

## Steering Committee Meeting – October 7, 2009

### Meeting Minutes

Co Chairs presiding: Secretary Gary Alexander, Linda Katz and Elizabeth Burke Bryant

Gary Alexander:

Secretary Alexander opened with comments reiterating the importance and the excitement of continuing moving toward the goal of modernizing access to all human service agency programs. He stated that with respect to all state agencies we should try to achieve consistency. With respect to access to agency programs, all pieces should fit together, and that everything should synchronize.

Discussion:

Representative Eileen Naughton thanked the group, and expressed the excitement of being involved in this initiative and stated that she would like to facilitate moving all of its initiatives.

The initial discussions revolved around the need to have a clear mapping of all programs and benefits so that we would be able to determine what programs and benefits are presently being offered now by the EOHHS agencies, and also to determine how individuals access the programs and benefits. By understanding the mapping of how an individual accesses benefits now, we can streamline that access and make it uniform. It was agreed that the recertification process should also be added.

Diana Beaton and Linda Katz offered to revise the draft inventory template that was distributed at today's meeting. It was agreed that we also needed someone from Medicaid on the Steering Committee. It was agreed that the draft inventory template would be sent to the Steering Committee for review before it was sent to the EOHHS agency directors. It was discussed that we should start w/ EOHHS agencies and then go out to other state agencies. Eventually, we may need to recommend a person from each state agency to attend the group. It was felt that it is crucial to document what exists now at the EOHHS agencies.

George Bowen:

George Bowen presented a brief overview of DHS information technology that presently exists. George is the DoIT (Division of Information Technology) Manager for DHS.

George is currently doing a physical inventory of all DHS computer equipment. George explained that there are serious issues with the infrastructure at DHS. George stated that every agency has DoIT managers. All DoIT It Managers are required to complete a software inventory by mid December. MHRH has just completed theirs. If DHS informs DoIT of its plans, DOIT will help DHS achieve it. George stated we need to complete a physical inventory first, then we can begin to look at our interoperability with the

community agencies. George explained that we can expand the DHS diagram but suggest we need to complete DHS first. DHS has a mixture of thin clients and personal computer. A thin client is just a monitor without a hard drive that communicates with a server.

Art Schnure:

Art Schnure presented an Overview of the access program in New York.

NY initiative – project took 3 years to do and 5.7 million dollars

21 different programs on their home page. Only one program that a person can apply for. There is a lot of excellent information, and documents. It tells you where you need to apply, and contains a catalogue of all forms needed. It utilizes a web Portal, and can be read in 7 languages. The worker looks at same information that the client looks at. Anybody can use this system, any “everyday person” NY – have this as one model – provide good information and we can look at other states.

Rep. Naughton advised that we should try to do an inventory of other states and see what they do. Linda Katz stated that the important question is what are we trying to get to, what is our vision, our objectives & goals.

Stephanie Geller from RI Kids Count will work with George Bowen and Gerry Bedrick, and Art Schnure to see what other states have. Donald Carlson advised that the price is much more affordable if other states have done it and there are funds available to pay, we could obtain similar programs, etc at a much better price.

We would like to have the workers use same system as client. We would want worker & case managers as well to access same system. (who said this?)

Paula McFarland from the CAP agencies stated that she thought the NY system wasn't easy, she stated she thought it wasn't short enough. It was a lot of information and a lot of clicking to get to other pages...Paula stated that with respect to other the case mgt agencies, the Page 2 screening, the CAP agencies can do now.

It was then discussed that the Steering Committee should meet monthly, and that we need to change the October 27 meeting. It was decided that the next large group should be beginning of December. At the big group, we can present the results of the inventory of EOHHS programs.

It was decided that Linda & Diana will revise the draft inventory; Art will put into visual and George, Stephanie, Art, Gerry research other states. The next Steering Committee Meeting will be November 18- 9-11 a.m. Diana will put the notice on the websites. The larger Modernization Committee meeting will be December 2<sup>nd</sup>, Wednesday 12-noon at the Arnold Conference Center.