



Strategic Integration Administration Overview

Fiscal Year 2020

Presentation to House Appropriations Committee
on the Department of Health & Human Services

Steve Schreier, Bureau Director, Strategic Integration Administration
Farah A. Hanley, Senior Deputy Director, Financial Operations Administration

Strategic Integration Administration – Background

- The MDHHS Strategic Integration Administration (SIA) is a business-driven Agency Program Management Office accountable and responsible for the oversight and delivery of all MDHHS Information Technology projects.
- SIA is governed on industry best practices, SOM standards and MDHHS strategies, visions and goals.
- SIA promotes total cost of ownership and comprehensively manages everything related to project delivery (scope, schedule, cost).
- SIA aligns its Organizational Structure to foster Team Work and Accountability.
- Core governance ISA resources (ISA Manager, MDHHS Business Delivery Liaison, DTMB Technical Delivery Owner) work directly with business, and in partnership with the vendor, to ensure technology meets the business need.
- SIA ISAs align with the business to establish work prioritization processes ensuring that resources are positioned most appropriately to business needs.

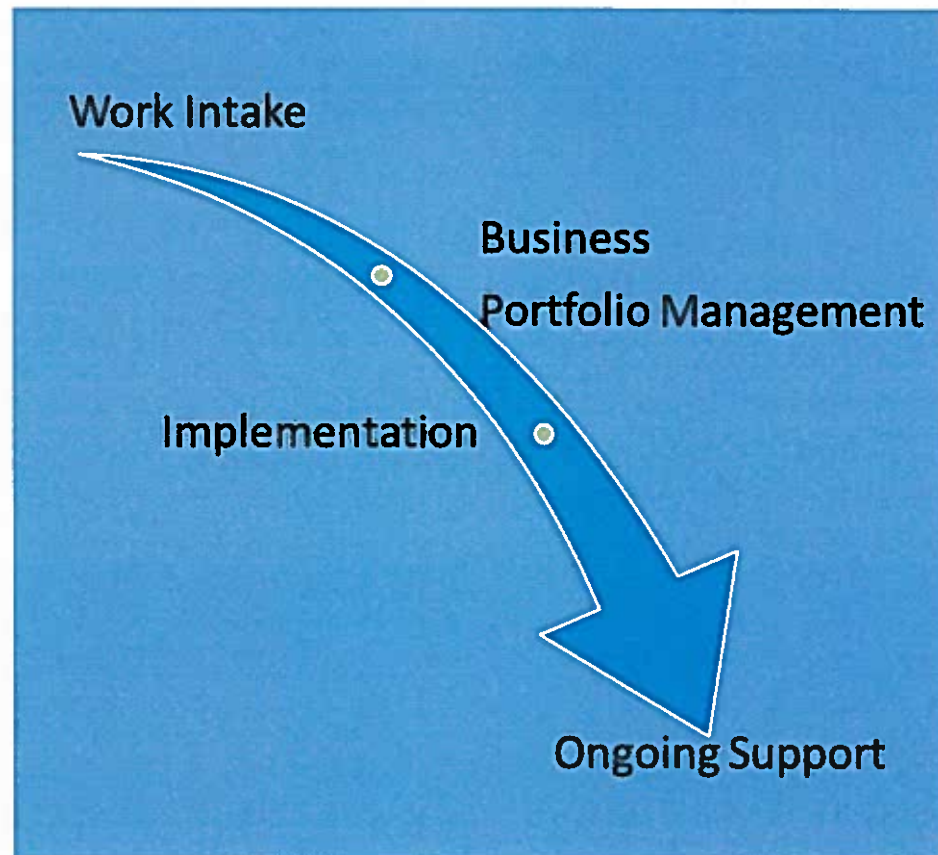
Strategic Integration Administration – Background

- In the fall of 2018, the MDHHS re-aligned the Business Integration Center (BIC) into the Strategic Integration Administration (SIA).
- This re-alignment was in direct response to a significant IT budget shortfall and better positioned the department to leverage the staff and it's associated structure to more effectively and efficiently deliver it's IT projects.

The SIA:

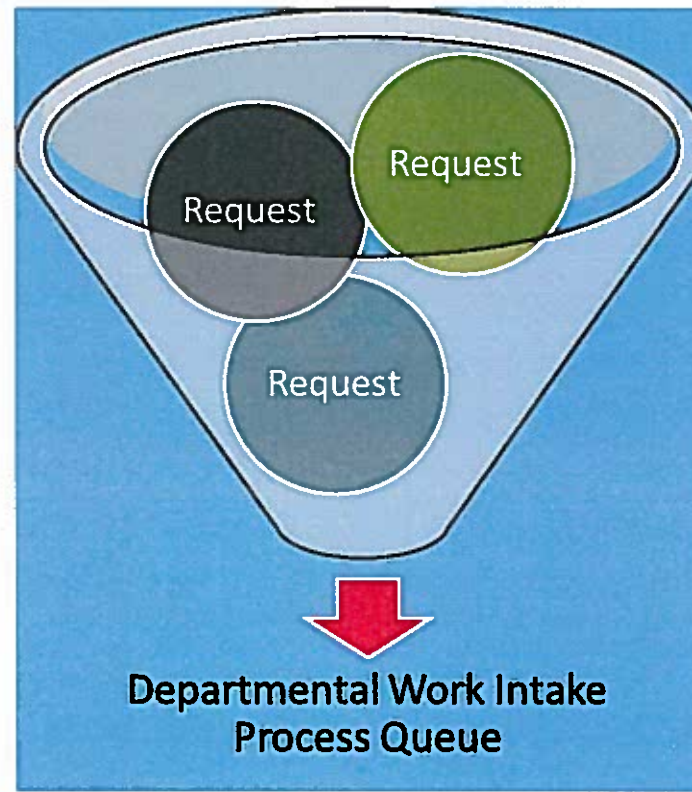
- Established a common MDHHS methodology to technically integrate MDHHS systems (Integration Guide).
- Created a multi-year plan to implement technology solutions which enable the program areas to achieve their business vision (5 Year Roadmap).
- Moved the financial services area outside of SIA to form the Bureau of IT Support Services within the Financial Operations administration.

Strategic Integration Administration – How we Deliver



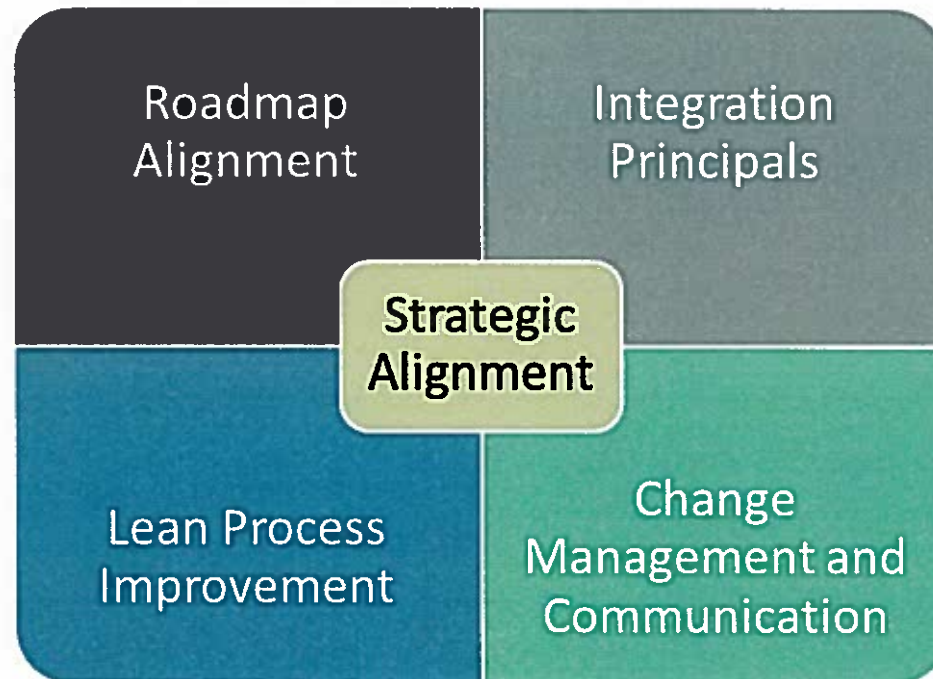
Strategic Integration Administration – Work Intake

SIA Business Delivery Liaisons (BDL) work with Business Owners to submit system requests



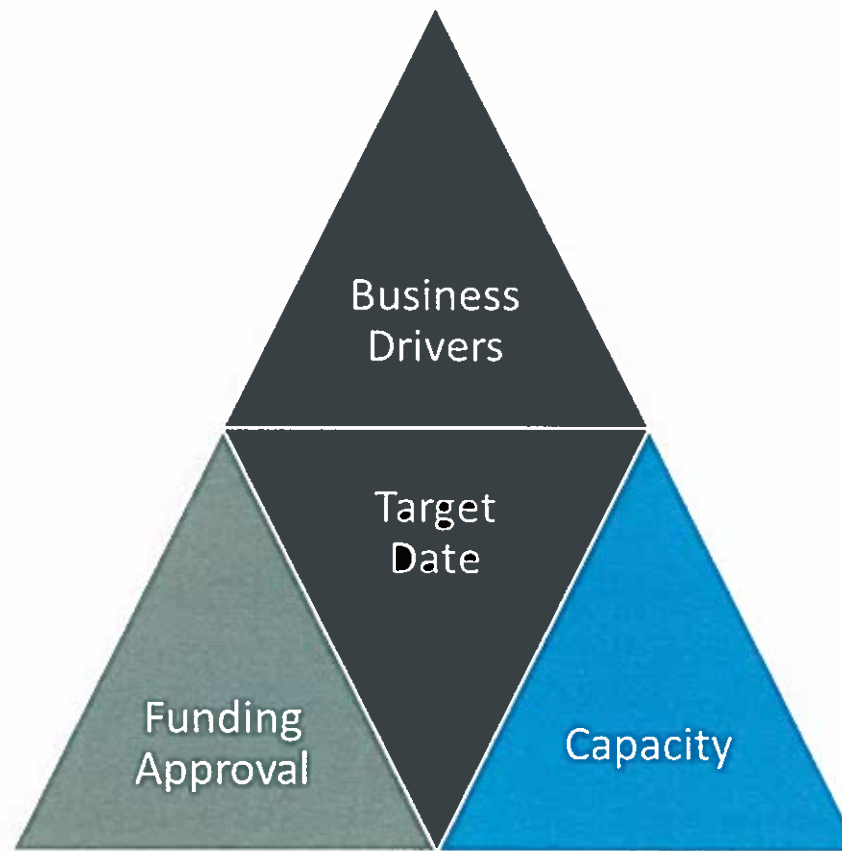
Strategic Integration Administration – Alignment

SIA Strategic Integration Works with the BDL and Business Owner to ensure request is aligned with overall MDHHS vision



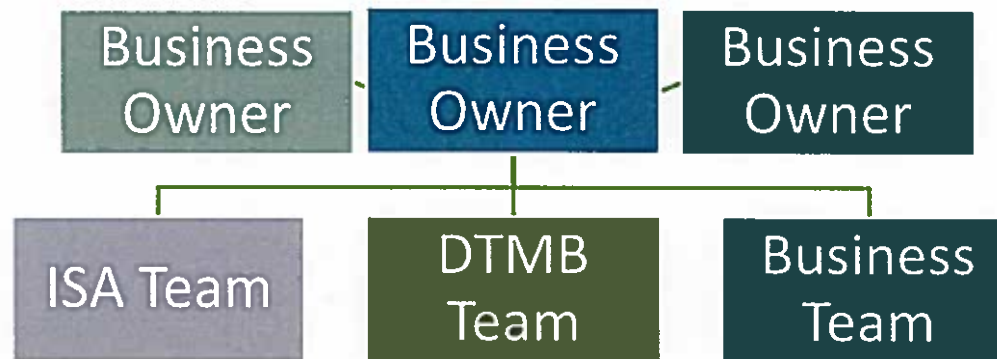
Strategic Integration Administration – Prioritization

SIA and DTMB work with Business Owners to prioritize requests



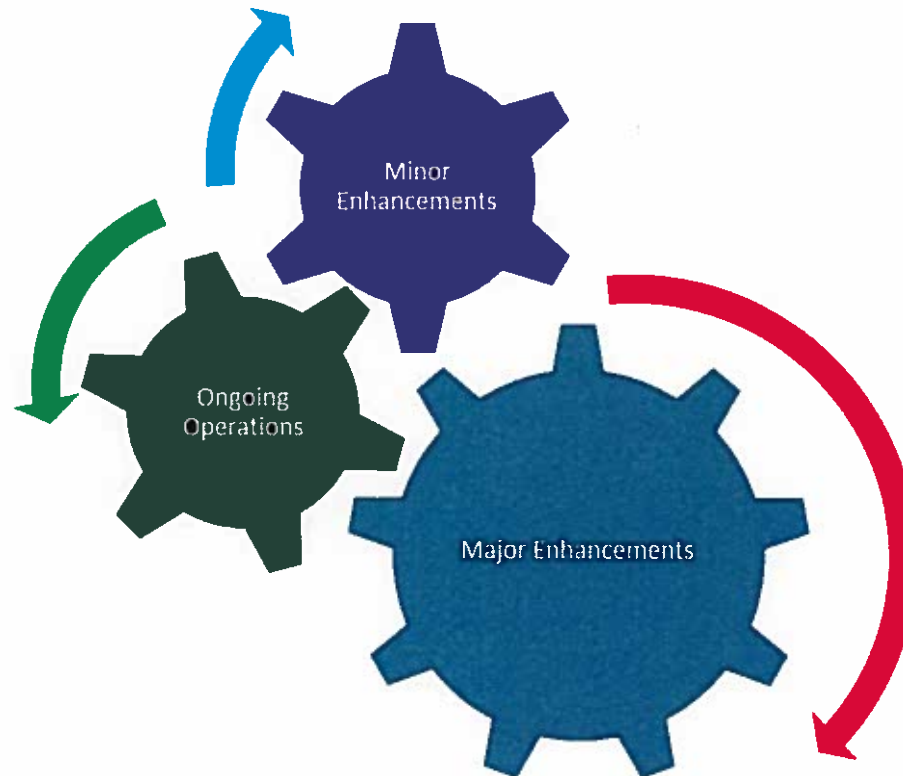
Strategic Integration Administration – Implementation

Business Owners, Business SME, DTMB Staff, ISA Program/ Project Managers, Technical Staff work together as a single team with a single governance to implement the request



Strategic Integration Administration – Support

The SIA, DTMB and Business Team work together to ensure the system is maintained. Minor and Major enhancements follow the work intake process.



MDHHS Largest Systems

Bridges

Eligibility and determination enrollment system for public assistance

Michigan Statewide Automated Child Welfare Information System (MiSACWIS)

Child welfare case management tool

Michigan Child Support Enforcement System (MiCSES)

Child support case management and payment system

Community Health Automated Medicaid Processing System (CHAMPS)

Medicaid claims processing system

How Technology is Helping Michiganders

MI Bridges

- Over 1,000,000 applications for benefits have been processed in the past year in less than half the time it took to submit applications on the old site.
- Helped tens of thousands of Michigan residents connect with food banks, employment agencies, health clinics, WIC program...etc. so they can more easily access the spectrum of services available in their communities.
- Nationally recognized.

CPS Mobile Application

Consists of three key elements:

- A safety feature which allows workers to check in with their supervisors.
- The ability to enter social work contacts into the system remotely.
- The ability to upload documents and photos to the case record.

Successful statewide implementation in February 2019.

5-Year History of Major Line Item Appropriations (in millions)

Appropriation	FY 2016 Expenditures	FY 2017 Expenditures	FY 2018 Expenditures	FY 2019 Enacted	FY 2020 Executive Recommendation
Information Technology and Services	\$153.0	\$151.4	\$159.1	\$157.7	\$157.7
Michigan Medicaid Information System	\$78.6	\$74.3	\$75.6	\$75.6	\$75.6

Legislative Liaison: Karla Ruest
Phone: 517-373-1629
Website: www.Michigan.gov/mdhhs