



DARS

VIRGINIA DEPARTMENT FOR AGING
AND REHABILITATIVE SERVICES

*Supporting Virginians' efforts
to secure independence and employment*



Information Technology Activity

November 5, 2012

Presentation to the Information Technology Advisory Committee

Divisions of DARS

The DSA

Technology Environment and Strategic Direction

Status of Major Technology Investments

Future Direction





Divisions of DARS and the Disability Services Agencies

- The Division of Rehabilitative Services (DRS) helps people with disabilities get ready for, find, and keep a job.
- The Virginia Division of Aging, a part of the agency since July 2012, works with local Area Agencies on Aging (AAAs) to help older Virginians, their families and loved ones find the services and information they need.
- Community Based Services administers the Brain Injury Program and the Centers for Independent Living, provides personal assistance services and individualized long-term case management.
- Disability Determination Services (DDS) adjudicates Virginia disability claims for Social Security (SSA) benefits and disability claims for Virginia Medicaid benefits. Virginia DDS also adjudicates out of state claims for states with insufficient staff to process their workload.
- The Woodrow Wilson Rehabilitation Center provides comprehensive services to Virginians with disabilities from a 200+ acre campus in Fishersville Virginia.
- In July 2013, DARS will add the Adult Services Division. It has three programs, all provided through the local departments of social services. The Adult Services Program assists elderly individuals or adults with disabilities to enhance self-sufficiency and improve their quality of life.

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The Disability Services Agencies

- The Department for the Blind and Vision Impaired (DBVI) provides services to people that are blind or visually impaired, regardless of age. Education, Vocational Rehabilitation, Rehabilitation Teaching and Independent Living, Low Vision, Orientation & Mobility is the menu of services offered statewide. DBVI runs the Virginia Rehabilitation Center for the Blind and Vision Impaired, The Library & Resource Center, Technology Services, Deafblind Services, the Randolph-Sheppard Program and the Virginia Industries for the Blind.
- The Virginia Department for the Deaf and Hard of Hearing (VDDHH) works to reduce the communication barriers between persons who are deaf or hard of hearing and those who are hearing. Their Technology Assistance Program (TAP) , Virginia Relay, Outreach, Interpreter Services and Interpreter Certification are their array of services.
- The Virginia Board for People with Disabilities advises on issues related to people with disabilities. They engage in advocacy, capacity building, and systems change activities and award grants to organizations throughout Virginia.

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Technology Environment at DARS

- In scope applications are supported by the VITA/NG Infrastructure contract and out of scope applications are supported internally. Out of Scope applications are limited to technology services that support consumers such as classrooms, employment resource centers, assistive technology applications and commercial business applications.
- The DARS technology investment portfolio lists 68 investments supported by the DARS Information Systems Division. Many of these are web sites and some of the investment have either been retired or replaced.
 - Thirty Three are operational applications.
 - One runs on an HP 3000 minicomputer, scheduled for retirement in 2013.
 - Six are client server architectures. Only two of these are locally developed.
 - Thirteen systems are supplied and supported by vendors
 - Three have been in production for over 10 years.
 - Many of our applications are for non-COV provider partners, forcing secure but public internet access.
- DARS is a Microsoft shop, using .net as its primary development language and SQL as its DBMS. Sharepoint Services and Membership Services (new) are integral components of DARS technology infrastructure.

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Our development strategy is efficient and effective use of ...

- Secure, cloud based infrastructure meeting or exceeding VITA SEC 501 operating standards.
- Technology that is accessible to people with disabilities.
- Continued leveraging of VITA technology and network services
- Vendor supplied applications with extensive maintenance contracts where possible.
- Web Based applications and E-forms technology (new).
- Leverage and promote the Service Oriented Architecture and data exchange tools being implemented for the SHHR eHHR Program and the COV Health Information Exchange.
- Promote mobile devices with secure access. 600+ staff use portable computers, 400+ staff use mobile devices and most of these telecommute at least a day a week.



- A continued, assertive effort of increasing technology use by consumers promotes the DARS mission. DARS was an early adopter of environmental control systems, screen reader applications, accessible phone systems and pads and tablets. We recycle, where legal, gently used technology for re-use by consumers and provider organizations. This technology shows great promise in assisting the elderly and people with disabilities.
- DARS is an early adopter of new technologies from VITA and shared services from other COV agencies. DARS was and is a pilot organization for VPN, HMA, BYOD and Intranet access on mobile devices. DARS was and is a pilot organization for MyVRS and DHRM's TAL system.



Legacy Development Efforts

| Application | Developer | Version | Web Based? | Change in 5 Years |
|---|-----------|---------|---------------|--|
| Financial Data Exchange (FRATE) | In House | 2013 | Web | Replace HP 3000 Cardinal Migration |
| Manufacturing Accounting System (Macola) | Vendor | 2005 | Client Server | Enhancement |
| Extended Employment Client Tracking (EES) | In House | 2008 | Web | Enhancements In Progress |
| Medical Charge Capture | In House | 2011 | Client Server | Migrate to Web Based – Integrate with EHR? |





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Expansion and Security

| Application | Developer | Version | Web Based? | Change in 5 Years |
|---------------------|---------------|---------|------------|--|
| Document Management | Vendor | 2010 | Web | Expand Possible SaaS Possible SOA Support |
| Document Encryption | MS Sharepoint | 2013 | Web | In Progress |
| Partner Dashboard | MS Sharepoint | 2013 | Web | In Progress |

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SOA and HCBS Service

| Application | Developer | Version | Web Based? | Change in 5 Years |
|---|-----------|---------|---------------|--|
| E-Forms | Vendor | 2013 | Web | In Progress SOA Support |
| Vocational Rehab Case Management (AWARE) | Vendor | 2012 | Web | Possible SOA Support |
| Community Rehab Case Management | In House | 2009 | Web | Migrate to HCBS system |
| Brain Injury Case Management and Scorecard | Vendor | 2000 | Client Server | Migrate to HCBS system |
| Federal Services Tracking (AIM) | Vendor | 1999 | Client Server | Migrate to PeerPlace |
| Aging Services I&R | In House | 2007 | Client Server | Migrate to PeerPlace |
| Aging Services Tracking (PeerPlace) | Vendor | 2008 | SaaS Web | Expansion SOA Support Migrate to HCBS System |
| Adult Services and Adult Protective Services Tracking (ASAPS) | DSS | 2005 | Web | Enhancements or Migrate to HCBS System |



Future Direction

Expansion and Security

- Content Management System reduces paper and improves records access.
 - It is already used with case management, contracts, sales orders and personnel records.
 - Additional case management use and accounts payable are possible expansion efforts.
 - E-forms, Workflow, SOA and Workflow are possible expansion efforts
- Document Encryption
 - Client information in documents requires encryption
 - With more than 100 non-COV partners and thousands of vendors handling these documents, secure transmission of documents is a cultural change
 - MS Sharepoint Services offers tools that encrypt documents and limit decryption to only those recipients for which documents are intended
- Partner Dashboard
 - With more than 100 non COV partner organizations, transparency in performance reporting improves accountability
 - The Performance Point tools in MS Sharepoint integrates DARS applications with public facing Dashboards that contrast agency objectives with agency performance



Future Direction

Home and Community Based Services

- Our Aging, Community Based Services and Adult Services Divisions all use case management applications that share many common functions
 - They offer similar services to the same consumer populations
 - All use permutations of the same eligibility determination tool, the UAI
 - They all use information and referral to match consumers to services
 - Many services can be offered by many community agencies to the same consumer
 - All require consent to share information with each other
- One case management application that can be configured by service and agency reduces redundancy, allows more effective management analysis of data, reduces maintenance and operations efforts and reduces costs

Future Direction

Service Oriented Architecture

Health Information Exchange will offer secure data exchange of real time information between authorized health providers.

- It establishes standardized data exchange formats (HL7).
- It provides relationship management for providers and consumers to insure that information is exchanged between authorized providers on consenting consumers

The next step is expansion to HCBS and Employment Services and we hope to be ready!

Case Management applications that are SOA capable are a needed pre-requisite

E-forms translate data exchanges into reports that HCBS and Employment Service providers can more readily consume

Other SOA tools including a business rules engine promotes inter-agency workflow and allow a focus on the service and not the provider

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*Thank You
Questions?*

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