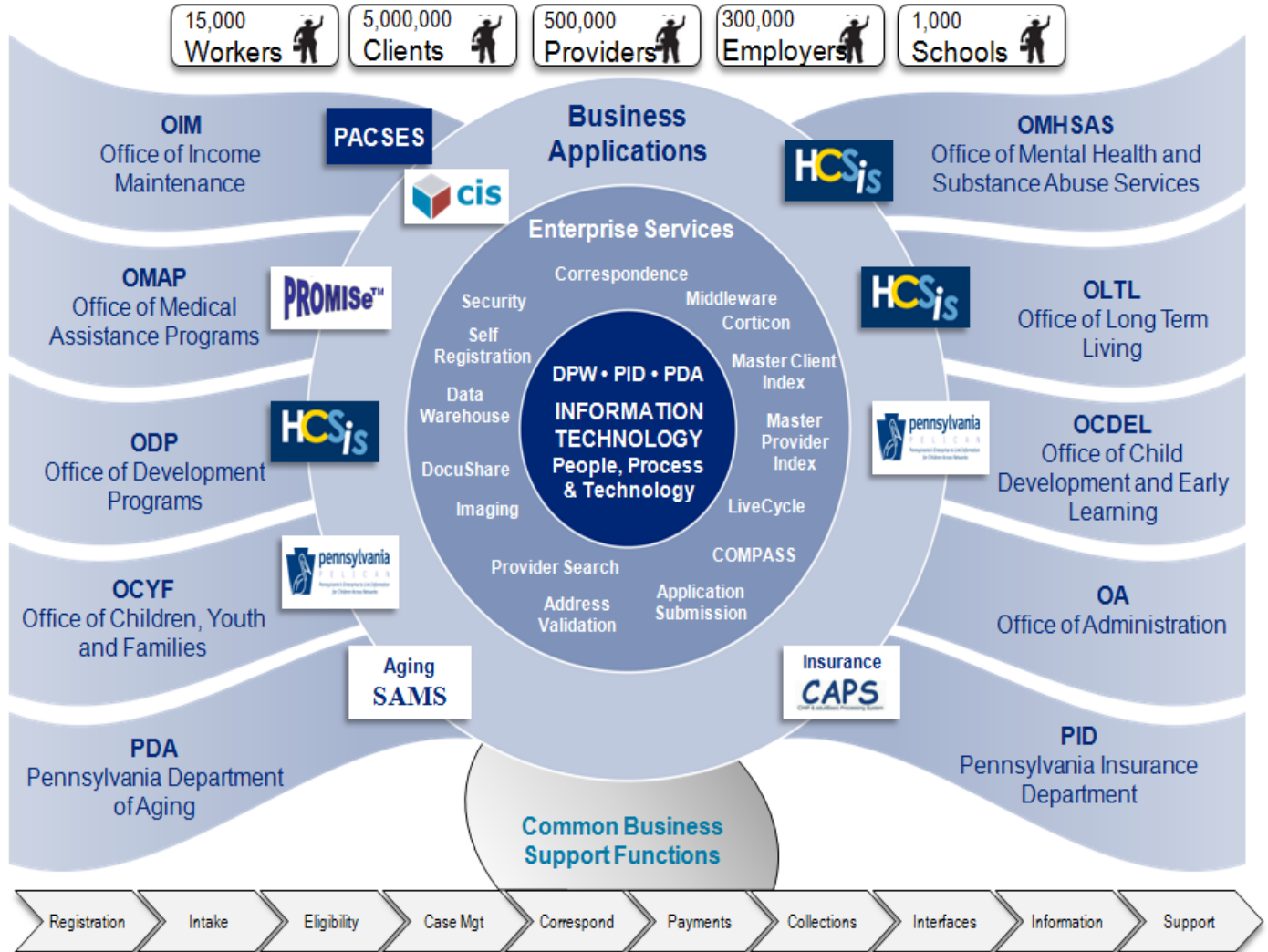


DPW IT Systems Overview



iCIS - The iCIS suite is the backbone for DPW and supports case processing, determines eligibility, authorizes services and distributes benefits to more than 2.7 million needy Pennsylvanians. It interfaces with more than 100 entities within the state and federal government for information matching and it is the key automation vehicle for DPW's county assistance offices (CAOs) in delivering more than 20 programs and services. iCIS contains information on clients and their household members enrolled in cash assistance, medical assistance, and/or supplemental nutrition assistance programs. Information maintained includes demographics, medical assistance and managed care enrollment history, and special populations (foster care, adoption, and SSI).

iCIS supports approximately 7,000 workers and 1,000 providers at over 100 separate locations including the 102 county/district offices, and the Pennsylvania citizens who provide services or receive them. Each year, DPW uses iCIS to provide over \$850

million of services through Temporary Assistance to Needy Families (TANF), Food Stamps (FS or SNAP), General Assistance (GA), State Blind Pension (SBP), Medical Assistance (MA), Long Term Care (LTC), and supplements to basic Supplemental Security Income (SSI) grants.

CIS, the COBOL-based, mainframe-driven suite of systems (implemented in 1985), coupled with the server systems, referred to as iCIS, perform both on-line and batch functions and is comprised of many components; the two biggest are eligibility determination/benefit calculation and case management. It is used to determine eligibility for Medicaid, TANF, SNAP, General Assistance (state cash program), Home and Community-Based Services, Long Term Care, and Medicaid Waiver Programs.

Several years ago, the Department embarked on and recently completed the migration of mainframe functionality to a browser-based platform and introduced additional automation tools to help streamline DPW's business processes and to meet CMS mandates, state legislative mandates, and changing consumer needs. These new web enabled components are referred to as eCIS. Collectively, the CIS and eCIS components are referred to as iCIS.

CIS: Client Information System (CIS) is Pennsylvania's mainframe system for eligibility information. Staff use CIS to enter case and individual information, determine eligibility for benefits, authorize benefits, trigger client notices, issue benefits, generate reports and share information via interfaces with other agencies.

Key Facts About CIS:

- CAO Staff access the mainframe applications via the web through a middleware product, WebTS
- Legacy CIS has been in use by CAO staff since 1980
- Legacy CIS is being integrated to eCIS using a multiple phase, incremental renewal approach
- Many key system functions remain on Legacy CIS, such as:
 - Application Entry, collects detailed non-financial, resource, and income situation
 - Standard Filing Unit – system logic that automatically determines the most appropriate category of MA
 - Eligibility Determination and Benefit Calculation – logic that automatically determines if a household is eligible for SNAP, Cash or MA
 - Benefit Authorization – confirms eligibility determination results
 - Client Notices – triggered as a result of the eligibility determinations

eCIS: Electronic Client Information System (eCIS) is a web-based system that provides staff a single location to perform application processing and case maintenance activities.

Key functionality available through eCIS:

- Process applications
- Track change requests for active case records

- Imaging functionality that includes scan, index, and view scanned documents
- Automatic creation and distribution of renewal packets and other standard correspondence
- Receive and view results of federal and state data exchanges
- Track and manage workload assignments across staff
- Interface with Master Client Index (MCI), a central repository for client demographic data, to identify clients who participate in multiple programs
- Administer Low Income Home Energy Assistance Program (LIHEAP) program

COMPASS: COMPASS is a Web site that allows individuals and community based organizations access to screen for, apply for, and renew a broad range of social programs.

COMPASS serves as a single access point for application and renewal of:

- Health Care Coverage
 - Medical Assistance
 - Medical Assistance for Worker's with Disabilities
 - Medical Savings Program for Payment of Medical Assistance Premiums
 - Children's Health Insurance Program
- Food Stamp Benefits
- Cash Assistance
- Long Term Care
- Home and Community Based Services for individuals with Intellectual Disabilities
 - Consolidated Waiver for Individuals with Intellectual Disabilities
 - Person/Family-Directed Support Waiver for Individuals with Intellectual Disabilities
 - Intellectual Disabilities Services (non-MA)
- Low-Income Home Energy Assistance Program (Seasonal availability)
- Free or Reduced Price School Meals
- SelectPlan for Women (Family Planning Services)
- Child Care Works

COMPASS also provides screening for the programs mentioned above, all home and community-based services, and the school lunch and breakfast program. Screening allows a user to provide basic information to determine if they are potentially eligible for a health and human service.

MCI – Master Client Index - This is a central repository for client demographic data to allow DPW to uniquely identify clients who might be participating in multiple programs in order to streamline client registration, better detect fraud, identify opportunities to better serve clients and improve program and information reporting. MCI provides the following:

Key features of MCI include:

- Provides a common central repository, accessible to users from various operational systems, which will make available consistent and uniform client information across programs and systems
- Makes basic information available for re-use and re-registration Department-wide, after the client has registered one time
- Provides a consistent interface for future DPW systems to register and identify clients
- Provides a mechanism to monitor how and where the client is interacting with the Department and allows for profile management
- Enables efficiencies to be gained by the re-use of application processes and functions
- Provides more reliable data due to consistent, enterprise-wide business standards.

CAPS – CHIP and adultBasic Processing System - CAPS is a web-based system providing the ability to determine healthcare eligibility, enrollment management, financial obligation management, workload management, application entry and automated processing for the CHIP Program.

Key Facts about CAPS:

- CAPS interacts with nine health insurance companies regarding enrollment and benefits and with DPW iCIS regarding Medicaid enrollment, MCI assignment, SSN validation, demographic updates, SSA Citizenship and ID verification, various income data exchanges, deceased individual match, COMPASS applications, COMPASS renewals and CAO electronic referrals
- CAPS interacts with Health Management Services (HMS) for private health insurance checks and Policy Studies Inc. (PSI) to assist families in the renewal of CHIP eligibility
- Until February 2011, the adultBasic Program was sponsored by the PA Insurance Department

EDW - The Enterprise Data Warehouse (EDW) spans multiple systems and programs and provides a consolidated view of enterprise data, optimized for reporting and analysis. Development of the Enterprise data warehouse includes development of systems to extract data from operational systems plus the installation of a warehouse database system that provides flexible access to the data. The EDW consists of subject-oriented, integrated, time-variant, non-volatile collection of data in support of management's decision making process. The EDW database holding the data is structured to optimize the retrieval of large volumes of data. The EDW also contains data that is used by Geographic Information Systems (GIS), which combines spatial location with information about that location, and provides a means of analyzing and presenting this information in the form of a map. This spatial location can be as specific as a latitude/longitude coordinate point on a map, or a broader category such as census block, zip code, or county. Subject areas in the EDW include data from all the major Program offices such as HCSIS, PELICAN, CIS, OMAP and PACSES as well as data from the Departments of Health, Education, Insurance, Inspector General (OIG) and the Budget office. Information from the EDW is provided to users in a variety of delivery methods including reports, cubes, packages, dashboards and maps.

MPI – Master Provider Index: The Master Provider Index (MPI) is the Department’s central repository of provider profiles and demographic information that registers and uniquely identifies providers to do business with DPW. MPI includes HCSIS Waiver providers, LIHEAP fuel vendors, PELICAN Childcare providers, and PROMISe Medical Assistance providers, supporting the Department’s enterprise applications, services and a number of Program Offices.

Enterprise Licensing System: DPW currently uses Provider Certification to automate the process of visiting, surveying, certifying/registering and enforcing regulations for Child Care facilities in PA. DPW provider certification transformed a mostly paper-based manual process to an on-line solution through a combination of a web-based application, an offline inspection client and a Data Warehouse. All provider information is entered into the system is then sent and stored in MPI.

Enterprise Licensing expands the existing on-line solution to include providers managed by ODP:

- Community Homes
- Lifesharing /Family Living
- Adult Training Facilities
- Vocational Training Facilities

PACSES: Pennsylvania Child Support Enforcement System (PACSES) is the primary tool used by the County Courts and Domestic Relations Offices to facilitate the establishment and enforcement of paternity, child and medical support orders and the distribution and disbursement of collections on child support cases. PACSES has been used since 1998 to assist in conducting the daily child support business which includes developing and maintaining case data for all members, compiling court order information, and recording activities and financial data relating to the management of each client’s case.

CWDS - Comprehensive Workforce Development System: CWDS is a web-based system that allows access to Pennsylvania workforce development and independent living services provided by the Departments of Labor & Industry and Public Welfare. CWDS was developed through a collaborative effort of DLI and DPW. CWDS is used by Commonwealth staff to assist participants with employment-focused services and activities and by the public at large to connect with employment services.

Key Facts about CWDS:

- Serves approx. 2,000,000 participants
- Contains participant demographic, project, activity, and employment information
- Enables electronic referrals and data sharing between CWDS and the CIS
- Alerts created when a job starts, a referral is rejected, or enrollment is terminated
- Tracks work participation

PROMISe – Provider Reimbursement and Operations Management Information System - PROMISe™ is DPW’s Medical Management Information System (MMIS) used for

claims, encounter and capitation processing and payment. It is maintained via a fiscal intermediary contract with Hewlett Packard Enterprise Services, Inc (HP). PROMISE adjudicates MA fee for service medical, dental and pharmacy as well as LTC claims; processes and determines payment for fee for service and waiver claims for a number of DPW offices in addition to OMAP, including OMHSAS, ODP, OCDEL, and OLTL and OIM; executes transactions for managed care including calculation of monthly capitation transactions, and encounter processing of both Behavioral and Physical Health MCO claims utilization data; and calculates and processes drug rebate invoices

PROMISE™ is also used by DPW staff for:

- Prior authorization for pharmacy, medical and dental services
- Financial transaction processing, assignment of account codes , state/ federal reporting
- Internal reporting and oversight of MA Programs
- Third Party Liability (TPL) processing
- LIHEAP invoice processing

HCSIS - HCSIS is a centralized, web-enabled system that provides data collection for state-level program management, and functions as the daily operating system for the 48 County Mental Retardation and Early Intervention Administrative Entities. Major functional areas within HCSIS include: Client Management, Supports Coordination Management, Provider Management, Financial Management, Incident Management, Quality Management, and Reporting. HCSIS was developed to support DPW's Home and Community-Based Services Programs. HCSIS currently supports service programs managed by the Office of Developmental Programs (ODP) for services supporting intellectual disabilities and autism, the Office of Long Term Living (OLTL), the Office of Mental Health and Substance Abuse Services (OMHSAS), the Office of Child Development and Early Learning (OCDEL), the Office of Children, Youth, and Families (OCYF), the Pennsylvania Department of Aging (PDA), and the Pennsylvania Department of Health (DOH).

SAMS - The Social Assistance Management System (SAMS) is OLTL's Case Management system for Aging Services. OLTL uses SAMS to store information on consumer demographics, assessment and ISP information, as well as provide staff with Case Management, Reporting and Quality Management tools. SAMS allows Care Managers to:

- Document basic individual demographics
- Conduct and document a Level-of-Care Assessment
- Complete a Service Plan
- Record when services are scheduled to be rendered
- Document Service Delivery
- Document time spend with individuals and write referrals
- Create an history of Care Managers and Care Programs
- Manage Active and Inactive Records

SAMS also interfaces with HCSIS. The interface transfers care plan information into HCSIS to allow for PROMISE™ billing to occur for services funded by the Aging Waiver

PELICAN – Pennsylvania’s Enterprise to Link Information for Children Across Networks - Pennsylvania’s Enterprise to Link Information for Children Across Networks (PELICAN) supports children’s programs, including Child Care Works for subsidized child care services (including Low Income, TANF, and SNAP); Provider Certification for licensing and certifying child care providers; and Early Learning Services for quality initiatives including PA Pre-K Counts, Keys to Quality, Early Intervention, Early Learning Network, Provider Self Service, Client Self Service and Online Provider Search capabilities. This system contains sub-systems that interface with the Commonwealth’s PROMISE system, Master Provider Index, Master Client Index and Client Information System to enable more efficient case management and utilization of services. Components of PELICAN include:

- **Child Care Works** – supports all processing of subsidized child care benefits for more than 150,000 needy Pennsylvanians. It supports more than 1,200 workers, 120,000 providers, and citizens who provide services or receive them. It interfaces with four other critical entities within the state for information processing.
- **Provider Certification** – supports initial application processing, site inspections, complaints and incident processing, and sanctions and appeals processing for regulated childcare providers.
- **PA Pre-K Counts** – a complete operational and reporting system for OCDEL. Allows for efficient monitoring of service providers' compliance with the Pre-K Counts provider requirements and the quality of program delivery, and improve their executive decision making by collecting, compiling and tracking information about children, agencies, locations, classrooms, teachers and curriculum and use this data to manage their programs, resources and planning. The system supports more than 800 users, 400 grantees, 152 provider locations and program specialists across the Commonwealth.
- **Early Intervention** - Supports the administration of Pennsylvania's Early Intervention program, which provides an array of service and a continuum of care in the community for infants, toddlers, and preschoolers with disabilities as well as those that are at-risk children. Facilitates creation of Individual Service Plans (ISP) while allowing providers or counties to broadly manage services. Records, via the ISP, detailed medical, health and safety information for all individuals. Captures assessment data. Validates authorized services through an MMIS (PROMISE) interface to authorize payment using the ISP service information.
- **Early Learning Network** – Draws and stores information about children in OCDEL programs from various sources and allows for understanding the *whole context* of the child by providing data on the children served, program quality, teacher education and experience. The information is used for continuous program quality improvement and will be integrated into Pennsylvania’s longitudinal data system that will link to Pennsylvania’s Information Management System (PIMS) and will provide stakeholders with an understanding of the impacts of programs offered by OCDEL on child outcomes in the short- and long-term, in addition to an understanding of the impact of using resources on various programs.

- **Provider Search and Expanded Client Self-Service** - The objective of the public-facing Provider Search portion of the site is to communicate the benefits of quality early education by providing information about Pennsylvania's child care programs. The purpose of the Client Self-Service portion of the site is to improve service delivery by streamlining the client application and re-determination processes for OCDEL. Client Self-Service Expansion includes displaying early childhood education programs on-line by expanding the existing on-line child care provider search implemented in March 2008 to include providers of Head Start/Head Start Supplemental, PA Pre-K Counts, District-run Pre-K, Full day K and Preschool Early Intervention.

FADS – Fraud and Abuse Detection System - FADS is a specialized relational data warehouse designed to support and leverage existing key Pennsylvania data queries and reports, add new reporting and algorithm tools to enhance the Commonwealth's Surveillance and Utilization Review program while also expanding fraud detection options. FADS has four key components:

- Targeted Queries – queries designed specifically to meet BPI investigative and research needs
- DSSProfiler – a tool that takes in detailed claims and processes against DPW defined case files to create comparative norms and profiles of Pennsylvania providers and recipients
- Ad Hoc Reporting – a free-form query development tool to allow users to use any data element within the FADS data store to create specific reports
- Support and Analytical Services – analysis targeted to identify recovery opportunities in new areas while providing ongoing business support

CWIS – Child Welfare Information System – Pennsylvania is currently in the planning stages for the development and implementation of a statewide Child Welfare Information System. In the meantime, there are numerous OCYF legacy applications that must be supported until their functionality is transitioned to the new solution. At this time, the State systems are not shared by the county children and youth agencies and there is no centralized point of data entry or ability for counties to access their data once it is submitted to OCYF. The Child Welfare legacy applications include the following systems:

- **ChildLine Millennium System:** The ChildLine system is the Central Registry for all pending and investigated reports of child abuse in Pennsylvania. It is the only state level source of information on perpetrators of child abuse and is a vital link in ensuring the safety of children in the Commonwealth. In addition to being the central repository for child abuse reports, ChildLine also conducts clearances on prospective child care providers and school employees. In 2010, 528,691 applications for such clearances were processed through ChildLine. The data from the ChildLine system is used to report National Child Abuse and Neglect Data System (NCANDS) data to ACF on an annual basis.
- **Interstate Compact on the Placement of Children (ICPC):** The ICPC processes mirror those in other states and are supported by an ACCESS database adopted from Illinois in 2007 and a MAPPER system developed in 1986. The ACCESS database was added to

support the requirements of the Safe and Timely Interstate Placement of Foster Children Act of 2006 (HR 5403). This system allows Pennsylvania to process information on the interstate placement of children for the purposes of adoption, foster care, relative or residential placement. Minor modifications were made to the Illinois system to accommodate Pennsylvania's business needs. This work was completed first quarter of 2011. There is a potential need to combine the functionality in each system into the ACCESS database in the event that the MAPPER system might be retired. Work has begun on mapping data from the MAPPER system to ACCESS in support of this effort.

- **Interstate Compact on Adoption and Medical Assistance (ICAMA):** The ICAMA system supports the business processes for providing medical assistance to children who have adoption assistance agreements and move into or out of Pennsylvania. The ICAMA system is written in Oracle APEX with an Oracle database, relational and normalized.
- **CY-28:** The CY-28 is a semi-automated system that collects aggregate data on children and families involved with County Children and Youth Agencies. The information collected on the CY28 is used for county budget planning and federal reporting. The CY28 collects data for children and families receiving Child Welfare services on a quarterly basis. It includes placement, adoption and in-home information, as well as county workforce data. The data is submitted to DPW by each of the 67 counties on an Excel spreadsheet. DPW aggregates the data, which is used for reporting purposes.
- **Caseworker Visitation Tracking Database:** Beginning in October 2007 and as a result of the Child and Family Services Improvement Act of 2006, states were required to begin reporting information on the percent of children in foster care who were visited each month and the percent of those visits that occurred in the child's primary place of residence. Each year OCYF receives up to 67 separate spreadsheets that are merged into a state file in order to produce the visitation percentages to submit to ACF.
- **Family Centers:** The DPW Family Centers system is primarily an intake system for Children and Family services and planning. The system is a web-based application with a SQL Server database, that has been supported by State and Federal grants. Annual statistics are reported October through December. There is a data warehouse component to collect additional data from Allegheny County.
- **Adoption and Foster Care Analysis and Reporting System (AFCARS):** Federal law requires States to collect and submit data on children in foster care and those who have been adopted under the auspices of the State Child Welfare agency. The federal information system that collects and processes this data is known as the Adoption and Foster Care Analysis and Reporting System (AFCARS). States that fail to meet any of the standards set forth in 45 CFR 1355.40(a-d) are considered not to be in substantial compliance with the requirements of the Title IV-E State plan, and are subject to penalties. To meet this federal reporting requirement Pennsylvania has a two-step approach. The Department must first receive and process 67 county AFCARS text files, which are submitted to OCYF within 15 days of the end of the report period. These individual county files are submitted from multiple systems, including the Lotus Approach 97 System referred to as the Interim Solution (IS). Forty-three counties enter the AFCARS elements into the IS, which must reside on a stand-alone workstation within each county and cannot be networked. The IS was developed as an interim solution in

1996 and does not meet all AFCARS reporting requirements. The Department then merges the 67 files into a state file using a PROGRESS application written in 1996 but revised in 2009 using PROGRESS V8.0. PROGRESS V8.0 is no longer supported by the manufacturer and is not a Commonwealth supported language. The PROGRESS AFCARS application is run on Enterprise Linux 4.0 operating system using VM ware.

- **Adoptpakids.org Website:** This OCYF public website contains information about children who are available for adoption, as well as other general information about adoption in Pennsylvania. It is hosted at the state. Content is maintained by various program office and contract staff through a web interface. The site is built in ASP.NET with a SQL Server backend database.
- **Automated Intake and Incident Reporting System (AIIRS):** This system collects demographics, intake, and incidents for youth who enter the YDC/YFC facilities. It is an ASP.NET application with an Oracle 10G backend database.
- **Needs Based Budget (NBB):** The NBB system is a series of individual Access databases and Excel spreadsheets that are distributed to all counties for individual input and then returned to OCYF for program wide reviews and approvals of needs based budget requests and reporting. Critical linking of spreadsheets and databases, require significant care when modifications are necessary.
- **IV-E QA and Contracts:** The IV-E QA system is a web-based resource account for contract information, allowing counties to access and review financial information for providers servicing their agencies. It also includes an Invoicing quality assurance module that facilitates accurate payment of IV-E dollars for eligible service providers. The system is built in ASP.NET. Modifications were made to accommodate the new MCI identifier.
- **Adam Walsh:** Adam Walsh supports the clearance process for adoptive parents. This application is used by the ChildLine staff. It is a Visual Basic 6 application with a SQL Server 2005 database.
- **Interstate Compact on Juveniles (ICJ):** ICJ supports the operation of OCYF processes for the Interstate Compact on Juveniles. This is a Unisys Mapper application on the mainframe.
- **Pennsylvania Emergency Assistance Program System (PEAPS):** The primary goal of the PEAPS application is to gather the data for TANF Grandfather Services provided by the counties every quarter and to identify duplicate applicants within a 12-month period. This application only collects data for the children for whom a CY-887 and EDW (Juvenile Detention or non-Title IV-E Emergency Shelter) are completed. Non-placed children for whom a Means Test Worksheet is completed should not be entered into the system.