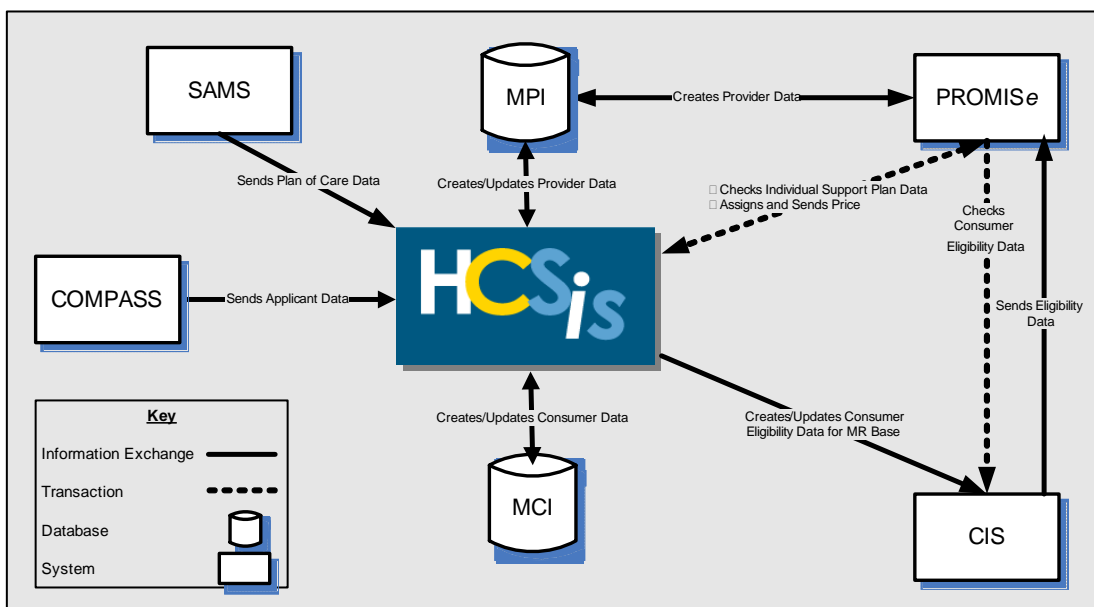


Home and Community Services information System (HCSIS) Program Description:

The Home and Community Services Information System (HCSIS) was implemented by the Commonwealth of Pennsylvania's Department of Public Welfare (DPW) to provide a web-enabled, enterprise-wide application that supports individuals enrolled in Federal and state funded home and community based programs. Currently, HCSIS facilitates and supports the business practices of DPW's Office of Developmental Programs (ODP), Office of Medical Assistance Programs (OMAP), Office of Long Term Living (OLTL), Office of Mental Health and Substance Abuse Services (OMHSAS), Office of Children, Youth and Families (OCYF) as well as Pennsylvania's Department on Aging (PDA) and Pennsylvania's Department of Health (DOH). HCSIS is the operating system for the state's 48 county Mental Retardation programs.

The guiding principles followed by HCSIS include: further improved **efficiency** and cost savings, increased **collaboration** between stakeholder groups in order to facilitate integrated service delivery, **accountability** for annual budget, support of **consumer choice**, and remaining compliant with all **federal requirements**, provide data to support management processes and **decision making**. These guiding principles are supported by the functions of HCSIS, which include: registration of individuals through the system, assistance for supports coordinators, supports coordination management, individual service plan management and individual centered planning, provider registration and rate setting, service authorization/provider payments, budgeting and financial management, and quality management (including tracking incidents occurring during services and client/family satisfaction surveys).

HCSIS maintains system interfaces with the state's MMIS, Client Information System, Master Client Index, Master Provider Index, Enterprise Data Warehouse, and the Aging SAMS application. Shared functionality between HCSIS and the state's MMIS reduced the development costs for both applications and eliminates duplicate information submission by provider agencies. Use of the Department's Master Provider Index, Master Client Index, Client Information System, and COMPASS supports enterprise-wide data standardization and information analysis. The diagram below provides a view of the key interfaces that HCSIS uses to support program operations.



Collectively, these system capabilities foster participation and cooperation between the state government agencies, providers and individuals:

- **Improved Case Management For Consumers Accessing Services from Multiple Agencies:** Improves a case manager's ability to understand a consumer's current access to Commonwealth services and supports a more complete view of the cross-service needs of consumers they support as plans are developed and modified
- **Enhanced Business Intelligence Across Programs and Departments:** Integration with the Enterprise Data Warehouse provides access to client and provider service utilization and cost data for improved financial management across multiple state program offices , and across multiple county programs
- **Improved Financial Accountability Across Departments:** Incorporation of Department of Health Programs improves financial accountability and improves client service continuity by facilitating case transfers between Department of Health and Department of Public Welfare programs
- **Improved Quality Management Across Programs:** Incident Management module improves client health & safety by establishing a standardized reporting and tracking process that provides immediate access to critical events effecting an individual across the Mental Retardation, Mental Health, and Child Welfare Programs
- **Provider Management:** With the upload of key provider, service and financial data to the Enterprise Data Warehouse, the Departments have a better understanding of the providers with whom they contract and providers' cross-program service delivery
- **Citizens Access To Information:** The client module is unique in that not only does it allow for the application of services 24 hours a day via the internet, but it also enables consumer choice through the Services and Supports Directory (SSD). The SSD is a publicly accessible directory of services and supports available to consumers, families and support coordinators to facilitate the planning process. The SSD is searchable by geographic region, provider and service and gives provides individuals and families a view of the available providers and service offerings across the Commonwealth.
- **Functional Benefits:**
 - For clients:
 - Knowing more about services and individual budgets
 - Having more choices of services and providers
 - Regular Explanation of Benefits notices
 - For providers
 - Common registration
 - Easier access to eligibility information
 - Easier access to claim status
 - For county government
 - Access to Data warehouse
 - Clarity and standardization of business procedures for program operations
 - Reduction of redundant data entry due to the integrated data system
 - Improved monitoring of services and providers
 - Improved financial management
 - Ability to maintain consumer record history
 - Reduction of paper
 - Improved ability to respond to program management questions

- Improved ability to plan
- For the Department
 - Increased accountability of providers and clients
 - Ability to respond to legislatives, Governor, CMS and Budget requests for information
 - Improved program quality
 - Improved ability to plan
 - Ability to store and review claim information more timely
 - Fraud detection

Awards:

In 2005, HCSIS was named CIO Magazine's Enterprise Value Awards Grand Winner.

In 2006, HCSIS received the Agency Award from Government Computer News (GCN).