

# Report Title: IT Strategic Plan Summary

Agency: 262 Department for Aging and Rehabilitative Services

Date: 3/31/2017

## 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 agency's 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 agency's 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?*

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. 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 400+ case managers and community based service providers to manage services to the elderly and persons with disabilities. During the past biennium, because NWD is present in all 25 AAAs, DARS has eliminated a companion system for federal reporting. Each program offered by basic federal funding and discretionary grants is supported by NWD. 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. Senior Navigator aka Virginia Navigator 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 Senior Navigator 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 client-level data, with consent, through a secure system in order to streamline access to supports and maximize efficiencies. PeerPlace and Senior Navigator are cloud based solutions. A security exception was approved in 2010 as both market share NWD solutions are cloud based. Non-eGOV request forms are in process. Funding is available. Impacts DARS and is linked to BReT – O&M and BReT – SrNavigator

## Adage

DARS requires that its Independent Living (IL) Contractors and Brain Injury contractors (BI) use a common system for case management. These systems are non-COV, owned and operated by the contractors. DARS provides support, sits on their change control boards, accepts reports on services provided and negotiates for data from these systems for storage in our Home and Community Based Services data warehouse. The common system for IL contractors is IL First and the common system for BI Contractors is BI First, both provided by Adage. DARS funds are not required for this effort. Activity is linked to BRnT – Unified Case Management System. Impacts DARS. Impacts DARS.

## 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 evaluating alternatives with this vendor and others. 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 BI First. 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 ATTIVO

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 ATTIVO 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. Approval to move the application out-of-scope to NG was obtained in the last biennium and is renewed annually. Migration of the application to a non-COV third party host occurred in the last biennium. 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 11 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. 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 impacts VDDHH to provide.

### 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

Cardinal is the mandatory state accounting system of record. An eighteen month effort is complete to migrate DSA CARS interfaces to Cardinal interfaces. The system went live in February 2016. The Fiscal Division closed FY16 in both systems and CARS was retired in July 2016. Funding not needed. Linked to BReT- Cardinal. Impacts all agencies in the DSA.

### TAL / TAL to FRATE Interface

DARS expanded 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. The automated timesheet function was integrated with FRATE to produce journal transactions that better account for employee expense when employees are working under more than one funding source. While the system is complete, the use of the system to more employees is expanding. Funding is available. The project is linked to BRnT– Expand DARS Internal Financial System. 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

has begun, division by division and agency by agency and is expected to be complete in the next biennium. Completion of this expansion effort will allow us to retire the agency written eREQ system. 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 Security (SEC 501) standards and is using an outdated Application (MS Access). 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 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 and DBVI.

#### 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.

#### 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 BRnT – 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 most 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 VR CBVI. 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 BRnT – OOS O&M. This impacts DARS, WWRC, DBVI, VR CBVI 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. DocFinity's 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 BRnT – Docfinity. Impacts all agencies in the DSA.

#### Network Assisted Storage

Remote facility NAS (Network Attached Storage) storage implementation for the 30+ 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 two years, VITA and DARS have collaborated on a Workstation as a Service (WaaS) solution for end users in the field. A Citrix based solution 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 agency's current IT investments. These are requirements and mandates from external sources, such as other agencies or business partners, the agency's 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 agency's 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 agency's 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 16+ states. 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 and adoption of new software to support integration of services with VEC and VCCS workforce partners Comprised of representatives from 10 workforce-related organizations, to enhance the experience job seekers and employers have with Virginias public workforce system. Solution and cost are not yet determined. Linked to BRnT-Intake

#### OmbudsManager

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 and scope of the OmbudsManager system. Funding is available. The procurement is linked to BReT-OmbudsManager. Impacts DARS. Impacts DARS. (see also IT Current – Ombudsmanger)

#### FRATE

FRATE is a mul ti-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

#### Cardinal

Implementation of Cardinal along with expansion of the DDS Divisions EST program has resulted in a substantial backlog of vendor registrations. DOA is working with DARS to implement a batch update to the Cardinal system vendor files. Funding is available. The activity is linked to BReT – Cardinal. Impacts DARS

#### 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 (SEC501) standard for messages that pass between Commonwealth of Virginia (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 (SEC501) compliant. 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 Security (SEC 501) standards and is using an outdated MS Access application. WWRC intends to replace MS Access. 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 development of a Virtual Provider Directory (VPD) and 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 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 we await VITA procurement approvals. 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 agency's 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 agency's 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?**

### **AWARE UMS Agreement**

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 (PETS) 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 another set of changes. 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 / VCA**

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. Linked to BRnT-CareerIndex. Impacts DARS and WWRC

### **Grants Management / AMR**

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 its 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.

### **VDSS ASAPS / ASAPS Reporting**

In 2013, the Adult Services / Adult Protective Services unit of VDSS transferred to DARS. The AS/APSS 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 eight 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 in the development stage.

DARS assumed administrative responsibility for the Adult Services, Adult Protective Services and Auxiliary Grant programs 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. 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 partly available as well as dependent on approval of Budget decision brief. Requested 50K in FY17 and \$440K in FY18 and beyond. Linked to BRnT-CNMS. Impacts DARS

### **ePAS Integration**

VDH and DMAS launched an application that produces Medicaid waivers and associated Uniform Assessment Instruments (UAI) 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 2016 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. As this is in early stages, no costs are yet determined and funding is to be determined. Potentially impacts all DSA agencies. Linked to BRnT-BAMES

### ASAPS Modules in PeerPlace NWD

Over the past seven years, DARS has invested almost \$3M in the customization of PeerPlace, the No Wrong Door case management system, used to track Home and Community Based Services (HCBS) for its Division for Aging. Initial analysis of PeerPlace as a possible replacement system for ASAPS suggests that PeerPlace already meets as much as 75% of business requirements needed for AS and APS. The fact that DARS already supports PeerPlace also provides an opportunity to promote common business practices within the agency. Funding for the Community Needs Management Support (CNMS) project is currently being negotiated with partner state agencies. We also hope to use IT infrastructure server savings as a possible source of funding. The application is cloud based and will require submission of the non-eGoV Hosting Request. The project is linked to BRnT – CNMS. Impacts DARS and other agencies outside of the DSA.

### 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. 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. 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 of our in scope servers are located at CESC. All 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 2016-2018. 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 2016-2018. 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: Career Index (SARA, VCA), 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.

#### What are your plans IT Infrastructure transition?

As dates for specific services are finalized and the agency is notified, the DSA will assign appropriate Project Managers and testing, pilot staff.

# Report Title: Strategic Plan

Agency: Department for Aging and Rehabilitative Services

Date: 3/31/2017

## Current IT Services

Category	Costs Year 1		Costs Year 2	
	GF	NGF	GF	NGF
Projected Service Fees	\$129,312	\$4,825,178	\$130,595	\$4,873,069
VITA Infrastructure Changes	\$854,530	\$6,124,147	\$1,013,357	\$6,307,871
Estimated VITA Infrastructure	\$983,842	\$10,949,326	\$1,143,953	\$11,180,941
Specialized Infrastructure	\$93,431	\$5,184,252	\$96,234	\$5,339,780
Agency IT Staff	\$141,708	\$2,834,175	\$145,960	\$2,919,200
Non-agency IT Staff	\$0	\$307,694	\$0	\$307,694
Cloud Computing Service	\$90,365	\$578,671	\$90,365	\$533,921
Other Application Costs	\$163,258	\$848,370	\$168,156	\$873,821
<b>Total</b>	<b>\$1,472,606</b>	<b>\$20,702,489</b>	<b>\$1,644,669</b>	<b>\$21,155,358</b>

## Proposed IT Investments

Category	Costs Year 1		Costs Year 2	
	GF	NGF	GF	NGF
Major IT Projects	\$0	\$0	\$0	\$0
Non-Major IT Projects	\$82,910	\$373,304	\$0	\$101,695
Agency-Level IT Projects	\$60,732	\$1,214,646	\$62,554	\$1,251,085
Major Stand Alone IT Procurements	\$201,875	\$4,334,184	\$201,875	\$4,344,210
Non-Major Stand Alone IT Procurements	\$0	\$402,734	\$0	\$375,460
Agency-Level Stand Alone IT Procurements	\$22,262	\$115,686	\$22,930	\$119,157
Procurement Adjustment for Staffing	\$0	\$0	\$0	\$0
<b>Total</b>	<b>\$367,780</b>	<b>\$6,440,556</b>	<b>\$287,359</b>	<b>\$6,191,608</b>

## Projected Total IT Budget

Category	Costs Year 1		Costs Year 2		Total Costs
	GF	NGF	GF	NGF	
Current IT Services	\$1,472,606	\$20,702,489	\$1,644,669	\$21,155,358	\$44,975,123
Proposed IT Investments	\$367,780	\$6,440,556	\$287,359	\$6,191,608	\$13,287,305
<b>Total</b>	<b>\$1,840,386</b>	<b>\$27,143,045</b>	<b>\$1,932,028</b>	<b>\$27,346,967</b>	<b>\$58,262,428</b>

## Report Title: Business Requirements For Technology

Agency: Department for Aging and Rehabilitative Services (DARS) Date: 3/31/2017

### 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

<b>Date Submitted:</b>	
<b>Mandate:</b>	No
<b>Mission Critical:</b>	No
<b>Description:</b>	
DARS will leverage new services offered by VITA for increased efficiency and cost savings.	
<b>BReT - O&amp;M</b>	
<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	9/10/2014
<b>Mandate:</b>	No
<b>Mission Critical:</b>	Yes
<b>Description:</b>	
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.	
<b>BReT - OmbudsManager</b>	
<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	9/10/2014
<b>Mandate:</b>	Yes
<b>Mission Critical:</b>	Yes
<b>Description:</b>	
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.	
<b>BReT - OOS O&amp;M</b>	
<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	8/29/2014
<b>Mandate:</b>	No
<b>Mission Critical:</b>	Yes
<b>Description:</b>	
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.	



<b>BReT - QAISTM</b>	
<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	9/10/2014
<b>Mandate:</b>	No
<b>Mission Critical:</b>	Yes
<b>Description:</b>	
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.	
<b>BReT - SrNavigator</b>	
<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	9/1/2015
<b>Mandate:</b>	Yes
<b>Mission Critical:</b>	Yes
<b>Description:</b>	
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 found in Item326, F, of the Appropriations Act.	
<b>BReT - VA Relay Service</b>	
<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	8/19/2014
<b>Mandate:</b>	Yes
<b>Mission Critical:</b>	Yes
<b>Description:</b>	
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	
<b>BReT - VDDHH Audit ORI</b>	
<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	8/18/2016
<b>Mandate:</b>	Yes

<b>Mission Critical:</b>	
<b>Description:</b>	
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. .	
<b>BReT - Vehicle Tracking System</b>	
<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	8/3/2016
<b>Mandate:</b>	No
<b>Mission Critical:</b>	No
<b>Description:</b>	
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.	
<b>BReT - VTC</b>	
<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	8/29/2014
<b>Mandate:</b>	No
<b>Mission Critical:</b>	No
<b>Description:</b>	
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.	
<b>BReT - Windows XP ORI</b>	
<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	9/17/2014
<b>Mandate:</b>	Yes
<b>Mission Critical:</b>	
<b>Description:</b>	
This BReT addresses Windows XP ORI.	
<b>BReT- End User computing</b>	
<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	9/6/2016
<b>Mandate:</b>	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**

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

**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**

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

**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.

1. 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 Point

1. 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 CESC

1. VITA will move the servers
2. Agencies will need to test

New Share Point work requests

1. New Share Point requests are being placed on hold.

Mobile Applications

2. 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 anticipated significant 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 - BAMES

**BRT Type:** Business Requirement for New Technology

**Date Submitted:** 8/5/2016

**Mandate:**

**Mission Critical:**

#### Description:

BAMES is the acronym for Badge Alert Monitor Emergency System. 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.

#### 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

<b>BRT Type:</b>	Business Requirement for New Technology
<b>Date Submitted:</b>	9/10/2014
<b>Mandate:</b>	No
<b>Mission Critical:</b>	No
<b>Description:</b>	
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.	
<b>BRnT - Expand E-Virginia Procurement system</b>	
<b>BRT Type:</b>	Business Requirement for Existing Technology
<b>Date Submitted:</b>	9/10/2014
<b>Mandate:</b>	No
<b>Mission Critical:</b>	No
<b>Description:</b>	
DARS will implement an expanded E-Virginia procurement system to include requisition and contracts management business processes.	
<b>BRnT - GIS for DBVI</b>	
<b>BRT Type:</b>	Business Requirement for New Technology
<b>Date Submitted:</b>	8/5/2016
<b>Mandate:</b>	No
<b>Mission Critical:</b>	No
<b>Description:</b>	
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.	
<b>BRnT - Intake</b>	
<b>BRT Type:</b>	Business Requirement for New Technology
<b>Date Submitted:</b>	8/5/2016
<b>Mandate:</b>	No
<b>Mission Critical:</b>	No
<b>Description:</b>	
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	
<b>BRT Type:</b>	Business Requirement for New Technology
<b>Date Submitted:</b>	9/10/2014
<b>Mandate:</b>	Yes
<b>Mission Critical:</b>	No
<b>Description:</b>	
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	
<b>BRT Type:</b>	Business Requirement for New Technology
<b>Date Submitted:</b>	
<b>Mandate:</b>	No
<b>Mission Critical:</b>	No
<b>Description:</b>	
DARS will leverage new services offered by VITA for increased efficiency and cost savings.	
BRnT - Unified Case Management System	
<b>BRT Type:</b>	Business Requirement for New Technology
<b>Date Submitted:</b>	9/10/2014
<b>Mandate:</b>	No
<b>Mission Critical:</b>	No
<b>Description:</b>	
DARS will support a unified case management system for Brain Injury, Independent Living and Long Term Case Management programs	
BRnT - VA211	
<b>BRT Type:</b>	Business Requirement for New Technology
<b>Date Submitted:</b>	9/10/2014
<b>Mandate:</b>	No
<b>Mission Critical:</b>	No
<b>Description:</b>	
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	
<b>BRT Type:</b>	Business Requirement for New Technology
<b>Date Submitted:</b>	9/10/2014
<b>Mandate:</b>	No
<b>Mission Critical:</b>	No
<b>Description:</b>	
DARS will participate in the Virginia Longitudinal Data System (VLDS) to provide opportunities for improved data analytics.	

# Report Title: Appendix A 16 - 18 Report

**Agency:** Department for Aging and Rehabilitative Services (DARS) **Date:** 3/31/2017

**Agency Head Approval:** No

## Budget Category: Non-Major Projects

### Community Needs Management System

**Oversight and Governance Category: Category 4: Low/Medium, Low/Low**

#### Appropriation Act/Funding Status

#### Project Initiation Approval -

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 four pilot tests conducted with different sized localities. Upon user acceptance of the enhanced Peerplace technology and completion of this project, it is anticipated the LDSS offices (AS/APS workers) will be migrated from the Virginia Department of Social Services (VDSS) ASAPS System to the Peerplace Application.

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.

Planned project start date:	12/30/2015	Planned project end date:	12/29/2017
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PPEA Involvement:	No	
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Estimated Costs:	Total	General Fund	Nongeneral Fund	Nongeneral Funding Source

Project Cost (estimate at completion):	\$702,431	\$237,842	\$3,626,078	
Estimated project expenditures first year of biennium:	\$212,842	\$203,006	\$707,842	Non-general - Other
Estimated project expenditures second year of biennium:	\$125,000	\$100,000	\$25,000	Non-general - Other

Service Area	Weight
262 DARS 49933 Aging Programs & Services, Adult Protective Services	Primary
765 DSS 46802 Adult In-home and Supportive Services	Primary
BRnT - CNMS	Primary
262 DARS 45406 Community Rehabilitation Programs	Secondary
262 DARS 45506 Rights and Protection for the Elderly	Secondary
262 DARS 49900 Administrative and Support Services	Secondary
765 DSS 46801 Auxiliary Grants for the Aged, Blind, and Disabled	Secondary

**Project Related Procurements**

CNMS Procurement

Procurement Description:	<p>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.</p> <p>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.</p> <p>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.</p> <p>The goal is a better system for those who use it and those whom we serve.</p> <p>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.</p>
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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.

Planned Delivery Date:	12/31/2015		
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Report Title: Appendix A 16 - 18 Report

Agency: Department for Aging and Rehabilitative Services (DARS) Date: 3/31/2017

Agency Head Approval: No

**Stand Alone Major Procurements**

<b>Procurement Name:</b>	<b>ALLIANCE AWARE UMS Procurement</b>		
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	
<b>Service Area</b>			<b>Weight</b>
262 DARS 45404 Vocational Rehabilitation Services			Primary
<b>Procurement Name:</b>	<b>Senior Navigator Provider Directory</b>		
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	
<b>Service Area</b>			<b>Weight</b>
There are no service areas for this project.			
<b>Procurement Name:</b>	<b>VA Relay Services Procurement FY15</b>		
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	
<b>Service Area</b>	<b>Weight</b>	
There are no service areas for this project.		

## Stand Alone Non-Major Procurements

<b>Procurement Name:</b>	<b>Counterpoint Procurement</b>		
Procurement Description:	<p>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.</p>		
Procurement Planned Start Date		Procurement Planned Completion Date	1/16/2016
		Appropriation Act Status	
<b>Service Area</b>			<b>Weight</b>
There are no service areas for this project.			
<b>Procurement Name:</b>	<b>Lexmark Managed Print Services Procurement</b>		
Procurement Description:	<p>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.</p> <p>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.</p>		
Procurement Planned Start Date	10/20/2014	Procurement Planned Completion Date	10/20/2014
		Appropriation Act Status	
<b>Service Area</b>			<b>Weight</b>
There are no service areas for this project.			
<b>Procurement Name:</b>	<b>SeniorNavigator ADRC Grant Additional Services</b>		
Procurement Description:	<p>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.</p> <p>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</p>		

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	
<b>Service Area</b>			<b>Weight</b>
There are no service areas for this project.			