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From the Interim Director, Department of Health and Human Services (DHHS), and the Chief Information Officer, Information Management Services Division, Department of Administrative Services, requesting authorization to execute a contract with RedMane Technology, LLC, in the total amount of \$3,534,214, for the implementation and licensing of an Integrated System and Practice Model for the period effective November 1, 2017, through October 31, 2022, by recommending adoption of the following:

**A RESOLUTION**

WHEREAS, the goal of the Integrated System and Practice Model (IS&PM) 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 Department of Health and Human Services (DHHS) service array; and

WHEREAS, this model is anticipated to yield better outcomes and, in turn, healthier communities by developing data-driven, cross-sector solutions and prevention-oriented programming; and

WHEREAS, DHHS and the Information Management Services Division (IMSD) provided informational reports to the Milwaukee County Board of Supervisors (File No. 17-371 and File No. 17-584) to educate policymakers on the capabilities of this new system and its importance to DHHS in achieving greater efficiency and improving service delivery; and

WHEREAS, the key legacy applications that DHHS currently utilizes to manage case management activities include the Juvenile Program Management system, Milwaukee County Burials, Scripts, Midas, and Avatar; and

WHEREAS, historical trends are showing that the expense to maintain the current case management activities are increasing year over year and once implemented, the new case management system is expected to result in annual savings of between \$412,000 to \$612,000; and

WHEREAS, 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

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; and

WHEREAS, as a result, a Request for Proposals (RFP) was released in March and RedMane Technology, LLC, was selected as the winning bidder; and

WHEREAS, the total anticipated cost is approximately \$5.5 million over a five-year period and includes the 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; and

WHEREAS, the Committee on Finance and Audit, at its meeting of October 30, 2017, recommended adoption of File No. 17-690 (vote 5-0); now, therefore,

BE IT RESOLVED, the Chief Information Officer, Information Management Services Division, Department of Administrative Services, or her designee, is hereby authorized to enter into a contract with Redmane Technology, LLC, in the amount of \$2,403,437 for implementation, and in the amount of \$1,130,777 for licensing of the Integrated System and Practice Model program for the period beginning November 1, 2017, to October 31, 2022.

jmj  
10/30/17  
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