

	COL A12	COL A14	COL A15	COL A16	COL A14-A12	
					AGY AMD REQ	
					FY 2018-19	
					OVER(UNDER)	
	AGY FIN REQ	AGY AMD REQ	AGY AMD N/R	AGY AMD ANZ	AGY FIN REQ	
	FY 2018-19	FY 2018-19	FY 2018-19	FY 2018-19	FY 2018-19	
POS	AMOUNT	POS	AMOUNT	POS	AMOUNT	CODES
ELDER AFFAIRS, DEPT OF						65000000
PGM: SERVICE TO ELDERS PGM						65100000
<u>EXECUTIVE DIR/SUPPORT SVCS</u>						65100600
<u>GOV OPERATIONS/SUPPORT</u>						16
<u>INFORMATION TECHNOLOGY</u>						<u>1603.00.00.00</u>
AGENCY-WIDE INFORMATION TECHNOLOGY						3620000
CLIENT INFORMATION AND REGISTRATION						
TRACKING SYSTEM PROJECT						
IMPLEMENTATION						36201C0
SPECIAL CATEGORIES						100000
CONTRACTED SERVICES						100777
GENERAL REVENUE FUND -MATCH	265,000	311,250	311,250		46,250	1000 2
OPERATIONS AND MAINT TF -FEDERL	2,385,000	2,523,748	2,523,748		138,748	2516 3
TOTAL APPRO.....	2,650,000	2,834,998	2,834,998		184,998	

AGENCY ISSUE NARRATIVE:

2018-2019 BUDGET YEAR NARRATIVE:

IT COMPONENT? YES

2018-2019 BUDGET YEAR NARRATIVE: IT COMPONENT? YES

ISSUE TITLE: Client Information and Registration Tracking System Project Implementation - 36201C0

Priority Narrative: This issue relates to and implements the Department's priority to "ensure federal and state funds are used to effectively and efficiently serve elders' needs."

ISSUE SUMMARY:

The Department of Elder Affairs requests \$2,650,000 of nonrecurring budget authority (\$265,000 in General Revenue and \$2,385,000 in the Operations and Maintenance Trust Fund) in the Contracted Services category (100777) in Fiscal Year 2018-2019 to implement a statewide system for the management, reporting, and trending of data for all clients. The system will increase data integrity and communication within the aging network, will enhance mobile capabilities, and will improve reporting capabilities to plan resource allotments.

ISSUE DETAIL: DOEA provides services through the aging network which consists of the state's eleven Area Agencies on Aging (AAAs)/Aging and Disability Resource Centers (ADRCs) (AAA/ADRC), Lead Agencies, and local service providers. DOEA also administers a wide range of programs, ranging from the Long-Term Care Ombudsman Program (LTCOP), Office of Public and Professional Guardians, Communities for a Lifetime, SHINE (Serving Health Insurance Needs of Elders), and CARES (Comprehensive Assessment and Review for Long-Term Care Services).

Impeding DOEA's ability to meet a significant portion of its goals and objectives are the current realities of a reliance on a preponderance of manual processes as well as antiquated technologies, design methodologies, and interfaces. In addition, there are differing processes and associated data sets unique to Divisions, AAAs/ADRCs, and Lead Agencies operating without centralized, enterprise standardization. This environment produces non-uniform, inefficient processes

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AGY FIN REQ FY 2018-19 POS	AMOUNT	AGY AMD REQ FY 2018-19 POS	AMOUNT	AGY AMD N/R FY 2018-19 POS	AMOUNT	AGY AMD ANZ FY 2018-19 POS	AMOUNT	AGY AMD REQ FY 2018-19 OVER(UNDER) AGY FIN REQ FY 2018-19 POS	AMOUNT	
ELDER AFFAIRS, DEPT OF										65000000
PGM: SERVICE TO ELDERS PGM										65100000
<u>EXECUTIVE DIR/SUPPORT SVCS</u>										65100600
GOV OPERATIONS/SUPPORT										16
<u>INFORMATION TECHNOLOGY</u>										<u>1603.00.00.00</u>
AGENCY-WIDE INFORMATION TECHNOLOGY										3620000
CLIENT INFORMATION AND REGISTRATION										
TRACKING SYSTEM PROJECT										
IMPLEMENTATION										36201C0

resulting in redundant, non-standard data across the Divisions, creating a challenging environment to effectively collaborate and communicate information throughout DOEA.

Overlying these current systems issues, DOEA has also identified four key strategic challenges:

- * The proliferation of inefficient and redundant processes (manual and automated), along with the disparate supporting systems, databases, and spreadsheets, exposes DOEA to operational challenges which increases administrative and support costs, while decreasing its operational efficiency and effectiveness.
- * The existing systems are lacking efficient functionality available in current technologies and are not meeting the changing needs and demands of staff and clients. This is primarily due to outdated, unsupported, and difficult to modify, enhance, and maintain technologies.
- * The age of existing automated processes and the impact of a siloed implementation and operation make these systems difficult to continue to support and less than ideal in terms of cost effectiveness to maintain, change and operate.
- * From an external perspective, legislative changes (State and Federal) require DOEA to make frequent system modifications. It is difficult for DOEA to be agile enough to address these changes with outdated, inflexible, and expensive modification technologies.

To overcome the system issues described above, provide a foundation for future needs and effectively serve the elder population of Florida, DOEA is proposing to replace its antiquated siloed architecture with an enterprise class system and business process reengineering that enables:

- * Seamless sharing of data as appropriate among partners in the elder support network;
- * Real-time/near real-time acquisition and processing of data;
- * Implementation of an enterprise system that relies more on configuration than custom code;
- * Standardized workflow for agency and contractor staff; and
- * Enhanced security for protection of sensitive data.

The current system, which is over 25 years old, no longer meets the business needs of DOEA and its clients due to changes in industry requirements and federal reporting requirements. DOEA needs a cohesive system that will support all the goals of DOEA and the aging network with the scalability to meet the future demands of the growing elderly population.

CIRTS is the main client management software along with eight other standalone systems DOEA utilizes to provide services and track the elderly population under its care. CIRTS was created, was programmed, and is maintained by DOEA staff. CARES staff uses CIRTS as a case management tool to record assessments, level of care determinations, follow-ups, referrals, and case notes.

The 11 Aging and Disability Resource Centers (ADRCs) and direct service providers utilize CIRTS as a client management

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AGY FIN REQ FY 2018-19	POS	AGY AMD REQ FY 2018-19	POS	AGY AMD N/R FY 2018-19	POS	AGY AMD ANZ FY 2018-19	POS	AGY AMD REQ FY 2018-19 OVER(UNDER)	AGY FIN REQ FY 2018-19	
AMOUNT		AMOUNT		AMOUNT		AMOUNT		AMOUNT	AMOUNT	
										65000000
										65100000
										65100600
										16
										<u>1603.00.00.00</u>
										3620000
										36201C0

ELDER AFFAIRS, DEPT OF
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tool for assessments, enrollments, care plans, and services provided to individuals. CIRTS tracks the unit rates for these services and budgeted contract amounts.

A recent CIRTS survey to the aging network revealed that the top three unmet needs for CIRTS are:

- * Additional functionality (such as improved searchable fields or making the application tablet-friendly);
- * Capturing and sharing additional data; and
- * Making the system more user-friendly.

In addition to collecting client data, the system is needed to measure performance, quality, and cost-effectiveness and to ensure the effective and efficient delivery of quality services to clients. There is no systematic confirmation of service authorization or alert to DOEA or the consumer if the provider fails to provide the service introducing the opportunity for fraudulent activity.

The potential for additional fraud, waste, and abuse are also of concern in other areas which DOEA must be able to address, manage, and resolve. Finally, the tracking of provider implementation of services via data reporting is essential to ensure that provider's invoices and expected improvements in the client's skills and abilities are tracked and compared.

The Department requests \$2,650,000 of nonrecurring budget authority to implement the Enterprise Client Information and Registration Tracking System (eCIRTS) Project. The requested amount is predicated upon beginning implementation in July 2018 and completing in July 2020. The Department will apply with the Centers for Medicare and Medicaid Services (CMS) to provide up to a ninety percent match on the implementation costs.

The Department will select a vendor through the Invitation to Negotiate process which will determine the full technical platform, hardware, software, and staffing requirements needed for eCIRTS. The selected vendor will provide the software and will configure the software to the Department's specifications. DOEA staff will be required to work with the provider to ensure the software is configured to meet the needs of the Department and its clients.

LINKAGE TO GOVERNOR'S PRIORITIES: Improve the efficiency and effectiveness of government agencies at all levels.

Category	Fund	Budget Entity	Amount	Activity
Contracted Services (100777)	1000	65100600	\$ 265,000	ACT4500
Contracted Services (100777)	2516	65100600	\$2,385,000	ACT4500

COL A12	COL A14	COL A15	COL A16	COL A14-A12	
AGY FIN REQ FY 2018-19 POS AMOUNT	AGY AMD REQ FY 2018-19 POS AMOUNT	AGY AMD N/R FY 2018-19 POS AMOUNT	AGY AMD ANZ FY 2018-19 POS AMOUNT	AGY AMD REQ FY 2018-19 OVER(UNDER) AGY FIN REQ FY 2018-19 POS AMOUNT	CODES
					65000000
					65100000
					65100600
					16
					<u>1603.00.00.00</u>
					3620000
					36201C0

ELDER AFFAIRS, DEPT OF
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Amended 2018-19 Narrative after November 17, 2017:

The purpose of this amended issue is to include the additional costs of equipment necessary for utilization of the new system. In order to realize the true benefit of a mobile system, new laptops will be required to replace and augment the antiquated laptops currently utilized by CARES Assessors.

This cost was included in the original Schedule IV-B documentation, however, it was inadvertently omitted from the issue narrative and budget request.

Summary: The cost of the equipment necessary is \$184,998. At a 75% Federal match, an additional \$46,250 of General Revenue and \$138,748 of Operations & Maintenance Trust Fund budget authority is being requested.

The total funding request for the Fiscal Year 2018-2019, as reflected in the Schedule IV-B documentation, is \$2,834,998. The General Revenue portion of this request is \$311,250, while the Operations & Maintenance Trust Fund portion is \$2,523,748.

Category	Fund	Budget Entity	Amount	Activity
Contracted Services (100777)	1000	65100600	\$ 311,250	ACT4500
Contracted Services (100777)	2516	65100600	\$2,523,748	ACT4500

MYFLORIDANET-2 SERVICES INCREASED COSTS					36202C0
EXPENSES					040000
GENERAL REVENUE FUND	-STATE	46,495		46,495	1000 1

AGENCY ISSUE NARRATIVE:
 2018-2019 BUDGET YEAR NARRATIVE:
 Issue Title: MyFloridaNet-2 Services Increased Costs 36202C0 IT COMPONENT? YES

Priority Narrative: This issue relates to and implements the Department's priority to "provide home and community-based

COL A12	COL A14	COL A15	COL A16	COL A14-A12	CODES
AGY FIN REQ FY 2018-19 POS	AGY AMD REQ FY 2018-19 POS	AGY AMD N/R FY 2018-19 POS	AGY AMD ANZ FY 2018-19 POS	AGY AMD REQ FY 2018-19 OVER(UNDER) AGY FIN REQ FY 2018-19 POS	AMOUNT
					65000000
					65100000
					65100600
					16
					<u>1603.00.00.00</u>
					3620000
					36202C0

ELDER AFFAIRS, DEPT OF
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 AGENCY-WIDE INFORMATION TECHNOLOGY
 MYFLORIDANET-2 SERVICES INCREASED
 COSTS

services for elders and their caregivers to ensure that elders can choose to remain safely in their homes and communities."

Summary: The Department of Elder Affairs (DOEA) requests \$46,495 in recurring General Revenue funding for the increased costs of bandwidth due to the migration from MyFloridaNet (MFN) to MyFloridaNet-2 (MFN-2).

Background: MyFloridaNet (MFN) will sunset at the end of the current 2017-2018 Fiscal Year. In its place will be MyFloridaNet-2 (MFN-2). We are currently paying \$182,645 annually for this service. There is a substantial increase in cost to migrate to the new service when MFN sunsets, in the amount of \$46,495 for a total of \$229,140.

The MFN network is used to connect all DOEA users on the Wide Area Network (WAN) across the state. This network upgrade will allow us to continue to provide timely services to the elders across the State of Florida.

Solution/Justification: The Department of Elder Affairs (DOEA) requests \$46,495 in recurring General Revenue funding for the increased costs of bandwidth due to the migration from MyFloridaNet (MFN) to MyFloridaNet-2 (MFN-2). This network service provides the connectivity to all DOEA users statewide and allows the Department to effectively and efficiently serve the elders of the State of Florida.

LINKAGE TO THE GOVERNOR'S PRIORITIES: Improve the efficiency and effectiveness of government agencies at all levels.

Category	Fund	Budget Entity	Amount	Activity
Expense (040000)	1000	65100600	\$46,495	ACT0340

TOTAL: INFORMATION TECHNOLOGY					<u>1603.00.00.00</u>
BY FUND TYPE					
GENERAL REVENUE FUND	265,000	357,745	311,250	92,745	1000
TRUST FUNDS	2,385,000	2,523,748	2,523,748	138,748	2000
TOTAL PROG COMP.....	<u>2,650,000</u>	<u>2,881,493</u>	<u>2,834,998</u>	<u>231,493</u>	