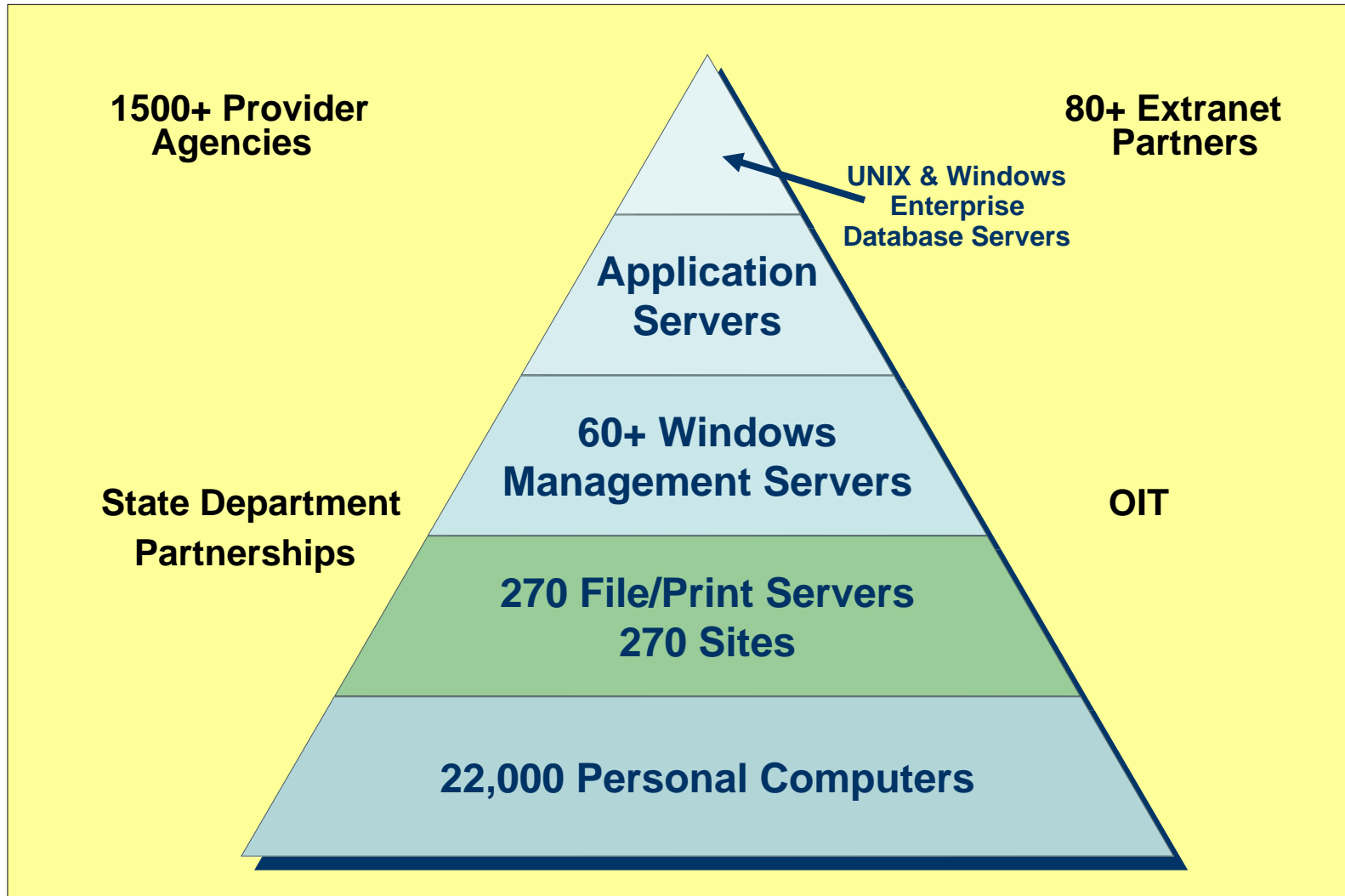


IT Summit
February 16, 2005

IT Summit
Where Are We and Where Are We Going

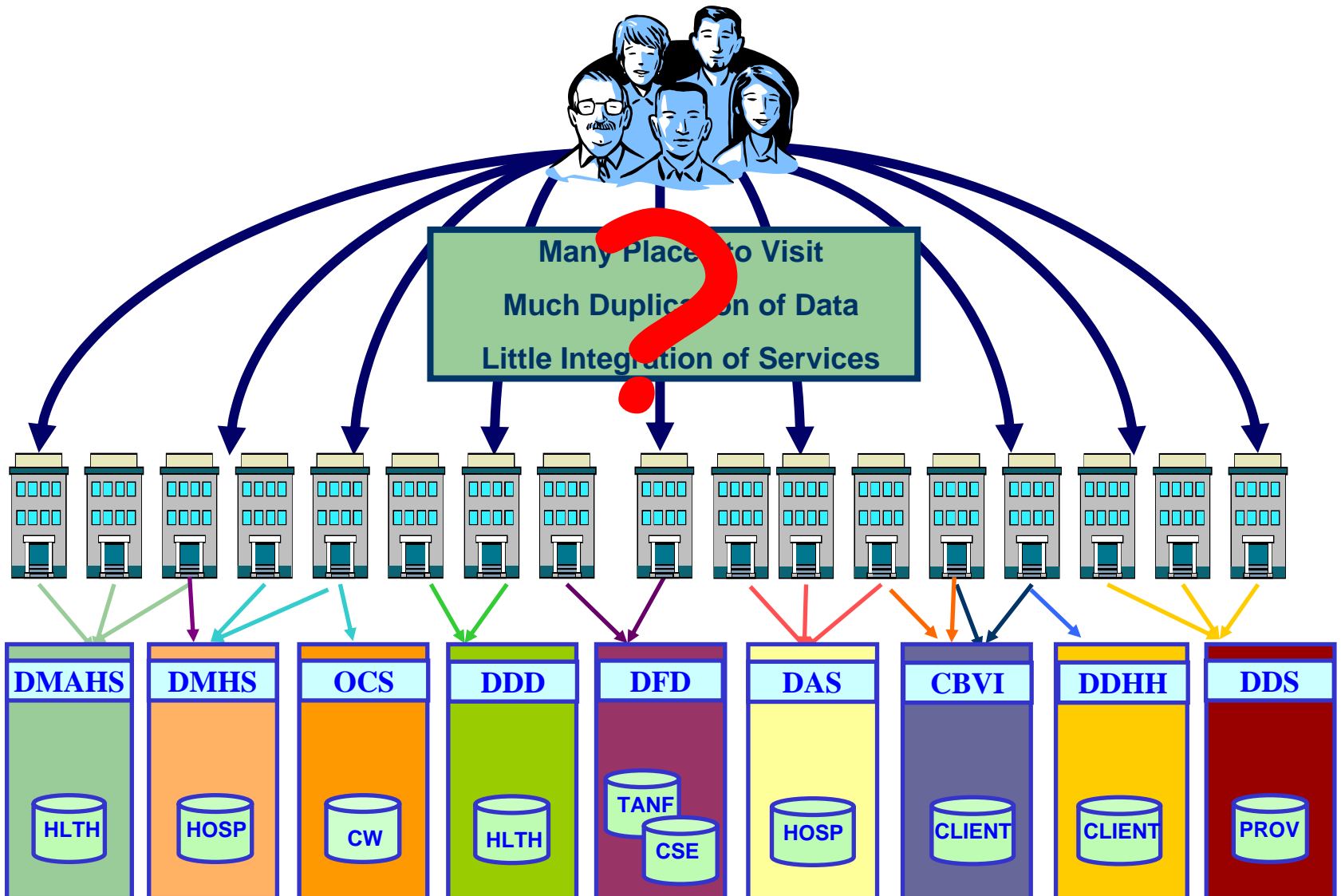
Jacob Eapen

Where We Are: A Large Business Enterprise



Where We Are:

Non-Integrated Service Delivery Model



Where We Are: Opportunities

Through the implementation of major new systems, we have the opportunity to:

- **Create a comprehensive view of our clients and their needs**
- **Provide our clients access to an expanded set of integrated services**
- **Use accurate information to improve service quality**
- **Allow skilled and motivated employees to do their jobs efficiently and successfully**
- **Maintain modern systems cost effectively**

Where We Are Going: IT Mission

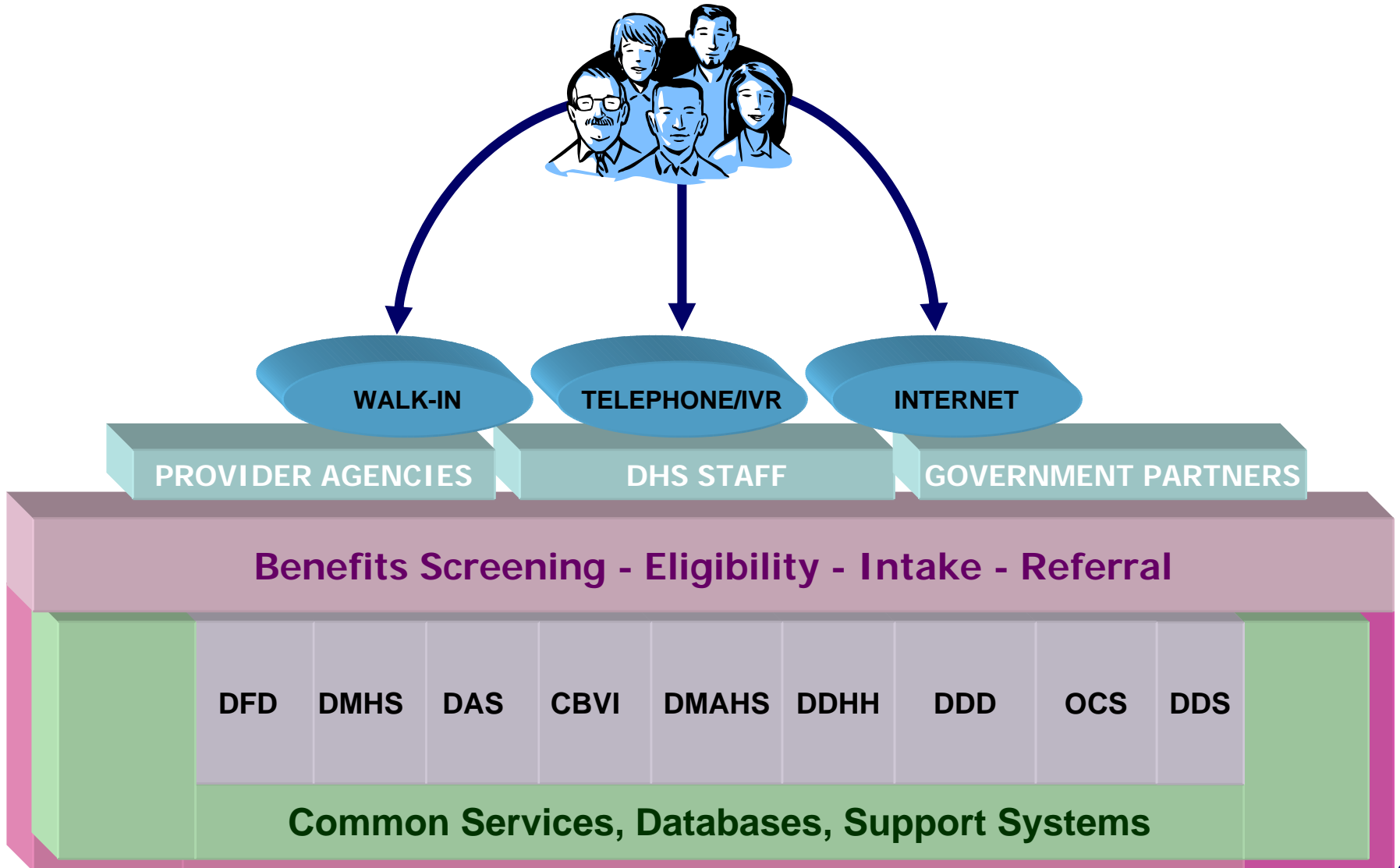
The DHS IT community will provide its staff, management, and community partners with the technology, systems and information needed to support the care, protection, and empowerment of the people we serve.

Where We Are Going: The Importance of Integration

Integration allows:

- **Business processes to work seamlessly to support client, staff and management needs**
- **Simplification of systems**
- **Information sharing**
- **Cost efficiencies**

Where We Are Going: Enterprise Framework for Integrated Systems



DHS Service Access Model
"How Do I...?"

Sue Bremner

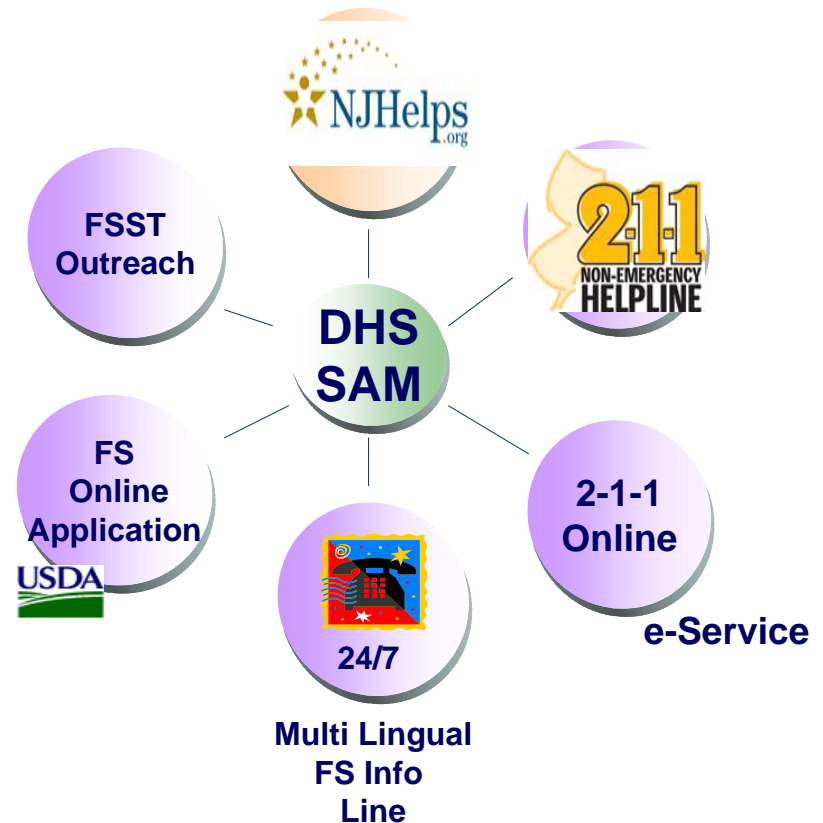
DHS Service Access Model

- **Early in 2003 the Department of Human Services established several committees to help consumers find, learn about and access services**
- **The SAM Model was conceived to provide multiple access routes to critical service and enrollment information**



Service Access Model

- Diligent research and collaborative effort by state, county and community based agency staff resulted in a safety net ring of access points





Self Screen for Eligibility

On July 19, 2004, Commissioner Davy Launched NJHelps

- **More than 28,500 anonymous, confidential individual screenings have been completed**
- **The program screens for 8 DHS programs**
- **The “Results” page links directly to online applications**
- **Program provides county specific contact information**
- **Identifies documentation needed to apply for each program**



Food Stamps

General Assistance

Kinship Care

Low Income Home Energy Assistance (LIHEAP)

NJ Cares for Kids (Child Care)

NJ FamilyCare

Medicaid

Temporary Assistance for Needy Families (TANF)



Winter 2005

NJHelps Phase II



Department of Human Services

Division of Family Development

Federal Earned Income Tax Credit (EITC)

NJ Earned Income Tax Credit (NJEITC)

Division of Medical Assistance and Health Services

NJ Care (Aged, Blind and Disabled)

Medicare Savings Program

Division of Disability Services

NJ Workability Program

Traumatic Brain Injury Waiver

AIDS Community Care Alternatives Program (ACCAP) Waiver

Community Resources for People with Disability (CRPD) Waiver

Department of Health and Senior Services

Women, Infant and Children (WIC)

Jersey Assistance for Community Caregiving (JACC)

Assisted Living

Enhanced Community Options (ECO)

Community Care Program for the Elderly and Disabled (CCPED)

Department of Labor and Workforce Development

Self Employment Assistance (SEA)

Workforce Development Partnership Program (Training)

Adult and Dislocated Worker Activities (WIA Part 663)

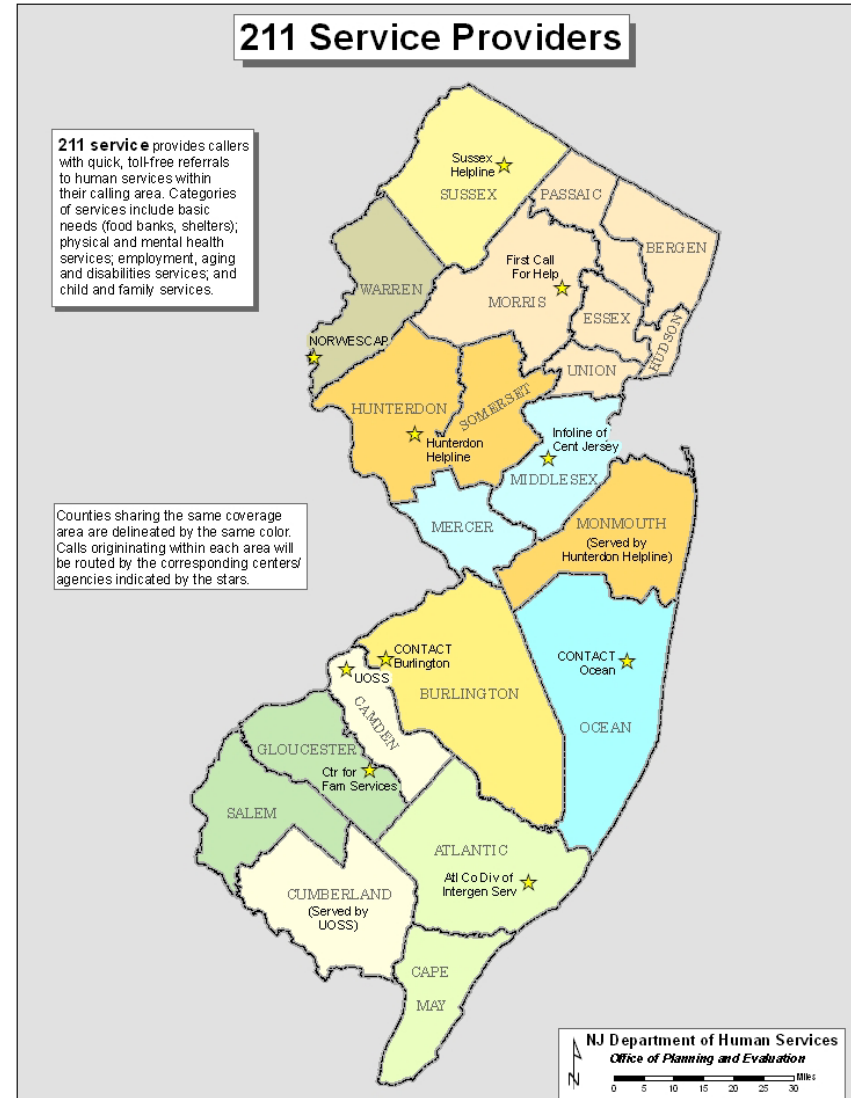
Youth Activities (WIA Part 664)

Statewide Workforce Investment Activities (WIA Part 665)

NJ Youth Corps

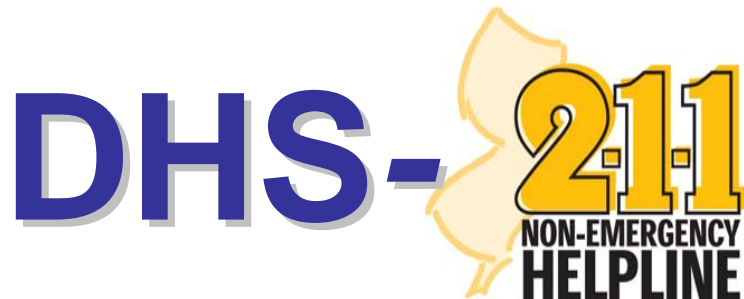


- In October 2002, the Board of Public Utilities designated the NJ2-1-1 Partnership, a 501 (c) 3 subsidiary of the United Ways to be the statewide administrator to implement the “2-1-1” social service helpline for the State of NJ
- On February 10, 2005, the statewide system was activated
- 10 Call Centers now provide 24/7 telephone access to social service information and resources



e-Service Directory

- DHS and 2-1-1 are partnering to build an “online” searchable social service directory.
- A Committee of State, County, and Community Based Agency staff researched and designed the template and search format.
- DHS will host the web site
- The Directory will initially draw from the “2-1-1” database.
- When fully operational, DHS contract and license information will also be included.



Service Access Model

Next steps:

- Consumers will be able to elect to send NJHelps data to the Online Application.
- Consumers will be able to print multiple applications



Division of Family Development

Robert Tana

DFD Overview

Supervises the WFNJ/TANF/GA, Food Stamp and Emergency Assistance Programs and Oversees all Child Support Services

Provides leadership and support to the agencies responsible for administering those programs

Business Partners:

- **CWA – County Welfare Agencies**
- **MWA - Municipal Welfare Agencies**
- **AOC - Administrative Office of the Courts, Probation Divisions and Family Courts**
- **CCRR - Child Care Resource and Referral Agencies**
- **OIT - Office of Information Technology**
- **Federal Agencies: ACF, USDA, HCFA**
- **NJ Depts: DHS, LWD, DHSS, DCA, DOC**



Current Technology

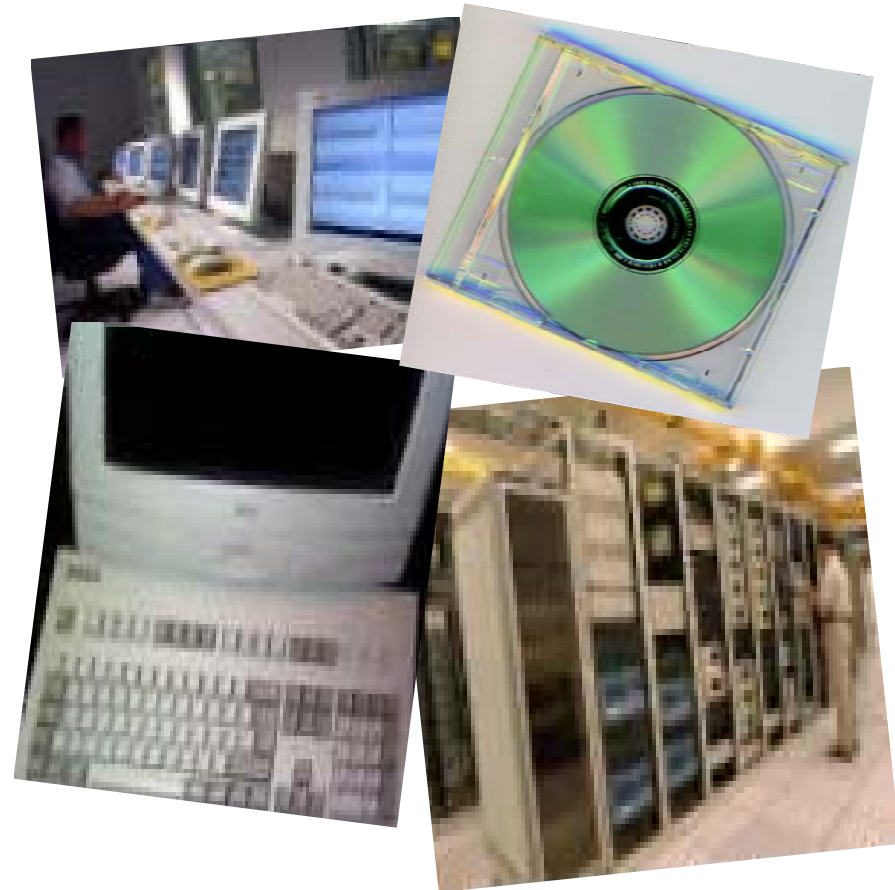
Programs are supported by applications on multiple platforms (Mainframe, Client Server, Web-Based)

- **ACSES** - Child Support
- **FAMIS** - WFNJ TANF, FS, Medicaid
- **UAP** - WFNJ TANF, FS, CS
- **OMEGA** - Case Management
- **CARES** - Child Care
- **GAAS** - General Assistance



Current Technology Highlights

- 8000 PCs and 100 LANs statewide
- Help desk support for all state and local users
- (iAcquire) On-line Report Management and Retrieval System
- Electronic Benefits Transfer
 - TANF, Food Stamps, GA (new)
- Universal Services Fund
 - LIHEAP
- NJ Helps Food Stamp Eligibility Screening
 - Public access through the Web
- Child Support Call Center



Building for the Future

Consolidated Assistance and Support System (CASS)

Automated Child Support Enforcement System Reengineering (ACSES)

- Strong Business Partner / Customer / Citizen Focus
- Ability to Adapt to Change
- Ability to Share Information to support Federal, State and Local Programs



Summary

As we move forward we must:

- **Work together**
- **Align Information Systems with Business needs**
- **Take advantage of every opportunity technology has to offer**



Division of Mental Health Services

Robert Malloy

Mental Health Services

Our mission is to promote opportunities for adults with serious mental illness and to maximize their ability to live, work, socialize and learn in their communities

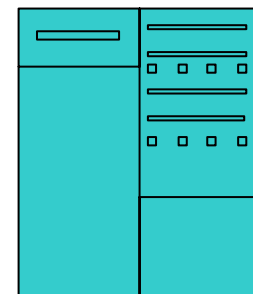
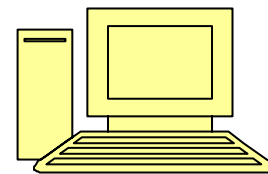
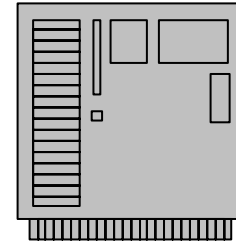
Our Division:

- **Operates five psychiatric hospitals**
- **Contracts with 120+ agencies across all counties**
- **Monitors and funds services at county hospitals**
- **Employs 5700 State and contracted staff**
- **Serves over 273,000 consumers yearly with over 12,000 clients annually at State and county hospitals**



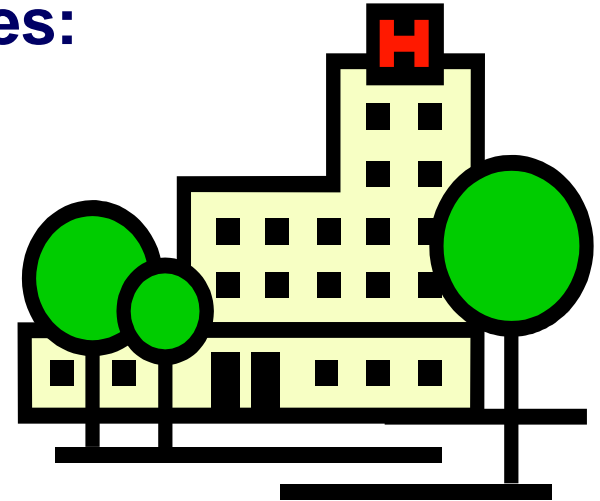
DMHS Technology

- **Integrated Data Systems across all our psychiatric hospitals.**
- **Common technology platform**
- **USTF and QCMR data systems for support of community Services.**
- **Ability to track with DAS for co-occurring substance abuse.**
- **Screening Services and STCF Inpatient Tracking Services.**
- **Census database that supports the tracking of consumers across all aspects of mental health services**



Addressing Real Life Consumer Issues:

- **Emergency Services**
- **Screening Outreach**
- **Disaster Response and Counseling**
- **Tracking Admissions and Discharge Demographics**
- **Medication Management**
- **Supportive Housing and Supported Employment**
- **Outpatient, Residential, PACT, ICMS and other treatment services**



Supporting Division Objectives

- Assuring access to hospitals and high quality care
- Discharging consumers from hospitals promptly and appropriately allows benefit from less restrictive care
- Focusing on provider input via the Web
- Working towards EMR-EHR design requirements
- Leveraging NJSAMS work done by DAS along with other available approaches
- Working with NJAMHA for technical support to the Community agencies
- Using technology to track and provide usable information regarding medication administration and control
- Providing information to enlighten and guide program refinements, adjustments, and development of needed services



Division of Addiction Services

Charles Crowley

Addiction Services

The mission of the Division of Addiction Services is to decrease misuse or abuse of alcohol, tobacco and other drugs by New Jerseyans by supporting the development of a comprehensive network of prevention, intervention and treatment services in NJ

In the past year:

- 55,000 substance abuse treatment admissions were served by more than 200 treatment providers**
- 24,000 DUI cases were processed by the Intoxicated Driving Program**
- 40,000 participants were provided services by the Substance Abuse Prevention Program. More than 1,000,000 prevention materials were disseminated**

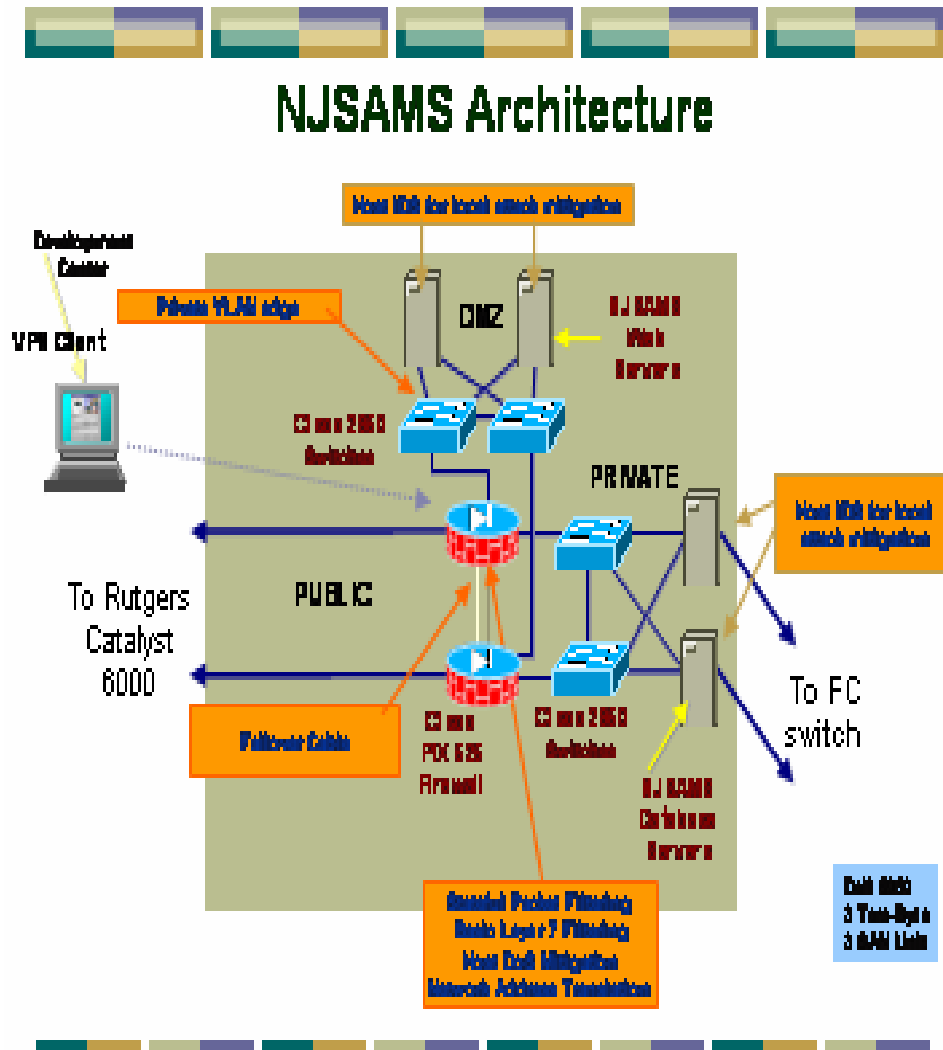
DAS has about 150 employees

Who Uses DAS' Information?

- **Treatment Episode Data Set (TEDS)**
- **Prevention Minimum Data Set (CSAP)**
- **Community Epidemiology Work Group (CEWG)**
- **Treatment and Prevention Planning**
- **Substance Abuse Prevention and Treatment Block Grant**
- **Treatment and Prevention Service Providers**
- **County Alcohol and Drug Abuse Coordinators**
- **Governor's Council on Alcoholism and Drug Abuse**
- **Our partners in NJ State government in Human Services, Courts, Corrections, Motor Vehicles and other agencies**

Web Information Systems

- **DAS provides Internet accessible applications:**
 - NJ-SAMS for substance abuse treatment
 - Prevention Minimum Data Set for prevention service providers
- **How they are helping now/future:**
 - Eliminate paper form reporting
 - Access to Recovery
 - Better Patient Placement
 - Increased access for county IDRCs
- **Providing complete and timely information, support and accountability to:**
 - Clients
 - Providers
 - County, State, Federal Partners



Substance Abuse Treatment Directory

http://samsdev.rutgers.edu/dastxdirectory/txdirmain.htm - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites Media

Address http://samsdev.rutgers.edu/dastxdirectory/txdirmain.htm Go Links

mywebsearch Search Cursor Mania My Info Customize Highlight

Google Search Web 13 blocked AutoFill Options

James M. Davy
Commissioner
Carolann Kane-Cavaiola
Asst. Commissioner

Treatment Directory

[Quick Search](#)

[Detail Search](#)

[By Agency Name](#)

[By County, City or Municipality](#)

[By Type of Care & Tx. Services](#)

[IDRC Affiliated Agencies](#)

[Comments](#)

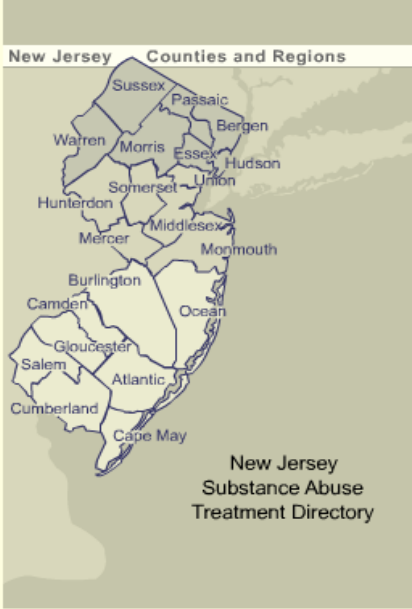
[Agency Update](#)
(For Agency Only)

[Back to Addiction Services Home](#)

new jersey
department of human services **DHS**

the division of
Addiction Services **DAS**

New Jersey Counties and Regions



New Jersey
Substance Abuse
Treatment Directory

Search by County
(Click on county name)

1. [Atlantic](#)
2. [Bergen](#)
3. [Burlington](#)
4. [Camden](#)
5. [Cape May](#)
6. [Cumberland](#)
7. [Essex](#)
8. [Gloucester](#)
9. [Hudson](#)
10. [Hunterdon](#)
11. [Mercer](#)
12. [Middlesex](#)
13. [Monmouth](#)
14. [Morris](#)
15. [Ocean](#)
16. [Passaic](#)
17. [Salem](#)
18. [Somerset](#)
19. [Sussex](#)
20. [Union](#)
21. [Warren](#)

Done Internet

A Network of People Fighting Substance Abuse

- **Our goal is to provide you with the tools and information you need on substance abuse to do your job better**
- **DAS is building an Information Systems platform and strategy that provides access to information when you need it. We are committed to WEB based information systems for both the collection of data and delivery of information**
- **<http://www.state.nj.us/humanservices/das/index.htm>**

*Commission for the Blind
And Visually Impaired*

Ines Matos
David DeNortis

Our Motto at CBVI

INDEPENDENCE

BELIEVE

AND

ACHIEVE

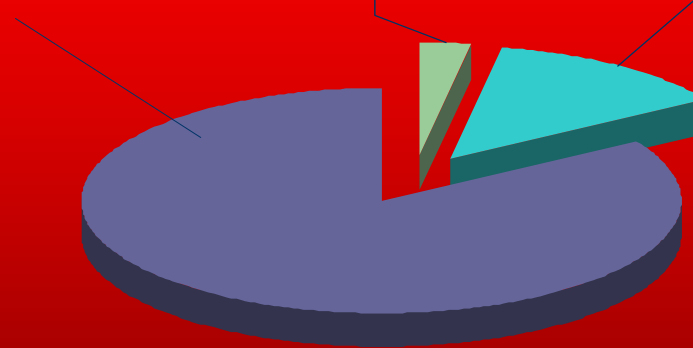


290,000 NJ residents Are Blind and/or Visually Impaired

**Severe
Visual
Impairment,
243,000**

**Totally Blind,
8,000**

**Legally
Blind, 39,000**



Unit Objectives

- To Provide the Highest Level of Service to Blind and Visually Impaired Citizens of New Jersey
- To Enable Our Staff to Provide Quality Service to Blind and Visually Impaired Citizens of Our State



CBVI Turnaround Entry Screen - Microsoft Internet Explorer

CBVI Client Status Turnaround Entry Screen Exit

Monday, January 31, 2005

Go to specified field

Referral

1. Client SSN	<input type="text" value="123-45-6789"/>
2. Case Occurrence	<input type="text" value="01"/>
3. Primary Cwc	0426 Assigned: 01/31/2005 Lookup Primary Cwc
4. Case Status	<input type="text" value="Referral (S)"/> <input type="button" value="Lookup"/>
5. Status Date	<input type="text" value="01/31/2005"/>
6. VR Cwc	<input type="text" value=""/> Lookup VR Cwc
7. VR Case Status	<input type="text" value=""/>
8. VR Status Date	<input type="text" value=""/>
9. Client Last Name	<input type="text" value="STAR"/>
10. Client First Name	<input type="text" value="PATRICK"/>
11. Client Middle Initial	<input type="text" value=""/>
12. Client Street Address	<input type="text" value="123 MAIN STREET"/>
13. Client City	<input type="text" value="ELIZABETH"/>
14. Client State	<input type="text" value="New Jersey (NJ)"/> <input type="button" value="Lookup"/>
15. Client Zip	<input type="text" value="07202"/> Lookup Zip
16. Receive Mail	<input type="text" value="Yes"/> <input type="button" value="Lookup"/>
17. Client Phone	<input type="text" value="300-555-5555"/>

Assistive Technology

Any piece of equipment that will give independence to someone who is blind or visually impaired

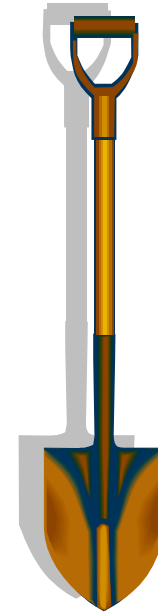


Assistive Technology

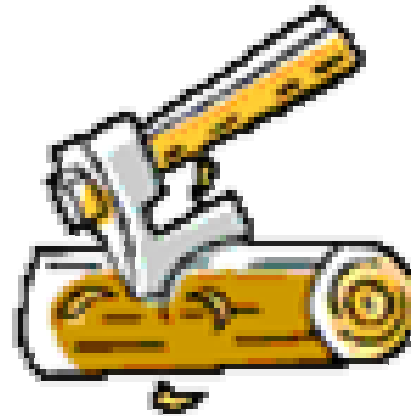
These tools may assist consumers in gaining access to information both print and electronic and facilitates written communication



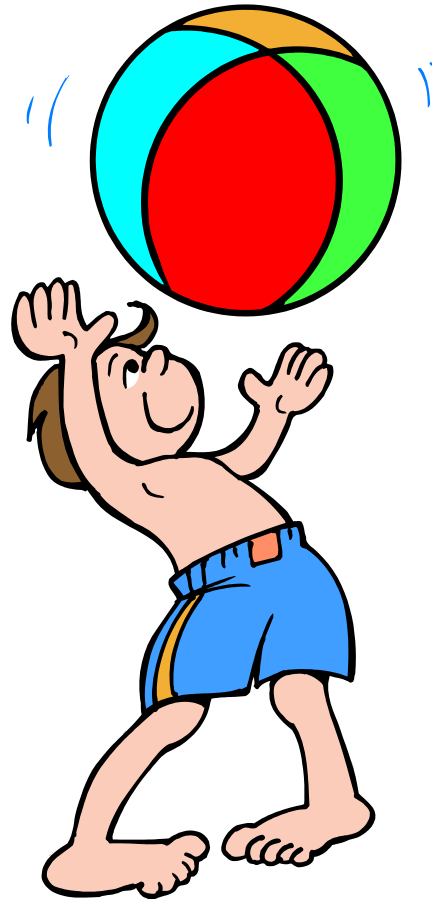
Access = Success



Right Tools / Right Job



Think Ability



As Easy as ABC

**A is for
Assistive
Technology**



The ABC's

B is for

Braille

Braille

Literacy

Literacy

Literacy



The ABC's

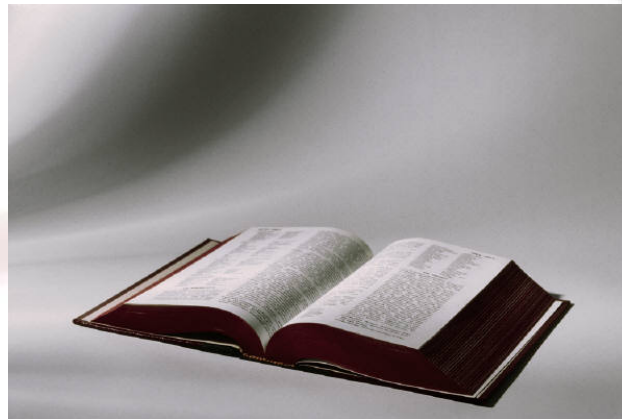
C is for

CANE

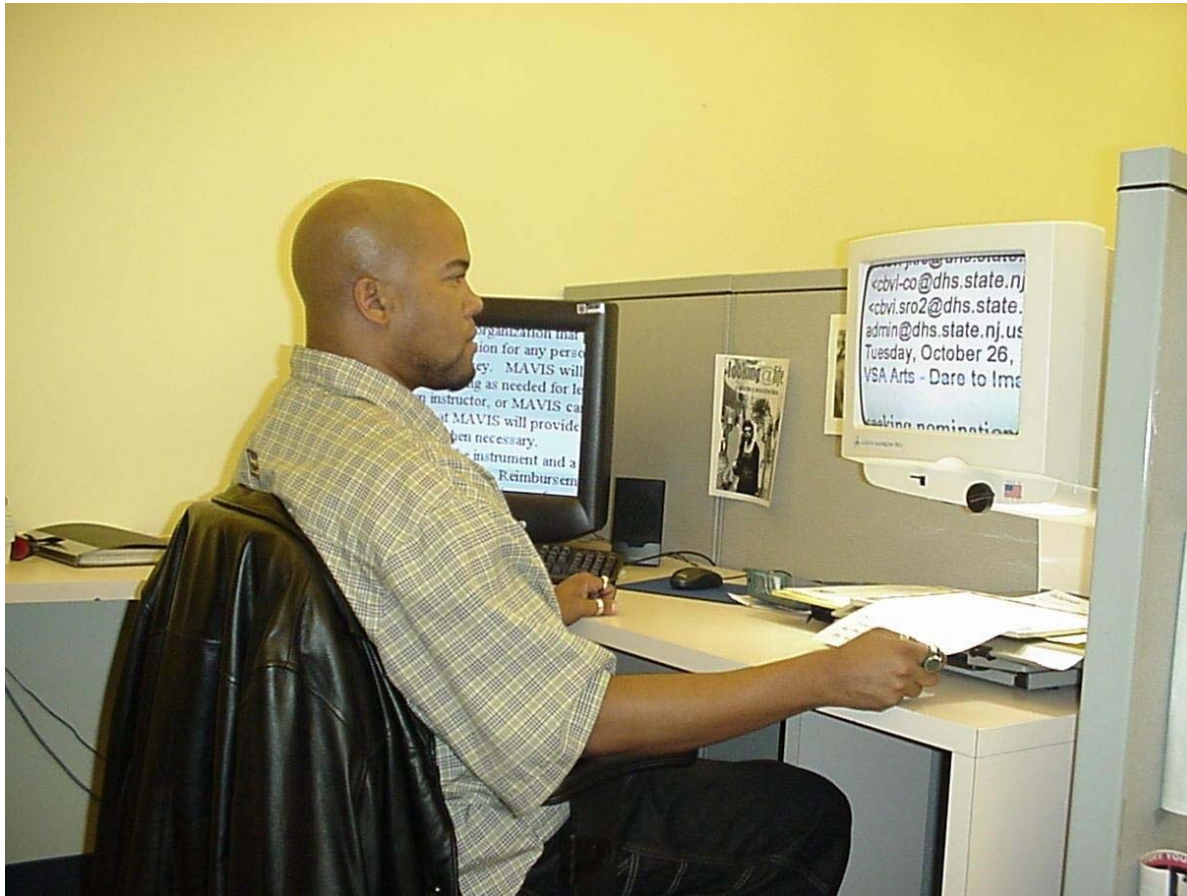
Travel



Education is a Right Not a Privilege



Working Towards Employment



Senior Services



Access = Success

- Empowerment
- Partnership
- Integration



*Division of Medical Assistance
And Health Services*

Marilyn Tana

Medicaid

- Our mission is to responsibly administer effective delivery systems that will ensure beneficiaries equitable access to qualified health care services and provide the opportunity for informed and responsible choices, thereby, promoting an improved quality to life
- Medicaid is a program that pays for medical assistance for certain individuals and families with low income and resources
- 603 Employees



- **New Jersey Medicaid Management Information System (NJMMIS) was developed to meet Federal mandates and guidelines**
- **Unisys Corporation was initially awarded the contract to adjudicate and report health care claims in 1989. Unisys won the re-bid of this contract in 2000**
- **In fiscal year 2004:**
 - **109m claims were adjudicated for a paid value of \$7.2B**
 - **1.9m beneficiaries (active & Inactive)**
 - **32k Active Providers are billing and delivering services**



Decision Support System

NJMMIS Decision Support System (DSS)

What is a DSS?

- The base of the system is developed using raw data extracted from the NJMMIS legacy subsystems
- DSS is updated weekly with Claim, Recipient and Provider data (coinciding with the completion of each payment cycle of the NJMMIS)



Quality Business Information

- **DSS Statistics:**
 - 5 years of history data
 - 423m Claims Paid
 - 100m Claims Denied
 - 140k Providers
 - 1.9m Recipients
- **Advantages of the DSS:**
 - Critical tool to help improve delivery of services
 - Conduct advanced data analysis
 - Rapid decision making
 - Improved data security
- **DSS User Group**
- **How it Helps**



*Division of Deaf and
Hard of Hearing*



Technology and Hearing Loss

Brian C. Shomo

Telecommunication for those who can HEAR...





Reach Out to Someone

TTY

Computer

VCO

Amplified Phones

Pagers

Video Phone

VRS

TTY



Voice Carryover (VCO) and CapTel Phones

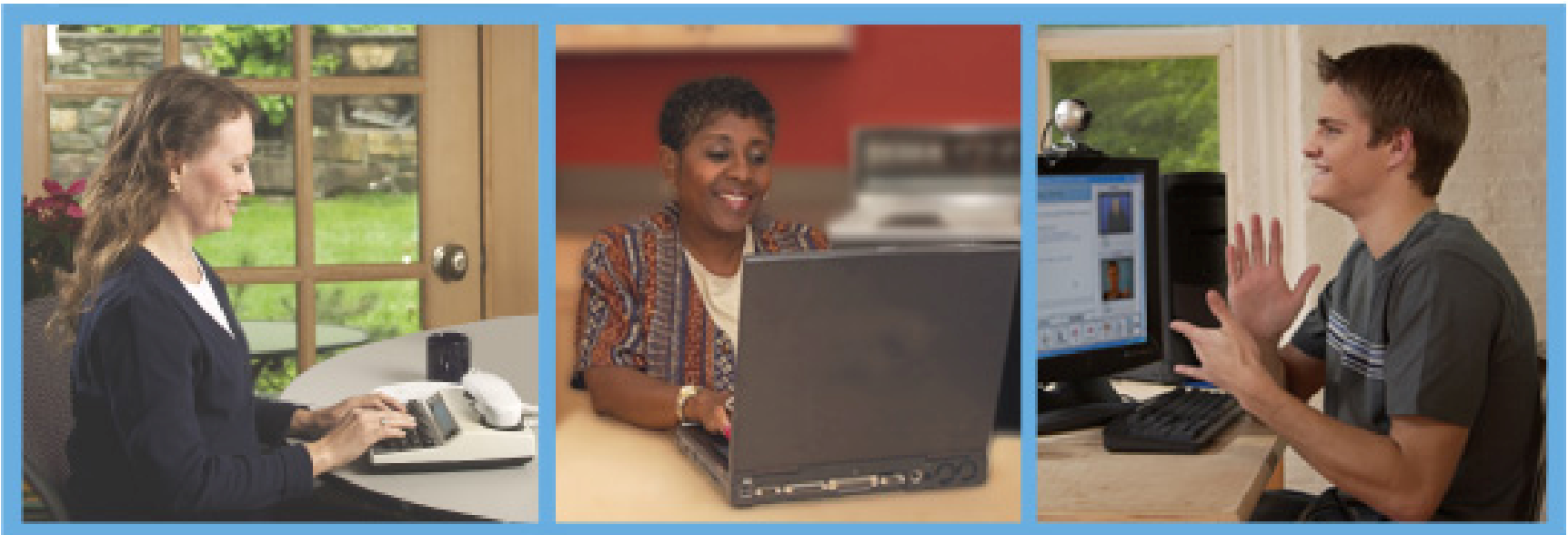


Amplified Phones



Don't Have a TTY?

These moments brought to you by NJ Relay Service...



TTY User

Internet Relay User

Video Relay User

DIAL 711
to make a relay call.

The phone service keeping NJ's residents who are deaf and hard of hearing in touch with you.

Using Video Relay Service (VRS)



Using Sign Language



Voice Carry-over (VCO)

Cell Phones GALORE!



- **Did you know there are more than 60 million cellular users in the United States?**
- **What was a three million dollar market twenty-five years ago, is now a \$30 billion dollar per year industry!**
- **Only a limited number of compatible models are available for people with hearing loss.**

Send me an e-mail on the ROAD



Assistive Devices at Home



Baby Cry Signaler

Door Bell Systems



Smoke Alarms



How do you wake up in the MORNING?



Is the PHONE Ringing?



Other ways to make the home accessible

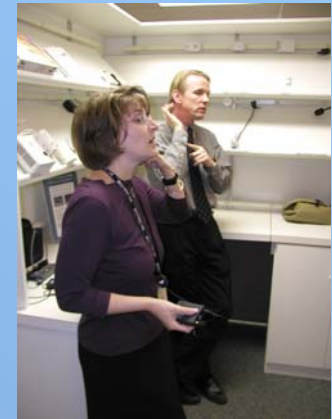
Captioned TV or decoder box

- All TV's 13 inches and larger mandated by law to have caption decoder chip.



Assistive Device Demonstration Center

Joseph Kohn Rehabilitation Center – New Brunswick



Equipment Distribution Program



TTY



Electrolarynx



Voice Carryover
(VCO)

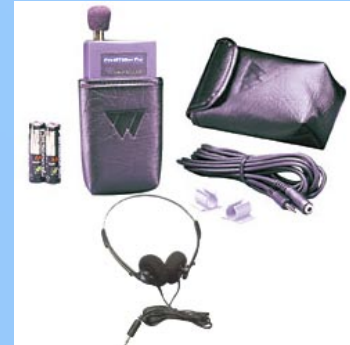


Smoke Detector



Baby Alert System

The Assistive Listening Technology Loan Program



- In Collaboration with the NJ Library for the Blind and Handicapped – Deaf and Hard of Hearing Awareness Program (NJLBH)

- **Eleven Participating Libraries**

*Atlantic County Library (609) 625-2776

*Gloucester County Library

*Montclair Public Library

*Ocean County Library

*Teaneck Public Library

(856) 223-6000

(973) 744-0500

(732) 349-6200

(201) 837-4171

*Camden County Library

*Monmouth County Library

*Morris County Library

*Piscataway Public Library

*Vineland Public Library

(856) 772-1636

(732) 431-7220

(973) 285-6930

(732) 463-1633

- **NJLBH (800)-792-8322 or (877) 882-5593 (TTY)**

Computer Aided Realtime Translation (CART)

- **Service is widely used by individuals with hearing loss who do not use sign language.**
- **CART can be used in a variety of settings – court, conferences, conventions, meetings, schools.**
- **New Jersey has a limited number of CART service providers available.**

CART



Thank



You!



Have A Great Day!

Division of Developmental Disabilities

Donald Benjamin

Our Mission

Our mission is to assist eligible NJ residents with developmental disabilities to live as independently as possible, in the most integrated setting appropriate to their needs, through the flexible application of individualized services and support, maximizing their potential to achieve desired personal outcomes and to live self directed and empowered lives

- **DDD serves approximately 35,000 individuals with Mental Retardation, epilepsy, autism, cerebral palsy, spina bifida and other neurological impairments, such as Traumatic Brain Injury**
- **Seven (7) Developmental Centers**
- **Four (4) Regional Offices**
- **Over 4,000 Contracted Residential, Day Program and Support Services**
- **Over 9,000 Staff Members county hospitals**



Our Name Change

- **Division of Mental Retardation**
- **Division of Developmental Disabilities**



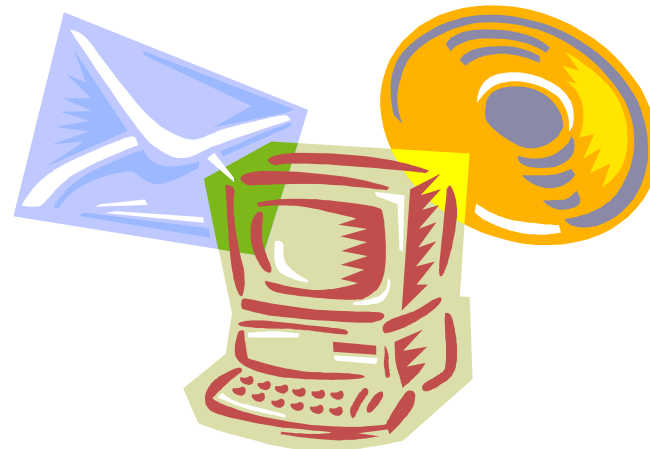
Our System Changes

- **Institutionalization**
 - Intermediate Care Facility/Mental Retardation
- **Normalization**
 - Community Care Waiver
- **Individualization**
 - Person Centered and Self Direction



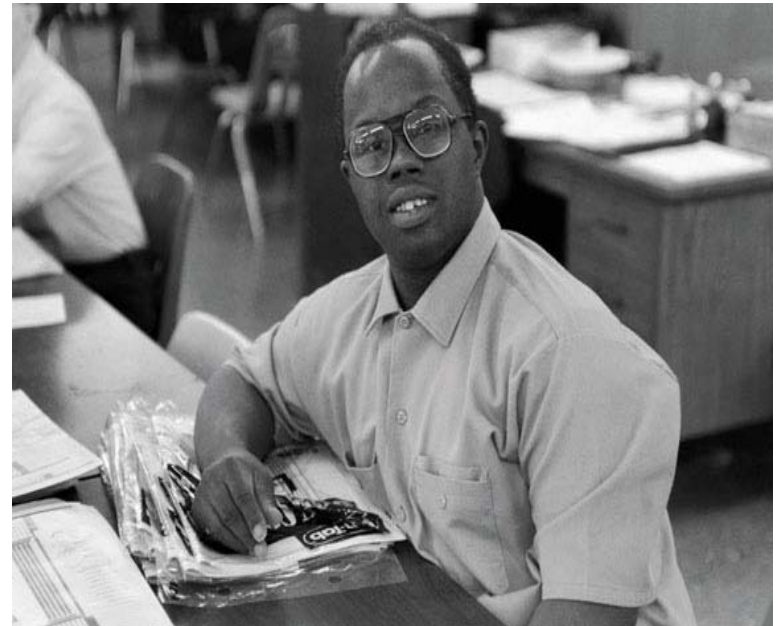
Our IT Challenges

- **Empower consumers to plan their lives**
- **Improve our ability to Claim Federal Dollars**
- **Give Staff and Providers more mobility**
- **Bolster the computer capability of our Providers**



Our Technologies

- **The Statewide Lookup**
- **The Consumer Service Recording System**
- **The Real Life Choice Electronic Record**
- **The Electronic Medicaid Claim**



Our Successes

- **We are sharing data across our Division making staff more productive**
- **We share data with our service providers**
- **We allow providers to submit reports electronically eliminating duplication of effort**
- **We have improved timeliness and quality of the Medicaid claiming**



Division of Youth and Family Services

Mark Londregan

Youth and Family Services

- **DYFS is New Jersey's child protection/child welfare agency**
- **DYFS is responsible for investigating allegations of child abuse and neglect**
- **DYFS operates a 24-hour hotline to receive reports of suspected child abuse and neglect - the State Central Registry (SCR)**
- **DYFS employs 4,837 employees**
- **DYFS is part of the Office of Children Services along with the Division of Prevention and Community Partnerships and the Division of Child Behavioral Health Services**
- **The Child Welfare Reform plan is a result of a settlement of a class action lawsuit brought against the State and the Department**
- **The Annie E. Casey Foundation has called the plan, “The most comprehensive reform of child welfare in the nation.”**

- **New Jersey Statewide Protective Investigation, Reporting and Information Tool**
- **Comprehensive automated case management tool that supports case-carrying workers' child protection, foster care, and adoption practice**
- **Federal Match of 50% by Administration for Children & Families**
- **Supports intake and investigation, case planning, financial management, resource or provider management, and service delivery tracking**
- **Call center software delivered on time on 12/1/04**
- **Replacement of legacy systems and full functionality by 12/05**



State Central Registry

- **Prior to Child Welfare Reform effort, child abuse and neglect calls were made to over 40 locations across the state for follow-up**
- **Lack of consistency in accepting and coding referrals on a statewide basis**
- **Citizens often had difficulty determining who they should call to report a child at risk**



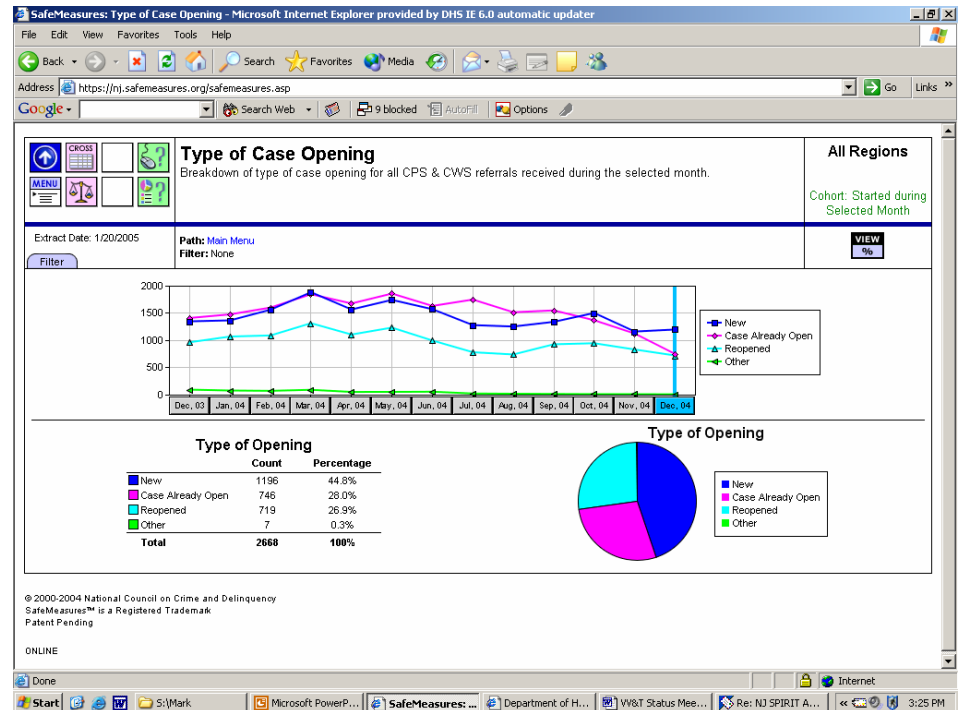
Implementation



- **1-877-NJABUSE established as state hotline**
- **Skill sets developed in Call Center software by Avaya to route all calls**
- **Average of approximately 19,000 calls a month**
- **Ability to monitor each call received at the center**
- **Implementing ability to record each call and provide methods to archive and retrieve each call received at the hotline**
- **Call software reports on average length of calls, abandoned rate, time until calls are abandoned, etc.**

Safe Measures

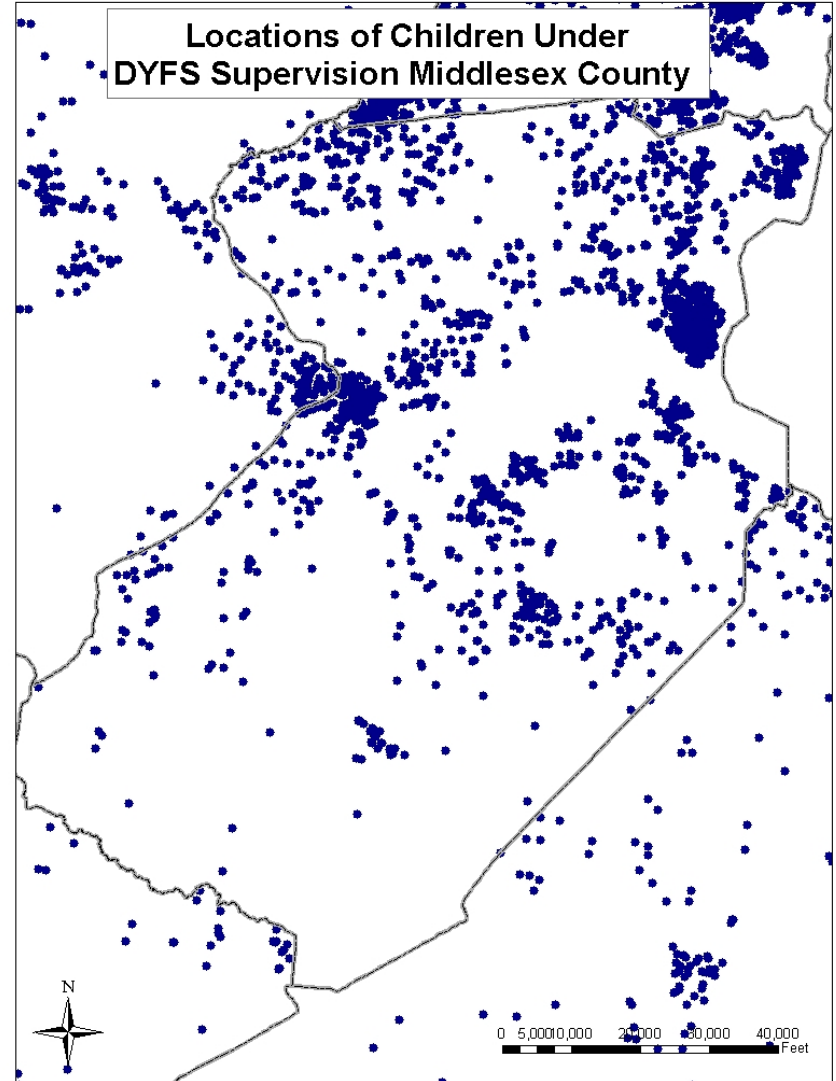
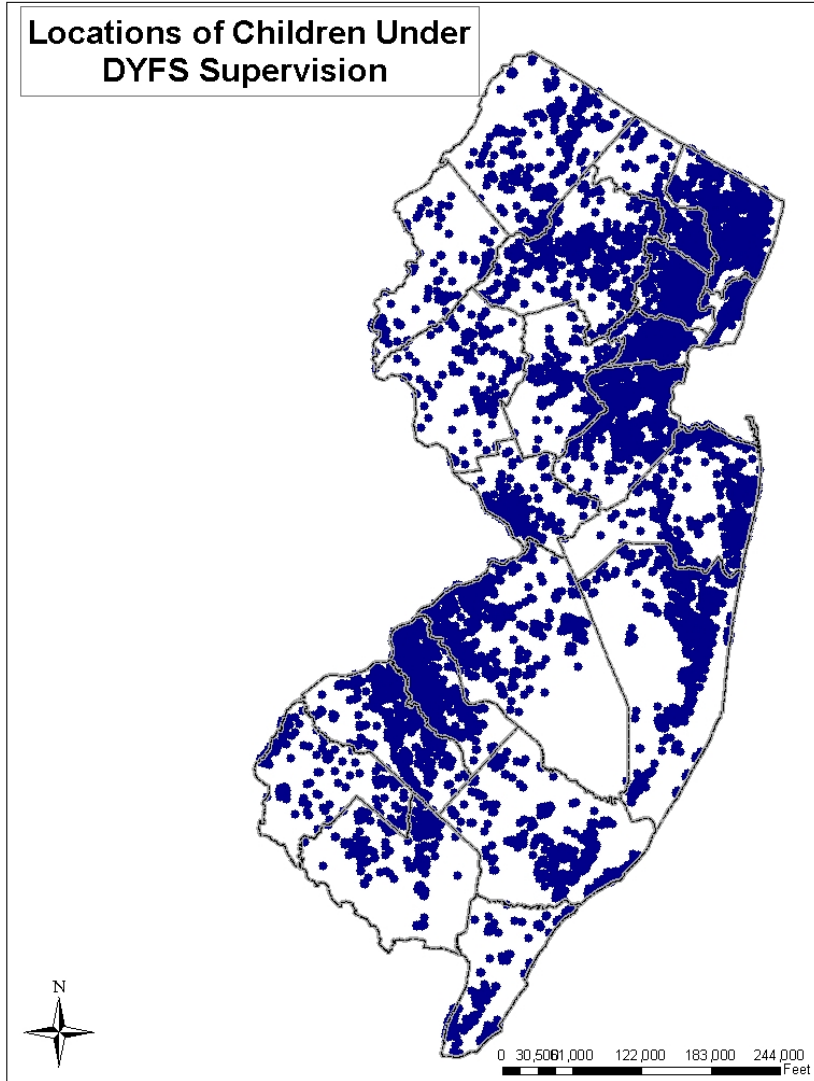
- Staff need for enhanced reporting prior to SACWIS
- Contracted with vendor (Children's Research Center) to interface with our legacy information system to provide drill-down reporting
- On-demand reporting on statewide, area and local office as well as supervisor and worker level
- Reporting tool needs to be re-mapped to NJSPIRIT



Alternative geographic views of data allows us to ask:

- **Where are our cases, offices and resources?**
- **Where should new offices be situated?**
- **Are we recruiting resource homes in the right areas?**
- **Are there different substantiation rates depending upon where you reside?**

Geocoding



Division of Disability Services

William Ditto

Safe Measure

Our Division:

- **Serves people who became disabled as adults, whether through illness or injury**
- **Provides information and referral services to people with disabilities and their families**
- **Oversees various Medicaid home-and community-based waiver programs that are designed to help people with disabilities live as independently as possible**
- **Employees: 30**



Disability Services Programs

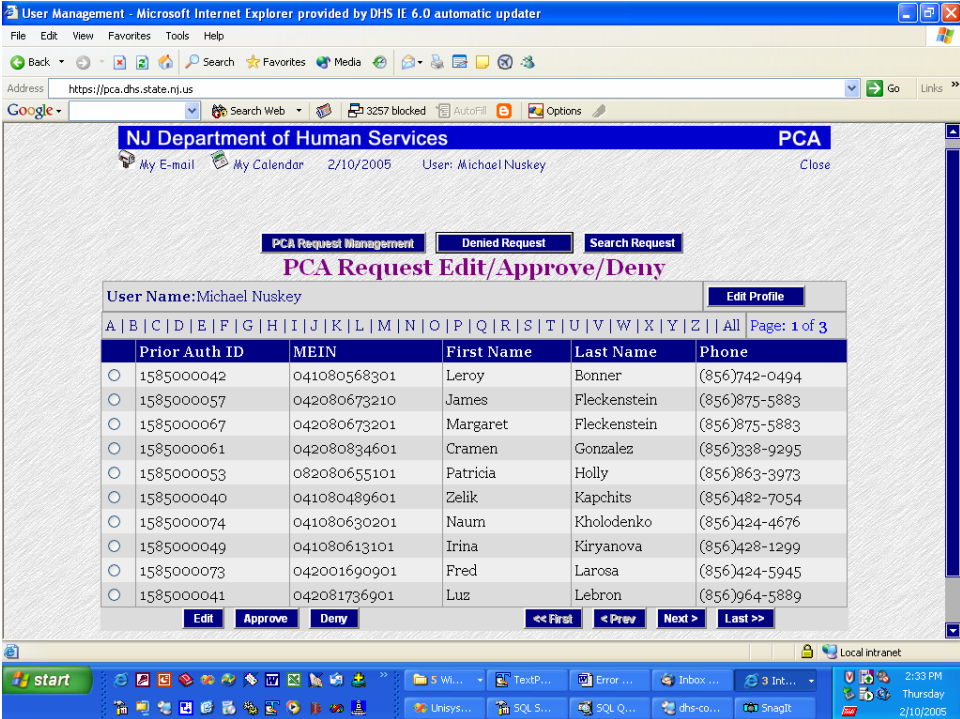
We administer the following programs:

- **NJ WorkAbility**
- **Medicaid Personal Care Assistance**
- **Personal Preference Program
(Cash & Counseling)**
- **Personal Assistance Service Program**
- **NJ Disability Health & Wellness
Initiative**
- **Information & Assistance Services**
- **Medicaid Home & Community Waiver
Programs (4)**



Medicaid Personal Care Assistance Application

- Control utilization
- Manage Resources
- Automate Processes
- Use Technology to improve program procedures
- Create a user friendly system for PCA providers



PCA Request Management Denied Request Search Request

PCA Request Edit/Approve/Deny

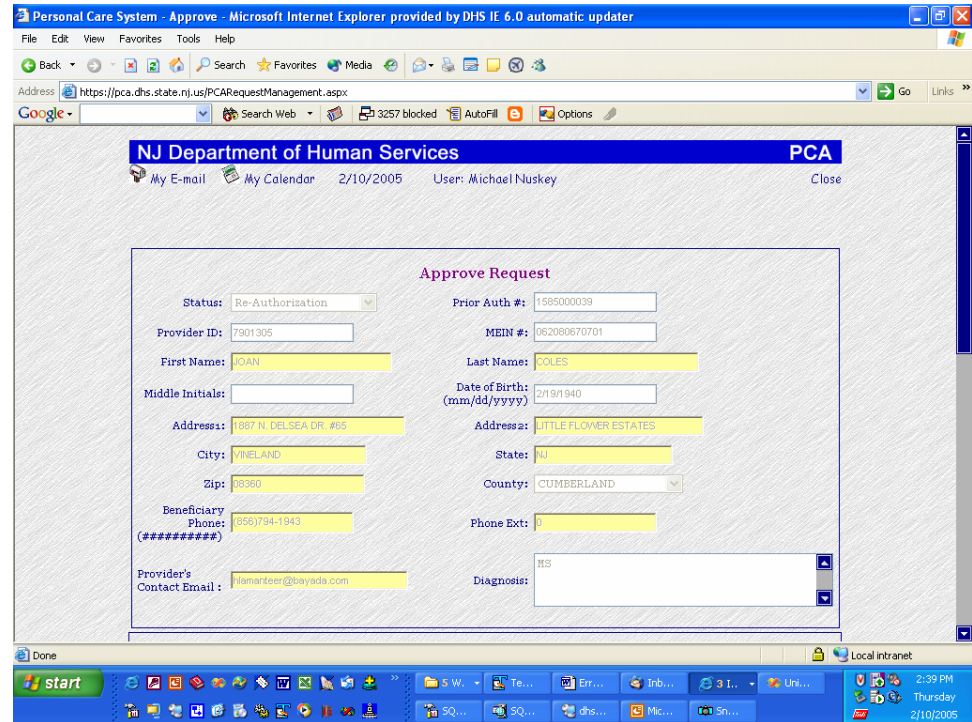
User Name: Michael Nuskey Edit Profile

Prior Auth ID	MEIN	First Name	Last Name	Phone
<input type="radio"/> 1585000042	041080568301	Leroy	Bonner	(856)742-0494
<input type="radio"/> 1585000057	042080673210	James	Fleckenstein	(856)875-5883
<input type="radio"/> 1585000067	042080673201	Margaret	Fleckenstein	(856)875-5883
<input type="radio"/> 1585000061	042080834601	Cramen	Gonzalez	(856)338-9295
<input type="radio"/> 1585000053	082080655101	Patricia	Holly	(856)863-3973
<input type="radio"/> 1585000040	041080489601	Zelik	Kapchits	(856)482-7054
<input type="radio"/> 1585000074	041080630201	Naum	Kholodenko	(856)424-4676
<input type="radio"/> 1585000049	041080613101	Irina	Kiryanova	(856)428-1299
<input type="radio"/> 1585000073	042001690901	Fred	Larosa	(856)424-5945
<input type="radio"/> 1585000041	042081736901	Luz	Lebron	(856)964-5889

Edit Approve Deny << First < Prev Next >> Last >>

Impact of Intervention

- **Standardized Assessment and Approval Process**
- **Better use of staff time and available resources**
- **Increases Accountability and Program Integrity**



Personal Care System - Approve - Microsoft Internet Explorer provided by DHS IE 6.0 automatic updater

File Edit View Favorites Tools Help

Address <https://pca.dhs.state.nj.us/PCARquestManagement.aspx>

Google Search Web 3257 blocked AutoFill Options

NJ Department of Human Services **PCA**

My E-mail My Calendar 2/10/2005 User: Michael Nuskey Close

Approve Request

Status: Re-Authorization Prior Auth #: 1585000039

Provider ID: 7901305 MEIN #: 062080670701

First Name: JOAN Last Name: COLES

Middle Initials: Date of Birth: 2/19/1940

Address: 1887 N. DELSEA DR. #95 Address: LITTLE FLOWER ESTATES

City: VINELAND State: NJ

Zip: 08360 County: CUMBERLAND

Beneficiary Phone: (850)794-1943 Phone Ext:

Provider's Contact Email: jlamarkster@bnyada.com Diagnosis:

Success!

- **DDS Partners:**
 - OIS
 - Unisys
 - Providers
- **Making use of “State-of-the-art” technologies**

The screenshot shows a web browser window titled "User Management - Microsoft Internet Explorer provided by DHS IE 6.0 automatic updater". The address bar displays "https://pca.dhs.state.nj.us/PermissionCheck.aspx". The page header includes "NJ Department of Human Services" and "PCA". Below the header, it shows the date "Thursday, February 10, 2005" and the user "User: Edmund1 Armah". The main content area is titled "Pending PCA Request(s)" and displays a table of requests. The table has columns for "Prior Auth ID", "MEIN", "First Name", "Last Name", and "Beneficiary Phone". There are seven rows of data, each with a radio button in the first column. Below the table are buttons for "Add", "Edit", "<< First", "< Prev", "Next >", and "Last >>".

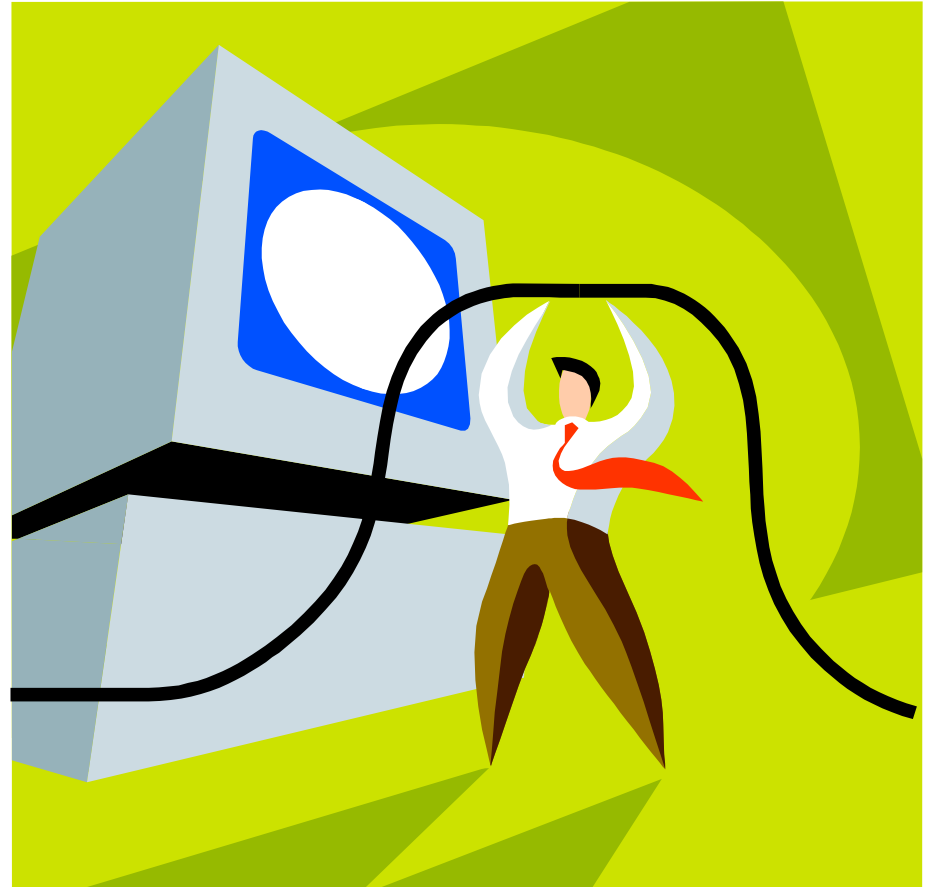
Prior Auth ID	MEIN	First Name	Last Name	Beneficiary Phone
<input type="radio"/> 1585000039	062080670701	JOAN	COLES	(856)794-1943
<input type="radio"/> 1585000038	062090129401	DUSTIN	GRAY	(856)785-0125
<input type="radio"/> 1585000025	062080500801	CLARA	HARRIS	(856)691-7146
<input type="radio"/> 1585000014	062080888701	MINA	MATHIAS	
<input type="radio"/> 1585000016	062080994901	NADIA	MELNICHUK	(856)794-3432
<input type="radio"/> 1585000069	062080944001	Christian	Padin	(856)692-7703
<input type="radio"/> 1585000070	062078021601	Michael	Peters	(856)691-0576

Office of Information Systems

Lou Marino

IT Solutions that are:

Secure
Reliable
Cost Effective
Shared
Powerful
Ubiquitous



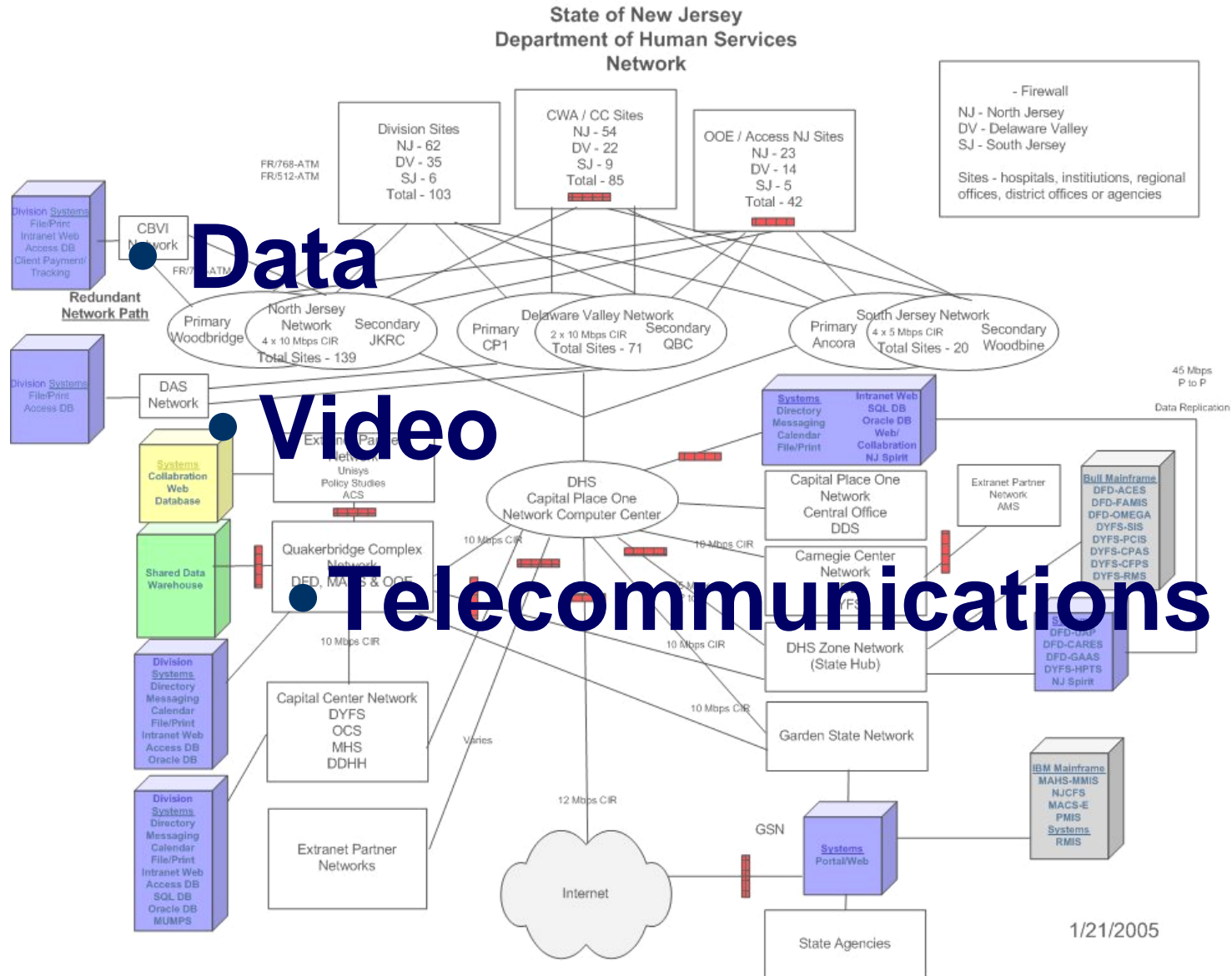
IT Paradigm Shift

- **No More Silos**
- **No More Isolated Systems**



- **Enterprise Business Frameworks**
- **Relational Databases**
- **Logical Data Models**
- **Browser Based Applications**
- **Web Services**
- **Criteria Driven Reporting**
- **Data Marts & Warehouses**
- **Standards**

Wide Area Network



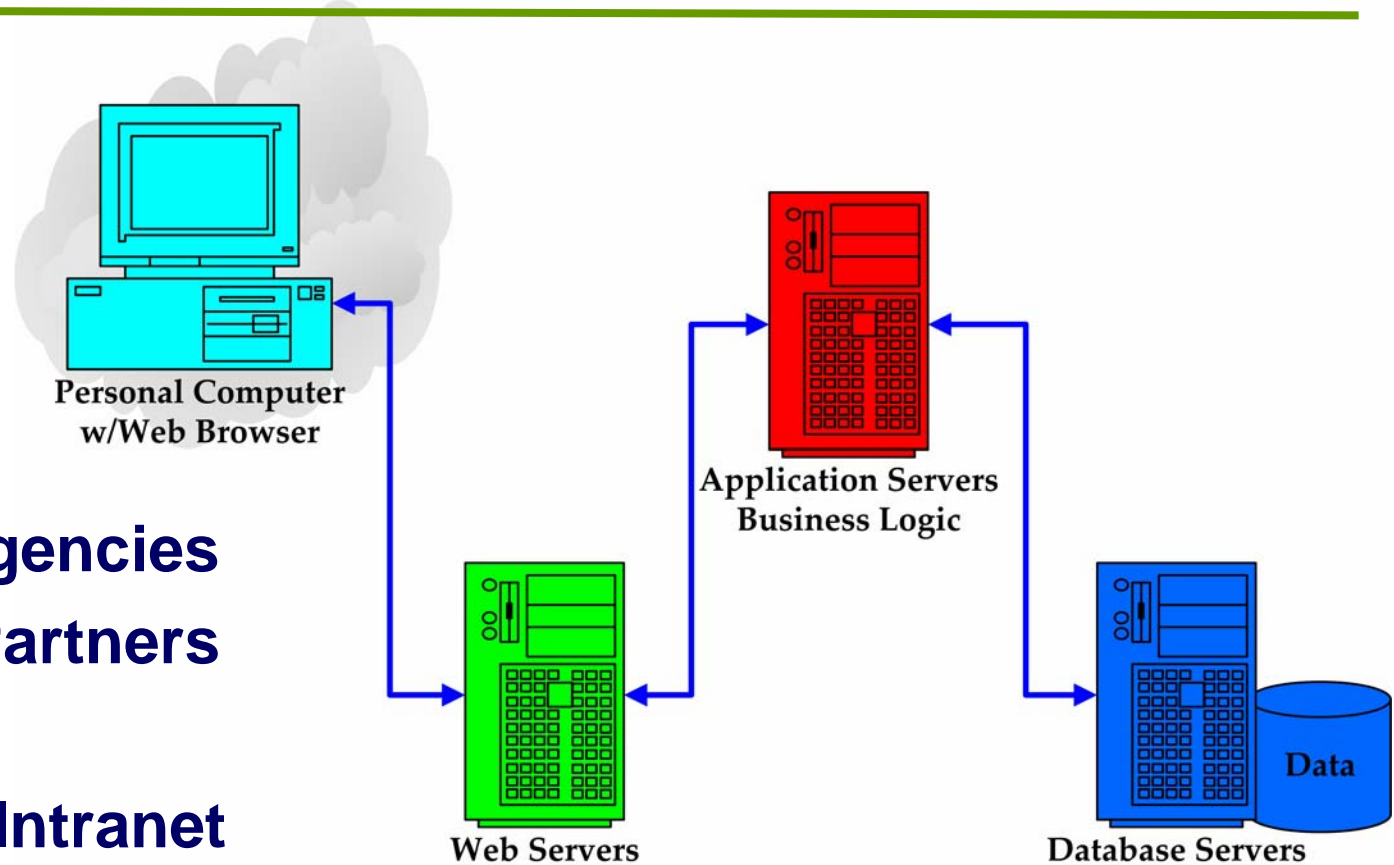
Enterprise Business System Architecture

Access for:

- Clients
- Staff
- Provider Agencies
- Business Partners

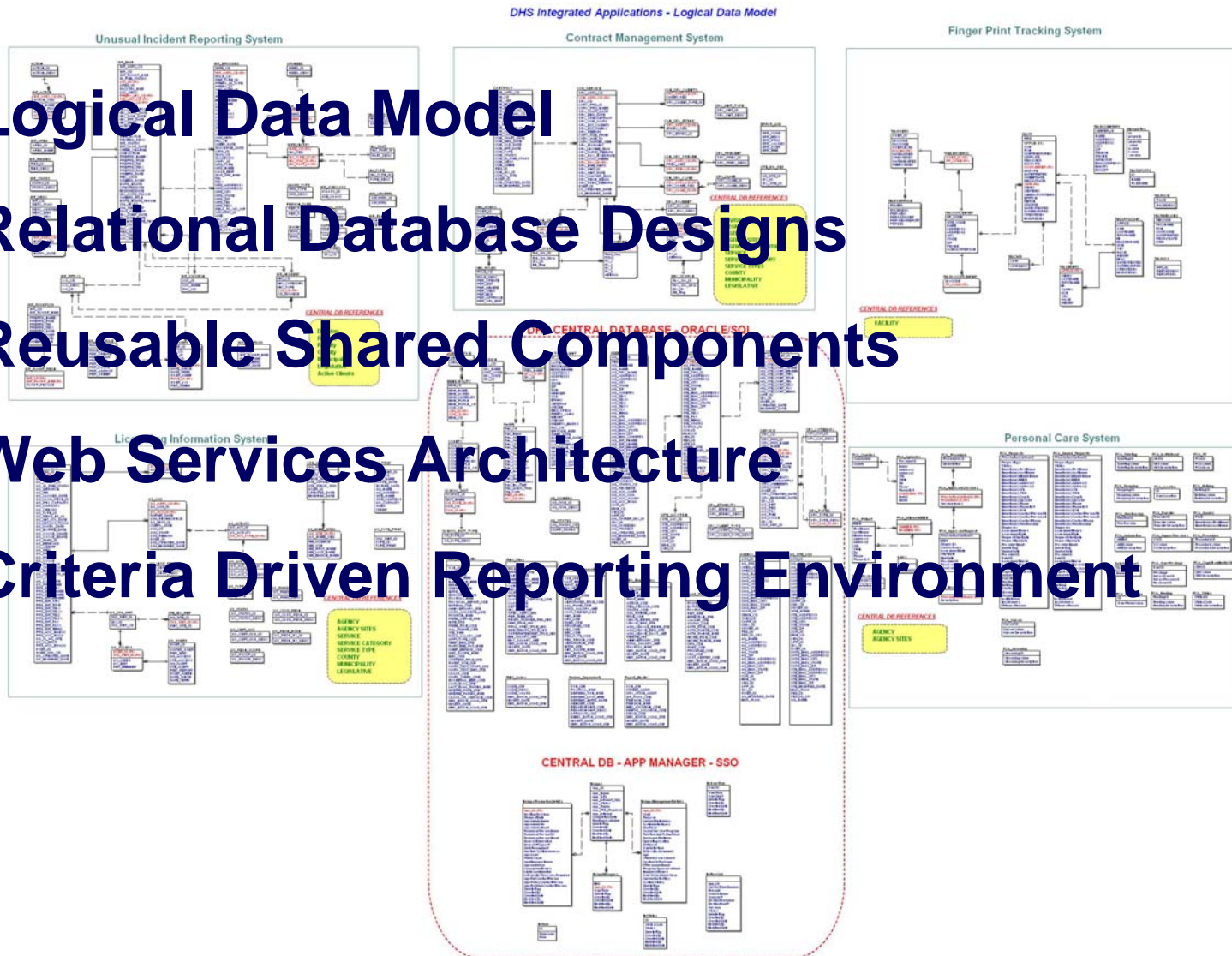
Access from:

- Internet or Intranet
- Call Centers or IVR Systems
- Desk Phones or Cell Phones
- Personal Computers or Personal Digital Assistants



Application Development Foundations

- Logical Data Model
- Relational Database Designs
- Reusable Shared Components
- Web Services Architecture
- Criteria Driven Reporting Environment



Tours !

Commercial & Specialized Products:

- Adaptive Technologies
- iNovar Staff Scheduling
- Enforsys Police CAD
- Web Focus
- Video Conferencing
- iAcquire COLD

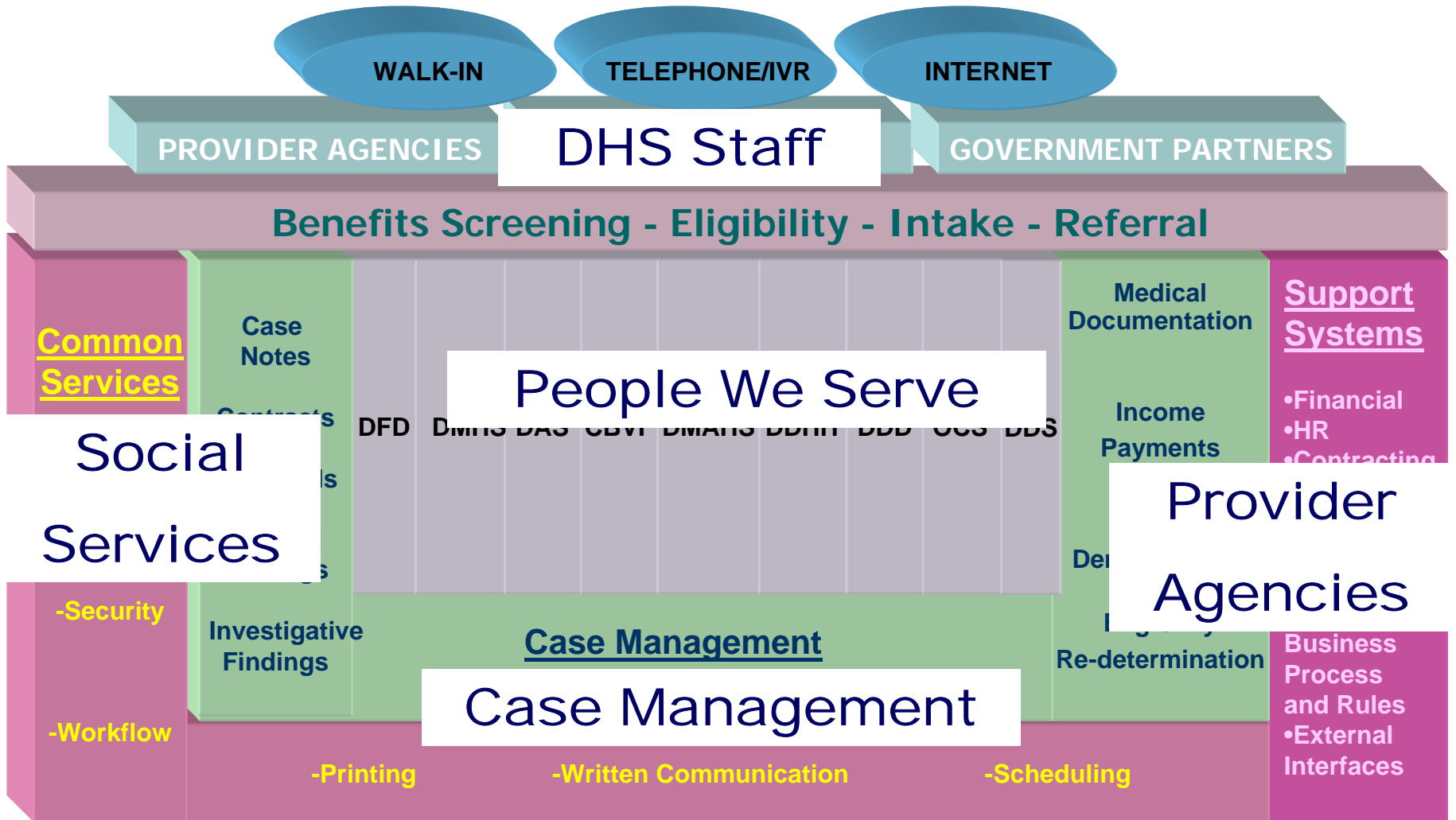
Monitoring & Management:

- Network
- Security
- Enterprise Systems

Custom Applications:

- NJ-HELPS
- CMS
- LMS
- FIPS
- UIRMS
- Real Life Choices
- PCAP
- NJ SAMS
- NJ SPIRIT
- DMAHS DSS

DHS Enterprise Framework



IT Summit
February 16, 2005