

OBJECTIVE

To develop a JFS/CSEA technology roadmap that can be used for forecasting future IT strategies, services, budgets, and resource requirements.

IDEA STATEMENT DEFINITIONS

Department Improvements - Looking for current plans and/or to generate new ideas on ways to improve your unit's ability to more effectively complete and deliver daily tasks. Note that these ideals May or May Not be technology related. But could have an IT element or could be impacted by IT.

IT Service Delivery - Are there any service improvements that would be helpful. E.g. desktop support improvements, IT related communications.

Technology - Ideas for replacing, upgrading, deploying new technology. Applying technology to manual process. E.g. developing a Lobby and Appointment Management strategies.

Tool Development - Application/Web tool development that will help to improve work efficiencies. Any obsolete tools that need to be replaced. E.g. CSEA MS Access tools

BUILDING THE ROADMAP

STEP 1: Begin thinking about the key areas of the roadmap.

Tips

- For your service area, begin by thinking about where you would like to see improvements over the next 3-5 years. How can technology help you achieve those goals?
- No idea is too Big or Small. All Ideas Are valid.
- Don't let the cost or size of an idea keep you from sharing. What may not be feasible in 2017, may very well be feasible in 2020.

STEP 2: Limit your idea statement to a few words.

Tips

- Briefly define the idea, not the solution
- Think of this as a brainstorming activity to create your own wish list.

STEP 3: Timeline - When would you like to see this strategy delivered. When would your unit be ready to supporting the delivery of this strategy, e.g. resources.

STEP 4: Setting the Priority - How important is this strategy to the agency's future success?

Data Connectivity and Form/Fax Auto-Filling

J001

Description

Implement a technology based solution to improve data connectivity between Ohio Benefits (OB), CRIS-E, OnBase, and the Auto- Form and Fax Fill process.

Background

- To date, the rollout of Ohio Benefits has not included a process for collecting data.
- Faxing autofill functionality with OB data. The information should remain active throughout changes. Currently client information must be re-enter each time a title is changed. Which is a very time consuming process. Inputting data manually will significantly impact the agency's ability to maintain the current level of client service without increasing staffing levels.

Potential Impact

- Improve staff efficiency
- Improve timeliness and accuracy
- Improve access to data/information
- Improve Tool Functionality

Scope

- Work with State to ensure an understanding of impact on agency
 - Note: Records must be included in this scope (autofill form and fax)
- Short of the State changing directions, assess other technology based solution for maintaining the data auto-filling process

Economic Benefit

- ~\$62K per year - First Response worker:
 - ~400 docs scanned per day
 - Manual input could increase scanning time by 2-4 minutes (13 hrs.)
 - 13hrs X \$18.44 = \$239.72 per day X 260 days
- ~\$18k per year – Support Services worker:
 - ~74 docs scanned per day
 - 3.5 mins per doc (4 hrs.)
 - 4hrs X \$16.02 = \$69.40 per day X 260 days

Note

ECONOMIC IMPACT	PRIORITY	TIMELINE	COST	DEPARTMENT	LEAD
Soft	High	Hold	TBD	CRU, Medicaid, Intake	NaTasha(& Jill)/David/Bebe

Client Appointment Reminder Solution

A001

Description

Implement a technology based solution for reminding clients of an upcoming appointment. E.g. Text Message, Robo Call.

Background

- 30% to 40% of prescheduled client appointments are missed.
- Approximately 38 missed appointments per day. (Full Circle avg. 109 X 35%).
- 50% of CSEA's prescheduled client appointments are missed.

Potential Impact

- Improve staff efficiency e.g. redistribution of staff duties

Scope

- Assess Requirements
- Assess available Text Messaging and Emailing solutions (WENS?)
- Assess how to obtain and manage client contact information
- Assess how to obtain client approval
- Implement the recommended solution

Economic Benefit

- Cost avoidance – Lost appointment downtime
- JFS: \$182k per year
 - 38 (missed appoint.) X 1 hr. (avg. appoint.) X 260 days (working days) X \$18.44 per hr. (avg. hourly rate)
- CSEA: \$37K per year
 - 7.5 (missed appoint.) X 1hr (avg. Appoint. & Reschd.) X 260 days (working days) X \$18.80 per hr. (avg. hourly rate)

Note

- See also the "Appointment Management Solution" Page 27

ECONOMIC IMPACT	PRIORITY	TIMELINE	COST	DEPARTMENT	LEAD
Soft	High	2016	TBD	CRU/Medicaid/Intake/CSEA/WA	NaTasha/David/Bebe/Marcie/Jamalica

Expand Client Access Solution

A002
A004

Description

Implement a technology based solution that will make it more convenient for clients to access information, submit documentation, tax verification approvals, and make profile changes online during and after hours E.g. locate scanners in neighborhoods where clients live, online help chat line, success stories on FB and other social media formats.

Background

- Approximately 50% of the call center volume is related to client profile changes. E.g. address. Clients also provide this information and document verification via walk-ins and via the State's online benefit application.
- Currently we do not promote our sites. We have limited Facebook exposure. We have Informative posts, but they are limited and don't drive high volume of users to our website.

Potential Impact

- Increased client access to information e.g. important dates
- Reduce phone traffic
- Reduce lobby traffic
- Reduce incoming mail
- Improve staff efficiency e.g. redistribution of staff duties

Scope

- Assess and understand the reason why the client is not responding to online verification requests
- E.g. to get out some positive stories out to others, and also do things to expand our reach outside of clients.
- Assess other available online solution options e.g. **bold360 → boldChat**
- Self Scanning options (see Juan Torres Franklin Self Scan Kiosks email 08/01/2017.
- offsite solution options
- Implement the recommended solution(s)

Economic Benefit

- Economic Benefit Savings TBD

Note

- See also Employee Online Self-Service Portal Page 12

ECONOMIC IMPACT	PRIORITY	TIMELINE	COST	DEPARTMENT	LEAD
TBD	Medium	2016	TBD	CRU, Medicaid, Intake/CSEA/Training	NaTasha/David/Bebe/Marcie/Cindy

JFS/CSEA Technology Roadmap

ID	Priority	Owner/Contact	Slide # (See page number)	Ideals (Work process/efficiency improvements that you would like to see over the next 3-5 years.)	Economic Impact (None Soft Firm)	Potential Value (\$K) \$618	Tentative Delivery
A001	High	NaTasha/David/Bebe/Marcie/Jamalica	2	Client Appointment Reminder Solution	Soft	\$219	2016
A002	High	Troy/TBD/Marcie	12	Client Website Solution	TBD		2016
A003	High	Troy/Laura/Marcie	12	Employee Website Solution	TBD		2017
A004	Med	NaTasha/David/Bebe/Marcie/Cindy	3	Expand Client Access Solution	TBD		2016
A005	High	Laura/Cindy	13	Online Library Solution	Soft	\$58	2017
A006	High	James/Doryne/NaTasha(& Jill)/Cindy	23	Procurement Requisition & Supply Management Solution	Soft	\$2	2018
A007	High	Cindy	34	Training Class Registration Automation	TBD		2017
A008	Med	Cindy	33	Online Interactive Training	TBD		2017
A009	Med	Cindy	36	Automate QA Review Process	Soft	\$6	2016
A010	Med	Troy/Mike	52	Support Request & Asset Management Solution	TBD		2017
A012	High	James/Adrienne	20	Frost/Receipts Application Replacement and OB Impact	Soft	\$60	2016
A013	High	Marcie/Bebe	27	Appointment Management Solution	Soft	\$50	2018
A014	High	Marcie	29	Replace Manual Court Document Process	Soft	\$90	2019
A015	High	Marcie	30	Payment Adjustment Tool Solution	TBD		
A016	High	Doryne	40	Contract Management Solution	TBD		
A017	Med	NaTasha/Bebe	5	Client Self Check-In Solution	TBD		
A018	Med	James/Doryne	22	Improve Budgeting & Purchasing Spreadsheet Tools	Soft	\$12	
A019	Med	Bebe/NaTasha(& Jill)	32	Reduce Incoming and Internal Mail	Soft	\$33	
A020	Med	James/Laura/Marcie/Serena	7	Daily Attendance Status Solution	TBD		
NA	High	NaTasha(& Jill)/David/Bebe	1	Data Connectivity and Form/Fax Auto-Filling	Soft	\$80	Hold
NA	High	NaTasha/David/Laura/Serena	4	Digital Workspace Solution	TBD		Hold
NA	High	Bebe	31	OnBase Reporting	None		Hold
NA	High	Laura/Serena/Marcie/Doryne/NaTasha/Adrienne	50	Automate Manual Work Processes	TBD		Hold
NA	Med	Marcie	28	Replace MS Access Database Tools	Soft	\$8	Hold
NA	Med	Laura	9	Workplace Ergonomics Solution	TBD		Hold
	NA	Cindy	37	Publishing Software Solution			Complete
	NA	Cindy	38	Filing and Posting Town Halls Sessions			
	NA	Troy	51	Assess Client Facing Website (also speak with Marcie)			
	NA	Troy	53	Virtual Office Environment			
		Marcie/Cindy/David/NaTasha/Serena	60	Other Ideals			
		Serena/James		Delivery of the State's "Adult Protection Service" tool is about 1 year away			Info Only
		Adrienne		Bulk Storage WF			In Progress
		Adrienne		ClearScreening background screening solutions			In Progress
		Marcie		Assess the Case Management Tracking tool developed by Champagne County			In Progress
		Marcie		Options for Attorney's to share dockets across attorneys and courts			In Progress
		Troy		Setup an equipment cleaning routine/schedule			In Progress
		David/NaTasha		Add presentations to the Loffy TVs			In Progress

