

Modernization Steering Committee
Meeting Minutes
6/2/10

Attendees:

Gary Alexander, Deb Buffi, Linda Katz, Phil Silva, Art Schnure, Tom Marcello, Gerry Bedrick, Fred Sneesby, Diana Beaton, Leon Saunders, Stephanie Geller, Tanya Alderman

L. Katz reports:

- MHRH/DCYF Workgroup met twice; discussed how to streamline application process with DHS. Need to pull in ORS, possibly DHS.
- DHS Workgroup met a number of times; Dottie Rosenbaum and Stacy Dean came to the meeting; focused on RItE Care certification process. We know there's significant overlap between eligibility for RItE Care and SNAP benefits. There is also significant churn of families going off and coming back on programs. Seemed like good area for reducing burden on families and workers.

Three possibilities were discussed in workgroup –

- 1) Administrative recertification – RItE Care and pull from SNAP recertification or as submit 6 month information, RItE Care workers would pull information from SNAP to recertify
- 2) ExpressLane eligibility – through reauthorization of SCHIP – can take info from other programs – school lunch, SNAP, and use it for determining eligibility for RItE Care – can use info even though methods for determining eligibility are different – state would be safe. Can do at initial application. Even though only applies to kids, can get federal waiver to apply to parents.
- 3) Align recertification timelines
This involves a data match with SSN for SNAP and Medicaid also could be for DCYF and foster kids. 30+ states having this in effect or testing it now. Could be a quick win.

Letter to Gary Alexander from this workgroup was distributed to the Steering Committee. At a meeting last week it was decided a more efficient way of setting up a separate workgroup was to add a few people to the subcommittee.

Discussion:

D. Buffi – you need to say what the benefits and risks are for each of those methodologies.

P.Silva – elements of both reports so far have IT elements, then how to make it happen.

Stephanie – needs to feed across committees and then back to Phil

Gary – all needs to feed back so everything looks the same

Deb – Steering Committee could be nitty gritty place for talking through IT work

S. Geller reports:

- Information/Med./Long Range Planning workgroup:
- Have not had a full group meeting; Phil, Stephanie and Sarah met and are working to schedule a next meeting.
- This group will look at the larger technology framework; content management software; how to facilitate communication.
- We plan to regularly report out, and then add what's happening with a perspective from DoIT. Longer term plan for evaluating if we should do benefits screening and overall modernization.

D. Beaton reports:

- Info workgroup met – found out that RI.gov has a citizen's access portal too. It links to state web sites; Don't know if there was much contact with state agencies. Not sure if it's updated regularly.
- It's not useful to link to something if it isn't updated regularly. Need to adequately resource updates of pages.
- Workgroup looked at templates that state agencies gave them; developed list of programs; thought about how to piece together a citizens portal. MA template – looked at theirs and how they grouped things. Didn't have representation at the table, but would be easy to do ask or bring in certain people to review a draft of citizen portal.

Discussion:

G. Alexander – need to be on one site to apply; one place – can't be multiple links. Don't care if we adopt it from another state; its all in the public domain. We have the resources to hire people to put in the budget if we need them for next year. We would need to know now.

Forget about organizing by agencies; it's irrelevant to consumers.

P. Silva – Can make sure that we have the ability to centralize. We need to do it from a central perspective. The content on RI.gov (citizens access links) is old stuff, but this was done from the hip – I have been pushing them to talk to EOHHS; but EOHHS doesn't have a capacity to charge a service fee for online transactions.

We've discussed having a content management system– but we have to make sure centrally that senior management at EOHHS has approved what's up there; you need a process flow for approving content.

D. Beaton- Agree that you need a process for approval. The DHS website is a content management system, but its not fully set up with as many authorization levels as it could have.

G. Alexander – There is currently no ability for staff to have online training.

A. Schnure- We can get info in one place right now, on all the info and programs; Application forms in one place, citizen facing forms as opposed to internal work flow forms. You can put the benefit screener that you have up now. Put up online apps for SNAP now. If someone was “on-it” take a couple of months to get this rolling.

G. Alexander – who do you need – someone who knows IT and someone to talk to agency heads.

S. Geller- Part of this could be taking applications and making others into writeable - PDFs and posting online.

L. Katz– create a chart of what we’ve got....Need to start – why not hire someone from JobsNow program.

A. Schnure- need two kinds of skill sets – someone to organize the information, someone to do the IT

G. Alexander – I want something started soon. I want one web site, transparent and seamless – for consumers. For workers – its ok to have buttons (links to) to other web sites.

P. Silva- Content is horrible in many places – need to look at this; line item for content management system?

G. Alexander– yes

DHS Infrastructure and Scanning

D. Buffi –DoIT has been advising us for a while that our infrastructure needs help. Have purchased new infrastructure. Have to get it installed – equipment is in; hardware is in and ready to go. In addition to DHS, MHRH is doing the same thing – about 3 months behind DHS; equally as large –

For modernization – DHS and MHRH will have state-of-the-art – it’s infrastructure that can support the overall modernization effort.

D. Buffi – DHS now has scanning capability; have 20-25 PC scanners and are rolling them out in the field offices. Denise Tatro and Donalda Carlson came up with business process of what is the best place to place scanners. Denise is rolling them out in the field so it can accommodate clients; the process is moving and it’s very exciting – DHS has talked about scanning for years; finally starting to happen.

S. Geller – how will scanners be used?

Deb –deferred to Denise as to best use, though process is centrally located so when clients come in, documents can be scanned and stored in a data system.

G. Alexander – files are burdensome – we just have so many. hopefully we will be able to scan files to store them.

S. Geller – any infrastructure to accept documents and attach them yet?

D.Buffi- Not yet. Programming to scan docs and attach to data files needs to be looked at.

Next meetings:

Steering Committee, July 21, 2010, 9 am

Full Modernization Committee, September 8, 2010, 12 noon – 2 pm