

Approved: \_\_\_\_\_  
Date

*Deena Horst*  
5-4-01

## MINUTES OF THE e-GOVERNMENT COMMITTEE.

The meeting was called to order by Chairperson Deena Horst at 3:37 p.m. on March 1, 2001, in Room 526-S of the Capitol.

All members were present except Representatives Faber, Morrison, Burroughs, Stone, and Alldritt, all of whom were excused.

### Committee staff present:

Audrey Nogle, Kansas Legislative Research Department  
Amory Lovin, Kansas Legislative Research Department  
Lisa Montgomery, Revisor of Statutes' Office  
Gary Deeter, Temporary Committee Secretary

### Conferees appearing before the committee:

Janet Schalansky, Secretary, Social and Rehabilitative Services (SRS)  
Steve Patterson, Chief Information Officer, SRS

Others attending: See attached sheet.

The minutes for the February 15 meeting were approved. (Motion, Representative Gatewood, second, Representative Levinson)

Janet Schalansky, Secretary, SRS, reviewed the status of the Kansas Payment Center (KPC), the joint venture of the Office of Judicial Administration and the SRS. (Attachment 1) She listed three components of the child support enforcement program: establishment of orders, enforcement of orders, and receipt/disbursement of funds, the last of which is the responsibility of SRS. She said the KPC was mandated by the federal government through the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PRWORA) to centralize child support payments within each state. She noted that the KPC serves not only those receiving public assistance (IV-D)—about 54%—but also non-IV-D cases ordered by the courts. Because of the joint responsibilities for child welfare and child support, the Office of Judicial Administration (OJA) and SRS partnered to build the KPC. Selecting Tier Technologies as vendor, the system went online October 1, 2000, receiving and disbursing child support payments that were formerly the responsibility of 107 county clerks in 105 county court houses. The \$17.5-million cost for the three-year project is 66%-reimbursed by the federal government. Tier Technologies is paid on a per-transaction rate. She stated that the KPC includes a 24-hour Voice Response Unit, web access to information, Electronic Fund Transfers from employers, electronic information exchange with counties, and direct deposit to recipients. She estimated savings to employers through a centralized system to be \$3 million annually.

Answering questions, Ms. Schalansky said through February 15 that 701,703 payments have been received and disbursed; at the advent of the system the unidentified rate was 2-3% and has now been reduced to .87%. She said Tier increased their staff from 45 to 80 and added phone lines and web sites to handle the unanticipated volume. Addressing privacy issues, Marilyn Jacobson, Special Assistant for Supervision of Child Support, replied that a PIN was used for voice access, and a county and case number were required for web access to personal information. Ms. Schalansky said the problem of split payments had been resolved and, with proper information, does not delay payments. Amy Hyten, staff attorney, OJA, explained that those who pay child support through the courts are assessed a fee, which is then returned to the county clerks.

Steve Patterson, Chief Information Officer, SRS, listed further electronic government initiatives developed by SRS. (Attachment 2) He said the SRS Vision card (Electronic Benefit Card) has replaced food stamps and cash assistance. The federally mandated Medicaid Management Information System (MMIS) will soon be updated or replaced by a federal mandate created by the Health Insurance Portability and Accountability Act of 1997. He stated that the various SRS child welfare systems, including the KPC, will be subsumed by the Statewide Automated Child Welfare Information System (SACWIS). Mr. Patterson noted that the "stovepipe" construction of isolated information systems will soon be integrated into a Client Information System.

Answering questions, Mr. Patterson said some distributive learning was used for training SRS

workers, but limited bandwidth hindered wide deployment of the technology. He noted that the pending KAN-Ed bill presently in the legislature might help with such deployment by building a broadband backbone. He said client privacy is a major challenge in building any integrated information system. He acknowledged that federal mandates become onerous if the feds do not provide adequate financial support. The Chair invited Mr. Patterson to provide information to the committee if he identifies ways that federal mandates inhibit delivery of services.

The meeting was adjourned at 4:50 p.m. The next meeting is scheduled for Tuesday, March 6, 2001, at 3:30 p.m. in Room 526-S.

**e-GOVERNMENT COMMITTEE  
GUEST LIST**

DATE: MARCH 1 2001

NAME	REPRESENTING
Marilyn Jacobs	SRS
Steve PATTERSON	SRS
Steve Johnson	Aging
Richard Hays	Legislature
LBA Courts	JNK
Robert Krapp	JNK
Virginia Taylor	OSA
Amy Waddle	OSA
Aui Hyten	JUDICIAL BRANCH
Paul Kemmeter	Intern
John Curran	CPA
Scott Brunner	DOB
Ron Green	SRS
MaryEllen Carter	Baker Consulting Group

**Kansas Department of Social and Rehabilitation Services  
Janet Schalansky, Secretary**



Docking State Office Building  
915 SW Harrison, 6<sup>th</sup> Floor North  
Topeka, Kansas 66612-1570

*for additional information, contact:*

Operations  
Diane Duffy, Deputy Secretary

Office of Budget  
J.G. Scott, Director

Office of Planning and Policy Coordination  
Trudy Racine, Director

*phone:* 785.296.3271    *fax:* 785.296.4685

**House e-Government Committee  
March 1, 2001 at 3:30 p.m.**

**Kansas Payment Center (KPC)**

Department of Social and Rehabilitation Services  
Janet Schalansky, Secretary  
(785) 296-3271

Attachment 1

e-Gov 3-1-01

**Kansas Department of Social and Rehabilitation Services**  
**Janet Schalansky, Secretary**

House e-Government Committee  
March 1, 2001 at 3:30 p.m.

**Kansas Payment Center (KPC)**

Madame Chairperson and members of the committee, thank you for this opportunity to present information regarding the Kansas Payment Center (KPC).

**Background**

There are three components to the child support enforcement program: establishment of orders; enforcement of orders; and receipt / disbursement of funds. The KPC deals with the third component. From the perspective of the courts and most people receiving support, the previously existing Kansas system regarding receipt / disbursement of support funds performed satisfactorily, particularly compared to payment handling in other states. As a rule, the local district courts got support payments posted and mailed out quickly. Problems were usually isolated and most involved rapid status changes in individual cases, habitual bad check writers, or chronic vacancies or labor shortages.

Under that system, support payments were processed at 107 locations in 105 counties. This system served well in the past, but the rising volume of transactions, the availability of new technologies, and the growing reliance on income withholding by employers all contributed to reevaluating the way payments are handled. For example, employers found it more difficult – and more costly – to carry out income withholding when payments had to be sent to multiple Kansas counties.

In response to lobbying by the American Payroll Association and business advocates, Congress in the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PRWORA) required centralized processing of support payments as a key element for improving child support remittance procedures. PRWORA required the State to establish a centralized unit for collection and disbursement of support payments in all IV-D (SRS) cases and income withholding payments established after October 1997 in Non-IV-D (non SRS) cases. The Kansas Payment Center is the centralized unit for collection and disbursement of child support payments in Kansas.

It is important to note that SRS cases (Title IV-D) include not only individuals that are on public assistance but any individual, regardless of income, who applies for child support services. It is estimated that approximately 54% of all child support cases are Title IV-D (SRS).

The inclusion of Non-IV-D cases forced states to decide whether to continue processing the older

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Non-IV-D payments through local courts – with the complications and costs of running dual systems – or to have a single, centralized process. Because both IV-D and Non-IV-D cases are affected, SRS and the Office of Judicial Administration (OJA) have actively collaborated from the beginning in defining and designing the KPC. Running dual systems – the KPC for mandated payments and local court processing for all other child support payments – would present difficulties for the courts, for SRS, and for the general public. The KPC must be capable of handling Non IV-D cases, so including them primarily affects the volume of transactions the KPC is handling.

Experts in the field of remittance processing have commented that insufficient volume drives up the cost per transaction because economies of scale cannot be fully realized. The decision to include all IV-D payments and Non-IV-D cases which have an order requiring payment to the Clerk of the Court in the Kansas Payment Center, not only eliminates the confusion and problems running dual systems would create, it brings the KPC's processing volume closer to an optimal cost per transaction. Non-IV-D cases which do not have an order requiring payment to the Clerk of the Court are not processed by the KPC.

### **Kansas Payment Center**

Ultimately, Tier Technologies, Inc. of Walnut Creek, California, a vendor experienced in child support remittance processing in such states as Idaho, Maryland, and New Jersey, as well as other states, was selected as the successful bidder, and a contract was entered into on October 15, 1999. The costs of this service for the three year contract period is approximately \$17.5 million. Much of this cost is eligible for 66% federal financial participation. SRS projected the KPC would handle 158,000 transactions per month at an estimated value of \$30 million. Parents who pay and receive support are not charged for KPC services.

The KPC performs basic functions which were carried out in all the local district courts for handling child support payments made by parents or employers. The Kansas Payment Center receives the support payments, posts the payments to individual court order accounts, disburses the money to the appropriate person or office, and provides payment histories as needed. The KPC is subject to specific performance standards for timeliness and accuracy, accounting standards and internal controls for handling funds, and audits. Because of the high level of automation the KPC called for, a project plan was submitted to and approved by the Executive Branch Chief Information Technology Officer (CITO).

Tier's compensation for operating the KPC is based upon transaction volumes; our contract sets these prices for the full life of the contract, including any extensions. The costs for payment processing are based upon historical transaction volumes in Kansas. Because the automated voice response unit and specialized customer service unit are both new for Kansas, we have relied upon other states' experiences with customer service volumes as the basis for those cost projections.

The KPC also provides related services, which include:

- Operating a 24-hour VRU (voice response unit), allowing parents to check the status of recent payments;
- Operating a customer service unit to supplement the VRU during normal business hours;
- Providing web-access to payment histories;
- Making daily payment information available electronically for the District Court Trustees and SRS;
- Accepting payments made by electronic funds transfer (EFT); and
- When authorized by the individual, disbursing support to the family by making direct deposits to the custodial parent's bank account.

Although difficult to quantify, we believe that the savings to employers will be substantial. Savings for the business community will include replacing multiple remittances to multiple courts (postage and checks) with one remittance to the KPC. Also, the option to complete all remittances by a single transmission can reduce processing costs for large employers. We expect employers to benefit from having toll-free access to customer service representatives trained to assist employers with remittance questions. It is anticipated that Kansas employers will save approximately \$3 million per year because of reduced postage and administrative expenses.

Families, too, will benefit. The availability of direct deposit eliminates the fluctuations of mailed payments and provides protection from lost or stolen checks. This feature has proven popular in other states and carries the long term benefit of holding down processing costs.

### **Operation**

After a year of planning with Tier the KPC was established on September 29, 2000. There were several initial issues with the KPC primarily revolving around the timeliness of processing and the responsiveness of customer service staff. During the first four and one half months of operation, October through mid-February, 701,703 payments were received by the KPC representing \$126.5 million. For a payment to be properly credited and disbursed, the person making the payment (the employer or the obligor) should show on the payment whose support is being remitted and the court case number together with the county where the support order was entered. The payment is then sent directly from the payor to the KPC. When payments arrive at the KPC without sufficient identifying information, the processing of payments is delayed and the payment is placed into the "unidentified" status. Information available on the payment is used to do the research needed to determine how the payment should be processed. Each

payment instrument, source document and envelope is optically scanned into KPC automation for use in research if needed.

As with any accounts receivable system, certain payments will always be unidentifiable. Although the daily percent of unidentified payments varies, the current rate is between 2% and 3%. Anecdotal information from several other states indicates that a 5% rate is fairly common. Of the total receipts processed less than 1% (.87) are currently in unidentified status. The primary focus of the KPC, SRS, and OJA has been to resolve questions so that payments can be disbursed as timely as possible.

Progress and improvement continues to be made in payment center operations. The Kansas Payment Center's (KPC) automation continues to function as designed. Tier Technologies has hired additional full and part-time staff for the KPC; some of the best Tier staff from other state operations have been borrowed pending the hiring and training of new permanent staff; the percent of payments going into unidentified status (resulting in distribution delays) continues to decrease; and the average "wait time" when customers call the KPC has been significantly reduced.

Since beginning operations on September 29, 2000, Tier has increased staffing at the KPC from 45 to 80 to meet communication and processing needs. Currently, 18 customer service staff are available to receive phone calls. In addition to talking personally with a customer service representative, customers have the option of obtaining payment information from an automated voice response system or from a KPC web site. The number of incoming phone lines to the KPC has been increased from 50 to 72 to accommodate callers who wish to obtain automated or personal information.

### **Future**

Our future focus will address the length of time a payment is in unidentified status, outreach to employers and parents concerning the benefits of EFT and direct deposit, and correction of payment histories to reflect case adjustments. We are confident that by continuing to pool resources and partner with the OJA, the courts, and Tier Technologies, centralized payment processing will become a positive and beneficial service for both employers and parents.

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**Kansas Department of Social and Rehabilitation Services**  
**Janet Schalansky, Secretary**



Docking State Office Building  
915 SW Harrison, 6<sup>th</sup> Floor North  
Topeka, Kansas 66612-1570

*for additional information, contact:*

Operations  
Diane Duffy, Deputy Secretary

Office of Budget  
J.G. Scott, Director

Office of Planning and Policy Coordination  
Trudy Racine, Director

*phone:* 785.296.3271    *fax:* 785.296.4685

**House e-Government Committee**  
March 1, 2001 at 3:30 p.m.

**SRS e-Government Initiatives**

Department of Social and Rehabilitation Services  
Steve Patterson, Chief Information Officer  
(785) 368-6421

*Attachment 2*  
*e-Gov 3-1-01*

**Kansas Department of Social and Rehabilitation Services  
Janet Schalansky, Secretary**

House e-Government Committee  
March 1, 2001

**SRS e-Government Initiatives**

Madam Chairmen and members of the committees, thank you for this opportunity to provide you a briefing concerning e-government initiatives at SRS. The term e-Government is one that is often used these days to describe interactions between governmental entities and citizens via the public internet. For the purpose of this briefing, SRS chooses to use the slightly broader definition of e-Government that follows:

"E-government is no different than the normal type of government that we undertake. It is about people, representing people, and bringing government to the people. Therefore, e-government is another form of communicating with people, soliciting their views, informing them about the activities of the Agency, and providing access to Agency systems and services in a way that is convenient to them and on their time frame. E-government is not a replacement tool, it is in addition to the actions we already undertake."

With this definition as a backdrop, SRS conducted a survey of all program areas within the agency to identify areas of service and information delivery that are perceived to fulfill the spirit of the definition. I direct your attention to the results of that survey enclosed herein as Appendix A. As you will notice, there is a long list of activities that are perceived as e-Government activities. I would like to take this opportunity to highlight a few initiatives that SRS has in place or is working toward to provide some additional information.

**Electronic Benefits Transfer (EBT)**

The purpose of the EBT card is to electronically deliver food stamp benefits and cash benefits to eligible clients, who can use their Vision Cards at food stores or ATMs. Cash benefits that clients are eligible to receive fall under the Temporary Assistance to Families (TAF), General Assistance, and Refugee Assistance programs. Part of the original purpose of the EBT program was to do away with the paper food stamp coupons. Through the EBT system, SRS issues more than \$130 million annually in food stamp and cash assistance benefits.

Food stamp benefits are 100% federally funded, and the U.S. Department of Agriculture pays 50% of the administrative costs for the food stamp program. The TAF program is funded by state and federal funds, the Refugee program is federally funded, and the General Assistance program is state funded.

The use of EBT in Kansas started in 1996, and the current contract runs through February, 2003.

SRS is planning to finalize a new contract to continue the program in 2002.

### **Medicaid Management Information System (MMIS)**

The MMIS is a federally mandated system that: maintains eligibility for Medicaid providers and beneficiaries, processes and pays claims for services provided through the Medicaid/MediKan programs, and reports extensively on these activities. The administration of Medicaid processing was outsourced to Blue Cross/Blue Shield (BCBS) in 1996. BCBS functions as SRS's fiscal agent, providing surveillance and utilization reviews, performs third party payment functions, performs prior authorization functions, maintains provider and consumer assistance units to better serve the Medicaid population, and performs other administrative functions required to administer the program. BCBS also is the facilities manager for the computer systems and applications that support the medicaid program.

The MMIS must be federally certified in order for the state to get maximum federal matching funds on Medicaid services. The Health Care Financing Administration (HCFA) approved certification of the current Kansas MMIS in March, 1998. The approved certification was retroactively effective back to the November, 1996 system implementation. According to HCFA officials, Kansas is the only state, among the last five states who requested MMIS certification over the last several years, to be approved for certification upon the first request with no conditions back to the system implementation date.

The MMIS system will need to be updated or replaced so that it will meet the requirements of the Administrative Simplification sections of the Health Insurance Portability and Accountability Act (HIPAA) of 1997. The initial set of these HIPAA requirements is mandated to be implemented by healthcare claims payers by October 2002. HIPAA requirements are intended to reduce the costs and administrative burdens of the healthcare payers and providers by making possible the standardized electronic transmission of many administrative and financial transactions.

The HIPAA requirements will necessitate a major re-engineering of the existing MMIS application. SRS is taking this opportunity to replace the existing MMIS application with one that utilizes more modern technologies and is closer to meeting the recent HIPAA mandates. SRS has submitted project requests to the Chief Information Technology Officer and has kicked off the project teams that will be working toward the release of an RFP to select a new MMIS system and fiscal agent.

The relationship SRS will have with the new vendor will employ a strong business to government (B2G) relationship where substantial information will be shared between the entities on clients, benefit eligibility, and payment processing activity. Eligible medicaid recipients receive a medical card that is recognized similar to any other health card by health care providers eligible to provide medicaid services. This provides the automated link between client and service delivery to that client.

### **Kansas Payment Center (KPC)**

Central processing of child support payments was a key element of the federal welfare reform, enacted in 1996. The requirement to set up a central payment center covers not only child support payments for all cases administered by SRS, but also payments in most other Kansas support cases. The Kansas Payment Center (KPC) is a joint effort between the Office of Judicial Administration (OJA), SRS, and the outsource vendor Tier Technologies.

The KPC, the state's new federally mandated, centralized child support payment facility, was placed into production and began operation on September 29, 2000 and is up and running.

The KPC was established after two years of coordination between SRS and OJA with input from clerks of the district courts and the business community. Tier Technologies, Inc., was selected to develop and operate the KPC and has worked with SRS and OJA during the past year to develop the system. Tier has implemented a payment receipt and distribution center in Topeka.

One of the primary features of the system is an internet interface which allows public access to query the status and payment history of cases. Additionally, the system provides a secure internet interface that allows the Court Clerks and the Court Trustees to enter new case information, make modifications to name and address information, and update debt schedules.

### **Continued Automation Improvements for the Child Welfare System**

In the early 1990's, the federal government published regulations which outlined the minimum requirements for a Statewide Automated Child Welfare Information System (SACWIS). In response to this publication and to the federal requirements for an Automated Foster Care and Adoption Reporting System (AFCARS), SRS developed an application called Family Assistance and Child Tracking System (FACTS) in 1996. The FACTS system is compliant with AFCARS, but does not meet the full requirements that were outlined under SACWIS. With the anticipation that the SACWIS requirements will become mandated in the next couple of years, SRS is assessing ways to meet those requirements and the needs of the agency for administering child welfare policy.

SRS has completed a requirements analysis that documents the needs of the division of Children and Family Policy for the child welfare information system for the State of Kansas. The requirements analysis was completed and submitted to an internal SRS steering committee on November 16, 2000. The Agency has assembled a project team to develop project plans which will be submitted to the Chief Information Technology Officer. SRS will then begin the design and development of continued improvements to the child welfare information system.

### **New Approach to Applications Development**

SRS is in the process of re-defining the way in which computerized business applications are developed. SRS has recently purchased new development tools that will allow the development of user-friendly applications that take advantage of the power of the desktop computing platform and a broad range of server devices. The new development paradigm will employ smaller reusable components to construct applications. These applications will be developed as internet style applications so that SRS can move forward in the area of electronic government.

There is currently a tools implementation project team, that is identifying all of the requirements of the new tool sets, installing the tools, and scheduling training on the use of the new tools. New development policies, procedures, and standards will be established to fully utilize the new tools. An initial pilot project development effort will be focused on a small internal application that the IT department uses to track developers time. This will provide a low risk environment to ensure the new tools are implemented properly.

### **Client Information System**

Not unlike most business entities, one of the greatest problems SRS business units face is the lack of integration between its various information systems. After the new applications development pilot project has been completed, SRS will turn its attention to the development of a new Client Information System (CIS). The CIS will provide the hub for all future development activities. The CIS will be the beginning of an ongoing integration and application modernization effort for SRS over the next five years. This new CIS will provide the core client administration, eligibility determination, and case management components that will be used by the child welfare information system. The system will also be closely interfaced with the new MMIS application.

You will find a conceptual graphical representation of this new applications architecture included in your materials identified as Appendix B.

Thank you again and I now stand for questions.

*code reuse ?*

<b><u>PROJECT TITLE</u></b>	<b><u>PROJECT PURPOSE</u></b>
Economic Employment Services (EES) Web Project	To create an Internet Home Page and Intranet site to provide information about EES programs to the general public and provide resources for SRS field staff. The EES Web sites contain information that is requested by the general public and field staff. The sites provide basic fact sheets on EES programs and links to other Internet sites that provide a variety of information from daily weather conditions to web sites for each county across the state. The Kansas EES Manual and Commodities Program Manuals can be found on the web. In addition, training materials, presentations for community partners, and national and state special project and study reports are available.
Electronic Benefits Transfer (EBT)	To electronically deliver food stamp benefits and cash (TAF, General Assistance, and Refugee Assistance) benefits to eligible clients, who can use their Vision Cards at food stores or ATM's. Part of the Original purpose was to do away with the paper food stamp coupons. Through the EBT system, SRS issues more than \$130 million in annual food stamp and cash assistance benefits.
Video Conferencing: Recognizing Child Abuse	To increase knowledge of child abuse indicators. The medium provides the opportunity for communities statewide to gain exposure to expert presenter in recognizing child abuse. Presentation site originates from Washington DC once a month for a 6 month series. Each month has topics associated to child abuse. A special series around child welfare is developed by Welfare Reform Academy each year for participation by states.
Child Care Information	To inform constituents on basic facts. Information is provided on expenditures and other facts for early head start and child care initiatives.
Intake and Assessment Information	To inform constituents on basic facts. Information is provided on expenditures and other facts for family services.
Medical Card Benefits	To inform constituents on basic facts. Spanish and English version is on line. Information provided on rights and responsibilities, Kan Be Healthy and other Medicaid information.
Permanency Planning Information	To inform constituents on basic facts. Information is provided on expenditures numbers served.
Diversity Orientation Computer Based Training	To allow new employees to receive the required new employee orientation regarding Americans with Disabilities Act, Equal Employment Opportunities, Diversity, Sexual Harassment and Employee Relations. Employees can complete the course online at their work location.

<u>PROJECT TITLE</u>	<u>PROJECT PURPOSE</u>
Registrar	Statewide electronic tracking system of agency training.
Distributive Learning	This is web-based training (using browser and accessible from the Organizational Development home page), such as, Management Learning Systems and Customer Service and the Telephone. Computer based training (CD ROMs, Quest 2000 Software training, Fair Hearings), video conferencing (Telenet II), and audio conferencing.
Zoomerang	This is a data collection system used when we want to survey our staff and stakeholders on various topics. It is web-based.
Alternative for Dispute Resolution (ADR) Mediation Training	This involves Alternative for Dispute Resolution (ADR) Mediation Trainers, wherein the trainers for the Basic and Advanced ADR training share thoughts on the training.
SRS Personnel Information and Systems	Websites have been created that provide SRS employees with information on salary, benefits, employment opportunities, job classifications, etc., and systems and processes associated with those and other personnel issues. Information links to SRS HR policy, the <u>SRS Employee Handbook</u> , and information provided by the Division of Personnel Services. Employees can access the websites for answers to questions or obtain information.
Human Resource Documents	Provides access to the <u>SRS Human Resource Policy</u> document and the <u>SRS Employee Handbook</u> . Also provides limited access (for HR staff only) to <u>SRS Human Resource Guidelines</u> , which provide SRS HR staff with background on and logic for HR policies, detailed explanation of state and SRS HR systems and processes, operating options, and information on “best practices” on a range of issues. We are in the process of putting the Supervisors Resource Book on line. That book is the written version of the “HR Overview”, a component of the department’s supervisory training program.
SRS Security Clearance Process	This is a KBI-authorized electronic connection that accesses the Kansas Bureau of Investigation’s data base and the Child and Adult Abuse Registries for information to process security clearances.
SRS Recruitment and Selection Processes - CBT	Provides SRS supervisors with information on the SRS recruitment and selection processes. This course is designed to supplement information presented in HR Overview for central office supervisors.
Employment Information	Provides the public with information on SRS employment opportunities, the SRS employment process, and SRS job classifications and salaries. Information links to comparable information provided by the Division of Personnel Services.

<u>PROJECT TITLE</u>	<u>PROJECT PURPOSE</u>
Employee Relations Web Site	To provide accessible information on Employee Relations to all SRS employees. This website will probably be merged into the SRS Diversity Website in the near future.
The Lawrence Area Intranet Web Site	<ol style="list-style-type: none"> <li>1. To provide area and agency employees information about area operations, locations, employees and services.</li> <li>2. To provide area and agency employees links to relevant ancillary web sites.</li> </ol>
Manhattan Area SRS Office Employment Services Web-Site	To communicate employment listings, Kansas Newspapers online for classified, and community resources within the Manhattan 17-county area. Because the project has gone world wide, the web site has reached more populations and resources needed to serve consumers and communities. All SRS offices, Chambers, and Economic Developers within the 17 county area have seen the site and understand the importance of communicating community resources.
Olathe Area Office Public Web Page	To provide information to the public on available SRS programs. To provide the public with connections to other community resources. To highlight real life customer success stories. To provide the public with worker contact information. To provide maps to locate Area Offices. It lists local Area Office and state jobs available. To provide a medium for public input.
KC Metrolink	This is a statewide database of community resources and consumer information. It provides a single source for comprehensive information about a wide variety of available resources.
Local Area III Workforce Investment Board (WIB)	A committee of WIB members and one Kansas Department of Human Resources (KDHR) staffer who receive, review and approve or deny applications from training providers to be listed as a local area III Eligible Training Provider. Those who are eligible are placed on the provider list for employment and training customers to choose from when authorized for an Individualized Training Account (ITA) through Workforce Investment Act (WIA) funds.
Community Documentation System	To document community change in program policies and practices around children's issues.
SRS Online Legislative Tracking System	To coordinate all legislative activities of interest to the Agency including the legislative calendar, fiscal notes, testimony, and bills. A key component of the SRS Online Tracking System is the SRS Resource Library. The Library, and possibly the entire Legislative System, will need to be upgraded to a more stable and robust database format.



<b><u>PROJECT TITLE</u></b>	<b><u>PROJECT PURPOSE</u></b>
SRS Resource Library	To locate and organize agency information in such a way to provide consistent agency-wide access and timely retrieval of accurate and current information. The Resource Library is a key component used in the SRS Online Legislative Tracking System managed by Office of Planning and Policy Coordination (OPPC). The Library continues to grow with more and more people accessing it daily. The database will most likely need to be scaled up in the near future.
Online Information Tracking System	To provide an environment where agency pilots, initiatives, priorities, projects, and policy changes can be promoted, tracked, and evaluated.
Web based databases	To provide statistical data for managing Mental Health Substance Abuse Treatment and Recovery (MHSATR) and Community Support Services (CSS).
Substance Abuse Treatment and Recovery (SATR Reports Program)	The program provides program specific data for all of the licensed/certified alcohol and drug abuse treatment programs. The program also provides financial information. The SATR Reports Program is also used as part of the billing program for the funded substance abuse treatment programs.
Alcohol Drug Management Information System (ADMIS)	The program provides several functions for the Substance Abuse Recovery and Treatment (SATR). It provides the minimum data set required by the federal block grant for substance abuse treatment, provides the means to transmit the data to the State and other funded alcohol and drug treatment providers, provides an assessment tool to determine the type of services needed for substance abusing clients, and provides outcome data from the funded treatment providers. This program provides the data needed to meet the requirements of the federal block grant for substance abuse treatment and prevention. It is also used as the billing program for the SATR funded alcohol and drug treatment programs.
Internet Based Training	To provide training to vendor/partners in completing assessments of persons with Mental Retardation/Developmental Disabilities.
Internet Based Surveys	To survey Health Care Policy stakeholders across Kansas.
Databases	To collect data for Health Care Policy to manage, monitor, and evaluate services.
Internet Based Registration	To register vendor/partner staff across Kansas for training.
Health Care Policy Web Site	To provide program specific data and information to the various sections of Health Care Policy through the use of the intranet and to provide data and other information for consumers through the use of the internet.
Field based data collection for quality assurance and enhancement	E-mail, calendars, and databases

<u>PROJECT TITLE</u>	<u>PROJECT PURPOSE</u>
Telepsychiatry	<p>Currently we use telepsychiatry in the following areas:</p> <ol style="list-style-type: none"> <li>1. Lyon County District Court - hearings for commitment purposes.</li> <li>2. E. Central Community Mental Health Center (CMHS) for discharge planning purposes.</li> <li>3. We are set up to conduct all court hearings with Shawnee County District Court but are waiting for the court to correct some mechanical difficulties.</li> <li>4. We are in the process of setting up our capacity to video conference with all CMHCs which will take awhile, but we are moving center by center.</li> <li>5. We intend to implement very soon a hook-up with KU Department of Psychiatry to conduct joint-in-service training sessions.</li> </ol>
Stakeholder Involvement in HCBS waiver management	<p>To review, refine, develop, revise, or eliminate policies, procedures, practices or processes involved with the management and delivery of community based services supported by state and federal resources. The processes we use to develop and exchange information is consciously developed as a teamwork/partnership effort with key stakeholders. The exchange of information is an ongoing process that uses different mediums to accomplish a consistent flow of information, to create an archival resource, and to maximize the input/involvement of persons closest to the issues being addressed. The use of the internet and email has the potential to involve increasingly larger numbers of stakeholders who can provide comment and input in much greater detail which is then capable of being captured in a manner that will allow for wide distribution and storage for subsequent use.</p>
Fixed Inventory Control (FIC)	<p>A Web based Fixed Inventory Control System for all state hospitals. Includes depreciation figures.</p>
Medical Records Management (MRM)	<p>A DOS-based multi-user program for all Mental Health Hospitals to maintain patient data, track patient movement and census information. The program is integrated with PAM.</p>
Patient Account Management (PAM)	<p>A DOS-based multi-user program for all Mental Health Hospitals to maintain patient billing and accounts receivable. The program is integrated with MRM.</p>
CENSUS	<p>A Web based application that allows cottages to enter and track client movement. Works in conjunction with Client Management System (CMS).</p>
HARM	<p>A Web based application designed to collect and manage information relating to the reporting of client harm incidents.</p>
Expendable Inventory Control (EIC)	<p>A Web based application used for the management of all expendable class inventory data. Includes purchasing, requisition and physical inventory control. (Currently under development.)</p>
CLIENT CENTER	<p>A Web based, single point of access to most client information. Includes HARM Reporting, medical diagnosis, diet, movement history, relations, and Resident Trust Fund information.</p>

<b><u>PROJECT TITLE</u></b>	<b><u>PROJECT PURPOSE</u></b>
SMRH (Service Request)	A Web based application for receiving and processing service requests for state mental retardation hospitals. Includes an overview for Central Office.
Client Management System (CMS)	A windows based application used to track client information. This is a combination of MRM, PAM & Resident Trust Fund Systems.
MAINTENANCE	A Web based application for on-line maintenance services and maintenance management for use at Parsons State Hospital and Training Center.
Computer Based Training (CBT)	A Web based application used to create and manage any type of training which is conducive to a text based, self-pace learning environment. Also reduces the cost of travel for the agency.

