

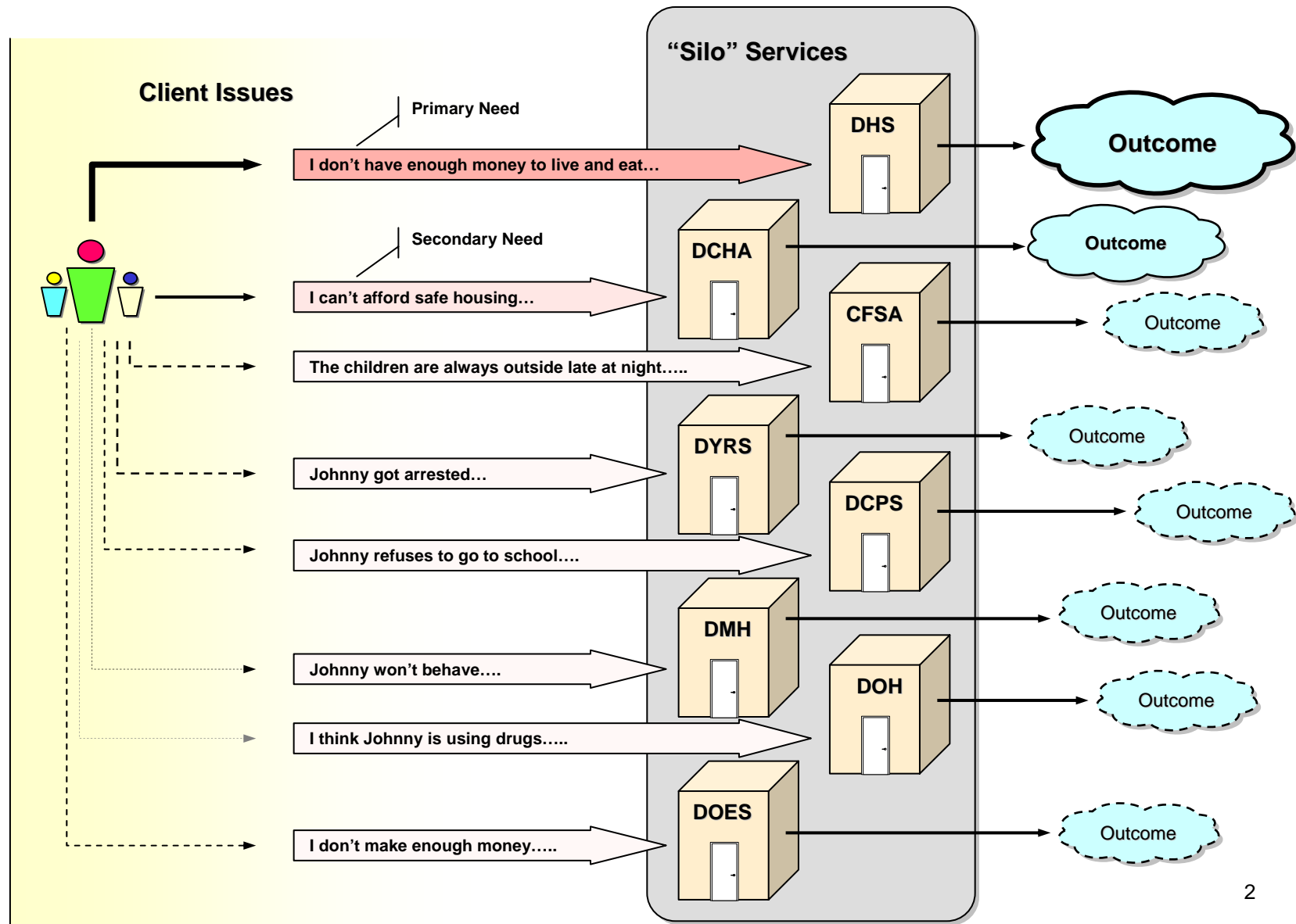
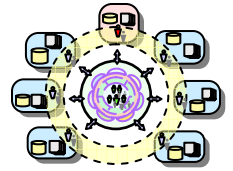
District of Columbia Office of the Chief Technology Officer

Safe Passages Information System
NASCIO Recognition Awards Best Practices Webinar

July 17, 2007

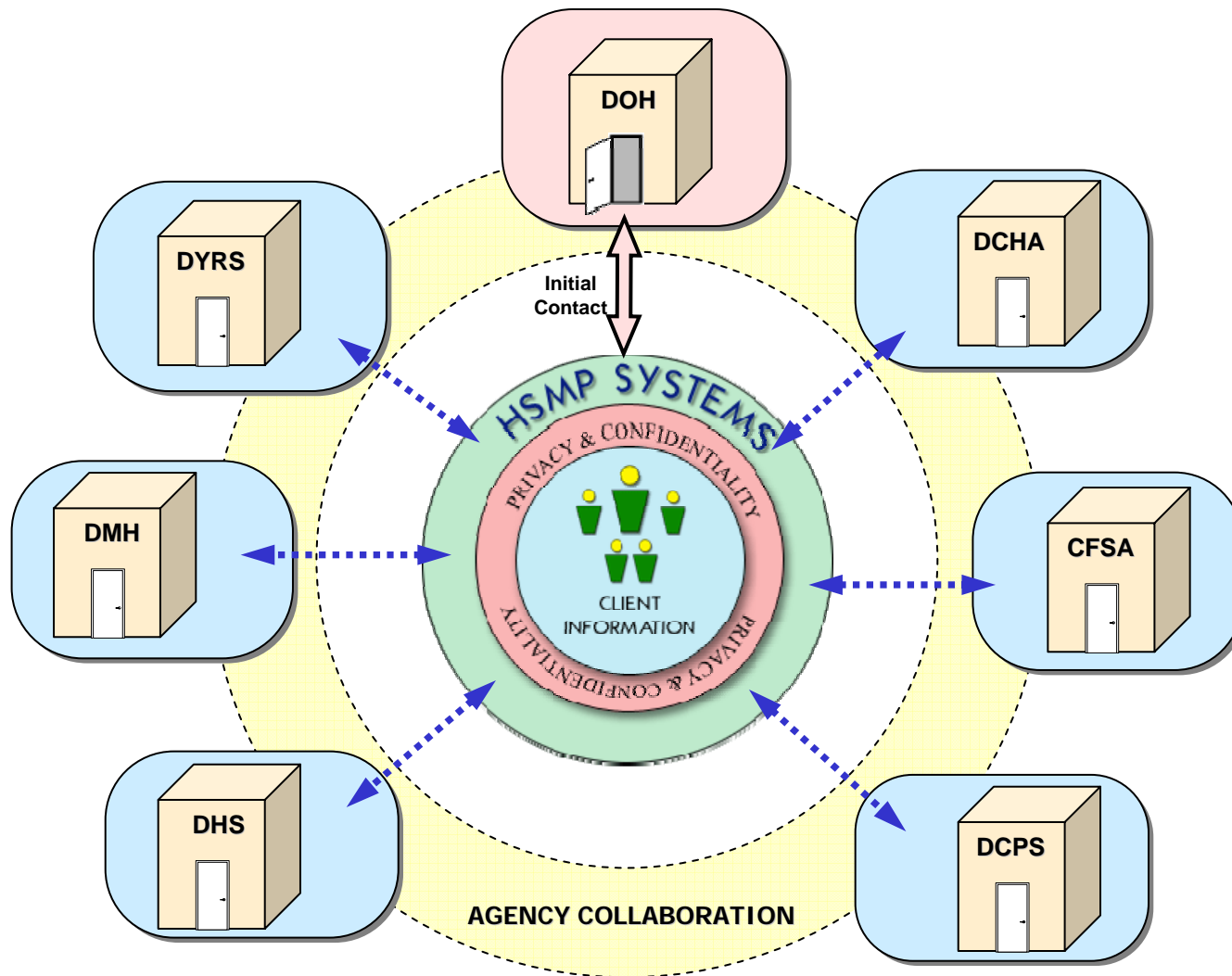
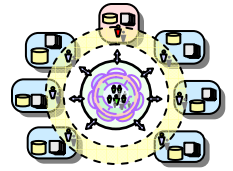
Defining the Problem

Providing Client Services (before *Safe Passages*)

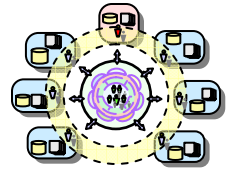


The *Safe Passages* Concept of Operations

"No Wrong Door"



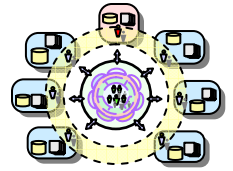
"No Wrong Door" requires Shared Client Information and Data; Safe Passages enables Client Information and Data Sharing



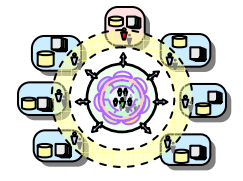
Safe Passages Objectives

- Integrate Human Services Cluster client data to encourage and support cross-agency collaboration in the delivery of services to District residents
- Provide cross-agency and citywide analytics and reporting capabilities:
 - Identify and implement key performance measures
 - Provide trend analysis
 - Empower the user to ask business questions and receive meaningful answers
- Support external information exchange and integration with community-based organizations, external services providers, Federal agencies and other government organizations

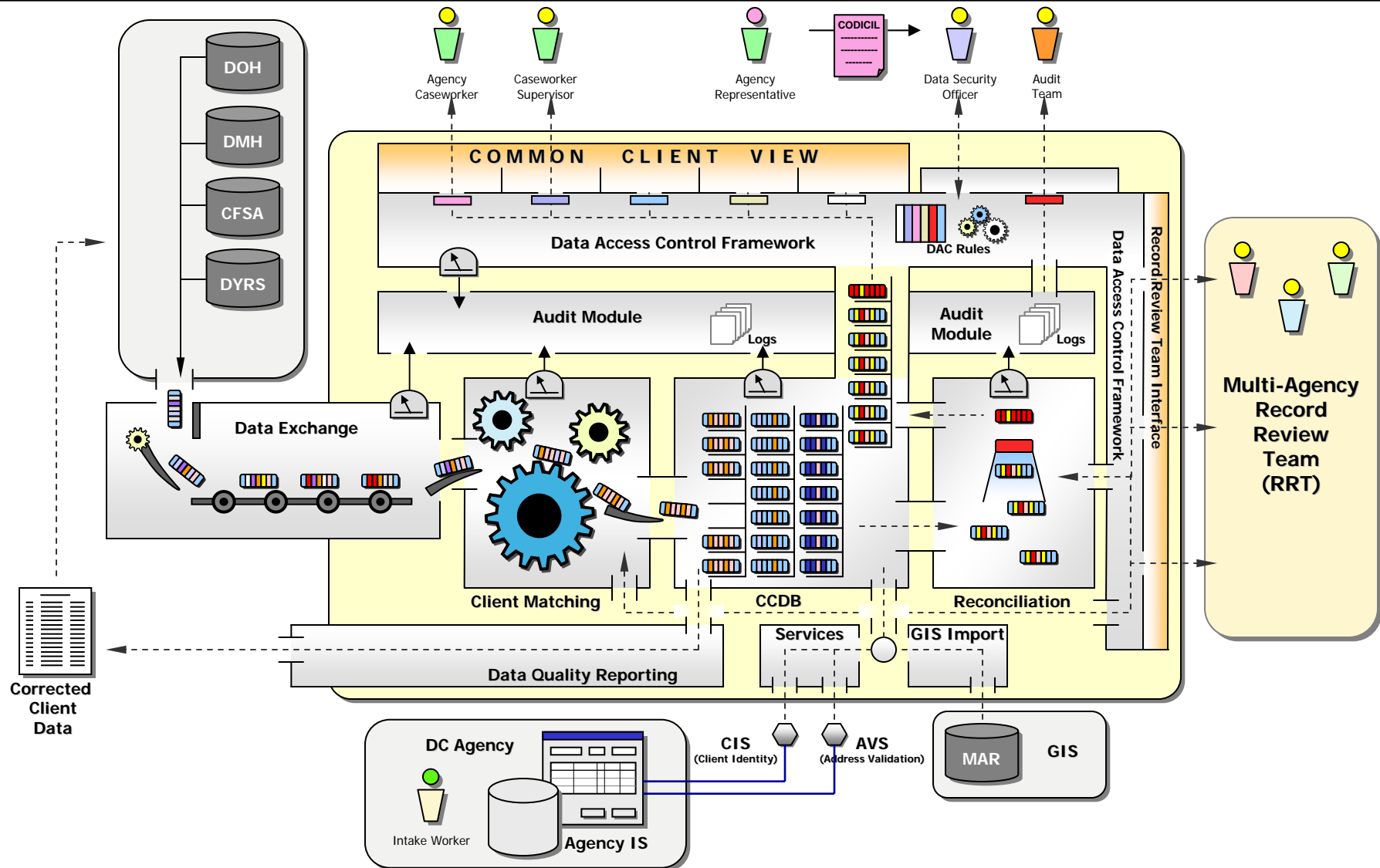
What is the *Safe Passages Information System*?

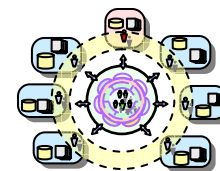


- *Safe Passages* is an intranet-based application that enables participating agency caseworkers, with proper authorization, to view cross-agency client information.
- *Safe Passages* facilitates collaboration between workers serving the same client or family.
- *Safe Passages* facilitates data cleansing and reconciliation as part of the regular agency business process.
- *Safe Passages* provides the foundation for the implementation of common client intake, assessment and referral functions across the District.
- *Safe Passages* uses industry-leading application server, database, portal and business process support software to satisfy functional requirements and enable quick, cost-effective infrastructure evolution.



Safe Passages User-Facing Overview

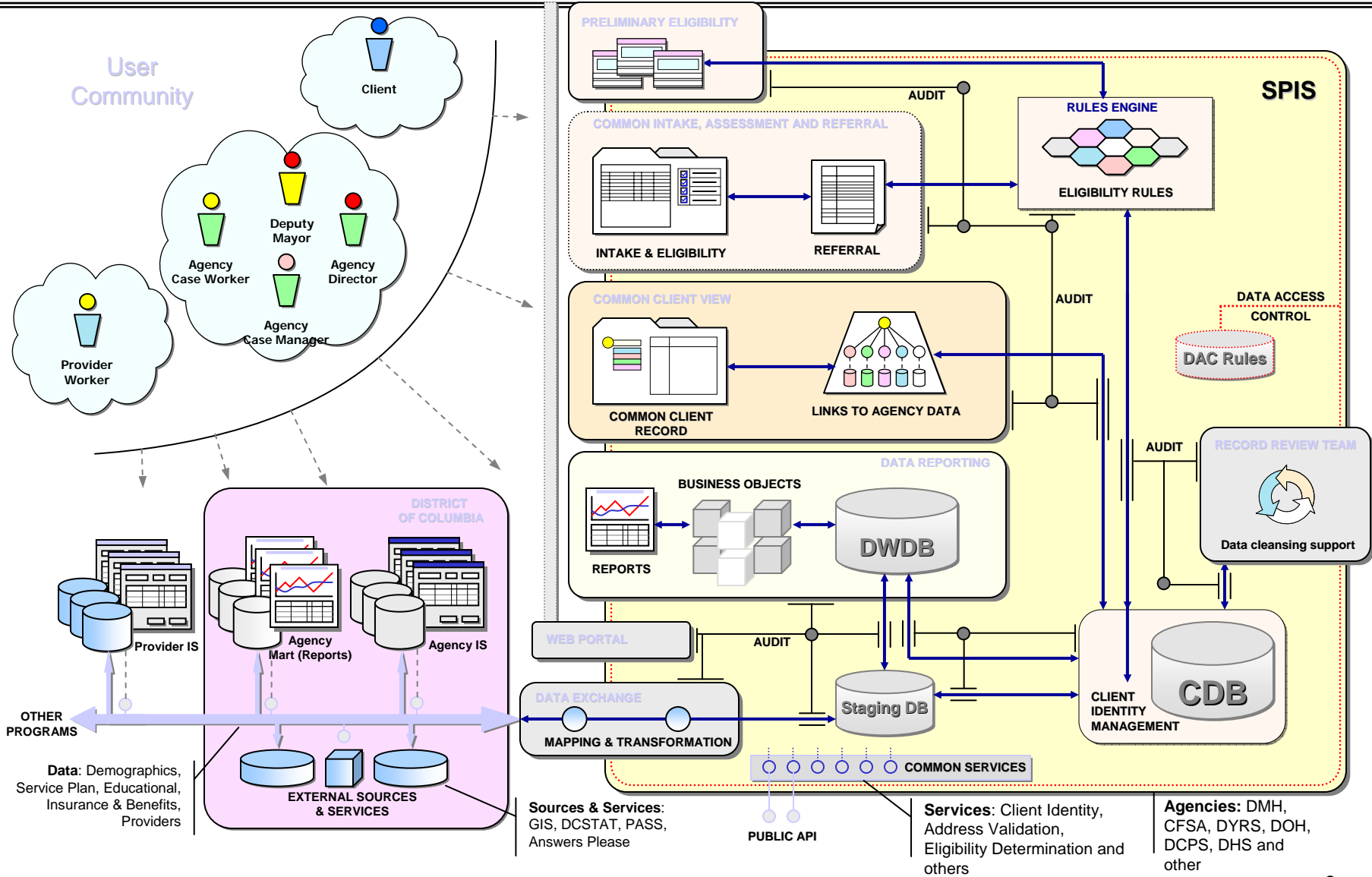
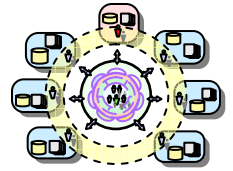




Key Features of *Safe Passages*

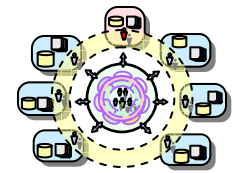
- Provides secure access to real-time, cross-agency client and case data;
- Permits searches for client data against an integrated client database;
- Uses a unique Master Client ID# so that all agencies can keep track of the services they provide to any individual client and learn which clients they commonly serve;
- Facilitates the identification and correction of discrepancies in client and case data across multiple agencies;
- Limits access to client and case data in accordance with agency rules, Health Insurance Portability and Accountability Act (HIPAA) policies, Medicaid and Medicare regulations, and a host of other federal and District laws and regulations;
- Provides standard and ad hoc reports on client demographics and agency involvement.

Safe Passages Technical Architecture Components

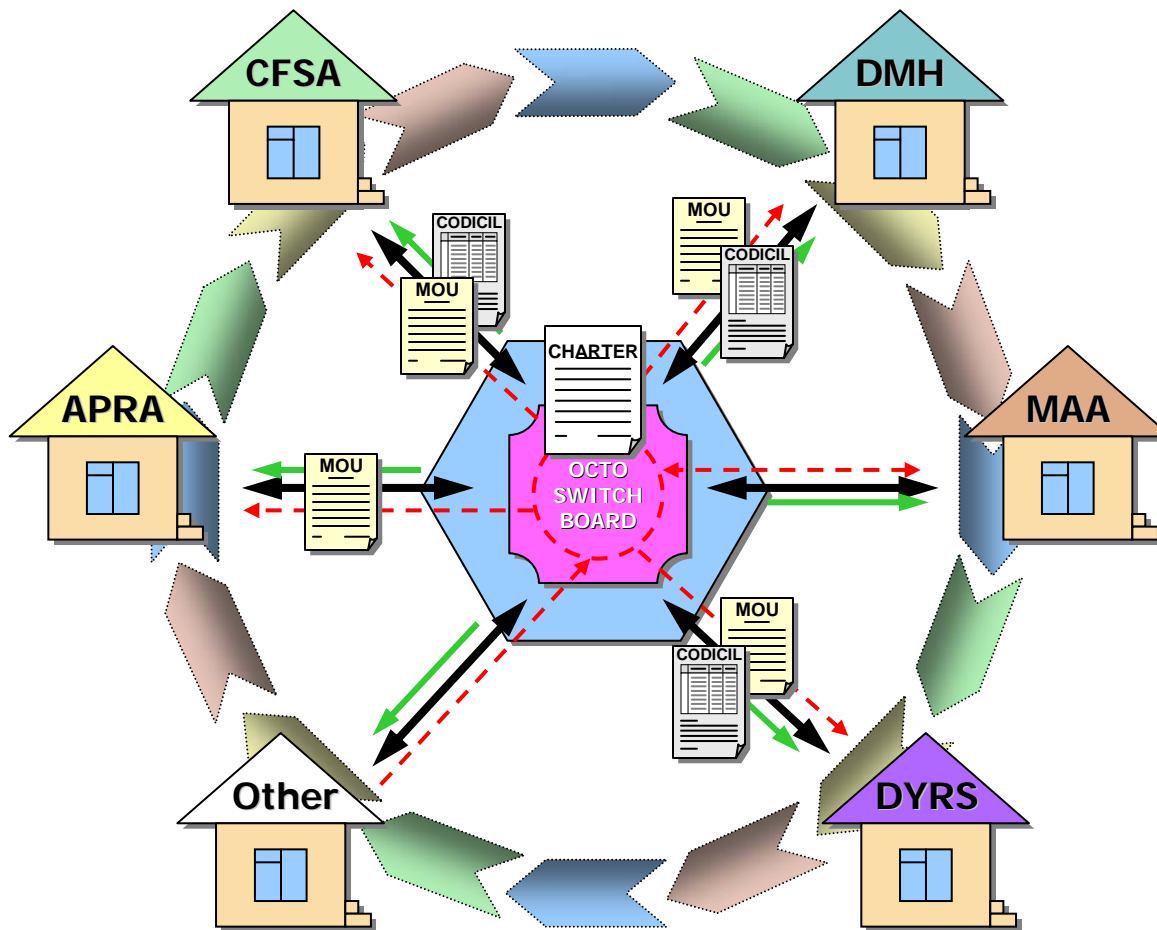


CDB – Common Data Base, cross agency storage for clients and providers

DMDB – Data Mart Data Base, data storage for HSMP cross agency and intra agency reporting solution



Safe Passages Data Sharing Framework



- CHARTER: Creates Client Services Information Exchange Consortium to provide legal framework for sharing Client information with other Consortium members
- CODICIL: Attachments to the Charter that provide lists of the specific information Departments will share and the limits on use of that information by any other member of the Consortium
- Agency that owns data certifies users from other agencies to access client data and specifies policies and conditions restricting such access to certain types of data and certain clients



- Agency



- Interagency MOU



- Read-only access through CCV



- Data Exchange among agencies

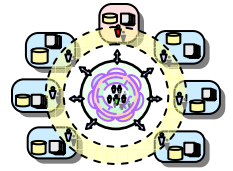


- Flow of data

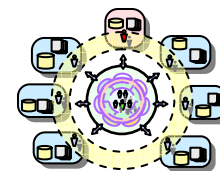


- Routing/Filtering data based on access rules

Safe Passages Security Framework

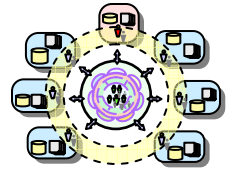


- **Data Security:**
 - Data is stored in Oracle database with automatic backups in the secure Data Center.
 - Database servers are located within a private secure VLAN behind the firewalls. The VLAN is located in the Intranet environment behind an external firewall.
- **Network Security:**
 - Network connections between agencies and *Safe Passages* are encrypted at the switch level.
 - Network connections between users and web servers are encrypted (SSL).
 - Network connections between *Safe Passages* servers are within the private VLAN and are not accessible from the outside.
- **Software Security:**
 - All user transactions are logged and audited (both reads and updates).
 - All data transfers are logged and audited.
 - User access is controlled by sophisticated user access control framework that enforces agency rules.
- **Personnel Security:**
 - All personnel accessing Private and Protected Information (PPI) have been instructed on how to handle it and have signed NDAs.
 - Use/dissemination controls can be specified in the codicils to any degree required by a participating Agency.



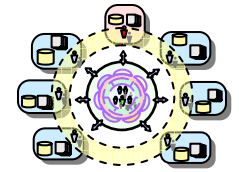
Operational Benefits of *Safe Passages*

Current Benefits	Future Benefits
Agency workers know who their counterparts are in other integrated agencies serving the same client or family.	More agencies and 3rd party providers will be integrated, covering all government services and beyond, resulting in a comprehensive approach to client services delivery.
Agency workers can begin to evaluate even those client needs that are not related to their area of specialty and prepare required referrals (“No wrong door!”).	Access to all client services will be covered and automated within a common intake, assessment, referral cross-agency process. Virtual teams will be created consisting of multiple agency workers serving the same client or family.
Agency workers are assured access to high-quality information on their clients that has been created by other agencies.	Cross-agency data validation and cleansing process will be expanded to all integrated agencies resulting in the dramatic improvements in data quality.
Agency workers can receive basic intra-agency and cross-agency statistical reports on their client base to facilitate decision-making.	Comprehensive intra-agency and cross-agency reporting on performance indicators, statistics and trends will be available for agency workers and executive management, resulting in significant improvements in accountability and outcomes measurement.
Agencies are deploying state of the art case management systems to facilitate the performance of daily client support activities. These systems are integrated with <i>Safe Passages</i> and with other available citywide services.	All key agencies will get upgraded or new state of the art case management systems with similar capabilities.
Agency workers can analyze client demographic and case information across agency boundaries.	Insurance, service/treatment plan, court and provider information will be made available across agency boundaries.



***Safe Passages* Screen Samples**

Safe Passages Portal





Training/Demo Welcome, Guest DC Intranet 

Log In Search:

Portal Login

Welcome to your Portal.
Log in to your personalized Portal account.

If you have an existing account, enter your Username and Password. If necessary, select the appropriate Authentication Source. If you want to log in to the Portal automatically, check **Remember my Password**, and then click **Log In**.

Username:

Password:

Authentication Source: DC.GOV Authentication Sou...

Remember my Password

Welcome to HSMP: An Award-Winning IT Program



The Office of the Chief Technology Officer (OCTO) Human Services Modernization Program (HSMP) is a nationally recognized information technology initiative that is improving the management and delivery of human services to District residents. Through an array of projects, HSMP is building an enterprise-wide IT infrastructure that enables multiple human services agencies to share client data. HSMP also works with individual agencies to upgrade or replace legacy information systems to ensure "state-of-the-art" levels of case management support and reporting capability. The National Association of State Chief Information Officers (NASCIO) recently awarded HSMP's Safe Passages Information System (SPIS) with its prestigious Recognition Award for Outstanding Achievement in the Field of Information Technology. [Read more about the award!](#)



Project Highlights

Safe Passages Information System (Safe Passages - SPIS)
HSMP implemented the Safe Passages Information System (Safe Passages) to enable and facilitate collaboration among multiple government agencies responsible for providing health and human services to the District's neediest children and families. Safe Passages enables caseworkers and others to share and exchange information to provide accurate and unduplicated services to ensure that District residents with the greatest needs and most profound challenges have access to higher quality care. For more information or assistance, please contact project manager Orlando Bullock at 202-727-0279.

HSMP and Helpful Links



211 Answers, Please!
Use the fast and easy search to find local and national social service programs.



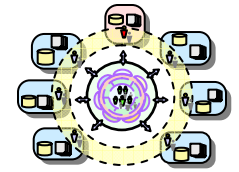
Preliminary Interview for Benefits
Determine your potential eligibility through the Social Services Center's online tool.



DC Guide
Get driving directions, make a map or locate businesses and city services.



DC News
Read the mayor's press releases, advisories, speeches, and more.



Safe Passages "Dashboard"

Safe Passages Information System

[My Dashboard](#) | [Previous Search](#) | [Help](#)

Instructions

- Enter a client's name and then click **Search**.
- Click **More Search Options** to access additional search features.

My Dashboard

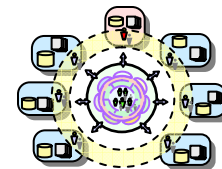
Instructions

- To add a client:
 - Search for a client.
 - Click the client **Name**.
 - Click **Add to My Dashboard** on the client screen.
- To remove a client from your Dashboard, click the client's name to go to the Client Screen. From there, click the button "Remove this client from My Dashboard".
- The "!" in the Updated field indicates that data has been updated for this client.

Filter List

[Apply Filter](#) | [Clear Filter](#)

Updated	Client Name	Social Security No.	Date of Birth	Phone	Multi-Agency
!	Bailey, Douglas	123-45-6789	11/30/1964	(202) 702-1763 (work)	<input checked="" type="checkbox"/>
!	Bailey, Doug	345-65-1194	01/13/1952	(202) 345-1909 (work)	<input type="checkbox"/>
	Erikson, Kenneth	456-33-9666	8/30/1962	(202) 444-4509 (work)	<input type="checkbox"/>
	Feynman, Richard	344-88-1994	01/23/1954	(202) 456-4453 (work)	<input checked="" type="checkbox"/>
!	Kapitsa, Petr	983-22-3320	06/19/1952	(202) 354-3466 (work)	<input type="checkbox"/>
	Landau, Leo	999-65-1194	11/30/1974	(202) 958-1733 (work)	<input checked="" type="checkbox"/>



Client View: General Information

Safe Passages Information System

[My Dashboard](#) | [Previous Search](#) | [Help](#)

Instructions

- Enter a client's name and then click **Search**.
- Click **More Search Options** to access additional search features.

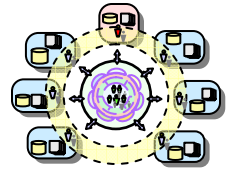
Client: Douglas Bailey

- General Information**
- Case Information
- Academic Information
- Benefits
- View All
- Notification Settings

First Name	<input type="text" value="Douglas"/>	Middle Name	<input type="text"/>	Last Name	<input type="text" value="Bailey"/>																											
SSN	<input type="text" value="123-45-6789"/>	Alias SSN	<input type="text"/>	Aliases	<input type="text"/>																											
Date of Birth	<input type="text" value="05/20/1989"/>	Place of Birth	<input type="text" value="DC General, Washington DC-20005"/>	Gender	<input type="text" value="Male"/>																											
Marital Status	<input type="text" value="Unknown"/>	Maiden Name	<input type="text" value="Yes"/>	US Citizen	<input type="text" value="Yes"/>																											
Medicaid No.	<input type="text" value="70192387"/>	Social File No.	<input type="text"/>	X Ref No.	<input type="text"/>																											
Deceased	<input type="text" value="No"/>	Date of Death	<input type="text"/>	Death Certificate	<input type="text"/>																											
Known Languages	<input type="text" value="English, Spanish"/>																															
Race/Ethnicity	<table border="1"> <thead> <tr> <th>Agency</th> <th>Race / Ethnicity</th> <th>Hispanic</th> </tr> </thead> <tbody> <tr> <td>DMH</td> <td>White</td> <td>No</td> </tr> <tr> <td>DYRS</td> <td>White / Hispanic</td> <td>Yes</td> </tr> <tr> <td>CFSA</td> <td>Causasian</td> <td>No</td> </tr> </tbody> </table>	Agency	Race / Ethnicity	Hispanic	DMH	White	No	DYRS	White / Hispanic	Yes	CFSA	Causasian	No																			
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J-2437-99	DYRS / 645222	1/2/1998	2/12/1998																													

Click [here](#) to view the agency records

Client View: Case Information



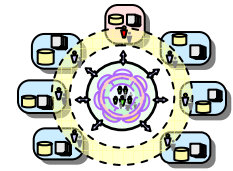
Client: Douglas Bailey ✖ Remove this client from My Dashboard

- General Information**
- Case Information**
- Academic Information
- Benefits
- View All
- Notification Settings

Case Information

Case ID	Agency /Division	Case Name	Role	Case Supervisor	Caseworker	Caseworker Phone	Status																								
5492025	DMH / Education Services	Douglas Bailey	Absent Parent		35 K Community Support Services	(202) 727-2094 (Work)	Active																								
<div style="display: flex; justify-content: space-between;"> Open Date <input type="text" value="12/15/2002"/> Case Type <input type="text"/> Close Date <input type="text"/> </div> <p>Responsible Party</p> <table border="1"> <thead> <tr> <th>Name</th> <th>Address</th> <th>Telephone</th> </tr> </thead> <tbody> <tr> <td>35 K Community Support Services</td> <td>35 K Street, NE Washington DC 20002</td> <td>(202) 442-4133(Work), (202) 441-4134, (202) 441-4135</td> </tr> <tr> <td>Multicultural Community Support Services</td> <td>1536 U Street, NW Washington DC 20009</td> <td>(202) 673-2058 (Work), (202) 674-2059, (202) 442-4000</td> </tr> </tbody> </table> <p>Other Members of Case</p> <table border="1"> <thead> <tr> <th>CCID</th> <th>Client Name</th> <th>Date of Birth</th> <th>Primary Phone</th> <th>SSN</th> </tr> </thead> <tbody> <tr> <td>5492025</td> <td>Douglas Bailey</td> <td>11/30/1964</td> <td>(w) (202) 727-1000</td> <td>123-45-6789</td> </tr> <tr> <td>5492025</td> <td>Bailey Amanda</td> <td>01/31/1974</td> <td>(w) (202) 727-1000</td> <td>123-45-6789</td> </tr> </tbody> </table>								Name	Address	Telephone	35 K Community Support Services	35 K Street, NE Washington DC 20002	(202) 442-4133(Work), (202) 441-4134, (202) 441-4135	Multicultural Community Support Services	1536 U Street, NW Washington DC 20009	(202) 673-2058 (Work), (202) 674-2059, (202) 442-4000	CCID	Client Name	Date of Birth	Primary Phone	SSN	5492025	Douglas Bailey	11/30/1964	(w) (202) 727-1000	123-45-6789	5492025	Bailey Amanda	01/31/1974	(w) (202) 727-1000	123-45-6789
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5492025	DYRS	Doug Bailey	Parent	Smith, Donald	Marquez, Lauren C	(w) (202) 727-1000	Active																								
5492025	CFSA	Bailey, Douglas	Child	Smith, Donald	Adams, Rachel	(w) (202) 727-1000	Active																								

Client View: Academic Information

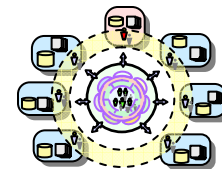


Client: Douglas Bailey [Add this client to My Dashboard](#)

- General Information
- Case Information
- Academic Information
- Benefits
- View All
- Notification Settings

Academic Information

School Name	<input type="text" value="Howard University"/>	Date Last Attended	<input type="text" value="12/15/2002"/>	Date Last IEP	<input type="text"/>
Status	<input type="text"/>	Grade	<input type="text"/>		



Client View: Benefits Information

Client: Douglas Bailey

[Add this client to My Dashboard](#)

General Information

Case Information

Academic Information

Benefits

View All

Notification Settings

MEDICAID: Expired (Base period expired)

Current Information

Medicaid No Begin Date End Date Recert. Date

Program **161M** (Child who is a ward of the District of Columbia Government
Code (e.g., DYRS customer) and who is not being detained in a penal institution but rather is being served in a community setting. Eligible for Title XIX (Medicaid) reimbursement.)

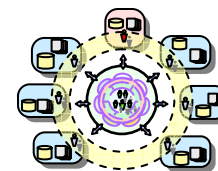
Long Term Care Information

Level of Care Start Date End Date

Historical Eligibility Information


Program Code	Begin Date	End Date
161 (Child who is a ward of the District of Columbia Government (e.g., CFSA or DYRS customer) and who is not being detained in a penal institution. Eligible for Title XIX (Medicaid) reimbursement.)	5/31/2003	5/30/2004
130 (Adult receiving AFDC/TANF. Eligible for Title XIX (Medicaid) reimbursement)	5/31/2003	5/30/2004
140 (Blind person and receiving SSI and/or State Supplement. Eligible for Title XIX (Medicaid) reimbursement)	5/31/2003	5/30/2004


Client View: Notification Settings



Client: Douglas Bailey

 Remove this client from My Dashboard

 General Information

 Case Information

Academic Information

Benefits

View All

Notification Settings

Client Notification Settings

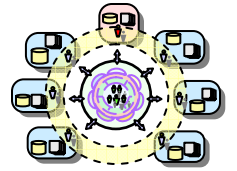
The **Notifications Settings** enable you to tell SPIS to send you email alerts when important data in an individual client file has changed. Important data elements include, Name, Social Security Number, and Caseworker information. **E-mail notifications** will be sent to you once a day only if there are updates to client information.

Instructions

- To change E-mail notification settings, choose the appropriate option and click "**Save Preferences**".

- Enable Email Notifications**
- Disable Email Notifications**

Save Preferences



Safe Passages Contact Information

- For more information about the District of Columbia *Safe Passages* Information System, please contact:
 - Robert LeGrande, Deputy Chief Technology Officer
robert.legrande@dc.gov
202.727.2189

 - Donna Ramos-Johnson, Director
Human Services Modernization Program
donna.ramos-johnson@dc.gov
202.478.5977