

COUNTY OF MILWAUKEE
Inter-Office Communication

DATE: August 24, 2017

TO: Supervisor Theodore Lipscomb, Sr., Chairman, Milwaukee County Board of Supervisors

FROM: Jeanne Dorff, Interim Director, Department of Health and Human Services
and Laurie Panella, Chief Information Officer, Informational Management Services
Division

SUBJECT: An informational report from the Interim Director, Department of Health and Human Services and Chief Information Officer, Information Management Services Division, related to the development of an Integrated System and Practice Model (IS&PM) for case management activities

Background

In May, the Department of Health and Human Services (DHHS) provided a report to the Milwaukee County Board of Supervisors on its vision to develop an Integrated System and Practice Model (IS&PM) (File No. 17-371). The goal of this program is to identify, access and enroll participants and their families in all programs and services based on their needs in a coordinated manner, regardless of where or how they enter the DHHS service array. This model is expected to empower DHHS employees to respond to the citizens of Milwaukee County with the information and help they need. Therefore, this model is anticipated to yield better outcomes and, in turn, healthier communities by developing data-driven, cross-sector solutions and prevention-oriented programming.

This report provides policymakers with additional details concerning the new system and the department's implementation proposal.

Discovery Process for DHHS IT Software Solution

Over the last year, DHHS has worked with IMSD and consultants to:

- Perform a market assessment to understand the feasibility of performing a single system Case Management software that fits the needs of DHHS
- Examine the internal processes of case management activities throughout DHHS, including understanding current role requirements for case managers, care coordinators, human service workers, and other roles that support case management activities
- Perform detailed current state analysis of key systems and divisions of DHHS to understand how the process could be potentially optimized

These efforts informed a Request for Proposals (RFP) for an IT software solution for DHHS. The RFP was released on March 17, 2017 (RFP #: 98170003). A Notice of Intent to Award was then issued on June 1, 2017 to RedMane Technology, LLC. IMSD is currently negotiating a contract with RedMane and the contract is anticipated to be submitted for approval in the October cycle.

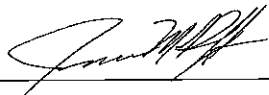
The contract with RedMane reflects an estimated value of \$2.5 million for the purchase of user licenses, implementation services, development and contingency. The contract will commence in 2017 and be funded with current year funds. Annual licensing and support for the out years will be included in the DHHS and BHD requested operating budgets and will be partially offset by the decommissioning of legacy systems.

Implementation of the IS&MP project will be complex and involves detailed business transformation, the identification, normalization and integration of critical client data as well as the decommissioning of current DHHS and BHD legacy applications. Implementation will take place in phases demonstrating transformation and improved service levels on an annual basis. The entire initiative, however, will continue for approximately five years.

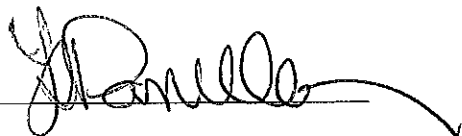
The total project cost is expected to be approximately \$5.5 million over a five-year period. Costs include implementation of the RedMane application, development, data conversion, decommissioning of legacy systems, contingency, annual license and support as well as internal technology support services to maintain and enhance the new service model into the out years. The project is anticipated to be financed by a combination of state revenue, tax levy and annual savings due to decommissioning of legacy applications.

Next Steps

As mentioned previously, DHHS and IMSD plan to submit a request for approval of the IS&PM contract in October.



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Department of Health and Human Services



Laurie Panella, Chief Information Officer
Information Management Services Division

cc: County Executive Chris Abele
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