Team Information

Project Name		Mobile Electronic Assessments - Home & Community Based Services

Team Members
(3-10 Total)

	Name	Department/Division
1	**Jessica Bax**	**DHSS - Division of Senior & Disability Services**
2	**Jake Luebbering**	**DHSS - Division of Senior & Disability Services**
3	**Venice Wood**	**DHSS - Division of Senior & Disability Services**
4	**Kitty Engler**	**DHSS - Division of Senior & Disability Services**
5	**Terry Black**	**DHSS - Division of Senior & Disability Services**
6	**Travis West**	**DHSS - Division of Senior & Disability Services**
7	**Barbara Rueter**	**DHSS - Division of Senior & Disability Services**
8	**Kim Toebben**	**DHSS - Division of Senior & Disability Services**
9		
10		

Your Pitch

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

Division of Senior and Disability Services (DSDS) assessor staff conduct initial assessments to determine nursing home level of care eligibility for Home and Community Based Services (HCBS). In addition, assessors conduct annual reassessments on current participants to ensure continued eligibility for HCBS and aid in care plan changes. The assessments and reassessments are completed in the participant's home using a 13 page paper copy form which is manually filled out by DSDS staff. Staff must then return to the office to manually data enter the paper assessment into the Cyber Access system. Manual data entry adds no value to the process, allows for greater risk of human error, and wastes valuable staff time. An initial estimate, based on FY 2018 data, of the time taken by DSDS staff doing manual data entry per year accounts for approximately 38,002 staff hours. This calculation was derived from the following: 18,170 initial assessments conducted by DSDS staff per year multiplied by an average of time needed for data entry of 1 hour per assessment + 19,832 annual reassessments conducted by state staff multiplied by an average time needed for data entry of 1 hour per assessment = 38,002 total staff hours.

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

DSDS proposes the development of a mobile application to conduct both initial HCBS assessments as well as annual reassessments. State staff would be equipped with tablets that could be preloaded each morning with assessments to be completed. State staff would then conduct those assessments using a touch screen application rather than a hard paper copy. Staff could then upload or sync those assessments to the Cyber Access Web Tool when they "dock" their device at the office at the end of the day, thereby eliminating the need to manually enter the information at a desktop.

Which area of impact is your primary focus? *Choose 1 from menu below.*

Saving time and/or money

What is your estimated impact or return-on-investment? (No more than 100 words)

Total staff time of 38,002 hours at the average hourly salary of $16.55 equates to an annual cost of $628,933 in staff salaries. Additional savings include approximately $2,800 in savings associated with reduced paper and print toner costs. The increased staff efficiency achieved through this proposed project could be utilized to accomplish the implementation of the process improvement recommendation of the LOC Transformation Project to establish certification of assessors and reassessors. This national best practice endorsed by all Missouri stakeholders during the project's public feedback process ensures accurate, quality and reliable assessment information across the state.

Key Activities and Milestones

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

	Activity	Milestone	Timing
1	Mobile Application Development	Project Start Date Tentative: July 1, 2019	Completed October 2020
2	Hardware Acquistion - Purchase of tablets	Deliver hardware to staff	Completed July - October 2020
3	Staff Training and Implementation - Region 5	Begin Training	Completed November 2020
4	Staff Training and Implementation - Region 4		Completed November 2020
5	Staff Training and Implementation - Region 1		Completed December 2020
6	Staff Training and Implementation - Region 2		Completed December 2020
7	Staff Training and Implementation - Region 3	Full Implementation	Completed January 2020
8			

Results

How can you measure the impact and success of this initiative?

Priority measure(s)*	Current status	Target
Reduction of staff hours spent on data entry	38,002 staff hours	Less than 1,000 staff hours on data entry

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

OA's guidance on performance metrics

Resource requirements

What is your estimate of the costs (human, financial, technical) to implement your proposal? (No more than 100 words)

An initial investment will be required for the development of the software application. Estimates for initial development costs by the current Cyber Access contractor are $500,000 - $750,000 with annual maintenance fees of less than $100,000. It is anticipated the initial development costs would meet federal standards for a 90% federal match, thereby resulting in a cost range of $50,000- $75,000 in general revenue. In addition, an initial investment of approximately $50,750 will be required for the purchase of 125 tablets with keyboard folios and portable car chargers (as quoted to us by ITSD vendor as of 1/18/19).