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.

Strategic Vision

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 followed implementation of the DHHS Electronic Health Records and Content Management Systems are represent the **back-bone of the DHHS information system**

Policy Priorities

- ▶ Collaborating with community partners
- ▶ True integrated services with a *"No Wrong Door"* approach to services
- ▶ Addressing drivers of 2-Generational Poverty
- ▶ Ensuring equity to DHHS services and client outcome
- ▶ Health Accreditation

eICM

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 Systems

- ▶ ACCESS TO ELIGIBLE SERVICES
- ▶ INTEGRATED SERVICE DELIVERY
- ▶ CULTURALLY AND LINGUISTICALLY COMPETENT SERVICES
- ▶ FOCUS ON CLIENT AND FAMILY OUTCOMES

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

Leading Innovation

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.

Improving Business

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.