About DHHS

The Department of Health and Human Services (DHHS) provides integrated public health and human services that help address the needs of Montgomery County Maryland's most vulnerable children, adults and seniors.

The mission of the Department of Health and Human Services (DHHS) is to promote and ensure the health and safety of the residents of Montgomery County and to build individual and family strength and self-sufficiency.

Guiding Principles

▶ We will provide services that build on the strengths of our customers and the community

▶ We will be responsive to the changing needs of our community

▶ We will recruit and retain competent, customer service oriented staff

▶ We will make operational a "no wrong door" approach to service delivery

▶ We are committed to the highest quality customer service for all those seeking services, and hold our staff accountable to demonstrate respect, professionalism, timeliness and fairness

▶ We value the skill and dedication of our staff and will provide them with adequate support, resources and training to serve our customers well

Trust-Customer Service-Equity- Accountability

DHHS
MONTGOMERY COUNTY

Technology Modernization

Enterprise Intregrated Case Management System

Montgomery County, Maryland
Department of Health and Human Services

DHHS Technology Modernization for 21ˢᵗ Century Health and Human Services

DHHS completed its three-part Technology Modernization initiative in 2017 with the on-time launch of its *Enterprise Integrated Case Management System* (**eICM**). As one of the country's first fully integrated health and human services information systems, eICM enables staff to access centralized client records, comprehensive service delivery history, and concurrent case activity information to improve outcomes of the families we serve.

Strategic Vision

DHHS IT investments support several of the **County Executive's cross-departmental strategies,** such as:

▶ Positive Youth Development

▶ Age-Friendly Montgomery

▶ Early Care and Education Strategy

▶ Food Security Strategy

▶ Open Data Montgomery

Policy Priorities

The launch of **eICM** follows the successful implementation of the Electronic Health Records and Content Management Systems, becoming the backbone to several DHHS initiatives:
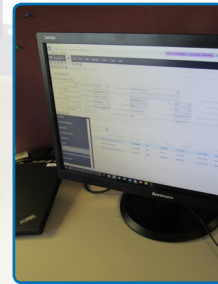
▶ Collaborating with community partners

▶ True integrated services with a *"No Wrong Door"* approach to access services

▶ Addressing drivers of 2-Generational Poverty

▶ Ensuring equity to services and outcomes

▶ Building self-sufficiency, mitigating risks, and improving health and well-being

▶ Health accreadiation

▶ Data-driven decision and advanced analytics

eICM now provides DHHS real-time information to serve our 97,000+ active clients and families:
1 in 10 County Residents is a DHHS Client!

Client-Centric Services

▶ Screening for all eligible services

▶ Integrated service delivery model

▶ Culturally and linguistically competent services

▶ A focus on client and family outcomes

Focusing on client and family outcomes, DHHS is better positioned to **impact the health and social disparities** that exist within our diverse community.

DHHS Leading Innovation

DHHS systems represents a significant improvement in business processes that **increase service efficiency** for staff by providing:

▶ **360-degree real-time** view of clients needs and available services

▶ Collaboration across programs and providers

▶ Immediate assessment and client referrals

▶ Improved billing practices, with current efforts increasing revenues by **$2.5m** by FY2018

▶ Cloud-based access and one-time data entry across nearly 80 programs

These benefits have been featured by a number of organizations including the American Public Human Services Association, Harvard Kennedy School's Data-Smart City Solutions, and MindBoard, Inc. Agencies from other jurisdictions have approached DHHS to see how an integrated system would work for them, including: Dakota County (MN), Milwaukee County (WI), Fairfax County (VA), and the Federal Administration for Children and Families.

Collaborative Partnerships

eICM strengthens collaborative partnerships within the County and with external partners. eICM allows for data availability to enhance work with Montgomery County Public Schools, Data Montgomery, Healthy Montgomery, the State of Maryland and Universities of Shady Grove.

Improving Business

DHHS IT investments allow for business process improvements not previously possible. Currently, DHHS is **implementing a shared IT with the Corrections Department and developing predictive risk models** that identify emerging client problems *before* they become a crisis. Future steps include the development of mobile device applications and a provider interface for those delivering service outside of DHHS facilities.