



KEES Update

Senate Committee on Financial Institutions and Insurance

Dr. Robert Moser

Secretary, Kansas Department of Health And Environment

February 1, 2012

Business Need

- Today's application and case management is largely paper based and manual.
- Reliant on people to know the rules and do the work.
- Old technology takes a long time to change policy and processes.
- Information to support decision making is either in multiple systems or doesn't exist in any system.
- System components siloed; not reusable.
- Error rates are very high.



Project Costs Implementation-Contractual

KDHE System (Accenture)	\$44M
KDHE Other Contracts	\$ 9M
SRS System (Accenture)	\$22M
SRS Other Contracts	\$ 1M
Hosting	\$13M (est.)
<hr/>	
Total contractual (implementation)	\$89M



Project Costs Operations-Contractual

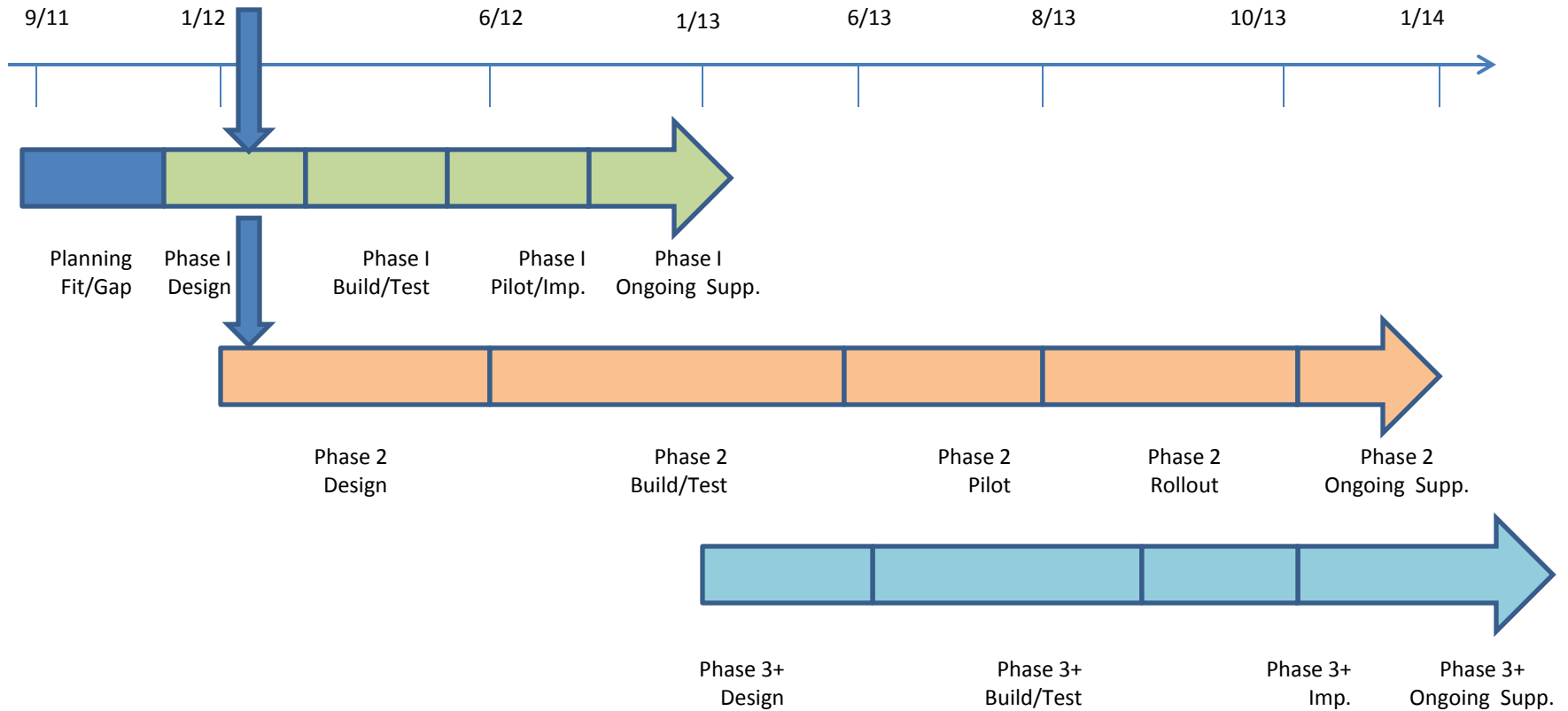
Operations:

•Maintenance Modifications Enhancements	\$31 M
•ASAP Software Maintenance + Support	\$ 4M
•Facilities	\$ 6M
•Hardware (V-Block)	\$ 2M
•Other Software	\$7M
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Total contractual (On-going Operations)	\$50M

Phased Implementation

- Phase I—KDHE/DHCF Public Portal
 - Online application for medical coverage.
 - Online screening tool for Presumptive Eligibility.
 - Summer 2012.
- Phase II—Rollout of initial functionality for Medicaid/CHIP and other social services functions. Spring/summer 2013.
- Phase III—Rollout enhanced functionality Fall 2013.
- Phase IV, V, etc.—Releases of additional functionality until scope of contractual requirements delivered.

High-Level Time Line



Eligibility System

accenture
Journal Tasks Reminders Logout

Case Info Eligibility Empl. Services Child Care Resource Databank Fiscal Special Units Reports Document Control Admin Tools

[Edit Modules](#)

Case Number:

[Help, Manuals, Tutorials](#)
[Policies and Procedures](#)
[County/State Intranet Sites](#)
[Community Resources](#)
[Future Capability](#)

Message

[New Attachments](#)
ashley

[XXX](#)

[22222222](#)
[4668 test 2](#)

[Hello](#)
[Draft Message](#)

Calendar [edit settings](#)

View:

Tue, Sep 13: 3 new ◀ ▶

September		2011				
Su	Mo	Tu	We	Th	Fr	Sa
1	2	3				
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

8:30am Appointment: Lisa Perez 👤 📅

11:00am Appointment: Catherine... 👤 📅

1:00pm Appointment: June Jo... 👤 📅

2:15pm Weekly Staff Meeting 👤 📅

3:00pm Meeting with Sam 👤 📅

4:00pm Appointment: Roy Juarez 👤 📅

4:30pm Meeting with Joy 👤 📅

System Revision:

Resources [edit settings](#)

Learning/Support [edit settings](#)

New Questions for You SUPER USER

[Maria, what is your advice on...](#)
[Seeking your expert APSP opinion](#)

Recent Posts to Your Threads

[Explain Procedures? \(2 new\)](#)
[Questions about APSP... \(3 new\)](#)

Enrolled Courses

Intake	Due	Progress	Status
Procedures	10/16	(10% Complete)	2 Days Left!
Employee Training	10/27	(30% Complete)	

Alerts And Reminders [edit settings](#)

Type	Description	Date
Alert	eGovernment Application Pending	Sep 13, 2011
Alert	SSA COLA Preprocessed	Oct 13, 2011
Alert	FS Allotment Update	Sep 13, 2011
Reminder	Monthly Report Overdue	Oct 13, 2011 🚩
Reminder	SSN Discrepancy	Oct 13, 2011 🚩

Potential Interfaces

- Already have some interfaces. Will need to reconstruct for new system. May want to take advantage of other opportunities.
 - KDOR—expand current.
 - KDHE—expand current.
 - KDOL – expand current.
 - KDOA—New.
 - JJA—New.
 - KDOE—Expand current.
 - KDOC—New.
 - Social Security Administration (SSA) - New.
 - Department of Homeland Security – New.
 - Veterans Administration - New

Business Processes

- SRS identified antiquated business processes as a significant barrier to modernization.
 - Business process improvement (BPI) is the systematic approach to improving the quality and productivity of an organization's delivery of services.
 - SRS has partnered with Accenture and Change and Innovation Agency (CIA) to facilitate the SRS BPI effort with the goal to establish and implement process changes which will produce immediate improvements for SRS employees who process cases in the field.
 - A Statewide Redesign Team has developed the new process model which was implemented in Wichita 12/6/11 and will proceed to 14 additional offices in all SRS regions, by 5/30/2012.
 - A new emphasis is the concept of first contact resolution to all customer interactions. This will reduce the number of contacts and eliminate unnecessary and repeat client visits as a way to increase administrative capacity.
 - To support first contact resolution, the agency will transition from managing caseloads to managing processes.

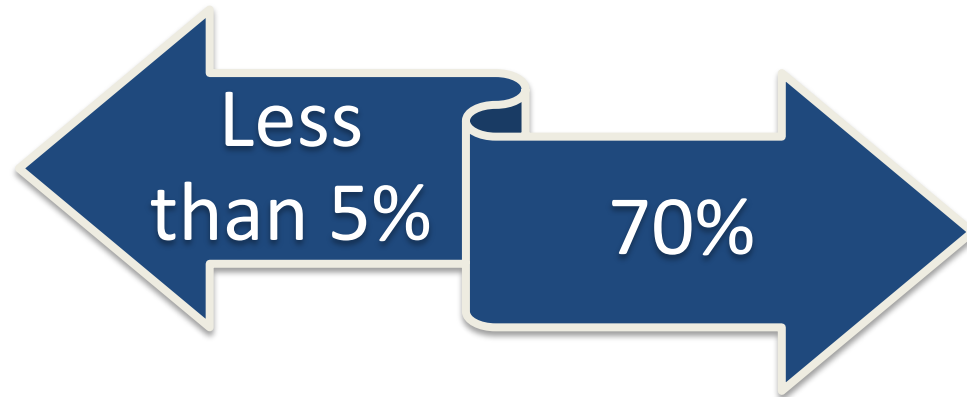


Business Process Redesign (BPR) Early Accomplishments

Reduced interview
wait times



Increased percentage
of cases completed at
first contact

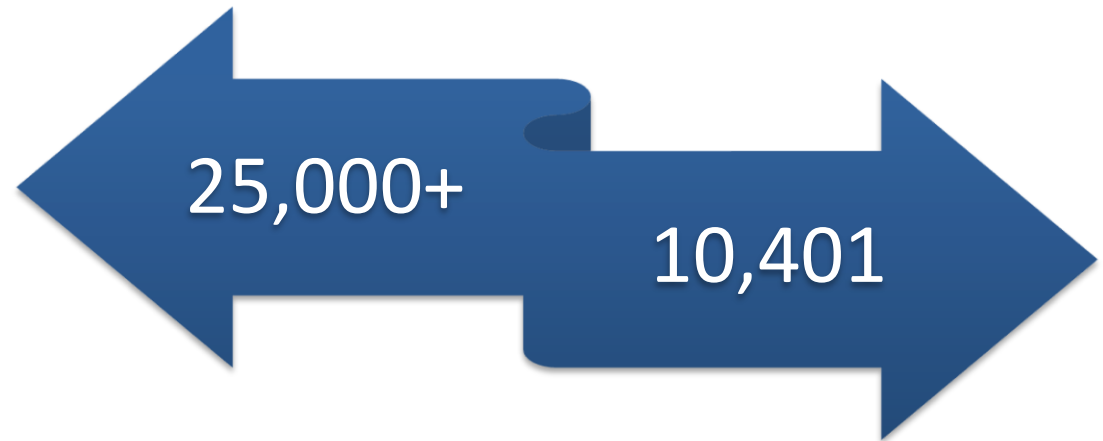


December Data in SRS Wichita Office



Business Process Redesign (BPR) Early Accomplishments

- Decreased unnecessary client transactions/contacts



- Results:
- -Reduced # of complaints
- -Reduced client wait time for essential benefits



December 2011 Data in SRS Wichita

- Total Clients Served through lobby and non-lobby work: 10,401
- Total Cases completed during first contact: 7,210
- Completion: 69%
- Avoided Visits (2-4 additional): 14,420 – 28,840



Questions