Report Title: IT Strategic Plan Summary

Agency: 262 Department for Aging and Rehabilitative Services

Current Operational IT Investments

In this section, describe the high-level strategy the agency will use to manage existing operational IT investments over the next year to 5 years. This section should align with identified Business Requirements for Existing Technology (BReTs). At minimum, please address the following questions in your description of your agencys strategy for managing existing operational IT investments:

Are there existing IT investments that will require additional funding over the next year to 5 years, such as license renewals, re-competition of current IT contracts, or system enhancements required by the Agency Strategic Plan?

If there are systems that will no longer support the agencys business needs, either through poor performance or excessive cost, how does IT leadership in the agency plan to address the issues?

If the agency does not have the staff or funding to meet increasing demand for IT services, how will IT leadership fulfill the requests?

Disability Services Agencies
The Information Services Division (ISD) provides management, administrative support and technical assistance to functional programs of the Department for Aging and Rehabilitative Services (DARS). In addition, via memoranda of agreement (MOA), ISD provides administrative support and technical assistance to the Disability Services Agencies (DSA), which include the Wilson Workforce and Rehabilitation Center (WWRC), Department for the Blind and Vision Impaired (DBVI), the Virginia Rehabilitation Center for the Blind and Vision Impaired (VRCBVI), the Department for the Deaf and Hard of Hearing (VDDHH), and the Virginia Board for People with Disabilities (VBPD). The MOA also describes technology support provided to the Assistive Technology Loan Fund Authority (ATLFA). More precisely articulated services and a standard rate setting methodology has been in place for the past two years of the MOA. DPB analysts for the DSA agencies were active participants in revision of this agreement.

Agency Mission Statements:
DARS
The Virginia Department for Aging and Rehabilitative Services (DARS), in collaboration with community partners, provides and advocates for resources and services to improve the employment, quality of life, security, and independence of older Virginians, Virginians with disabilities, and their families.

DBVI
The mission of the Department for the Blind and Vision Impaired (DBVI) is to provide services and resources which empower individuals who are blind, vision impaired, or deafblind to achieve their desired levels of employment, education, and personal independence.

VBPD
To create a Commonwealth that advances opportunities for independence, personal decision-making, and full participation in community life for individuals with developmental and other disabilities.

VDDHH
The Virginia Department for the Deaf and Hard of Hearing (VDDHH) promotes accessible communication so that persons who are Deaf and hard of hearing may fully participate in programs, services and opportunities throughout the Commonwealth.

VRCBVI

The mission of VRCBVI is to prepare blind, vision impaired, or deaf-blind Virginians for their desired levels of employment and independence through the integration of individualized comprehensive blindness skills, employment skills, and work experiences.

WWRC
The Wilson Workforce and Rehabilitation Center provides people with disabilities comprehensive, individualized services to realize personal independence through employment.

Agency Objectives
DARS
Assist eligible individuals with disabilities to become employed and maintain employment that is consistent with individual interests, abilities and informed choice.
Provide More Communication, Referral, Information and Assistance to Individuals Served Through the No Wrong Door (NWD) System
Encourage Public and Private Sector Collaboration to provide Public Guardian and Conservator Services to Incapacitated Adults
Provide temporary relief (respite) to the caregiver from the 24 hour care they provide to a frail senior.
Provide fresh fruits and vegetables to seniors while supporting local farmers through the Senior Farmers Market Nutrition Program.
Provide a nutritious meal, nutrition education and an opportunity for socialization and recreation to older Virginians.
Provide transportation for Older Virginians to obtain needed services to remain independent in their community
Provide a nutritious meal and an opportunity for personal contact to homebound individuals.
Receive, investigate and resolve complaints provided in long-term care settings.
Provide accurate disability decisions for Title II, Title XVI and Title XIX disability claims.
Provide an array of specialized, community based programs and services that improve the quality of life, support independent living, employment, and rehabilitation needs of Virginians with significant disabilities who may need long-term services.
Utilize effective quality assurance measures and provide meaningful information and technical assistance
To ensure that resources are used efficiently and programs are managed effectively, and in a manner consistent with applicable state and federal requirements.

DBVI
Increase the number of employment outcomes.
Infants, children and youth who are blind, vision impaired or deafblind will achieve their maximum educational potential through DBVI partnership with families, infant service providers, and school division staff.
Increase the independence of Virginia's seniors who are blind, vision impaired, or deafblind.
Increase employment opportunities for legally blind candidates.
Promote the availability of DBVI programs and services among other human service providers
Promote and maintain a productive workforce.

VBPD
Influencing policy
Advancing systemic change through grants, contracts, and other investments
Increasing availability of timely, accurate, and accessible information
Preparing future leaders in the advocacy community to effect systemic change

VDDHH
Ensure and improve the validity, reliability and efficiency of the Virginia Quality Assurance Screening (VQAS) Process.
Ensure the full inclusion of deaf and hard of hearing individuals in all areas of emergency management.
increase the pool of qualified interpreters available to fill assignments coordinated by VDDHH.
preparedness to act in the interest of the citizens of the Commonwealth and its infrastructure
provide the citizens of the Commonwealth with access to appropriate and effective telecommunications relay services and specialized assistive technology.
To ensure that the agency effectively and efficiently meets service demands in all program areas.

VRCBVI
Increase independent living skills of blind and vision impaired individuals.
Promote and support efficient and effective Center operations and customer service delivery.

WWRC
Maintain an annual average daily census of 300 or more vocational rehabilitation consumers receiving vocational and medical services leading to successful employment.
Ensure that resources are used efficiently and programs are managed effectively, and in a manner consistent with applicable state and federal requirements.

How the DARS IT division supports the agencies mission and objectives through technology:
Develop, purchase, and maintain computer applications and infrastructure which support appropriate business operations needed to serve our consumers and meet our mission statement.
Continue to provide VR staff with the technology and other resources they need to work more effectively in mobile work environments.
Create an easily accessible ombudsman only SharePoint site with resources on multiple topics related to complaint handling and resolution strategies.
Continuous Improvement (CI) is a standard methodology that uses data to identify areas where changes to policy or processes will provide the most benefit to SSA, the DDS, and the public we serve. Once a problem has been identified, CI seeks to identify the root cause(s), determine the best solution(s), make the necessary changes, and measure the impact.
Provide data and other information to assist in planning and effective service provision.
Improve business processes and continue to participate in Cardinal Implementation for personnel leave and time tracking and payroll processing to improve fiscal management.
More fully implement the eVirginia procurement system to include requisition and contracts management business processes
Partner with other Health and Human Resources agencies on technology initiatives that will result in enhanced data sharing between local, state and federal agencies.
Continue to implement workflow, eforms and project collaboration software to improve systems development agility and increase participation of consumers and agency partners through web services.
Leverage new services offered by VITA for increased efficiency and cost savings.
DRS will implement technology infrastructure not otherwise provided by VITA to maintain continuity of direct client services.
Continue to promote business applications that will benefit from video teleconferencing and social networking.
Pursue Continuity of Operations and Disaster Recovery plans and leverage recent technology advances that improve disaster response and mitigation
Complete development of the Grants Administration System.
Continue to maintain agency web presence according to COV and accessibility standards
Implement SharePoint to expedite information sharing
Comply with steadily increasing central agency and federal agency reporting and audit requirements.
Continue to implement workflow, e-forms and project collaboration software to improve systems development agility and increase participation of consumers and agency partners through web services.
Support technology infrastructure not provided by VITA to maintain continuity of direct client services.
Replace the obsolete Medical Charge Capture system with current development tools to enhance cyber security.

System Information
There are several existing products and / or activities that are either nearing completion, ongoing, or being considered for enhancements. They are described below, organized by business function.
Case Management

DDS Case Management
Our Disability Determination Services (DDS) Division accepts applications for SSI and SSDI benefits on behalf of the SSA and Medicaid eligibility on behalf of DMAS. It is entirely owned and operated by the SSA and uses SSA technology infrastructure. It is out of scope to NG and technology governance is an SSA responsibility. The only interface with DARS ISD is the passing of payment request data thru our FRATE system to Cardinal. The procurement is linked to BReT - Maintenance and Operation for COTS

systems. Impacts DARS.

Tracker

Additional enhancements for Tracker are being considered for expediting SSA reimbursement of VR expense for successful clients. Funding is available. The procurement is linked to BReT - Maintenance and Operation for COTS systems. Impact DARS, WWRC and DBVI.

WorkWorld

WorkWorld is public facing decision support software for people with disabilities who are receiving public benefits. It identifies the feasibility of potential employment by comparing compensation from public assistance and gainful employment. The system, out of scope to NG, is used by DARS, WWRC, private sector providers and consumers through our Employment Resource Centers (ERCs) in DARS and DBVI field offices. The eGov exception was renewed in July 2016 to allow hosting on the WWRC OOS network. For both systems funding is available and linked to BReT – OOS O&M. This impacts DARS, WWRC and many non-COV users.

SSA Cost Reimbursement

When a client is successfully employed, the Social Security Administration reimburses DARS for case service expense. To apply for SSA Cost Reimbursement, DARS and DBVI need SSA data. Over the past few years, the numbers of claims have jumped dramatically leading to recent changes to SSA application processing. DBVI will continue to use the VDSS SVES application which allows case by case inquiries to SSA records to support the VR/SSA cost reimbursement program. DARS has moved to an in-house developed batch data exchange that complies with an SSA acceptable use agreement. Funding is available. The procurement is linked to BReT - Maintenance and Operation for COTS systems. Impact DARS.

NWD/ PeerPlace

DARS oversees the No Wrong Door (NWD) system. NWD is a virtual single point of entry for accessing public and private health and human supports for older adults and adults with disabilities in Virginia hosted by and operated by PeerPlace Networks LLC. It is used by 600+ case managers and community based service providers to manage services to the elderly and persons with disabilities. Each AAA program offered by basic federal funding and discretionary grants is supported by NWD. DARS has now expanded the use of the PeerPlace softare service offering to include supporting the Long Term Rehabilitation Case Management program. The Resource Advisory Committee of No Wrong Door, federally funded, seeks to expand NWD through cross case management systems information sharing and improving consumer access via a self service portal and recommendations for improvements to the Uniform Assessment Instrument (UAI). In an average year about fifteen modifications are performed to meet the specific needs of AAAs or to support changes to business processes or federal reporting requirements. A major component of the system is a provider directory searchable by service, consumer need and locality. SeniorNavigator aka VirginiaNavigator is DARS partner organization that maintains the provider directory and offers a standalone version on their own public website. DARS subscribes to a data exchange file with SeniorNavigator to make the provider directory available from within NWD. It improves accountability by capturing the use of providers in NWD. NWD/ADRC partners within each community contribute their unique expertise, collaborate and share consumer-level data, with consent, through a secure system in order to streamline access to supports and maximize efficiencies. PeerPlace and SeniorNavigator are cloud based solutions. The ECOS process request forms are in process. Funding is available. Impacts DARS and is linked to BReT – No Wrong Door

OmbudsManager

The Harmony Information Systems Inc. (Harmony IS) OmbudsManager Software is used by the DARS Ombudsman division to track and submit mandated reporting to the U.S. Health and Human Services Administration for Community Living (ACL) (Section 712 (c) of the Older Americans Act). The Virginia Department for Aging, now merged into the Department for Aging and Rehabilitative Services (DARS) implemented the ongoing use of this software in the year 2003 gaining Sole Source approval from DIT at that time. Data records collected are around the ACL specific requirements related to the Ombudsman service of reporting complaints relative to individuals in the home and community care

environment (nursing home, assisted living, in home care, etc.). DARS is replacing this software with a PeerPlace solution to be implementing October 1, 2017. The Ombudsman Case management module of PeerPlace is not a part of the NWD system, even though it shares a common portal. The existing system will remain for at least one year for transfer of data and referencing. Funding is available. The procurement is linked to BReT-OmbudsManager. Impacts DARS.

Data Warehouses
DARS maintains an employment services data warehouse for clients of DARS, DBVI and WWRC. The files include service and client information and are segregated by agency. DARS use these data for research and evaluation purposes as well as a data dashboard for distribution of management information to the VR program. DARS maintains an HCBS data Warehouse to collect consumer assessments, services and consumer information. It includes data from PeerPlace, VDSS ASAPS and case management systems used by our BI and IL subcontractors. DARS participates in the Virginia Longitudinal Data System (VLDS) to provide opportunities for improved data analytics. DARS provides sanitized employment services data per VLDS protocols and receives sanitized data from other VLDS participants for research and evaluation. No funding is needed at this time, as the VLDS is currently supported by Federal grant funds to the Virginia Department of Education. Linked to BRnT – VLDS. Impacts DARS.

Other Service Tracking Systems
VIB Macola
The Virginia Industries for the Blind (VIB) is a Division of DBVI. Of all of its activities, two manufacturing facilities in Charlottesville and Richmond use the Macola manufacturing accounting system. The application tracks raw materials to salable inventory, sales receipts to revenue and procurement to expense. It supports web based sales catalogs and credit card payments. Receipts and expense transactions are handled via the DSA FRATE system and Cardinal.. Migration of the application to a non-COV third party host occurred in the last biennium, however, a preliminary plan is in place to migrate hosting to the CESC. The application enjoys a maintenance agreement. Funding is available and linked to BReT – OOS O&M. This impacts DARS and DBVI (VIB).

VIB Counterpoint
VIB operates Base Supply Centers at 16 locations on Virginia military bases and office buildings. These are office supply stores selling to the military. Point-of-sale, inventory control, and purchasing are accomplished with software called Counterpoint, a product of Radiant Systems, which is a subsidiary of NCR, Inc. The system has been extensively customized to be used by blind staff. The system is out of scope to NG and cloud based. It uses a terminal server to collect information form cash registers at each facility. VIB intends to re-compete the contract. The current VAR, AM Systems, has supported the software for a decade. AMSs primary market is garden centers. There are other VARs who support Base Supply Stores. Funding is available. Impacts DBVI only and is linked to BReT-Counterpoint.

Virginia Relay
DDHH intends to renew the Virginia Relay Service contract in FY21, but the annual payment is due for both years of the biennium. Virginia Relay is a federally-mandated telecommunications relay service for persons who are deaf, hard of hearing, deaf blind, or speech disabled. It allows these individuals to use specialized telecommunication devices or features to communicate with standard telephone users. There is no cost associated with the service to the consumer with the exception of long-distance charges. Required by Section 51.5-115 of the Code of Virginia and by 47 CFR 62.601-64.604. 100% federal funding is available. This is a major procurement linked to BreT – VA Relay Service. The service assists all COV citizens, but is funded as a pass thru from VDDHH.
DOE READS
READS is a library system used by DBVI to track media use by their Library and Resource Center consumers. In 2015, the server based system was discontinued by the federal support supplier and migrated to the cloud. The eGOV hosting request was submitted and approved. There is no cost associated with the application. Linked to BReT-O&M. Impacts DBVI.

Financial Systems and General Services Support Systems
Cardinal
Periodic enhancements to in-house financial processes are ongoing. All in-house Fiscal data entry screens for administrative transactions will be retired by end of calendar year 2017. Remaining will be

transactions interfaced from agency related feeder systems (DDS, LTESS, AWARE, and Phone Billing) which will be processed as transmittal records to Cardinal. Funding not needed. Linked to BReT-Cardinal. Impacts all agencies in the DSA.

As of July 2017, the agency is in the process of modifying in-house Payroll System to work with Cardinal Payroll which will replace CIPPS Payroll which is being retired by Commonwealth of Va. Scheduled implementation – either April 2018 or October 2018 depending upon Cardinal implementation plan. Funding not needed. Linked to BReT- Cardinal. Impacts all agencies in the DSA.

TAL / TAL to FRATE Interface

DHRM TAL is being retired and being replaced by Cardinal Time and Leave Attendance. As a result, the in-house TAL is being modified to work with the new Cardinal product. The scope of transactions processed for journal processing will change to include only redistribution of funds for nonproductive time. It was expanded to include DBVI Other Classifed staff in July 2017. It is being used to track Medicaid administrative efforts for state employees, shortly to be replaced by Random Moment Sampling (RMS) software, once approved by VITA ECOS, started in April 2017. This is made possible by advances realized from the Cardinal Extract Files which will be made available for import. Scheduled implementation – either April 2018 or October 2018 depending upon Cardinal implementation plan. Funding not needed. Linked to BReT- Cardinal. Impacts all agencies in the DSA.

eVa

The DSA, in cooperation with DGS, will continue to implement an expanded E-Virginia procurement system to include requisition and contracts management business processes. Expanded use of eVa will require a BuySense configuration specialist we hope to add as a job duty to existing Fiscal Division staff. Expansion is complete except for WWRC as they use the legacy system, eREQ, for inventory. Consideration of migrating contracts documents from DARS contracts management system to eVa is ongoing The need for funding is not anticipated. The activity is linked to BRnT – Expand E-Virginia Procurement System. Impacts all agencies in the DSA.

Contracts Management

An internal application that tracks contracts and MOUs from proposal thru renewal has been in production for a number of years. It integrates with DocFinity for source document management. The feasibility of migrating to the recently available contracts module in eVa is underway. The need for funding is not anticipated. The activity is linked to BRnT – Expand E-Virginia Procurement System. Impacts all agencies in the DSA.

Medical Insurance Billing / Practice Suite

Medical Charge Capture (MCC) is the application that issues MD Orders, collects medical charges, and documentation for medical services rendered. It currently does not comply with SEC 501 standards and is using an outdated MS Access front end. WWRC would like to make this web based using SSL to make it not only SEC 501 compliant, but also allow us to move additional servers to CESC that would result in cost savings for WWRC. It will be re-written with existing staff. Effort is funded by using existing M&O staff. Linked to BReT-MCC.

Practice Suite

In July, 2016, Practice Suite received non-eGov hosting approval for continued use of the cloud based medical billing system. The system contract is due for renewal during the biennium. Options for continued use of the current system or purchasing another product are being reviewed. Funding is available. Impacts WWRC. Linked to BReT O&M.

Vehicle Tracking

Vehicle Tracking Enhancements –DARS has maintained a vehicle tracking system to manage 200+ state and agency owned vehicles, including passenger vans, trucks and vehicles - some of which are adapted for use by people with disabilities. Enhancements are planned to improve operations, better comply with central agency policy, improve utilization and reduce costs. The enhancements to the Vehicle Tracking System include a staff reservation function, new user roles aimed at further centralization of management functions and integration with FRATE. Funding is available since it utilizes existing in house IT staff as resources. We also hope to implement a DMV alerting system for notification of DSA employees whose driving privileges may have expired. Linked to BReT-Vehicle Tracking System. Impacts DARS, DBVI and DDHH.

Infrastructure
Operations and Maintenance
The DSA continues to operate and maintain technology infrastructure for 60+ applications referenced in the VITA provided CETR and ARCHER risk assessment system. The DSA maintains 30K+ pages of web content. Funding is available and the operation and maintenance is linked to BReT – O&M. Impacts DARS, WWRC, DBVI, VDDHH, VBPD.

Operational Risks or Issues (ORIs)
The DSA received 2 Operational Risks or Issues for FY17-18. One is for DARS and one is for VDDHH. The DARS ORI covers all DSA, except VDDHH. Both are stated as "The agency was not in compliance with the overall risk program requirements for 2015." The reason that VDDHH is listed separately is because DARS does not do the security audits for VDDHH. The ORI for VDDHH is related to the IT security audit program, while the DARS finding is related to the risk program.

Last year, DARS submitted a risk assessment plan to Commonwealth Security Risk Management (CSRM), and are currently working the plan. Recent resignation of a security analyst position threatens this schedule. These are hard to find and expensive positions. Risk assessment completion is behind schedule; however, we will be submitting an updated Risk Assessment Plan for fiscal 2017 to VITA. We continue executing the Plan and expect full compliance in the next two years Activity is funded. Linked to BReT – Risk Assessment non compliance. Impacts all DSA except VDDHH.
DARS does not have an MOU with DDHH for audit services. VITA has made Centralized Audit Services available to agencies and DDHH has entered into an agreement with VITA to conduct DDHH IT Security audits during 2018. Planning meetings have already taken place. Activity is funded. Linked to BReT – VDDHH Audit ORI. Impacts VDDHH.

The Operational Risks or Issues (ORIs) from FY 15-16 were completed. The servers which were operating on MS server 2003, were moved to the NAS environment in 2015. Costs are reduced by the replacement activity. The activity is linked to BReT – MS Server 2003 ORI. Impacts all agencies in the DSA. SQL server 2005 was removed from all servers and PCs by early 2016. Most applications migrated to later versions of SQL server 2005 or were retired. The activity is funded and linked to BReT – SQL server 2005 ORI. Impacts all agencies in the DSA.
We have one server at WWRC that uses Win Server 08. Migration is underway to be completed by the end of 2017. At that point all DSA servers will be located at CESC and all will have the latest available versions of the OS. In this manner we minimize risk due to disentanglement of NG and VITA in FY19.

DARS Office Moves
DARS DRS Division is shrinking the number of physical facilities that it leases across the state. During the last biennium the number of offices went from 36 to 32. During the next biennium it is again anticipated that several offices will move to other locations as their leases expire. This will require replacement of network and network related equipment. These moves will be funded from savings from new lease agreements. Linked to BReT-O&M. Impacts DARS and DBVI.

In Scope Platform as a Service, Managed Print Services

The DSA continues to monitor and upgrade its technology infrastructure. Over the past two years, almost all DSA servers have migrated to the CESC and have the latest versions of operating system and SQL. Performance studies have allowed us to reduce core processors. Managed firewalls in multiple locations allow in and out of scope networks to be shared more efficiently. SSL certificates protect all of our servers. Multiple instances of applications are maintained for development, testing and production. OS and middleware patching occurs almost every weekend. Vulnerability scanning of web sites and DSA applications are institutionalized. The DSA is using VITAs Lexmark Managed Print Services (MPS) contract to provide as many as 160 all in one and laser printers across its facilities. Better utilization of MPS will continue to improve end user services, security and reduce costs. Wireless Access Points are expanding to improve these services in DSA offices. Procurement regulations require that leased office locations are rebid every five years translating to five to six office moves annually; new wiring, networks and configurations. At any given moment we manage 30+ VITA work requests. Funding is available and the activity is linked to BReT – O&M. Impacts all agencies in the DSA.

DDS UCaaS
DSA will complete replacement of its telephony systems (CALL Manager, ISDN) in Disability Determination Services (DDS) Division with UCaaS, the VITA standard. Non UCaaS units will be retained for emergency use and fax. Cost of current and UCaaS service are similar. Funding is available through the replacement of existing service. The service offered by VITA NG is linked to the BRnT - New Services Offered by VITA. Impacts DARS.

OOS Client Network
The DSA has an extensive OOS network to support their consumer base. There are ERCs in all of the DSA field offices which provide consumers potential employment information and job seeking tools. Consumer classrooms, hardware, software and tools are supported at WWRC and VRCBVI. We are migrating ERC and Vocational Evaluation desktops to laptops to increase mobility use. The WWRC based SharePoint server is used to support classroom training and non-COV partner interactions with DSA staff. All systems are linked by an OOS network with most servers hosted at WWRC and DBVI. Funding is available and the Operation and Maintenance is linked to BReT – OOS O&M. This impacts DARS, WWRC, DBVI, VRCBVI and VIB.

DocFinity
DARS is expanding the use of electronic document management to improve business processes, and implement workflow and e-forms software. Implementation of these tools improves content reliability and improves records access to end users. E-forms improves systems development agility. Our initial form was to collect information from AAAs to collect information for federal reports. DocFinitys Record Management and Intelligent Capturing is to be used in the near future for DRS, HR and Fiscal divisions. DocFInity Dashboard module is available for accountability and reporting. The entire Docfinity product line is protected with a maintenance agreement. Funding is available. Docfinity is considered a system utility by the agency and as such, each implementation is governed by a project team defining the scheduling and custom configurations for each content collection. Funding is available. Activity is linked to BReT – Docfinity. Impacts all agencies in the DSA.

Network Assisted Storage
Remote facility NAS (Network Attached Storage) storage implementation for the30+ DSA facilities has and will replace more expensive file servers but perhaps increase minimum acceptable bandwidth to these remote offices. The NAS replacement project is anticipated for completion this biennium. Funding is available. Linked to BRnT – new services offered by VITA. Impacts all agencies in the DSA
.
Workstation as a Service
For the past four years, VITA and DARS have collaborated on a Workstation as a Service (WaaS) solution for end users in fie field. A Citrix based solution, CITRIX Storefront or VAPS that provides a profile driven desktop via the web is being piloted by 30+ end users in the DRS Division of DARS. It provides anytime, anywhere, any device access to an end users applications including application clients like Microsoft Office, and intranet based applications. It requires dual security authentication and because it is server based, eliminates latency an end user would experience from a standard desktop or laptop. The DRS pilot replaces a laptop/ smartphone combo with an iPad / Smartphone combo for each end user, reducing the per user cost for DSA employees that work remotely. Funding is available. Linked to BRnT – new services offered by VITA. Impacts all agencies in the DSA.

Bring Your Own (Smartphone) Device
The BYOD program authorized by VITA in the last biennium is fully implemented at the DSA. Along with a home grown mobile device and telecommunications device tracking system and an integrated telephone and Billing System (TABS), DARS is implementing a workflow from request thru approval thru billing and payment of 400+ mobile devices and 600+ UcaaS devices. This system is slowly evolving with advances in tele-communications technology and decreasing the cost of services. Since these efforts replace existing more expensive technology, funding is available. Any savings are directed toward unfunded IT initiatives. Potential purchase from services offered by VITA NG are linked to the BReT - New Services Offered by VITA. Impacts all agencies in the DSA.

Video Teleconferencing Network
DARS continues to enhance and expand its video-teleconferencing (VTC) capabilities. DARS network of 80+ VTC units, covers the entire state with VTC capability including state operated facilities and our

local partners. Integration of the Polycom Resource Manager with Active Directory will allow single sign on for DSA users. Field office regional locations will become VTC smart rooms. A pilot of click share technology will allow wireless access between VTC participant devices and VTC units in these smart rooms. Field office VTC units will be upgraded as funds permit. Thirty (30) PC based cameras will be added in the next year as a part of expansion of VTC to individual, end user devices. The use of GoToMeeting and teleconferencing services in addition to these VTC enhancements benefits collaboration, meetings, training and eventually tele-counseling services to clients. Funding is a combination of federal grants and special funds. Staged implementation is dependent on availability of funds. VTC are a potential agency level procurement, dependent on schedule and cost. Recent discussion with VITA suggests that managed VTC services may be available to tie the DSA VTC network to other agency networks in the near future. Activity is linked to BreT - VTC. Impacts all agencies in the DSA and all of its 200+ local partners.

IT Security
IT Disaster Recovery
As Commonwealth of Virginia (COV) revises its standards, policies and guidelines for Disaster Recovery, the DSA will continue to align the Disaster Recovery and COOP plans where appropriate, as well as modify references as specific named items change. Funding is available. This activity is linked to BReT – Disaster Recovery. Impacts all agencies in the DSA.
IT Policies
As Commonwealth of Virginia (COV) revises its standards, policies and guidelines, the DSA will continue to align its Policies and Procedures where appropriate, as well as modify references as specific named items change. It will also drive software maintenance to comply with security standards, improved change management practices, and implementation of improved server and email access and encryption software. Funding is available. This activity is linked to BReT – QAISTM. Impacts all agencies in the DSA.

Factors Impacting the Current IT

In this section, the agency will describe the changes in their business environment that will require or mandate changes to the agencys current IT investments. These are requirements and mandates from external sources, such as other agencies or business partners, the agencys customer base, product and service providers, or new federal or state legislation or regulations. The agency must identify the business value of the change, any important deadlines that must be met, and the consequences if the deadlines are not met. In your discussion, be sure to note whether the proposed enhancements are funded or not. If the agencys existing current IT investments will not need enhancement due to requirements or mandates from external sources in the foreseeable future, the agency should enter the following text rather than leave the Factors Impacting the Current IT section blank

For each mandated change, summarize your agencys response from your Agency Strategic Plan, and is it the opinion of agency IT leadership that the IT portion of the response is adequately funded?

Do the mandated changes effect IT in other Commonwealth agencies, or in other states? If so, how?

AWARE
Congress replaced the Workforce Investment Act (WIA) with the Workforce Investment and Opportunity Act (WIOA). This has led to changes in AWARE. AWARE is our employment services case management system utilized by DARS, WWRC, and DBVI. It is a heavily customized COTS system used by Vocational Rehabilitation (VR) programs in 35 of 80 state VR programs. The current Upgrade, Maintenance and Support (UMS) agreement, as part of the original AWARE Case Management System from Alliance Enterprises Inc. contract (DRS 04-065), will expire September 30, 2019. The current agreement resulted from the competitive negotiation process (Request for Proposal). The agency requires continued use of the software and must have a software maintenance agreement in place. Funding is available. The procurement is linked to BReT - Maintenance and Operation for COTS systems. Impact DARS, WWRC and DBVI.

Common Intake Form
Also made possible by WIOA, DARs and DBVI continue to participate in the Workforce Common Intake Work Group, which has been charged by four cabinet secretaries with the task of developing a framework for statewide implementation of a common screening tool for workforce customers throughout the Commonwealth. Representatives from 10 workforce-related organizations aim to enhance the experience of job seekers and employers through adoption of new software to support integration of services with VEC and VCCS workforce partners. Preliminary steps are complete and include the adoption of the Person Information Record Layout (PIRL) standard and modification of the RSA 911 report to reflect workforce goals.Solution and cost are not yet determined but will be shared among workforce partners. Linked to BRnT-Intake

OmbudsManager / PeerPlace
Due to the DOJ emphasis on local community placements of ID and DD clients, the Ombudsman program is partnering with DBHDS to expand the program to include these populations. This change will increase the size a nd scope of the OmbudsManager system. Migrating to PeerPlace on October 1, 2017. Funding is available. The procurement is linked to BReT-OmbudsManager. Impacts DARS. (see also IT Current – Ombudsmanger)

FRATE
FRATE is a multi-agency financial interface developed internally and implemented in 2013. Its purpose is to collect payment data from other DARS systems and produce vouchers. Several processes were identified to simplify and streamline operations and service delivery, improve integration of business processes, reduce duplication of effort, increase accountability, manage costs and make better use of information. This past February, FRATE was integrated into Cardinal for payments processing. This summer, Cardinal vendor processing was simplified to accommodate DDS EST program. Because of the size and tight deadlines associated with Cardinal implementation, the Chart of Accounts (COA) was mapped from CARS COA to Cardinal COA. This is unfinished business that greatly increases the complexity of fiscal services. A significant internal project for the next biennium is to fully adopt the Cardinal COA and train DSA staff. Funding is available. The project is linked to BRnT– Expand DARS Internal Financial System. Impacts all agencies in the DSA

VTC
Recent discussion with VITA suggests that managed VTC services may be available to tie the DSA VTC network to other agency networks in the near future. Funding is available. Linked to BReT – New Services offered by VITA. Impacts all agencies in the DSA.

Encryption
One area of concern is encryption of email messages that contain personal, sensitive or health related information. We use CRES for encryption of these messages when the recipient is outside of the COV. Despite considerable due diligence over the last biennium, we are not yet able to meet the security standard for messages that pass between COV users. We hope to find an acceptable solution to this issue in the near future. Funding is available. Linked to BReT – New Services offered by VITA. Impacts all agencies in the DSA.

Cloud Hosting
Cyber security standards for web based applications are becoming increasingly stringent. Significant efforts have been exerted over the past biennium to bring in house applications to compliance. Restrictions on cloud based hosting services limit options in applications that are optimal and cost effective when purchased as SaaS. Multiple VITA security exceptions have resulted in amending existing contracts and delays in issuing new contracts. (see proposed IT solutions – IT Supplement #3). Two MS Access based internal applications are not SECURITY STANDARD compliant due to the nature of the computer language. VBPDs DD Suite is moving to the cloud. The front end to WWRCs MCC application will be re-written.
DD Suite Grants Tracking
DD suite is an application used by VBPD to track all development disability grants, distribution and outcomes. The access / SQL environment is outdated and the application is being moved to the cloud and is federally supported. The non-eGOV hosting request was filed August 2016. There is no PII, PHI and no issues are anticipated to complete the migration. Cost is minimal and will be taken from normal

operational budget. Linked to BReT- O&M. Impacts VBPD.

Medical Insurance Billing / Practice Suite
Medical Charge Capture (MCC) is the application that issues MD Orders, collects medical charges, and documentation for medical services rendered. It currently does not comply with SEC 501 standards and is using an outdated MS Access front end. WWRC intends to replace the MS Access front end. It will be re-written with existing staff. Effort is funded by using existing M&O staff. Linked to BReT-MCC.
.

NWD Expansion
Changes in federal health care entitlements have placed an emphasis on the integration of health care and community based supports for the elderly and people with disabilities. This has created grant opportunities for innovative, community based programs. Case management of consumers exposed to these discretionary programs has created a steady stream of PeerPlace modifications, about 15 a year. Funding is available. Linked to BReT – O&M. Impacts DARS

The increasing codependence between health and medical services and home and community based services has resulted in several joint projects between DARS, DMAS, VDSS and DBHDS. One of these efforts is implementation of a three year project that expands NWD and improves access to services to the elderly and people with disabilities. Among the proposals is the improvement of a citizen facing web service for use by consumers. DARS continues discussions to expand the Virginia Navigator (VN) HCBS service catalogs in coordination with Health Information Technology Standards Advisory Committee (HITSAC). Along with new programs for NWD, two application products are anticipated. One is to develop a plan for a virtual provider directory (VPD) with other state agency partners. To date partners include DBHDS, VDH, and DHP. The result is more accurate and timely data for an expanded number of providers, using the VN as the core of the database. A second application product is changes to the VN website. The website for VN queries will be redesigned and linked to the DARS HCBS data warehouse for improved accountability. A contract to develop the requirements definition for these changes is complete and VITA procurement approvals have been received. Linked to BRnT– VA211. Impacts DARS.

Partnership Ending
The VITA / NG Partnership ends in FY19. VITA identified a three wave replacement effort beginning in FY17. Changes to infrastructure support will increase the need for internal IT staff to manage the transition. (See Proposed IT Solutions - Projects related to VITA / NG Transition)

Proposed IT Solutions

In this section, describe the high-level strategy the agency will use to initiate new IT investments over the next year to 5 years in support of the agency strategic objectives documented in your Agency Strategic Plan. The agency does not need to consider specific technologies at this time, however, the strategy should identify how the IT implementation will provide business value to the organization. This section should align with identified Business Requirements for New Technology (BRnTs). At minimum, please address the following questions in your description of your agencys strategy for initiating new IT investments:

What are the most important solutions, based on the priority assigned to the requirements by the business sponsors in your agency, and what is the approach to achieving these priority solutions?

If any new IT initiatives will be started in the upcoming budget biennium, is it the opinion of agency IT leadership that it is adequately funded?

Does the agencys current IT staff have the appropriate skill set needed to support future agency technologies? If not, what skill sets need to be acquired?

If the agency will be engaged in multiple new IT initiatives, how will agency IT staff and agency subject matter experts be used across the initiatives?

DARS has the following Decision Brief for Adult Protective Services Information Systems (ASAPS):- Community Needs Management System (CNMS)

Section 51.5-148 of the Code of Virginia, established the authority for the Adult Protective Services (APS) Division within the Department for Aging and Rehabilitative Services (DARS) effective July 1, 2013. The realignment improved DARS oversight of a variety of services for older adults and people with disabilities, but did not ensure the necessary funding to integrate a case management system to support the critical work of local departments of social services (LDSS) APS and Adult Services (AS) worker and strengthen data collection and sharing across programs serving common populations. Instead ASAPS, the APS and AS case management system, remained at the Department of Social Services (DSS) without critical system enhancements and with minimal technical support.

The APS Division mandates use of ASAPS for 120 LDSS. Developed in 2005, ASAPS has remained essentially unchanged. ASAPS users experience system latency, client data is routinely lost, and the system has limited case management reporting and data analytics capabilities. ASAPS cannot produce key data elements expected for federal government reporting standards through the National Adult Maltreatment Reporting System (NAMRS), which was implemented in federal fiscal year 2017.

In 2013 DARS determined that PeerPlace, the system used by Area Agencies on Aging (AAA) in Virginia, met 75% of the business requirements for AS and APS programs. As a cohesive case management system would support common business practices and promote information sharing between AAA and LDSS to improve service delivery, ensure clients access to critical state and local programs, and reduce redundancy, DARS initiated steps to make PeerPlace 100% compatible with AS and APS program needs.

DARS successfully obtained funding through federal sources to replace ASAPS by lever aging the core elements of PeerPlace. Grants provided $560K or 75% of funding needed to develop the AS and APS program modules in PeerPlace and ensure that the system could generate NAMRS data. The AS and APS modules within PeerPlace have been developed and have passed strenuous internal testing. Four LDSS are now piloting the system.

DARS seeks annual operating funds in the amount of $440K per year starting in SFY 2019 to migrate all LDSS AS and APS workers from ASAPS to PeerPlace. Moving oversight and maintenance of the AS and APS case management system from DSS to DARS (1) fulfills the intent of the legislation that created DARS and mandated the 2013 relocation of the APS Division from DSS, (2) supports the General Assemblys vision of integrated services for older adults and individuals with disabilities into one agency, (3) implements a NAMRS compliant data collection and reporting system, and (4) will enable DSS to concentrate resources on the modernization of the child welfare case management system, a much larger and complex effort.

Consequences of not funding / Justification:

Failure to fund the operating expenses for AS and APS PeerPlace modules means that DSS will have to continue to operate ASAPS in its current form. There is no plan to address significant system failures that could result with such an antiquated system nor is there a plan to enhance the system to fix the numerous technical issues, including loss client data. Lack of funding to support PeerPlace will stifle efforts to improve worker efficiencies as ASAPS lacks the automated features that have been built in PeerPlace. It will significantly increase the difficulty in integrating DARS services for elderly and other vulnerable adults. Finally, there is a concern about the Commonwealths acceptance of federal funding to produce an enhanced APS database and NAMRS compliant system, if the system is shelved and unused.

Alternatives (pros and cons) considered:

In SFY 13, DSS was approached for possible funding to operate PeerPlace. It was determined that adequate funds to support this were not available. In SFY14, DMAS was approached for possible funding as a health reform activity. It was determined however that only 25% of the consumers served by the current ASAPS program were Medicaid eligible. The only alternative is for DSS to maintain ASAPS indefinitely as the system for AS and APS service provision in Virginia

Associated BRT:

VDSS ASAPS / ASAPS Reporting

In 2013, the Adult Services / Adult Protective Services unit of VDSS transferred to DARS. The AS/APS

division within DARS currently has one critical system ASAPS used by VDSS to collect the required information of this business entity for 120 local VDSS offices (LDSS). This case management system was placed into production in 2005 and was the first web-based application used by VDSS. In the past ten years, the requested enhancements exceeded staff resources and; therefore, many requests could not be implemented. Meanwhile, available technology options greatly improved. A replacement system is fully developed and in the pilot testing stage.

DARS assumed administrative responsibility for the Adult Services, Adult Protective Services and Auxiliary Grant programs in 2014 formerly managed by VDSS. The goal of the program change was to better align the services in these programs with our VDA and CBS Divisions. Several automation projects were needed to support better coordination of services across these programs. One was replacement of the VDSS case management system ASAPS. Another interim step was the creation of a Home and Community Based Service data warehouse that could be used for management reporting to localities. The latter project is complete and the ASAPS software functionality developed into the PeerPlace System is now in pilot testing. Data from the VDSS ASAPS system is provided via SFTP to DARS who in turn, distributes management reports to 120 LDSS organizations. The system requires coordination of LSOs across LDSS in cooperation with VDSS. M&O work on the system consists of user access management and ad hoc reports. Funding is need to support license costs associated with the replacement system. Linked to BRnT-CNMS. Impacts DARS.

Other Projects:

The AWARE UMS agreement requires Alliance to modify AWARE to keep it compliant with changes to federal law. Upcoming changes include compliance with WIOA, the Workforce Innovation and Opportunity Act that replaces the Workforce Investment Act (WIA). Support for reporting for Pre-employment transition services (PreETS) is another set of changes. Compliance with the person information record layout (PIRL) to support a common intake form across VEC and VCCS workforce programs is complete. Funding is available. The procurement is linked to BReT - Maintenance and Operation for COTS systems and Linked to BRnT-Intake. Impact DARS, WWRC and DBVI.

SARA or VCA –Virtual Counselor Assistant is a career indexing system to improve Vocational Rehabilitation (VR) operations. It enhances AWARE through email exchange between the counselor and the consumer. It is cloud based. The non-eGov hosting request was approved in July 2016 by CSRM. The system is part of a nationwide federally supported pilot. Funding is available. Project is currently suspended. Linked to BRnT-CareerIndex. Impacts DARS and WWRC

Grants Management

A system used to control and report Grant pass through expenditures internally, to community based partnersand to the Federal Government is in the process of being developed and is scheduled to go live in June 2018. Impacts all agencies in the DSA. The scope is currently limited to VDA Division grants processing as the Area Aging Agencies / AMR system. which is a system used to control and report grant expenditures provided for agencies (Triple As)that work with the Department Of Aging for control of finances and reporting of service data is being developed and scheduled to go live in June 2018. DRS became DARS in 2013 by the merger of VDA and DRS. One important function of VDA, both then and now, was to disburse funds to it local partners. At present, money from almost 70 fund sources are distributed to 58+ community based organizations.The system is currently managed by an extremely complex set of spreadsheets known as the Aging Monthly Report (AMR). The AMR has a claims and remittance function. A significant internal project is modernization of the AMR and integration into FRATE. The requirements phase is a year old and DARS hopes to have a replacement AMR system in the next biennium. The AMR System and interface payment requests and reporting through FRATE. These fiscal expansion projects are being developed through internal staffing. Funding is available. The project is linked to BRnT– Expand DARS Internal Financial System.

ePAS Integration

VDH and DMAS launched an application that produces Medicaid waivers and associated Uniform Assessment Instruments (UAIs) for nursing home waivers. ePAS is used by VDH and LDSS staff pairs, a nurse and a social worker. When this system came on line the UAI data formerly stored in the VDSS ASAPS system was no longer readily available to NWD users. This is a problem in that UAIs need annual recertifications for nursing home and assisted living placements and service eligibility for many of

DARS Aging programs. DARS hopes to accept UAI data from DMAS through their data warehouse. We hope this project will start in late 2018 and be complete during the next biennium. Funding is available for a PeerPlace modification to accept the UAI data via a web service. The project is linked to BRnT – LTC. Impacts DARS and other agencies outside of the DSA.

Improvements to Physical Access Security

DARS is considering purchasing a broad technology framework for improving on-site employee and consumer life safety, security, environmental monitoring and mass notification by aiding communication, workflow and service through automated alerting - especially in the event of an emergency. Components may include items such as badge controlled entry, building monitor cameras, panic button alerts, as well as security, weather, traffic and similar alerts. Several vendors are being considered. WWRC supports an existing SARA system but does not utilize all proposed services. DARS and DBVI supports a badge system in HQ and some field offices. If the project / procurement proceeds, it is targeted for full implementation for all DARS sites. DARS is completing a feasibility study to be completed in the next biennium.Other DSA members can also purchase if they wish. Badge is complete for DARS Central Office, Aging Central Office, WWRC and all field offices. Panic buttons have been approved. The SARA vendor will be used. Potentially impacts all DSA agencies. Linked to BRnT-BAMES

VIB ERP

VIB is exploring a significant IT investment using VIB non-general fund dollars. Currently, it is early in discovery and do not yet have a cost estimate, but would speculate that moving forward it will cost in the $1M range. VIB wants to upgrade and expand the infrastructure for operations to include everything from procurement to payments, production to inventory management, business development to customer service, retail and online sales support, and finances to reporting. Basically, VIB is interested in a single comprehensive ERP/MRP than the current mix of multiple platforms (Macola and Counterpoint) which would need individual enhancements to provide the full breadth of services desired. Funding is available per VIB special funds. At this moment – not likely to pursue. Linked to BRnT – VIB Upgrade & Expand Operations Infrastructure. Impacts DBVI.

DBVI Website Improvement

GIS Mapping for DBVI is planning a project to provide maps & location information for the DBVI to flag colors and pins for regional and local offices for DBVI & VRCBVI on their web sites. DARS IT staff will support this project. Funding is available. Linked to BRnT-GIS for DBVI. Impacts DBVI.

Projects related to VITA / NG Transition

Messaging Services replacement is scheduled for 2017, but postponed until notified by VITA. New Messaging Services include replacement or integration of email, federated directory services, instant messaging, encryption and archiving. The possibility of AirWatch or similar product will be needed. An impact analysis of applications that push email may isolate other messaging services efforts.

We anticipate few changes due to a SharePoint Services provider.

We anticipate few changes due to a IBM Mainframe Services provider.

We anticipate few changes due to an MSI / Service Desk provider beyond business process changes identified by VITA.

All but one of our in scope servers are located at CESC. All but this one run under current operating systems, SQL DBMS and middleware. Initial effort is the possible migration to another provider cloud. It is likely that SSL licenses will need to transition. It is likely that we will need to reconfigure our server and process alert monitoring software. Short term, we expect that a migration plan will be a part of the server and storage contracts that replace NG. Longer term, we intend to perform alternatives analysis for each application and storage hosting environment and migrate to environments that optimize performance and minimize costs. We hope that the savings in costs will fund internal IT staff needed for service integration.

We anticipate few changes due to managed security beyond business process changes identified by VITA CSRM.

We anticipate significant effort to support end user computing changes. We expect that we will be well into this effort in FY18. In preparation, we are piloting WaaS and looking testing tablets and hybrid laptop tablet options. Virus other security mitigation tools will require evaluation. Once contracts are awarded, an analysis of alternatives for our current PC population will determine the optimal and cost effective solutions for each of our computing environments. We suspect that dual authentication (perhaps a security badge function) fobs or soft tokens on mobile devices will be additional expense.

We anticipate few changes due to data network transition beyond business process changes identified

by VITA. Long term, an analysis of cross provider services will mitigate risk of down time of any one data services provider.

We anticipate few changes due to voice network transition beyond business process changes identified by VITA. Possible replacement of handsets, teleconference device and teleconference protocols will be known at the point contracts are in place. We see this as a FY19 activity.

Identify your new projects/work, due dates and if it is mandatory:
It is projected that the projects outlined in the Proposed IT Solutions will be active at some point during the biennium 2018-2020. Specific dates are not yet available. Since multiple projects will be active during the entire transition period, there are no dates throughout the period that are preferable.

Identify your existing projects, due dates and if it is mandatory:
All projects outlined in the Current IT investments, and Factors Impacting Current IT, will be active at some point during the biennium 2018-2020. Specific dates are not available. Since multiple projects will be active during the entire transition period, there are no dates throughout the period that are preferable.

Identify your existing applications and infrastructure, where are the databases for your applications, do the applications have connections with other apps/databases.:
See workbook attachments for information about applications, server locations and connections/ interfaces with other servers.

You should also start to consider/plan for any application testing that may be required for transition:
As dates for specific services are finalized and the agency is notified, the DSA will assign appropriate Project Managers and testing, pilot staff.

The following projects are required by VITA for inclusion into the ITSP:
Messaging
VITA is initiating disentanglement from NG messaging services in 2016. Messaging Services for email, enterprise collaboration services, and mobile device management are required for 1328 total Disability Service Agencies (DSA) end users as follows – DARS 654, DBVI 235, VDDHH 20, VBPD 15, WWRC 404 users in our agency. We also have 64 shared or single agency applications that have hooks into messaging services which will need to be tested. Workplace Collaboration Services (VITA provided SharePoint) DARS uses WCS SharePoint. We have 1 applications serviced via AirWatch which will need remediation. Funding is available. Linked to BReT-Messaging. Impacts all DSA agencies.

IBM Mainframe:
VITA is initiating disentanglement from NG IBM Mainframe services in 2016. The Disability Services Agencies (DSA) has 0 applications on the IBM which will need to be migrated and tested during this transition. Since the DSA has no application. No BReT is needed.

Server and storage:
VITA is initiating disentanglement from NG servers and storage. The Disability Services Agencies (DSA) has 72 (DARS 59, DBVI 8, VDDHH 0, VBPD 1, WWRC 4) servers/NAS devices which will need to be migrated and tested during this transition. 60 applications will be affected by this move and will need to be tested. Funding is available. Linked to BReT- Server and Storage. Impacts all DSA agencies.

Managed security:
Agencies IT environment will need to be up to date in order to smoothly transition to the new service providers. Applications and other agency dependencies need to be addressed. Funding is available. Linked to BReT-Managed Security/ Impacts all DSA agencies.

Authentication/directory services:
The Disability Services Agencies (DSA) has 64 applications which will need to be migrated and tested during the authentication/directory services transition. Number of users (internal and external) are 1328 internal and 600 external. External users include our out of scope division – Disability Determination Services staff, Distribution list, resource list entries and a one way trust between the COV domain and the WWRC out of scope domain. Funding is available. Linked to BReT-Authentication Directory Services. Impacts all DSA agencies.

End user computing :
The Disability Services Agencies (DSA) has 304 (DARS 36, DBVI 77, VDDHH 2, VBPD 2, WWRC 187) desktops and 818 (DARS 606, DBVI 133, VDDHH 10, VBPD 10, WWRC 59) laptops and 25 (DARS 18, DBVI 5, VDDHH 1, VBPD 1, WWRC 0) tablets and 97 (DARS 56, DBVI 24, VDDHH 0, VBPD 1, WWRC 16) network printers which will need to be migrated. Funding is available. Linked to BReT-End User computing. Impacts all DSA agencies.

Data networks:
The Disability Services Agencies (DSA) has 20 networks that are not mpls which will need to be migrated. (The DSA has 60 MPLS sites). Funding is available. Linked to BreT-Data networks. Impacts all DSA agencies.

Voice Networks:
The Disability Services Agencies (DSA) has approximately 1000 UCaaS phone lines and approximately 600 other phone lines which will need to be migrated. Funding is available. Linked to BreT-Voice networks. Impacts all DSA agencies.

Cloud Computing:
The Disability Services Agencies (DSA) is investigating moving 5 applications to a Cloud services vendor. The business reason for the move is to reduce costs and increase efficiencies. Some applications are and others are not cloud ready. Agency will not need to bring in outside consulting to assess what needs to be done to the applications and supporting infrastructure in order to become cloud ready. The following systems are currently considered cloud based, details are included elsewhere in the IT Summary: LTRCM, NWD and ASAPS Modules in PeerPlace, Counterpoint, DD Suite, Macola, Ombudsmanager, PeerPlace, Practice Suite, READS, WorkForce Common Intake Form, WorkWorld, ePAS, and other applications where DARS could benefit from Infrastructure, Platform or Software as a Service models. Funding is available. Linked to BreT-cloud computing. Impacts all DSA agencies.

Security Services:
To meet Commonwealth Security requirements, The Disability Services Agencies (DSA) except VDDHH will procure outside security services from an outside vendor utilizing DPB funds. VDDHH will engage VITAs Shared Security Services. DARS/DSA submitted our response to VITA on July 8 as directed. The DSA has declined the VITA Centralized IT Security Services for IT and ISO services. However, will use the $12,432 (FY17) and $13,117 (FY18) in General Funds provided by DBP for these services and other similarly related documents, funds permitting. Funding is available. Linked to BreT-security services. Impacts all DSA agencies.

Internet Usage:
The Disability Services Agencies (DSA) projects that internet usage will increase by 20% due to an increase use of video streaming (including Video Teleconferencing and counselor, consumer video contact and evaluations), and increase in user access to the internet (including more cloud computing services, more use of DocFinity document storage) . As indicated in several paragraphs within the IT Summary, There is an increase in the number of applications that will be using cloud services. DARS and the DSA plan to migrate all field offices to a NAS instead of an on-site server (22 remaining). There will be more Video Teleconferencing (VTC) units distributed, and existing models may be updated to handle more demanding uses. We are planning to implement a broad security alert system which includes cameras, badges, alerts, etc. throughout the DSA offices. Our workforce use of mobile devices to visit consumers at home and other alternative locations rather than in the office is increasing. Dependence on internet access for reference information across the board is increasing. Funding is available. Linked to BreT-internet usage. Impacts all DSA agencies.

Report Title: Strategic Plan

Agency: Department for Aging and Rehabilitative Services

Current IT Services

Category	Costs Year 1 GF	Costs Year 1 NGF	Costs Year 2 GF	Costs Year 2 NGF
Projected Service Fees	$134,513	$5,019,261	$138,548	$5,169,839
VITA Infrastructure Changes	$484,463	$1,130,639	$498,997	$1,164,558
Estimated VITA Infrastructure	$618,976	$6,149,901	$637,546	$6,334,398
Specialized Infrastructure	$111,341	$3,988,422	$114,681	$4,108,075
Agency IT Staff	$170,567	$3,164,866	$173,979	$3,228,163
Non-agency IT Staff	$0	$0	$0	$0
Cloud Computing Service	$92,868	$507,280	$92,868	$431,967
Other Application Costs	$218,959	$1,477,731	$225,528	$1,522,063
Total	$1,212,713	$15,288,201	$1,244,603	$15,624,667

Proposed IT Investments

Category	Costs Year 1 GF	Costs Year 1 NGF	Costs Year 2 GF	Costs Year 2 NGF
Major IT Projects	$0	$0	$0	$0
Non-Major IT Projects	$0	$0	$0	$0
Agency-Level IT Projects	$73,100	$1,356,371	$74,562	$1,383,498
Major Stand Alone IT Procurements	$201,875	$354,537	$201,875	$0
Non-Major Stand Alone IT Procurements	$0	$196,260	$0	$90,000
Agency-Level Stand Alone IT Procurements	$29,858	$201,508	$30,753	$207,554
Procurement Adjustment for Staffing	$0	$0	$0	$0
Total	$304,833	$2,108,677	$307,191	$1,681,052

Projected Total IT Budget

Category	Costs Year 1 GF	Costs Year 1 NGF	Costs Year 2 GF	Costs Year 2 NGF	Total Costs
Current IT Services	$1,212,713	$15,288,201	$1,244,603	$15,624,667	$33,370,186
Proposed IT Investments	$304,833	$2,108,677	$307,191	$1,681,052	$4,401,754
Total	$1,517,547	$17,396,878	$1,551,794	$17,305,720	$37,771,941

Report Title: Business Requirements For Technology

Agency:	Department for Aging and Rehabilitative Services (DARS)

BReT - Cardinal

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	9/10/2014
Mandate:	No
Mission Critical:	Yes

Description:

DARS and the DSA will improve business processes and participate in Cardinal implementation to improve financial management.

BReT - Community Needs Management System Procurement

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	10/16/2015
Mandate:	Yes
Mission Critical:	No

Description:

Department for Aging and Rehabilitative Services (DARS) already supports Peerplace, the No Wrong Door community supports management system used to track Home and Community Based Services (HCBS) for its Division for Aging. It is Software as a Service (SaaS) technology. Enhancements to the Peerplace application will provide an opportunity to promote common business practices within the agency. DARS worked with the Adult Services / Adult Protective Services (AS/APS) division state, regional, and Local Department of Social Services (LDSS) staff during the 2013 summer to define business requirements that will customize Peerplace technology to support the estimated 1000 users. We believe that this strategy of enhancing Peerplace through software development is the most time efficient and least costly approach. DARS expects the development along with full pilot testing of the identified additional AS/APS business requirements to take approximately two years.

The business requirements to customize Peerplace technology to support AS/APS users have been completed. The Peerplace vendor will customize their technology based on the already defined business requirements. The software as a service (SaaS) technology will be thoroughly tested by the business users to ensure the application is meeting the defined requirements. There will be pilot tests conducted with different sized localities. Upon user acceptance of the enhanced Peerplace technology, the LDSS offices (AS/APS workers) will be migrated from the Virginia Department of Social Services (VDSS) ASAPS System to the Peerplace Application in a phased approach.

The Peerplace vendor will work with the DARS IS staff to build a data exchange between the Peerplace application and the DARS HCBS Data Warehouse for management reporting and eventual data exchange with the ConnectVirginia HIE.

The goal is a better system for those who use it and those whom we serve.

This solution to the business problem will present opportunities to promote common business practices and modernize our technology infrastructure. DARS AS/APS Division and the AS/APS workers at the LDSS offices are collaborating for a common approach to implementation and for a common support

process. This project will enable the Disability Services Agencies (DSA) to share data easily across boundaries between government and private sector providers of HCBS services, create a knowledge sharing culture, and will promote IT solutions that leverage uniform business processes.

The result is an improved system for the AS/APS users with data sharing, and added functionality and tools to better coordinate services for those served. In addition, this project provides a very efficient path to transition the ownership of the IT system to DARS that must be able to support the AS/APS division in the important services it provides.

BReT - Disaster Recovery

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	9/10/2014
Mandate:	No
Mission Critical:	Yes
Description:	

The DSA will continue to align the DSA Disaster Recovery and COOP plans where appropriate, as well as modify references as specific named items change to meet the COV standards, policies and guidelines for Disaster Recovery.

BReT - DocFinity

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	9/10/2014
Mandate:	No
Mission Critical:	No
Description:	

DARS will expand the use of electronic document management to improve business processes for vocational rehabilitation case management. DARS will implement workflow, e-forms and project collaboration software to improve systems development agility and increase participation of consumers and agency partners through web services.

BReT - MCC

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	8/4/2016
Mandate:	No
Mission Critical:	No
Description:	

Medical Charge Capture (MCC) is the application that issues MD Orders, collects medical charges, and documentation for medical services rendered. It currently does not comply with SEC 501 standards and is using an outdated MS Access frontend. WWRC would like to make this web based using SSL to make it not only SEC 501 compliant, but also allow us to move additional servers to CESC that would result in cost savings for the center. It will be re-written with existing staff and costs will be low and will be an

agency level project. Effort is funded by using existing in-house resources.

BReT - New Services Offered by VITA

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	
Mandate:	No
Mission Critical:	No

Description:

DARS will leverage new services offered by VITA for increased efficiency and cost savings.

BReT – No Wrong Door

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	6/15/2017
Mandate:	Yes
Mission Critical:	Yes

Description:

Department for Aging and Rehabilitative Services (DARS) contracted with PeerPlace Networks, LLC in 2008 and developed the No Wrong Door (NWD) community supports management system used to coordinate and track Home and Community Based Services (HCBS). NWD in Virginia is a virtual system and statewide network of shared resources, designed to streamline access to long term services and supports – connecting individuals, providers (public and private) and communities across the Commonwealth. No Wrong Door Virginia is a national leader, supporting older adults, family caregivers and individuals of all ages with disabilities. The system provides valuable tools to strengthen community networks and promote person-centered practices, for individuals to evaluate options and make informed decisions. Real time use of the system by member providers allows referrals and their intake information to be exchanged while at the same time preserving the Commonwealth of Virginia's strict privacy consent practice.

NWD is cloud based Software as a Service (SaaS) technology with its office located in East Rochester, NY. Even though it was contracted as an off the shelf product in 2008, DARS has invested much in the way of resources to enhance the product to now meet its business requirements for many service areas due to the system's flexible architecture and the efficiencies. DARS has now leveraged the system to provide additional functionality beyond NWD for divisions of Area Agency on Aging (AAA) services and Long Term Rehabilitation Case Management.

This system allows data to share easily across boundaries between government and private sector providers of HCBS services, create a knowledge sharing culture, and will continue promote IT solutions that leverage uniform business processes. It provides data collection and reporting capability for many different areas of Home and Community Based Services related supported by ACL, National Council on Aging, Adult ProtectiveServices, and Centers for Medicare and Medicaid Services. This procurement (no IT projects associated) is for five years of operations money in support of maintaining the NWD system for its member agencies and users.

BReT - O&M

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	9/10/2014
Mandate:	No
Mission Critical:	Yes
Description:	

Network capacity is measured on a daily basis and reported monthly by VITA. As performance changes consistently, the DSA needs to be able to upgrade or downgrade circuit bandwidth to adjust traffic and costs effectively. As scheduled by VITA / NG, all DSA agencies actively participate in software pilots and any updates to the core software, refresh of pc's, servers, storage, and network, etc.The DSA continues to operate and maintain over 60 applications referenced in the CETR reports as well as hundreds of web pages.

BReT - OmbudsManager

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	9/10/2014
Mandate:	Yes
Mission Critical:	Yes
Description:	

DARS will procure software for the Ombudsman Division to track and submit mandated reporting to the U.S. Health and Human Services Administration for Community Living (ACL). DARS will evaluate alternatives to provide automation to the Ombudsman Division that will support consistency in daily operations and management of the Ombudsman Services Program.

BReT - OOS O&M

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	8/29/2014
Mandate:	No
Mission Critical:	Yes
Description:	

DARS will support technology infrastructure not otherwise provided by VITA to maintain continuity of direct client services. The DSA have an extensive out-of-scope (OOS) network to support their consumer base. There are Employment Resource Centers (ERC's) in most of the DARS field offices which provide consumers potential employment information and tools.

BReT - QAISTM

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	9/10/2014
Mandate:	No
Mission Critical:	Yes

Description:

Increasingly stringent cybersecurity and information technology project management standards will continue to require increased resources and increased costs. This includes better aligned DSA technology policies, standards and guidelines, formal technology Continuity of Operations Plans (COOP) and improved Disaster Recovery Planning. It will also drive software maintenance to comply with security standards, improved change management practices, and implementation of improved server and email access and encryption software.

BReT - SrNavigator

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	9/1/2015
Mandate:	Yes
Mission Critical:	Yes

Description:

Provide an on-going provider directory integrated into the Peerplace / No Wrong Door and Easy Access Websites. The provider directory is used in coordination of services to support Virginia's Senior population, their families and caregivers. Funding Request for this service may be sound in Item326, F, of the Appropriations Act.

BReT - VA Relay Service

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	8/19/2014
Mandate:	Yes
Mission Critical:	Yes

Description:

Provide on-going federally-mandated VA Relay Service to all COV agency consumers
Provide access to telecommunication services and assistive technology for Virginia citizens who are deaf, hard of hearing, deaf blind or speech disabled
Provide technology services for deaf and hard-of-hearing
Provide on-going relay services as required by Section 51.5-115 of the Code of Virginia and by 47 CFR 62.601-64.604
Please note that DARS is doing this procurement on behalf of DDHH

BReT - VDDHH Audit ORI

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	8/18/2016
Mandate:	Yes
Mission Critical:	

Description:

The agency was not in compliance with the overall risk program requirements for 2015. The reason that

VDDHH is listed separately is because DARS does not do the security audits for VDDHH. The ORI for VDDHH should be related to the IT security audit program, VDDHH audit program needs to be specifically addressed as it appears that they are not performing IT security audits against their sensitive systems. .

BReT - Vehicle Tracking System

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	8/3/2016
Mandate:	No
Mission Critical:	No
Description:	

Enhance the current Vehicle Tracking System used by DARS and DBVI to include creating a reservation section and build an interface between the invoice feature of the Vehicle Tracking system with the invoicing function in FRATE.

BReT - VTC

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	8/29/2014
Mandate:	No
Mission Critical:	No
Description:	

DARS continues to to enhance and expand its video-teleconferencing capability. VTC sessions will be recordable, use High Definition displays, allow personal computer participation and be available to 98 sites across the COV.

BReT - Windows XP ORI

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	9/17/2014
Mandate:	Yes
Mission Critical:	
Description:	

This BReT addresses Windows XP ORI.

BReT- End User computing

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	9/6/2016
Mandate:	No

Mission Critical:	

Description:

The Disability Services Agencies (DSA) has 304 (DARS 36, DBVI 77, VDDHH 2, VBPD 2, WWRC 187) desktops and 818 (DARS 606, DBVI 133, VDDHH 10, VBPD 10, WWRC 59) laptops and 25 (DARS 18, DBVI 5, VDDHH 1, VBPD 1, WWRC 0) tablets and 97 (DARS 56, DBVI 24, VDDHH 0, VBPD 1, WWRC 16) network printers which will need to be migrated.

BReT Maintenance & Operations for COTS Systems

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	
Mandate:	No
Mission Critical:	Yes

Description:

To improve efficiency and infrastructure for COTS systems and to comply with changing security standards

BReT- Server and Storage.

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	9/6/2016
Mandate:	No
Mission Critical:	

Description:

VITA is initiating disentanglement from NG servers and storage. The Disability Services Agencies (DSA) has 72 (DARS 59, DBVI 8, VDDHH 0, VBPD 1, WWRC 4) servers/NAS devices which will need to be migrated and tested during this transition. 60 applications will be affected by this move and will need to be tested.

MSI/service desk BReT:

At this time, no BRT is required. The Multi-Supplier service desk processes and procedures are yet to be determined.

Server/storage including housing of equipment BReT:
Cut and Paste the information below into the description field on the BReT form. Insert agency information into the ITALICS.

VITA is initiating disentanglement from NG servers and storage. <Insert agency name here> has <insert number of servers here> number of servers which will need to be migrated and tested during this transition. <Insert number of applications here> will be affected by this move and will need to be tested.

Additional Server/Storage Information
Server and Storage Planning1. Update application documentation and contact information for systems

and application users.
2. Maintain software inventory.
3. Identify those servers which are physical and virtual.
4. Maintain a current list of authorized users
Server Applications5. Identify all applications ; associated databases; interfaces and dependencies to other applications or systems
Server Application Add-ons6. Make sure tools and software used by your applications are current or recommended version.
Testing7. Prepare test plans, estimate hours
a. Disaster Recovery testing i.e. abbreviated, dry run and cutover

BreT- Voice networks

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	9/6/2016
Mandate:	No
Mission Critical:	

Description:

The Disability Services Agencies (DSA) has approximately 1000 UCaaS phone lines and approximately 600 other phone lines which will need to be migrated

VOIP with NG – Additional InformationAction
Agencies currently using NG UCAASVITA has established new contracts with VOIP vendors, Verizon and Century Link. Agencies will need to move to a new vendor by 2019 so plan accordingly.
Agencies considering installing NG UCAASAgencies that need a VOIP solution can move forward with the NG UCAAS VOIP solution as an interim solution only until 2019.

BReT-Authentication Directory Services

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	9/6/2016
Mandate:	No
Mission Critical:	

Description:

The Disability Services Agencies (DSA) has 64 applications which will need to be migrated and tested during the authentication/directory services transition. Number of users (internal and external) are 1328 internal and 600 external. External users include our out of scope division – Disability Determination Services staff, Distribution list, resource list entries and a one way trust between the COV domain and the WWRC out of scope domain. Funding is available

BreT-Data networks

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	9/6/2016
Mandate:	No

Mission Critical:	
Description:	

The Disability Services Agencies (DSA) has 20 networks that are not mpls which will need to be migrated. (The DSA has 60 MPLS sites).

Additional Data Network Information Action
Planning(1) Document your network topology
(2) Identify data networks that are not mpls
(3) Review network capacity
a. Video streaming
b. Internet surfing
c. Data transactions
d. Voice
e. Projection of cloud application impact
(4) Anticipate network bandwidth usage

BReT-Managed Security

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	9/6/2016
Mandate:	No
Mission Critical:	
Description:	

Agencies IT environment will need to be up to date in order to smoothly transition to the new service providers. Applications and other agency dependencies need to be addressed

BReT-Messaging

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	9/6/2016
Mandate:	No
Mission Critical:	
Description:	

VITA is initiating disentanglement from NG messaging services in 2016. Messaging Services for email, enterprise collaboration services, and mobile device management are required for 1328 total Disability Service Agencies (DSA) end users as follows – DARS 654, DBVI 235, VDDHH 20, VBPD 15, WWRC 404 users in our agency. We also have 64 shared or single agency applications that have hooks into messaging services which will need to be tested. Workplace Collaboration Services (VITA provided SharePoint) DARS uses WCS SharePoint. We have 1 applications serviced via AirWatch which will need remediation.
Email1. Verify email bill for accuracy
2. Review mailboxes and calendars; eliminate any that are unneeded.
3. Purge unused distribution lists
4. Identify websites, applications and any other processes that relays email using the enterprise mail environment.
5. Begin to prepare test plan and estimate hours.
6. Applications using email addresses should point to the Iron Port. (If your applications do not point to the

Iron Port, you may need consulting services for the transition.)
VITA Share Point1. Remove obsolete Share Point sites currently provided by Northrop Grumman.
2. Full Support customers will be modified by VITA.
3. Base Support customers will perform their own modifications. This may require consulting services.
Agency Share Point with physical servers at CESC1. VITA will move the servers
2. Agencies will need to test
New Share Point work requests1. New Share Point requests are being placed on hold.
Mobile Applications2. Update inventory of mobile applications pushed and managed by AirWatch.
Additional Information:1. Other messaging services that may be impacted by this program include: data loss prevention, instant messaging archives, secure email, LISTSERV and Right Fax
2. No changes to email addresses are expected
3. No anticipatedsignificant changes to current active directory and structure; authentication method is to be determined
Agency application transition and testing1. Test out any applications that use any type of email or Outlook client. If you use Share Point, review your list of sites and any special functionality in prep for developing test plans and meeting with Tempus Nova.

BRnT - CareerIndex

BRT Type:	Business Requirement for New Technology
Date Submitted:	
Mandate:	No
Mission Critical:	No

Description:

Purchase Career Index a module of AWARE, which is a case management system currently used by DARS, to enhance the state Vocational Rehabilitation system by integrating all the latest vocational and labor market information into one site, and through the use of an Artificial Intelligence assistant that manages tracking, follow-up and reporting by communicating with consumers using customized messages, and in the process, generating detailed documentation. The case management system is referred to as "Sarah."

BRnT - CNMS

BRT Type:	Business Requirement for New Technology
Date Submitted:	8/28/2014
Mandate:	Yes
Mission Critical:	No

Description:

Establish an infrastructure within DARS that can support the Adult Protective Services (APS) division business processes. VDSS currently must keep their ASAPS system functionality until a satisfactory replacement system can be put into place. DARS will leverage the current application, PeerPlace, that is already established within DARS since it offers the majority of the required features the AS/APS business processes demand. PeerPlace is a Software As A Service application that DARS already has in use for its Division for Aging.

BRnT - Expand DARS Internal Financial System

BRT Type:	Business Requirement for New Technology
Date Submitted:	9/10/2014
Mandate:	No
Mission Critical:	No
Description:	

DARS will expand its internal financial system (FRATE - Financial Reporting And Transaction Entry) to improve efficiencies with our Division for Aging partners. DARS will expand the use of the Department of Human Resources Management (DHRM) Time, Attendance and Leave (TAL) system to improve accuracy and reduce the accounting efforts associated with grants management.

BRnT - Expand E-Virginia Procurement system

BRT Type:	Business Requirement for Existing Technology
Date Submitted:	9/10/2014
Mandate:	No
Mission Critical:	No
Description:	

DARS will implement an expanded E-Virginia procurement system to include requisition and contracts management business processes.

BRnT - GIS for DBVI

BRT Type:	Business Requirement for New Technology
Date Submitted:	8/5/2016
Mandate:	No
Mission Critical:	No
Description:	

DBVI is planning a project to provide maps & location information for the DBVI to flag colors and pins for regional and local offices for DBVI & VRCBVI on their web sites.

BRnT - Intake

BRT Type:	Business Requirement for New Technology
Date Submitted:	8/5/2016
Mandate:	No
Mission Critical:	No
Description:	

DARs and DBVI continue to participate in the Workforce Common Intake Work Group, which has been charged by four cabinet secretaries with the task of developing a framework for statewide implementation of a common screening tool for workforce customers throughout the Commonwealth. Comprised of representatives from 10 workforce-related organizations, to enhance the experience job seekers and

employers have with Virginia's public workforce system.

BRnT - LTC

BRT Type:	Business Requirement for New Technology
Date Submitted:	9/10/2014
Mandate:	Yes
Mission Critical:	No

Description:

For the Adult Protective Services Division, DARS is coordinating a data exchange of an automated pre-admissions long term care (LTC) screening process with the Department of Medical Assistance Services (DMAS). This will increase productivity, accuracy, and accountability, as well as centralize data management. All current COV regulations related to Adult Services and Adult Protective Services apply to this initiative. It must comply with all DMAS MMIS policies and procedures related to nursing home screening.

BRnT - New Services Offered by VITA

BRT Type:	Business Requirement for New Technology
Date Submitted:	
Mandate:	No
Mission Critical:	No

Description:

DARS will leverage new services offered by VITA for increased efficiency and cost savings.

BRnT - Physical Security Panic Button

BRT Type:	Business Requirement for New Technology
Date Submitted:	8/5/2016
Mandate:	
Mission Critical:	

Description:

DARS is considering purchasing a broad technology framework for improving on-site employee and consumer life safety, security, environmental monitoring and mass notification by aiding communication, workflow and service through automated alerting - especially in the event of an emergency. Components may include items such as badge controlled entry, building monitor cameras, panic button alerts, as well as security, weather, traffic and similar alerts.

Agency evaluated BAMES and Sara and determined neither qualified. Agency to select vendor via RFP.

BRnT - Unified Case Management System

BRT Type:	Business Requirement for New Technology
Date Submitted:	9/10/2014
Mandate:	No
Mission Critical:	No
Description:	

DARS will support a unified case management system for Brain Injury, Independent Living and Long Term Case Management programs

BRnT - VA211

BRT Type:	Business Requirement for New Technology
Date Submitted:	9/10/2014
Mandate:	No
Mission Critical:	No
Description:	

DARS will continue a project to standardize Virginia 211 and Virginia Navigator HCBS service catalogs in coordination with Health Information Technology Standards Advisory Committee (HITSAC) to better integrate the catalogs with its case management systems, develop an improved consent process and create an HCBS consumer needs document for use on ConnectVirginia (HIE).

BRnT - VLDS

BRT Type:	Business Requirement for New Technology
Date Submitted:	9/10/2014
Mandate:	No
Mission Critical:	No
Description:	

DARS will participate in the Virginia Longitudinal Data System (VLDS) to provide opportunities for improved data analytics.

Report Title: Appendix A 18 - 20 Report

Agency: Department for Aging and Rehabilitative Services (DARS)

Agency Head Approval: No

There are no Category 1, 2, or 3 IT Projects and no Budget Category: Major IT Projects for this agency

Report Title: Appendix A 18 - 20 Report

Agency: Department for Aging and Rehabilitative Services (DARS)

Agency Head Approval: No

Stand Alone Major Procurements

Procurement Name:	ALLIANCE AWARE UMS Procurement		
Procurement Description:	The current Upgrade, Maintenance and Support (UMS) agreement, as part of the original AWARE Case Management System from Alliance Enterprises Inc. contract (DRS 04-065), is in its last year of the agreement and will expire September 30, 2014. The current agreement resulted from the competitive negotiation process (Request for Proposal). The agency requires continued use of the software and must have a software maintenance agreement in place. A new sole source agreement with Alliance Enterprises, Inc. has been negotiated for DARS UMS AWARE Case Management support.		
Procurement Planned Start Date	10/1/2014	Procurement Planned Completion Date	10/1/2014
		Appropriation Act Status	

Service Area	Weight
262 DARS 45404 Vocational Rehabilitation Services	Primary

Procurement Name:	No Wrong Door Procurement 2018
Procurement Description:	Department for Aging and Rehabilitative Services (DARS) contracted with PeerPlace Networks, LLC in 2008 and developed the No Wrong Door (NWD) community supports management system used to coordinate and track Home and Community Based Services (HCBS). NWD in Virginia is a virtual system and statewide network of shared resources, designed to streamline access to long term services and supports – connecting individuals, providers (public and private) and communities across the Commonwealth. No Wrong Door Virginia is a national leader, supporting older adults, family caregivers and individuals of all ages with disabilities. The system provides valuable tools to strengthen community networks and promote person-centered practices, for individuals to evaluate options and make informed decisions. Real time use of the system by member providers allows referrals and their intake information to be exchanged while at the same time preserving the Commonwealth of Virginia's strict privacy consent practice.

NWD is cloud based Software as a Service (SaaS) technology with its office located in East Rochester, NY. Even though it was contracted as an off the shelf product in 2008, DARS has invested much in the way of resources to enhance the product to now meet its business requirements for many service areas due to the system's flexible architecture and the efficiencies. DARS has now leveraged the system to provide additional functionality beyond NWD for divisions of Area Agency on Aging (AAA) services and Long Term Rehabilitation Case Management. Also, DARS in 2015 was awarded a grant from the U.S. Health and Human Services Administration for Community Living (ACL) to provide the majority of funds |

necessary to build a replacement system for Adult Services / Adult Protective Services (AS/APS) division. The AS/APS functionality has been developed, tested and system ready in the NWD SaaS system . Migration strategies from the legacy AS/APS system are being finalized to deploy the new AS/APS modules of the NWD system in 2018. The system since 2008 inception has consistently added more agencies and users over time and currently is at approximately 650 users and 85 agencies (public and private). In 2018 after a successful migration from the legacy AS/APS case management system there will be another 120 Local Department of Social Services (LDSS) and 1100 more users added to the NWD System

Procurement Planned Start Date		Procurement Planned Completion Date	10/1/2018
		Appropriation Act Status	

Service Area		Weight
BReT – No Wrong Door		Primary

Procurement Name:	Senior Navigator Provider Directory
Procurement Description:	Provide an on-going provider directory integrated into the PeerPlace / No Wrong Door application and Easy Access Websites. The provider directory is used in coordination of services to support Virginia's senior population, their families and caregivers. Funding request for this service may be found in item 326, F, of the Appropriations Act.

Procurement Planned Start Date		Procurement Planned Completion Date	7/1/2015
		Appropriation Act Status	

Service Area		Weight
There are no service areas for this project.		

Procurement Name:	VA Relay Services Procurement FY15
Procurement Description:	Virginia Relay Services - The renewal for the Virginia Relay Service is due in FY15. Virginia Relay is a federally-mandated telecommunications relay service for persons who are deaf, hard of hearing, deaf blind, or speech disabled. It allows these individuals to use specialized telecommunication devices or features to communicate with standard telephone users. There is no cost associated with the service to the consumer with the exception of long-distance charges. Required by Section 51.5-115 of the Code of Virginia and by 47 CFR 62.601-64.604. Funding is available. This is a major procurement linked to BreT – VA Relay Service. The service assists all COV agency consumers, but impacts VDDHH to provide.

Procurement Planned Start Date		Procurement Planned Completion Date	8/1/2015
		Appropriation Act Status	

Service Area		Weight
There are no service areas for this project.		

Stand Alone Non-Major Procurements

Procurement Name:	Counterpoint Procurement		
Procurement Description:	VIB operates Base Supply Centers at 10 locations on Virginia military bases and office buildings. The se are office supply stores selling to the military . Point-of-sale, inventory control, and purchasing are accomplished with software called Counterpoint, a product of Radiant Systems, which is a subsidiary of NCR, Inc. The system has been extensively customized to be used by blind staff. The current VAR, AM Systems, has supported the software for a decade. AMS's primary market is garden centers. There are other VARs who support Base Supply Stores.		
Procurement Planned Start Date		Procurement Planned Completion Date	1/16/2016
		Appropriation Act Status	

Service Area		Weight
There are no service areas for this project.		

Procurement Name:	Lexmark Managed Print Services Procurement		
Procurement Description:	DARS currently is using the Xerox/Kyocera/ and other copiers state wide on a daily basis. DARS is looking to increase the technologies and features capabilities as well as reduce the monthly cost of copiers and toners. The Lexmark MPS exception has been approved by Sam Nixon in a letter dated April 7, 2014, to Dennis Unger from Sam Nixon RE: DARS/WWRC/VBPD/VDDHH/DBVI - 3rd Party Managed Print procurement request.		
Procurement Planned Start Date	10/20/2014	Procurement Planned Completion Date	10/20/2014
		Appropriation Act Status	

Service Area		Weight
There are no service areas for this project.		

Procurement Name:	PBA - No Wrong Door Procurement		
Procurement Description:	Department for Aging and Rehabilitative Services (DARS) contracted with PeerPlace Networks, LLC in 2008 and developed the No Wrong Door (NWD) community supports management system used to coordinate and track Home and Community Based Services (HCBS). NWD in Virginia is a virtual system and statewide network of shared resources, designed to streamline access to long term services and supports – connecting individuals, providers (public and private) and communities across the Commonwealth. No Wrong Door Virginia is a national leader, supporting older adults, family caregivers and individuals of all ages with disabilities. The system provides valuable tools to strengthen community networks and promote person-centered practices, for individuals to evaluate options and make informed decisions. Real time use of the system by member providers allows referrals and their intake information to be exchanged while at the same time preserving the Commonwealth of Virginia's strict privacy consent practice. NWD is cloud based Software as a Service (SaaS) technology with its		

office located in East Rochester, NY. Even though it was contracted as an off the shelf product in 2008, DARS has invested much in the way of resources to enhance the product to now meet its business requirements for many service areas due to the system's flexible architecture and the efficiencies. DARS has now leveraged the system to provide additional functionality beyond NWD for divisions of Area Agency on Aging (AAA) services and Long Term Rehabilitation Case Management. Also, DARS in 2015 was awarded a grant from the U.S. Health and Human Services Administration for Community Living (ACL) to provide the majority of funds necessary to build a replacement system for Adult Services / Adult Protective Services (AS/APS) division. The AS/APS functionality has been developed into this NWD SaaS system and is scheduled for pilot testing during the months of July to October 2017. Migration strategies fromthe legacy AS/APS system are being finalized to hopefully deploy the new AS/APS modules of the NWD system in 2018. The system since 2008 inception has consistently added more agencies and users over time and currently is at approximately 650 users and 85 agencies (public and private). In 2018 after a successful migration from the legacy AS/APS case management system there will be another 120 Local Department of Social Services (LDSS) and 1100 more users added to the NWD System.

Procurement Planned Start Date		Procurement Planned Completion Date	10/1/2017
		Appropriation Act Status	

Service Area		Weight
There are no service areas for this project.		

Procurement Name:	**Physical Security Panic Button**
Procurement Description:	DARS is considering purchasing a broad technology framework for improving on-site employee and consumer life safety, security, environmental monitoring and mass notification by aiding communication, workflow and service through automated alerting - especially in the event of an emergency. Components may include items such as badge controlled entry, building monitor cameras, panic button alerts, as well as security, weather, traffic and similar alerts. DARS reviewed to vendor options - BAMES and Sara with no success - vendor selected via RFP.

Procurement Planned Start Date		Procurement Planned Completion Date	9/1/2017
		Appropriation Act Status	

Service Area		Weight
There are no service areas for this project.		

Procurement Name:	**SeniorNavigator ADRC Grant Additional Services**
Procurement Description:	SeniorNavigator (SN) currently supports an on-going provider directory integrated into the PeerPlace / No Wrong Door (NWD) application and Easy Access Websites of which both are owned by DARS. The provider directory is used in coordination of services to support Virginia's senior population, their families and caregivers. Funding request for this service may be found in item 326, F, of the Appropriations Act. There is currently in

place a sole source procurement approved by VITA to cover this service through the period 6/30/2021.

DARS has been awarded a federal grant from the Department of Health and Human Services Administration For Community Living (ACL) to fund expansion of the NWD initiative as well as improve IT infrastructure. The grant has a three year term and there are a series of enhancements to SN provider directory infrastructure, related research and consulting, and expanded user base of additional agency partners of which SN has direct responsibility for marketing, training, and support to the NWD System. Deliverables to be provided are as follows:

1. VPD Requirements Definition ($12,000)
SN Deliverable: A requirements document that describes how collections of provider data owned by COV agencies and their partners can be integrated with provider data owned by SeniorNavigator(SN), aka VirginiaNavigator (VN), to improve availability and accuracy of information to stakeholders using the VPD. The result of an application adhering to these requirements is a collection of provider data resulting from a query to SN that includes information from collections of provider data owned by COV agencies. In other words, when a query to SN occurs for the service provider record it would be real-time back end set of exchanges between SN and DARS, Health Professions, VDH, DBHDS, and DMAS(MMIS). Therefore the additional elements identified in this research from other agencies would be passed on into the query result and would stay resident to the original hosting system and never in SN's provider database. We envision this as a web service operated by SN. The results would be available to consumers of VirginiaNavigator as an xml data page passed to case management systems.

2. Develop API for PeerPlace ($15,200)
SN Deliverable: SN to adapt current API, for data exchange between SeniorNavigator and PeerPlace, mimicking the existing shared database tables.

3. Develop a new assessment tool, (Needs Assessment) for consumers to interact with VN (SN's resource directory) and API referral capable (see Section 4) ($33,250)
SN Deliverable: SN owned web services based technology will be used for the new Needs Assessment. The deliverable for this section is for development of the new Needs Assessment and ensuring it is API capable for section 4 of this contract requirements. User scenario is:

A consumer or advocate for a consumer wants to identify one or more LTSS providers to meet a consumer need. They go to Virginia Navigator and complete a Needs Assessment (questionnaire).
Using web services technology, there will be a self-guided assessment with a decision tree to segment consumers, as well as questions and choices for answers including geography (county or zip). Based on what is completed, appropriate community providers are returned to consumers. Again using web services technology, the questionnaire would have questions and choices for answers with multiple tracks behind the scenes for older adults, caregivers for older adults, Persons with disabilities, and informal supports for persons with disabilities.
Based on the query, service providers are returned to consumers along with a brief explanation to guide the consumer. The information can be viewed on the screen, as well as in a printer friendly document.

4. Develop API to pass Consumer Self-Referral Data Feed to CRIA Applications and develop Eforms by way of the DARS HCBS DW to enable

self- referrals to LTSS providers. Eforms would also enable providers to validate for the services they provide. ($27,100)

SN Deliverable: A consumer would complete the questionnaire (see section 3) along with basic contact information. Once the consumer has selected providers of interest for referral, the consumer could then submit the request from VN to the appropriate providers. If the consumer has chosen providers with CRIA systems integrated with VN then a XML developed protocol will be used (see section 4.b), otherwise section 4.a describes a DARS DW eForms communication protocol to make the referral request for the consumer.

4.a.) eForms: Consumer has selected providers without a CRIA System integrated in VN. This process will provide the communication channel to submit referral for service. VN would pass control to a DARS DW with a series of eForms (designed by SN, developed by DARS) that would allow the VN consumer to communicate (SN 'knows' the preferred method of communication e.g. email, text, phone call or Smartphone app that had hyperlink info (and no other information) for the Eform) with the provider they chose.

4.b.) CRIA Applications: Consumer has selected providers with a CRIA System integrated in VN. This process will provide the communication channel to submit referral for service. VN will develop an XML record and pass to the CRIA System. The initial CRIA system for test purposes and production proof of concept will be PeerPlace. The process will be designed in a manner that other CRIA Systems as they become available will be able to use.

5. Develop API for Referral System users to interact with SN's resource directory. ($47,300)

SN Deliverable: A user of PP or other state operated case management system wants to identify one or more LTSS providers to meet a consumer need. They activate a control that passes information from the case management system to SN on an xml data page. The control has information that takes the user back to the current session in the case management system. SN receives the data page and uses data from the control to run their internal query that returns provider data to an XML data page that is passed back to the case management system. Upon receipt of the xml data page from SN, the case management system displays the results and enables internal functionality on the data. (e.g. for PP, CRIA).

6. Increase the number of private agencies using NWD and offer a widget tool for provider's website ($296,811)

SN Deliverables:

a. Start-up fees: are defined as one-time-only fees to include configuration of new agency programs set-up and user set-up in NWD system, admin set-up and coordination, and training.(See attachment A for pricing of current fees)

b. Marketing Measures: Develop a page on VirginiaNavigator with information about NWD and the initiative; staffing; current partners and benefits; how to get in touch with staff for demos; utilize as a place to share marketing material as it gets developed by the RAC. Supporter Ad on SN Home page would link to this page.

c. Develop an API for VN (widget)* that supports structured queries of HCBS providers to enable local referring agencies to use a focused subset of the VN database as a listing on their own website:
Vanilla widget would be created that would be like the VN home page search form. Provider would select the program types within the dropdown. This is only a displaying data function. It is not an interface designed to populate a database. Also developed a customized widget. These widgets

	would be deployed to NWD partner agencies over the three year period. d. Create the 'NWD icon' that when implemented will be a visual image that users can click on for additional information on each search logic provider listing from VN. DARS will provide a NWD Logo Graphic to SN and SN will upload graphic to each NWD Agency's programs. 7. Make strategic changes to VirginiaNavigator database to prepare for expanded utilization. ($60,415) SN Deliverable: Normalize Provider categories for consistency with AIRS taxonomy by review, analysis, addition and/or change to existing fields, program types, variety of service providers. 8. SN Continues to Maintain the legacy server hosted environment in order for Peer Place to Receive Provider Import Data Feeds. ($2,692) SN Deliverable: Continue maintaining existing environment as well as a proposed test environment for three years. 9. Project Management Administration. ($7,600)		
Procurement Planned Start Date		Procurement Planned Completion Date	6/1/2016
		Appropriation Act Status	

Service Area	Weight
There are no service areas for this project.	