

**State of New Hampshire
Department of Health and Human Services**

**Office of the Commissioner
Bureau of Information Services
Presented to House Finance Division III
February 22, 2021
David Wieters**

Agenda

- **Overview of Information Services**
- **Key Programs / Services**
- **Accomplishments**
- **Key Challenges**
- **Financial Summary**



OCOM: Bureau of Information Services

- Department Unique Identifier: 095
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 - Three years at DHHS as Information Services Director



Mission

To collaborate and identify opportunities to integrate technology services with a focus on empowering our employees and citizens to achieve health and independence in a secure and data driven environment.

Vision

Interoperability and integrated services that achieve a citizen centric service organization.



Overview - OCOM Bureau of Information Services

The Bureau was created to coordinate and implement interoperable and integrated solutions across the department to promote a citizen centric model by blending and braiding the information system needs of each individual bureau/program into a departmental approach to services in the State of New Hampshire

The Bureau includes:

- Project Management
- Strategic Planning, Design and Interoperability
- Data Warehousing and Analytics
- Information Security and Awareness
- Application and Hardware Lifecycle Management



Systems Management and Data Warehousing

Systems Management



Design and Develop Enterprise Platform Strategy



Build and deliver a strategy to deliver interoperable and integrated systems across the Departments divisions



Coordinate with federal partners for funding and support

Enterprise Business Intelligence



Leverage the EBI platform for all projects and systems requiring non-transactional reports and analysis



Improve utilization of patient, client, citizen and provider data to achieve service delivery for reporting, improved care coordination, collaboration, and data driven decision making



Create data linkages between the Departments divisions



Project Management Office & Information Security

PMO & LEAN



Establish and transform contract and portfolio management including prioritization and resource capacity planning



Conducts reviews and reports for DHHS programs to identify opportunities for efficiency, quality and process improvement

Information Security



Audit Support, response mitigation and remediation for an average of 16 audits per year



Security Risk Assessment (SRA) department wide support of security plans, requirements, contracts and Agreements to assess and identify security risks and verify security controls are in place to ensure regulatory compliance and safeguard department data, systems and the State network.



Development and support of a secure telework program to include video conferencing, remote functionality and expedited system access request process



Application and Hardware Lifecycle Management

Application Lifecycle Management



Continued Maintenance and operations of key IT systems:
MMIS – Medicaid Management Information System
New Heights / NH EASY – Integrated Eligibility
OPTIONS – Elderly Adult Care System
NECSES – Child Support System
WITS – Drug and Alcohol Services System
SACWIS (Legacy Child Welfare Information System)



Implementation of new key IT Systems

- Granite Trace – Contact Tracing, Patient Monitoring, Case Investigation
- NH Connections – Child Care Registry and Licensing
- Granite Families – Comprehensive Child Welfare Information System
- Ombudsman Case Management

Hardware Lifecycle Management



Implementation of database hardware increasing performance and ability to support multiple external and internal dashboards



Expansion into cloud hosting solutions to reduce costs on state resources



Distribution of 1,000 computers to support teleworkers during pandemic



Information Services Key Accomplishments

- Enterprise Business Intelligence Platform
- Public: COVID-19 Pandemic and Opioid Crisis Response Dashboards
- Internal: Master Client Index; Integration of departments data in a centrally managed and compliant system
- Internal: Created scalable infrastructure for LTSS, DCYF, DBH, DPHS, DEHS and Medicaid to build automated reporting and visualizations.

- Security and Awareness
 - Successful implementation of department wide training and awareness program
 - Streamlined contract processes for security and privacy. Established a data classification policy
 - Managed and met auditing requirements associated with Federal Taxpayer Information, Social Security Administration, FBI Criminal Justice System, Centers for Medicare & Medicaid, Payment Card Industry and Internal Revenue Service auditors.

- Interoperability and Integration
 - Deployed departmental case management platform (Salesforce) in Child care registry, contact tracing, vaccine management, Medicaid quality, Ombudsman's and Child Welfare Information System
 - Implemented Closed Loop Referral system improving care coordination and client consent for provider access.

- System Stabilization, Strategic Plan and Project Management
 - Medicaid Enterprise Strategic Plan
 - Organizational information services strategic plan
 - Implementation of department portfolio of projects
 - Managed 120+ projects; 9 LEAN initiatives



Information Services – Key Challenges



There is a lack of interoperability of systems resulting in duplicative efforts and wasted time and resources to accomplish similar tasks.



Deferred maintenance of systems over the last several bienniums due to lack of funding has resulted in failures of systems to be able to pivot to the needs of the department to meet our client's needs at the time of service. This continuous loop of lack of technology to support our employees to deliver services has resulted in manual workarounds reducing our staff's time on task and as a result a reduction in available services.



Information Services consists of 8.5 Project Management staff and 9 Information Services staff. This team administers a rolling average of 120 projects annually; supports the security and strategic plans for all technology initiatives, and is responsible for daily operational functions across the department, limited resources have impacted the ability to fully implement system improvements and dedicate time to streamlining processes.



5% Incremental / decremented Outcome

Improve care coordination interoperability by expansion of states information and referral network

\$2.2M Increase

Additional funding support for “Integrated Eligibility” to meet continued State and Federal mandates

\$2.2M decrease

Reduction of maintenance and support on Eligibility Systems and Child Support

Deferred maintenance on computers across department resulting in increased system failures

Deferred maintenance on networking resulting in connectivity failures and potential system failures



Information Services Staffing

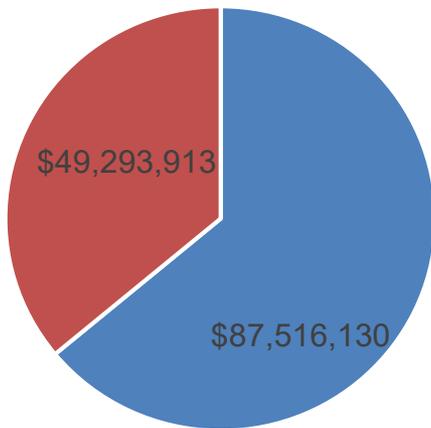
Governor Recommended Positions SFY22	%	5952 – Bureau of Housing Supports
9	50%	Project Management Office
9	50%	Information Services

Information Services staff provide contract management, system design, interoperability, architecture, data analytics, data warehousing and security compliance with all laws and regulations (state and federal) to ensure continued federal funding. Additionally, the team focuses on project management for the department with an average portfolio of 120 projects.



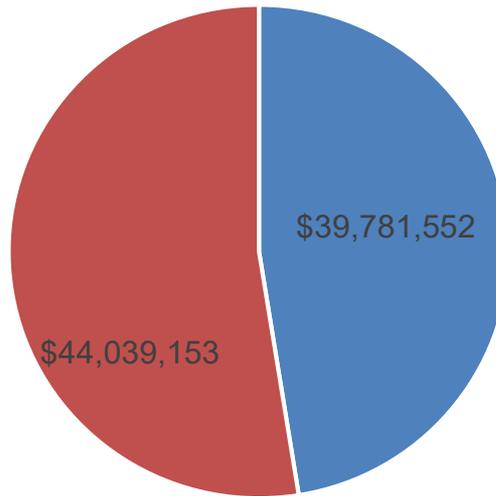
Budget Chart comparison – Information Services

2018 / 2019



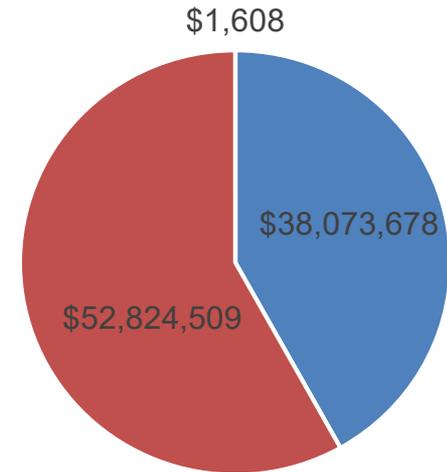
- Federal Funds
- General Funds
- Other

2020 / 2021



- Federal Funds
- General Funds
- Other

2022 / 2023



- Federal Funds
- General Funds
- Other



Information Services Accounting Unit

Activity-Accounting Unit	Accounting Unit Title	Division	Bureau	Budget Book Page #	Budget Briefing Book Page #
9540-5952	Office of Information Services	OCOM	BIS	1181	244

