Team Information

Project Name

Ensure MO Savings

Team Members

Minimum: 3; Maximum:10

	Name	Department	Division
1	Reed, Jessica	Department of Social Services	Division of Legal Services
2	Davis, Sherry	Department of Social Services	Division of Legal Services
3	Stallings, Christine	Department of Social Services	Division of Legal Services
4	Lamberson, Steven	Department of Social Services	Family Support Division
5	Inturi, Malli	Office of Administration	ITSD (FAMIS)
6	Cassmeyer, Jeff	Office of Administration	ITSD (FACES)
7	Glawson, Susan	Office of Administration	ITSD (DYS)
8	Kendle, Julie	Office of Administration	ITSD (FAMIS)
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Your Pitch

What problem are you addressing? (No more than 200 words)

Between January 1, 2018 and December 31, 2018, the State of Missouri overpaid an estimated $2,869,420 in public assistance benefits to families whose children were no longer in their home due to being in State custody or being deceased.
- The changes to these households were known to the agency through our reporting systems, but not transferred to our benefit eligibility systems
- Households are required to report changes at either a six month review or one year application, depending on the benefit program
- These changes are often not reported to the agency by the household, resulting in overpayment of benefits the State has to attempt to later collect
- By taking a proactive approach and interfacing the various computer systems used within the Department of Social Services and using information known to the agency, we can automatically adjust these cases to ensure only eligible households receive the correct amount of public assistance benefits they are eligible for. Therefore reducing the amount of overpayments of benefits made by the State each year

What is your primary measure for impact?

Primary measure	Current Status	Target
Reduction in the time it takes to appropriately adjust active benefit cases once children are in the State's custody or deceased, therefore reducing the amount of overpayments made by the State.	Up to 6 months, if ever.	Overnight, once the information is entered into the appropriate reporting system, it automatically makes the changes in the eligibility systems.

* Measures should follow SMART principle: Specific-Measurable-Actionable-Relevant-Timebound.

OA's guidance on performance metrics

What is the root cause of the problem? (No more than 200 words)

Currently, there is no communication between the systems used to track children/youth brought into State custody and the system used to determine eligibility of their households receiving FS or TA benefits. However, their Medicaid is automatically adjusted because the State takes over coverage and cancels out the other case they're on. When a child is reported as a fatality, there is no way for the system the information is tracked in to communicate with the eligibility systems. FSD currently depends on the head of household to report these changes in a timely manner, in order to adjust cases, which is sometimes six months, and sometimes not at all. See attached documents #1 and #2.

What is your proposed solution? (No more than 200 words)

Working with ITSD staff to interface data from FACES and the DYS database (reporting systems) with FAMIS and MEDES (eligibility systems). The information regarding date/time a child is taken into custody (or reported deceased), along with their DCN, will be transmitted from the reporting system to the eligibility system and their "Member Role" and "Reason" codes will be updated accordingly. This will automatically remove the child from the cases they're active on, therefore stopping overpayments of benefits or the opportunity for fraud to be committed.

Project Plan

What are the major activities and milestones to deliver your solution? (Additional steps may be added)

	Activity	Milestone or deliverable	Due date
1	Hold a Joint Application Design session with IT personnel from FAMIS, FACES, MEDES, DYS, and the FSD worksite (any contractors needed)	Agree on the scope of work each unit will have to do and if one needs to begin before the other.	Within 2 weeks of project start (July 5, 2019)
2	Analysis/Design sessions involving the technical architechture team from FAMIS, FACES, MEDES, DYS, and the FSD worksite group.	Approved technical design/plan	Depends on the complexity of the design - tentatively in 4-6 weeks.
3	Business approval of the above design/any changes	Business approval	Tentatively completed in 1-2 weeks after Design plan created.
4	Coding/Development/Unit testing	Working code deliverable for system testing - test templates (plan,results, senarios etc.)	Depends on the availability of technical resources - tentatively in 8-10 weeks.
5	System testing	Code ready for acceptance testing	Depends on the availability of testing resources - tentatively in 2-3 weeks.
6	User acceptance testing	Code ready for production implementation	Depends on the availability of testing resources - tentatively in 2-3 weeks.
7	Production deployment	Proposed functionality ready to use in production.	To be determined and needs to coordinate with all other teams (FAMIS, FACES, MEDES, DYS, and the FSD worksite group) - tentatively in 1 week.
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Required Resources and Support

What is the expected project duration? Choose one from the list below.

Medium term (4-6 months)

How many people will be required to finish the project in the given duration? Choose one from the list below.

Moderate (4-6 people)

Does your project require any specialized skills to complete? If so, explain. (No more than 50 words)

IT skills

Does your project require any statutory change to complete? If so, explain. (No more than 50 words)

No

Will the costs of the project exceed your current budget? If so, explain. (No more than 50 words)

No

Are there other important factors for successful implementation of your project? (No more than 50 words)

Communication between all involved divisions.

Additional Materials

Please list any additional materials you have provided.

	Brief description
1	CY 2018 Stats/possible savings
2	Case outline/Stats
3	Authority to take action on cases