrastructure
  - Staff and customer expectations were not properly set
  - On-site support was inadequate

Past Year Accomplishments / Progress

- User Acceptance Testing (UAT)
  - 80+ field, central office and partner agency testers involved
  - 4700 test scenarios identified
  - 86% executed – 64% passed
  - 1201 "Severity 1 and 2" defect remain
- Working with Counties / Waves – Detailed Implementation Plans
  - Dedicated Implementation team
  - Bridges experts identified for each county office
  - Site support 30 days prior and 30 days post go live
- Finalize training
  - Web and classroom training completed
- Pilot Go-Live Focus
  - Six (6) weeks prior to pilot
    - Pilot County Staff involved
  - Assess current readiness of application
- **Commitment from Executive Sponsors:**

"We will not deliver a system with functionality that does not work"

Recent Status Evaluation Meeting

- Defined remaining Issues in the application necessary for pilot
- Additional testing resources will be assigned !
- We defined final metrics for Pilot:
  - All test scenarios passed
  - Exception processes in place
  - Manual issuance in place
  - Risk assessment of remaining “defects”
- We are targeting a window between June and August to deploy the pilot in Barry-Eaton and Calhoun County Offices

Conditions to Hit Dates for Pilots

- Conditions to meet Dates:
  1. No new legislative mandates
  2. No new DHS, DCH, DLEG policies that affect the application
  3. Agency and other partners hit their targets
  4. Other "Go-Live" criteria is met
  5. Additional monetary resources may be needed. We are evaluating the needs and we will report back within a month
     - Looking at changes that may be needed for pilot and subsequent waves
- We will do everything possible to deploy at the earliest possible date
- Terry and I will meet with Legislative committees and/or members on a monthly basis:
  - Track Defects/Testing
  - Go-Live Update
  - Dates

"Going Live"

- Issues we are tracking:
  - Application Readiness
    - Payments 100% accurate
    - As close to as possible zero defects
    - Test scenarios passed
  - Customers Expectations
    - Time
    - Forms
    - Increased vs. decreased benefits
  - DHS Staff Expectations
    - Training
    - On-Site Support (Pre and Post cutover)
  - Partner Expectations and commitments
  - Infrastructure
  - Security
  - Waves 1-6

Application Readiness

Major Area/ (Track)	Functional Area	Major Grouping	Pilot Req'd?	Defects: Total Open	Defects: Total Open (Core)	Defects: DEV (Core)	Defects: UAT[2] (Core)	Defects: Other (Core)	UAT Pass %[1]	Pass % Goal for Pilot	Pass % Goal for Wave 1	Pass % Goal for Wave 4	Notes/Issues
Intake / Registration (Front Office)	Application Registration	File Clearance	Yes		1	1	0	0	81.8%	100%	100%	100%	SSA search criteria adjusted/re-tested in QAT week of 1/21; UAT testing week of 1/28 (Janet KZ)
		Application Registration	Yes		5	3	2	0	59.1%	100%	100%	100%	
	Scheduling	Application Assignment/ Case Reassignment	Yes		20	2	15	3	64.4%	90%	100%	100%	
Eligibility Determination / Benefit Calculation		Income	Yes		37	13	21	3	81.3%	100%	100%	100%	
	Eligibility Determination Groups	Eligibility Determination Groups	Yes		27	3	19	5	59.6%	100%	100%	100%	
		FIP/TANF	Yes		45	18	24	3	66.3%	100%	100%	100%	
		FAP	Yes		66	16	47	3	82.0%	100%	100%	100%	
		CDC	Yes		81	23	55	3	70.9%	95%	100%	100%	Comments (meeting minutes) returned and response provided by Deloitte (Carla, Tamil)
		MA - FIP-related	Yes		18	6	10	2	75.9%	100%	100%	100%	DCH okay'd county ward interim process for Pilot (Carla)
		MA - SSI-related	Yes		76	35	34	7	64.9%	100%	100%	100%	Need policy decision; followup meeting scheduled for Monday, 1/28 (Terry S., Mave)
		TMA Plus	Yes		3	2	0	1	0.0%	75%	90%	100%	
		SDA	Yes		8	4	4	0	51.7%	90%	95%	100%	
		SSP	Yes					0		100%	100%	100%	
		RAP	Yes		8	3	5	0	48.5%	50%	90%	100%	
		SER	Yes		78	25	45	8	85.5%	90%	90%	100%	SER/Policy Exceptions (CR#22244) – comments submitted; WIP for the exceptions change request (Carla/Joan L.)

Application Testing

Approximately 2000 Tests = 4700 Scenarios

63% scenarios passed

Scenario 1
Register application
Perform data collection
Run eligibility
Certify benefits

Scenario 2
Run daily issuance
Send client correspondence via EBT

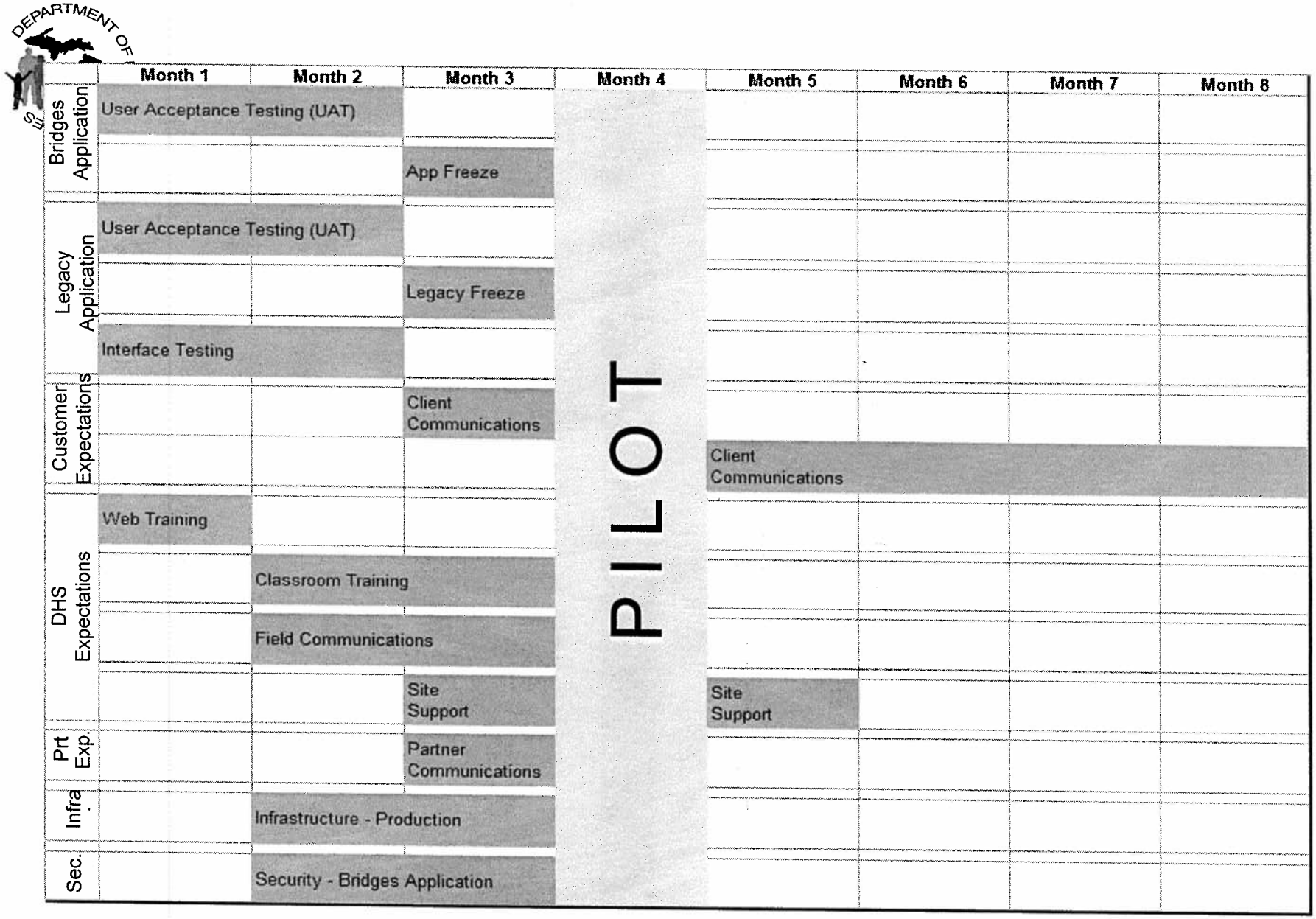
Scenario 3
Run monthly issuance to issue full month's benefits via EBT

Test Example

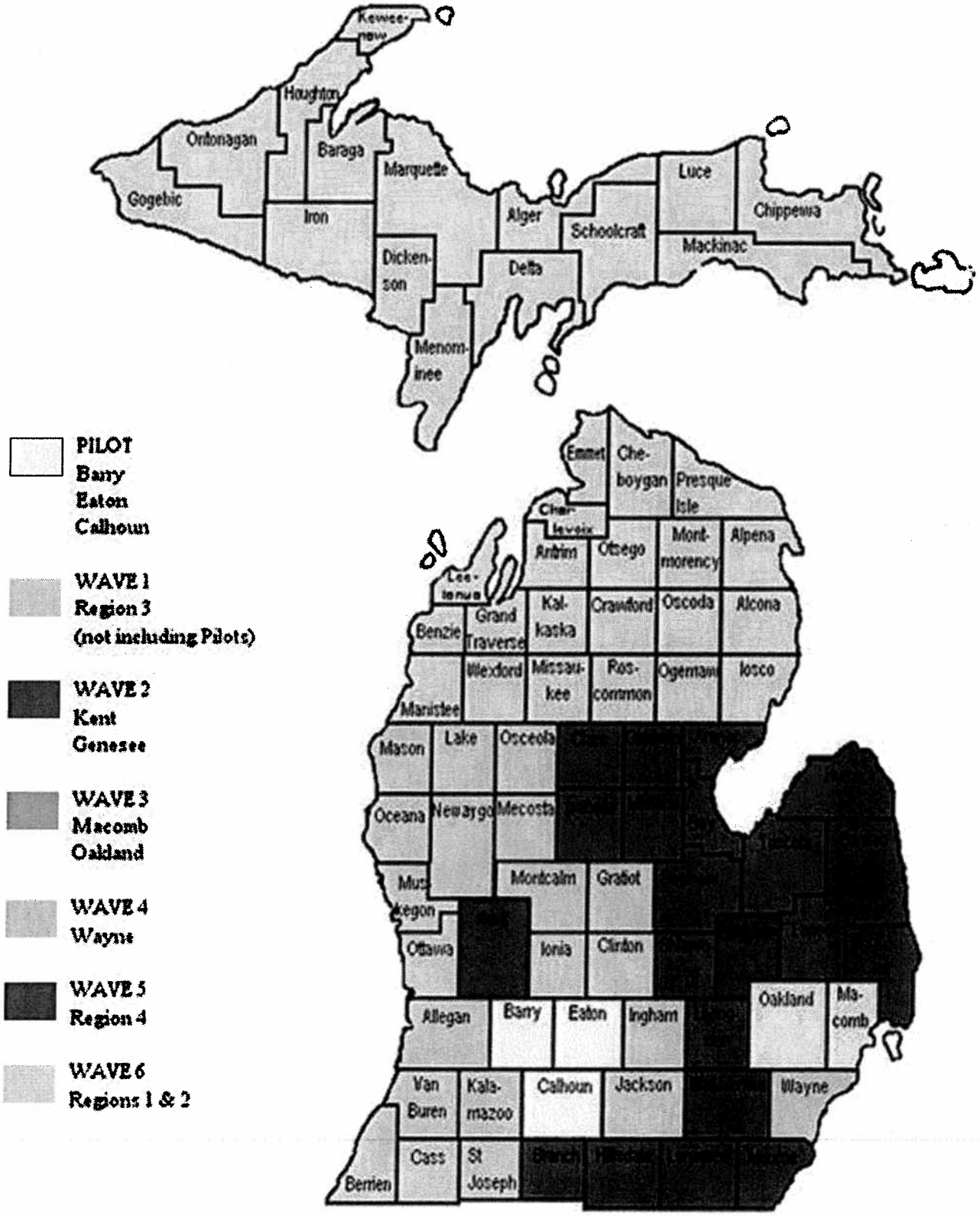
Scenario 4
Husband reports job loss, perform income change, run eligibility, certify new benefits

Scenario 5
Client reports newborn baby, run eligibility, certify new benefit levels

Bridges Milestone Timeline



BRIDGES STATEWIDE DEPLOYMENT



In Conclusion

- Bridges is going to be a good application
- DHS and it's customers will be well served by Bridges - - if expectations are properly set
- Window for Pilot - - June to August
- Five major conditions will affect Pilot
  1. No new legislative mandates
  2. No new DHS, DCH, DLEG policies that affect the application
  3. Agency and other partners hit their targets
  4. Other "Go-Live" criteria is met
  5. Additional monetary resources may be needed. We are evaluating the needs and we will report back within a month
     - Looking at changes that may be needed for pilot and subsequent waves
- DHS and DIT managers will be back in front of the legislature on at least a monthly basis to appraise members of progress and issues