DHHS Technology Modernization for 21st Century Health and Human Services

The Montgomery County Department of Health and Human Services (DHHS) completed its three-part Technology Modernization initiative in 2017 with the on-time delivery 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.

DHHS IT investments support several of the County Executive’s cross-departmental strategies, including:

- Age-Friendly Montgomery
- Positive Youth Development
- Early Care and Education Strategy
- Food Security Strategy
- Open Data Montgomery

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!

DHHS IT investments improved billing practices, increasing revenues by $2.5m by FY2018

DHHS systems represent innovation in business processes that increase service efficiency for staff by providing:

- 360-degree real-time view of client needs and available services
- Collaboration across programs and providers
- Immediate assessment and client referrals
- Cloud-based access and one-time data entry across the nearly 80 DHHS programs
- Improved billing and cost recovery practices

Several organizations have approached DHHS to see the benefits of the eICM integrated system including, Dakota County (MN), Milwaukee County (WI), Fairfax County (VA), and Federal Administration for Children and Families, the American Public Human Services Association, Harvard Kennedy School’s Data-Smart City Solutions, Government Technology Magazine and MindBoard, Inc.

DHHS IT investments allow for business process improvements not previously possible.

- DHHS is implementing its platform with the Corrections Department
- Developing predictive risk models that identify emerging client problems
- Mobile device applications and a provider interface for those operating outside of DHHS facilities.