

**DHS BUDGET REQUEST FOR FY 2016-2017**  
(\$ Amounts in Thousands)

Page # of Governor's Executive Budget:  
Pp. A3.8, C1-9, E30.2, E30.3, E30.11, E30.13

**APPROPRIATION:**  
Information Systems

**I. SUMMARY FINANCIAL DATA**

	2014-2015 Actual	2015-2016 Available	2016-2017 Budgeted
<b>State Funds</b>	\$74,841	\$75,248 <sup>1</sup>	\$84,607
<b>Federal Funds Total</b>	\$233,251	\$166,501	\$212,526
<b>Federal Sources Itemized</b>			
<i>Medical Assistance - Information Systems</i>	\$194,359	\$121,625	\$168,595
<i>Child Welfare - Title IV-E - Information Systems</i>	\$6,804	\$11,288	\$5,265
<i>TANFBG - Information Systems</i>	\$9,327	\$9,339	\$14,417
<i>Food Stamps - Information Systems</i>	\$12,201	\$13,689	\$13,689
<i>Child Support Enforcement - Information Systems</i>	\$10,560	\$10,560	\$10,560
<b>Other Funds Total</b>	\$634	\$1,284	\$1,284
<b>Other Sources Itemized</b>			
<i>Medical Data Exchange</i>	\$41	\$37	\$37
<i>Compass Support - CHIP &amp; Adult Basic</i>	\$593	\$597	\$597
<i>PDE - Early Intervention</i>	\$0	\$650	\$650
<b>Total</b>	\$308,726	\$243,033	\$298,417

**IA. REQUESTED SUPPLEMENTALS (Included above)**

<b>State Funds</b>	\$1,165
<b>Federal Funds</b>	\$0
<b>Total</b>	\$1,165

<sup>1</sup> Includes a recommended supplemental appropriation of \$1.165 million. Appropriation Act 10-A of 2015 provided \$74.083 million for this program in Fiscal Year 2015-2016.

II. DETAIL BY MAJOR OBJECT (\$ Amounts in Thousands)	APPROPRIATION: Information Systems				
	2014-2015 Actual	2015-2016 Available	2016-2017 Budgeted	Change Budgeted vs. Available	Percent Change
<b>PERSONNEL</b>					
<i>State Funds</i>	\$12,438	\$13,687	\$14,538	\$851	6.22%
<i>Federal Funds</i>	\$18,105	\$20,212	\$21,225	\$1,013	5.01%
<i>Other Funds</i>	\$0	\$0	\$0	\$0	0.00%
<b>Total Personnel</b>	<b>\$30,543</b>	<b>\$33,899</b>	<b>\$35,763</b>	<b>\$1,864</b>	<b>5.50%</b>
<b>OPERATING</b>					
<i>State Funds</i>	\$62,270	\$58,524	\$69,936	\$11,412	19.50%
<i>Federal Funds</i>	\$212,161	\$136,283	\$162,473	\$26,190	19.22%
<i>Other Funds</i>	\$634	\$1,284	\$1,284	\$0	0.00%
<b>Total Operating</b>	<b>\$275,065</b>	<b>\$196,091</b>	<b>\$233,693</b>	<b>\$37,602</b>	<b>19.18%</b>
<b>FIXED ASSETS</b>					
<i>State Funds</i>	\$133	\$3,037	\$133	(\$2,904)	-95.62%
<i>Federal Funds</i>	\$217	\$217	\$217	\$0	0.00%
<i>Other Funds</i>	\$0	\$0	\$0	\$0	0.00%
<b>Total Fixed Assets</b>	<b>\$350</b>	<b>\$3,254</b>	<b>\$350</b>	<b>(\$2,904)</b>	<b>-89.24%</b>
<b>GRANT &amp; SUBSIDY</b>					
<i>State Funds</i>	\$0	\$0	\$0	\$0	0.00%
<i>Federal Funds</i>	\$0	\$0	\$0	\$0	0.00%
<i>Other Funds</i>	\$0	\$0	\$0	\$0	0.00%
<b>Total Grant &amp; Subsidy</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>0.00%</b>
<b>NONEXPENSE</b>					
<i>State Funds</i>	\$0	\$0	\$0	\$0	0.00%
<i>Federal Funds</i>	\$1,824	\$1,897	\$1,897	\$0	0.00%
<i>Other Funds</i>	\$0	\$0	\$0	\$0	0.00%
<b>Total Nonexpense</b>	<b>\$1,824</b>	<b>\$1,897</b>	<b>\$1,897</b>	<b>\$0</b>	<b>0.00%</b>
<b>BUDGETARY RESERVE</b>					
<i>State Funds</i>	\$0	\$0	\$0	\$0	0.00%
<i>Federal Funds</i>	\$0	\$7,892	\$26,714	\$18,822	238.49%
<i>Other Funds</i>	\$0	\$0	\$0	\$0	0.00%
<b>Total Budgetary Reserve</b>	<b>\$0</b>	<b>\$7,892</b>	<b>\$26,714</b>	<b>\$18,822</b>	<b>238.49%</b>
<b>UNCOMMITTED</b>					
<i>State Funds</i>	\$0	\$0	\$0	\$0	0.00%
<i>Federal Funds</i>	\$0	\$0	\$0	\$0	0.00%
<i>Other Funds</i>	\$0	\$0	\$0	\$0	0.00%
<b>Total Uncommitted</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>0.00%</b>
<b>EXCESS FEDERAL</b>					
<i>State Funds</i>	\$0	\$0	\$0	\$0	0.00%
<i>Federal Funds</i>	\$944	\$0	\$0	\$0	0.00%
<i>Other Funds</i>	\$0	\$0	\$0	\$0	0.00%
<b>Total Excess Federal</b>	<b>\$944</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>0.00%</b>
<b>TOTAL FUNDS</b>					
<i>State Funds</i>	\$74,841	\$75,248	\$84,607	\$9,359	12.44%
<i>Federal Funds</i>	\$233,251	\$166,501	\$212,526	\$46,025	27.64%
<i>Other Funds</i>	\$634	\$1,284	\$1,284	\$0	0.00%
<b>Total Funds</b>	<b>\$308,726</b>	<b>\$243,033</b>	<b>\$298,417</b>	<b>\$55,384</b>	<b>22.79%</b>

**APPROPRIATION:**  
Information Systems

III. HISTORY OF LAPSES (\$ Amounts in Thousands)	2013-2014	2014-2015	2015-2016 Estimated
State Funds	\$1,130	\$0	\$0

IV. COMPLEMENT INFORMATION	12/31/2014	12/31/2015	2016-2017 Budgeted
<b>State/Federally Funded</b>			
<i>Authorized</i>	320	320	320
<i>Filled</i>	262	255	265
<b>Federally Funded</b>			
<i>Authorized</i>	0	0	0
<i>Filled</i>	0	0	0
<b>Other Funded</b>			
<i>Authorized</i>	0	0	0
<i>Filled</i>	0	0	0
<b>Total</b>			
<i>Authorized</i>	320	320	320
<i>Filled</i>	262	255	265
<b>Benefit Rate</b>	61.48%	72.30%	78.20%

**V. DERIVATION OF REQUEST / LEGISLATIVE CITATIONS / DISBURSEMENT CRITERIA**

**Derivation of Request:**

The Fiscal Year 2016-2017 Governor's Executive Budget provides for an authorized complement of 320 positions, the same as Fiscal Year 2015-2016. The funding for operating expenses provides for on-going Information Technology (IT) support of the Department's benefit delivery systems, network infrastructure and enterprise data warehouse. In addition, operating funding provides for on-going operational maintenance and enhancements of specific IT projects, including the Client Information System - Medical Eligibility Determination Automation project, the Commonwealth of Pennsylvania Application for Social Services project, the Home and Community-Based Services Information System project, the Child Care Management Information System and Child Welfare Information Solution.

Detail on the appropriation request is outlined in Section IV, entitled "Explanation of Changes" on the following pages.

**Legislative Citations:**

62 P.S. § 101 et seq.; 71 P.S. § 61

**Disbursement Criteria:**

This appropriation funds the data processing services for the Department of Human Services. Disbursements are made based on approved positions and established employee benefits, and through invoices submitted for operating expenses incurred and fixed assets purchased in the operation of the program.

**VI. EXPLANATION OF CHANGES**

(\$ Amounts in Thousands)

**APPROPRIATION:**  
Information Systems

	State \$	Federal \$	Other \$	Total \$
<b>PERSONNEL</b>				
1. Net impact of changes in the number of filled salary positions from Fiscal Year 2015-2016:	(\$32)	(\$46)	\$0	(\$78)
2. Provides an increase for the impact of salary adjustment factor (without benefits), which includes the full year cost of a January 1, 2016 step increase offset by turnover:	\$122	\$178	\$0	\$300
3. Provides for an increase in the total cost of employee benefits primarily due to an increase in retirement rates:	\$761	\$881	\$0	\$1,642
<b>Subtotal Personnel</b>	<b>\$851</b>	<b>\$1,013</b>	<b>\$0</b>	<b>\$1,864</b>
<b>OPERATING</b>				
1. Reflects annualized decrease in costs associated with transition to the Pennsylvania Compute Services from Data Power House in Fiscal Year 2015-2016. As part of the Commonwealth of Pennsylvania's Office of Administration initiative to establish an enterprise level datacenter, the Department of Human Services has migrated applications from the legacy Data Powerhouse infrastructure to the Pennsylvania Compute Services infrastructure:	(\$6,977)	(\$11,982)	\$0	(\$18,959)
2. Provides for hardware upgrades in order to increase bandwidth in select County Assistance Offices:	\$1,210	\$1,707	\$0	\$2,917
3. Provides for moving the Bureau of Information Systems headquarters staff from the Department of General Services Harrisburg Annex to the Commonwealth Towers:	\$872	\$1,228	\$0	\$2,100
4. Provides for the Bureau of Hearings and Appeals Software Licensing Maintenance:	\$830	\$1,170	\$0	\$2,000
5. Provides for contract staff to provide project management support:	\$26	\$74	\$0	\$100
6. Provides for maintenance and modifications costs associated with the Client Information System. The level of Federal participation is contingent on review and approval of Advance Planning documents submitted by the Department. Change is reflective of varying federal participation on individual projects:	\$4,051	(\$1,878)	\$0	\$2,173
7. Reflects a decrease in design and development costs associated with HealthChoices Expansion:	(\$178)	(\$5,351)	\$0	(\$5,529)

VI. EXPLANATION OF CHANGES (\$ Amounts in Thousands)	APPROPRIATION: Information Systems			
	State \$	Federal \$	Other \$	Total \$
<b>OPERATING (cont'd)</b>				
8. GoTIME initiative - Provides for the design and development of the Mobile Application for Eligibility Services. This initiative will include: on-line account management; ability to upload documents; check for application/case benefits; update personal information; and screen for benefits:	\$300	\$2,700	\$0	\$3,000
9. GoTIME initiative - Provides for the information systems changes to Commonwealth of Pennsylvania Application for Social Services to identify individuals eligible for Supplemental Nutrition Assistance Program benefits automatically eligible for the National School Lunch Program:	\$0	\$371	\$0	\$371
10. The Document Management Center provides a centralized imaging and scanning center in support of the County Assistance Offices:	\$723	\$6,506	\$0	\$7,229
11. Provides funding to Money Follows the Person:	\$0	\$2,300	\$0	\$2,300
12. Provides for maintenance and modifications costs associated with the Home and Community based Information System:	\$1,529	\$10,416	\$0	\$11,945
13. Reflects decrease in development costs associated with Child Welfare Information Solution. The Child Welfare Information Solution focuses on referral and screening functions. It includes system changes to expand State-level access to referrals, screenings and clearances by providing real-time data on Child Protective Services and General Protective Services reports:	(\$1,139)	(\$7,686)	\$0	(\$8,825)
14. Reflects a decrease in funding for modifications and maintenance to the Pennsylvania's Enterprise to Link Information for Children Access Networks:	(\$353)	\$183	\$0	(\$170)
15. Reflects change in the Federal participation rate for Fiscal Year 2016-2017:	\$2,098	(\$2,098)	\$0	\$0
<b>Subtotal Operating</b>	<b>\$2,992</b>	<b>(\$2,340)</b>	<b>\$0</b>	<b>\$652</b>
<b>FIXED ASSETS</b>				
1. Reflects a decrease for fixed assets:	(\$2,904)	\$0	\$0	(\$2,904)
<b>Subtotal Fixed Assets</b>	<b>(\$2,904)</b>	<b>\$0</b>	<b>\$0</b>	<b>(\$2,904)</b>

**VI. EXPLANATION OF CHANGES**

(\$ Amounts in Thousands)

**APPROPRIATION:**

Information Systems

	<u>State \$</u>	<u>Federal \$</u>	<u>Other \$</u>	<u>Total \$</u>
<b>BUDGETARY RESERVE</b>				
1. Provides for potential changes in Federal participation rates due to enhanced funding in Fiscal Year 2016-2017:	<u>\$0</u>	<u>\$18,822</u>	<u>\$0</u>	<u>\$18,822</u>
Subtotal Budgetary Reserve	\$0	\$18,822	\$0	\$18,822
<b>INITIATIVES</b>				
1. Community HealthChoices Administration - Provides for the design and development of information systems in support of the implementation of Community HealthChoices in the Southwest Region beginning in January of 2017:	\$7,875	\$23,625	\$0	\$31,500
2. Express Lane Eligibility - This project will enable the Department to enroll eligible children in either Medicaid or the Children's Health Insurance Program using non-healthcare eligibility information:	\$545	\$4,905	\$0	\$5,450
Subtotal Initiatives	<u>\$8,420</u>	<u>\$28,530</u>	<u>\$0</u>	<u>\$36,950</u>
<b>TOTAL</b>	<u><u>\$9,359</u></u>	<u><u>\$46,025</u></u>	<u><u>\$0</u></u>	<u><u>\$55,384</u></u>

## **INFORMATION SYSTEMS**

### **PROGRAM STATEMENT**

The Department of Human Services' (Department) Information Technology (IT) services are funded through the Bureau of Information Systems (BIS) State and Federal appropriations. The BIS provides Department-wide direction and coordination of IT strategic plans, IT product research, engineering, standards, policy, applications development, infrastructure management, desktop and helpdesk support, program and project management, technical training and information technology asset management. In addition, BIS' personnel plan, analyze, design, implement, maintain and operate large, complex, integrated information systems in support of all the Department's program offices. The Department's automated systems provide for the determination of eligibility for human service programs, including but not limited to medical benefits, the disbursement of cash, food stamps, low income energy assistance and other benefits and the management of home and community-based services. A majority of the Department's information systems are partially funded by the Federal government and must comply with Federal guidelines, laws and regulations. These systems are critical in providing benefits to approximately 2.8 million eligible recipients in the Commonwealth of Pennsylvania.

In addition, BIS provides IT support and services for the Pennsylvania Insurance Department (PID) and the Pennsylvania Department of Aging (PDA). Funding for PID and PDA IT projects, equipment etc., is included in their respective budgets. Lastly, with the consolidation of Human Resources (HR) functions, BIS also provides services in support of the Department of Health's HR operations.

### **CLIENT INFORMATION SYSTEM**

The function of the Client Information System (CIS) is to provide automated welfare data processing for cash assistance, Medicaid and the Supplemental Nutrition Assistance Programs' (SNAP) recipients. It supports over 6,000 County Assistance Office (CAO) workers statewide, with a total caseload of approximately 2.8 million clients. The CIS is a mainframe legacy system that was first implemented in 1978 and has had numerous additions and updates on various generations of technology over the last several years. The Department has updated portions of CIS to newer, web-enabled, technology-based solutions, which improves the overall productivity and efficiency of the workforce.

In Fiscal Year 2016-2017, the Department's IT initiatives will focus on continuation of system modernization (moving from legacy mainframe to open systems) as well as initiatives that increase CAO worker efficiencies and promote enhanced customer service, including self-service. The Department will continue to conduct maintenance activities to support public assistance programs such as the Low Income Home Energy Assistance Program and annual SNAP adjustments, as required by regulation or policy.

### **HOME AND COMMUNITY-BASED SERVICES INFORMATION SYSTEM**

The Home and Community-Based Services Information System (HCSIS) is a centralized, web-enabled consumer case management system that provides data collection and State-level program management. It also functions as the daily operating system for the 49 County Intellectual Disability and Early Intervention Administrative Entities. Major functional areas within HCSIS include client management and eligibility determination, coordination management, provider management, financial management, authorization of claims payment, quality management and reporting.

Planned HCSIS project activities for Fiscal Year 2016-2017 include additional enhancements to the application for compliance with the Affordable Care Act requirements for Home and Community Based

Services (HCBS), migration of additional program offices to the Enterprise Incident Management system and support for amendments and renewals to existing HCBS Waivers. Ongoing system maintenance and support for claims processing activities with the Medical Assistance claims processing system and ongoing HCSIS helpdesk support for all users of the application.

### **CHILD WELFARE INFORMATION SOLUTION**

In December 2014, the Department implemented the first phase of the Child Welfare Information Solution (CWIS). Phase I modernized the application used by ChildLine and created a self-service portal for reporting child abuse and obtaining child abuse clearances. This phase also established data exchanges with the 67 County Children and Youth Agencies and facilitated implementation of the electronic exchange of reports of child abuse and children in need of protective services between the Department and counties.

In Fiscal Year 2016-2017, the Department will begin the second phase of CWIS. Phase II will build on the functionality developed in Phase I and will focus on exchanging case-level data on children and families accepted for services by County Children and Youth Agencies. Phase II will allow the Department to streamline the collection of child-specific data required for annual and semi-annual reports to the Federal government.

Other activities planned for Fiscal Year 2016-2017 are any improvements needed to the Title IV-E Quality Assurance system to gain efficiencies or comply with Federal requirements; improving efficiencies regarding the tracking and collection of data for the Bureau of Juvenile Justice Services; and improving the use of the Self-Service portal via the use of a mobile solution.

### **PENNSYLVANIA'S ENTERPRISE TO LINK INFORMATION FOR CHILDREN ACROSS NETWORKS**

The Pennsylvania Enterprise to Link Information for Children Across Networks (PELICAN) is an integrated management system that supports Child Care Works (the subsidized child care program), Early Intervention, Early Learning Services (Head Start, Pennsylvania Pre-K Counts, and Keystone STARS programs), Provider Certification and the Early Learning Network and provides on-line information for citizens about quality early learning opportunities and providers. The PELICAN system provides the Commonwealth a means to assess and monitor program accountability and integrity across the early learning continuum.

Planned PELICAN activities for Fiscal Year 2016-2017 include several Race to the Top – Early Learning Challenge (RTT-ELC) grant projects. The planned RTT-ELC grant projects include enhancements to support the Keystone STARS program, PELICAN Provider Self-Service enhancements for subsidized child care providers, public-facing early learning community dashboards and a data entry automation solution for the PELICAN Early Learning Network. Additional prospective initiatives include enhancements to enable PELICAN Provider Self-Service for Keystone STARS and other early learning programs; implementation of policy changes occurring as a result of the reauthorization of the Child Care and Development Block Grant for the subsidized Child Care Works and provider certification systems; Care Check updates for Child Care Works to ensure compliance with the Child Protection Service Law; and enhancements to support more efficient applications to and eligibility determinations for the Children's Health Insurance Program/Medicaid services.

### **FISCAL YEAR 2016-2017 INITIATIVE – EXPRESS LANE ELIGIBILITY**

The Fiscal Year 2016-2017 "Express Lane Eligibility" initiative will improve the ability of the department to rapidly confer eligibility for either Medicaid or CHIP for uninsured children. Uninsured Eligible children will be enrolled into Medicaid or the Children's Health Insurance Program (CHIP) using

current eligibility information available from non-health care benefits, including SNAP and child care subsidy. This program is intended to positively affect health care outcomes for children and lower health care costs throughout the state.

### **FISCAL YEAR 2016-2017 INITIATIVE – COMMUNITY HEALTHCHOICES**

The 2016 Fiscal Year budget provides for the implementation of Community HealthChoices (CHC) to improve health outcomes. The Department of Human Services and the Pennsylvania Department of Aging will continue the combined three-year implementation of a managed long-term care program for older Pennsylvanians and adults with physical disabilities - CHC. This program will ensure that one entity is responsible for coordinating the physical health and long-term service and support needs of participants to improve care coordination and health outcomes while allowing more individuals to live in their community. Community HealthChoices will be implemented in three phases. Phase one will be implemented January 2017, in the Southwest region. Phase two will be implemented January 2018 in the Southeast region. The final phase will be implemented January 2019 in the Northwest, Lehigh-Capital and Northeast regions. Information systems changes in support of this initiative include integrating systems of physical health and long-term Medicare and Medicaid services that support older adults and adults with physical disabilities.