



Department of Public Health and Human Services

**Agency Information Technology Performance Report
2017 Biennial Report**

Please complete this report by close of business October 25, 2016.

Please upload your final Performance Report and all applicable spreadsheets to your individual Agency folder in the Biennial Reporting SharePoint Site found at:

<https://ent-sp1.mt.gov/sites/bienrpt/layouts/15/start.aspx#/Agency%20Information/Forms/AllItems.aspx>.

MCA [2-17-521\(4\)](#) requires the Department of Administration to prepare a biennial report on Information Technology (IT) based on the Agency IT Plans and Performance Reports required under MCA [2-17-524](#).

This performance report evaluates progress made towards the objectives articulated in your 2014 Agency IT Plan, which can be found at:

<https://ent-sp1.mt.gov/sites/bienrpt/layouts/15/start.aspx#/Agency%20Information/Forms/AllItems.aspx>.

Please answer each section below based on your 2014 Agency IT Plan (*add lines to the tables as needed*).

Section 1: An evaluation of the Agency’s performance relating to IT (MCA [2-17-524\(3\)\(a\)](#)).

- Referencing the goals and objectives noted in Section 10 of your 2014 Agency IT plan, please fill in the table below with the information for each goal and objective.
 - 2014 Agency IT plans can be found in your Agency folder located at <https://ent-sp1.mt.gov/sites/bienrpt/layouts/15/start.aspx#/Agency%20Information/Forms/AllItems.aspx>.
- Please provide an update on the efforts to implement your Agency 2014 IT goals and objectives. Your update may include how a goal/objective has advanced the Agency mission.

GOAL	OBJECTIVES	UPDATE
Use information technology to support and enhance department program service delivery and increase efficiencies.	Replace the legacy State Automated Child Welfare Information System	<p>We partially met this objective. DPHHS has initiated the replacement of the CAPS child welfare system via a joint development effort with DOA/SITSD using a Department of Corrections system as the foundation. The replacement effort will utilize a componentized approach, where functional components will be developed and implemented, based on a priority set by the DPHHS.</p> <p>The initial functionality is focused on intake, investigations and case management. The goal is to have a minimally viable, working case management solution for user acceptance testing in the 3rd quarter of 2017.</p>
	Begin planning activities to replace the legacy System for Enforcement and Recovery of Child Support (SEARCHS), which has reached end-of-life	We met this objective. DPHHS did research and analysis for the replacement of SEARCHS using a code migration method. A request for funding of a replacement project was submitted for consideration as part of HB10.
	Begin internal planning activities to actively migrate, replace, or discontinue all other secondary	We partially met this objective. DPHHS initiated a project to move some of the secondary systems of

	Mainframe systems	the Mainframe.
	Begin planning activities to implement electronic health records systems and replace legacy EHR systems for the department's facilities	We met this objective. DPHHS did research and analysis for new EHR system for its facilities. A joint request for funding with the Department of Corrections was submitted for consideration as part of HB10.
	Begin planning activities to replace and redesign the Child Care Under the Big Sky (CCUBS) system.	We partially met this objective. DPHHS is working within its existing maintenance contract with Northrup Grumman to redesign and improve parts of CCUBS and reduce reliance on legacy software components.
	Implement the Document Management System (DMS) for more systems and support the efforts by SITSD for Enterprise Content Management	We partially met this objective. DOA/SITSD is the middle of converting clients from FileNet to the new ECM system from Lexmark called "Perceptive". DPHHS is planning migration activities and projects to move from DMS to Perceptive for 2017.
	Expand the use of eGovernment services for client interactions including reporting of benefits.	We met this objective but need to continue this work. DPHHS worked with Montana Interactive to do improvements to the Child Support Enforcement portal and a new service for registration of VISTA volunteers for the Prevention Resources office. DPHHS also converted its main website over to DOA/SITSD web hosting. That allowed DPHHS to have a modern mobile responsive website.
	Extend and enhance the framework of the self-service client portal for the department	We met this objective but need to continue this work. DPHHS enhanced the functionality of the main eligibility web portal (apply.mt.gov) to adapt for mobile technology, check benefits, upload documents, and make simple changes to client information.
	Participate in and provide leadership for the implementation of Health Information Technology statewide	We met this objective. DPHHS's CIO and staff participated in the State SIM council and Governor's council on Healthcare. Out of those discussions a new effort led by the provider and payer community has emerged to establish a new HIE model for the State. The CIO and other DPHHS staff are participating in

		that effort.
	Redevelop and move the department external website hosting to SITSD and the DNN platform.	We met this objective. This project was completed.
	Implement and manage secondary IT systems and programs as required by the department	We met this objective. DPHHS continues to operate and maintain IT systems necessary for the functions of the department.
Ensure that information technology resources are efficient, responsive, cost-effective and available when needed.	Implement an enterprise ITSM governance structure based on the ITIL 2011 framework	We partially met this objective. DPHHS has implemented a change management process which includes a change management tracking/approval system and a Change Advisory Board weekly meeting. Additional ITIL based service management processes need to be implemented.
	Implement IT project portfolio management based on PMBOK framework	We partially met this objective. DPHHS has implemented a new IT project portfolio management tool however a formal IT project portfolio management governance process following PMBOK has not yet been implemented.
	Create an Information System Inventory of all department systems that includes information necessary for system life cycle planning and management	We partially met this objective. A baseline Information System Inventory has been created. Additional work is on-going to add information to the inventory that is necessary for full application life-cycle management.
	Develop division wide workforce training plan for TSD to ensure skills and knowledge remain current and staff are ready for new technologies	We met this objective but we need to continue the work. A training plan for each year of the biennium was developed and implemented. A new IT workforce development plan was implemented in the Information Systems Bureau of TSD. A similar workforce development plan is being developed for other areas of TSD.
	Implement increased network bandwidth in various locations across the state	We met this objective. DPHHS worked with DOA/SITSD to enhance bandwidth across the State. Major network upgrades were completed for Billings, Warm Springs, Lewistown, Columbia Falls, Butte, and several other locations.
	Implement a centralized notification process for major system events	We did not meet this objective. A centralize notification system has not yet been implemented. As part of a renewed effort on contingency

		planning, notification processes will be addressed.
Implement a modern enterprise architecture that supports interoperability and sharing of data and functionality	Integrate the Enterprise Service Bus and web services into more Department systems	We met this objective. DPHHS implemented an expanded version of the Enterprise Service Bus to support IT development efforts.
	Enhance the capabilities and system coverage of the Department's business intelligence tool, Pentaho	We met this objective. DPHHS implemented several additional Pentaho projects. However, DPHHS is starting the evaluation of other reporting tools that may supplement or replace Pentaho like Tableau.
	Implement additional functionality and components of the Enterprise Service Bus including address verification, business process management/orchestration, and geo-location services	We partially met this objective. As part of the Enterprise Services Bus upgrade additional management, auditing, and reporting capabilities were added. Additional work needs to be done to achieve address verification, geo-location/GIS services, and process orchestration.
Maintain and operate a National Institutes of Standards and Technology (NIST) Based Security Program	Continue to implement NIST based security controls to ensure the security, privacy, availability, and integrity of data and systems	We met this objective. DPHHS continues to implement NIST security controls.
	Continue to develop Information Security Policies for all NIST security control families	We met this objective. DPHHS implemented a new Information Security Policy based on the State's enterprise Security policy which addresses the NIST control families. Supplemental security policies have been created and continue to be created as necessary.
	Implement multi-factor authentication on systems that contain protected, sensitive, private information	We partially met this objective. Multi-factor authentication is being implemented on the desktop with full desktop implementation expected March 2017. Implementation on application systems will begin after the desktop deployment is complete.
	Implement encryption at rest for those systems that contain protected sensitive private information	We partially met this objective. Encryption at rest has been implemented on the CHIMES application and several others. It is being planned for additional applications. Encryption has also be implemented on all department laptops and desktops.
	Implement enterprise security information and event management tools on systems as appropriate	We partially met this objective. DPHHS has implemented the SPLUNK SIEM tool for the CHIMES application and is slowly

		rolling that out to other infrastructure and applications.
	Implement a NIST based system authorization and certification process	We met this objective. DPHHS has revised its system security authorization and risk analysis process and implemented a new NIST based process.

Section 2: An assessment of progress made toward implementing the Agency IT Plan (MCA [2-17-524\(3\)\(b\)](#)).

- Please detail progress made toward completing IT projects identified under section 11 of your 2014 Agency IT Plan.
 - Your Agency plan can be found in your Agency folder located at <https://ent-sp1.mt.gov/sites/bienrpt/layouts/15/start.aspx#/Agency%20Information/Forms/AllItems.aspx>.
- Please include project cost, schedule and completion information.

Item	Description	Actuals as of June 30, 2016
Project name	MMIS Replacement	
Agency / Division	DPHHS/TSD	
Project/program purpose and objectives	Montana's current MMIS system is mainframe CICS/VSAM and utilizes COBOL legacy language that has been in operation since 1985. The system was previously updated in 1997 and certified by CMS in 1998. Due to the old technology and data integrity of our existing system, the department finds it necessary to update the current MMIS with a system using the most current technology in order to increase the accuracy and timeliness of processing claims. This system processes claims for Medicaid, Children's Health Insurance Plan (CHIP) and Mental Health Services Plan (MHSP). The department has contracted with Xerox to design, develop and implement our new MMIS.	
Estimated start date	4/2/2012	
Estimated cost	78,426,777	\$8,632,991
Funding source - 1	General Funds - \$2,163,770	\$1,003,015
Funding source - 2	State Special Revenue Funds - \$0	
Funding source - 3	Federal Funds - \$68,380,307	\$7,629,976
Funding source - 4	Long Range IT CP Funds - \$7,882,700	
Annual Costs upon completion		

<p>Status of the project as of June 30, 2016. Indicate % completed and status of funds expended.</p>	<p>After many difficulties with the original vendor and changes to the Federal Department of Health and Human Services - Centers for Medicaid Services (CMS) regulations regarding modular systems development, this project was reconstructed.</p> <p>The original vendor did successfully deliver a Pharmacy benefits management system and continues to operate the legacy system. A settlement was reached with the original vendor which offset costs incurred by the department.</p> <p>A new set of projects following the modular systems development guidance from CMS has been developed. The projects consist of a program of modular development that incorporate various components and required project services to replace the legacy MMIS system. An estimated budget for the program has been developed and an initial federal grant request (APD) has been submitted to CMS.</p>
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Item	Description	Actuals as of June 30, 2016
Project name	Affordable Care Act (ACA) Implementation	
Agency / Division	DPHHS/TSD	
Project/program purpose and objectives	<p>The Department needs to enhance its integrated eligibility systems with newer technology and updates to ensure it is ready to support the Affordable Care Act (ACA) and other post ACA changes. The components of this initiative are:</p> <ul style="list-style-type: none"> • Modified Adjusted Gross Income (MAGI) eligibility calculation planning, implementation and support. • Conversion of existing cases to MAGI rule determinations. • Document Management System (DMS) CHIMES integration enhancements. • Self Service Portal (SSP) Phase 1 - Online Federal streamlined basic application and Framework development, implementation, and support. • Self Service Portal (SSP) Phase 2 - Online application expansion and Self-Service mobile application development, implementation, and support • Development, implementation, and support of an enhancement to CHIMES to allow individual and statewide task based management of caseloads. • CHIMES MA/HMK and CHIMES- EA Migration and enhanced UI development, implementation, and support. • CHIMES “training institute” development and implementation. This will deliver comprehensive on-line and in-person training to a wide variety of users. • Expansion of Pentaho business intelligence tool to accommodate additional ACA related reporting needs. <p><i>** Please note this project encompasses what was identified and determined as of the 2014 IT Plan. This is a multi-phase effort, and included in the 2014 IT Plan for this project was the MAGI Conversion, ACA Eligibility & Enrollment Phase 1, and ACA Eligibility & Enrollment Phase 2. Additional phases were added in the 2016 IT Plan, that are not included in this description and performance report. **</i></p>	
Estimated start date	6/20/2013	
Estimated cost	33,163,707	\$30,630,091
Funding source - 1	General Funds - \$0	

Funding source - 2	State Special Revenue Funds - \$0	
Funding source - 3	Federal Funds - \$29,761,536	\$27,782,515
Funding source - 4	Long Range IT CP Funds - \$3,402,171	\$2,847,576
Annual Costs upon completion	\$0	
Status of the project as of June 30, 2016. Indicate % completed and status of funds expended.	This project is inclusive of the several parts and pieces related to IT system changes to support MAGI and ACA implementation. Specific to the scope of this effort (ACA E&E Phase 1, ACA E&E Phase 2, and MAGI Conversion), the effort is approximately 90% complete. The outstanding tasks related to these phases are specific to the transition to the use of the Enterprise Content Management System, which is currently being implemented by SITSD. Currently these outstanding tasks are planned to be complete by 12/31/2017.	

Item	Description	Actuals as of June 30, 2016
Project name	Electronic Benefits Transfer (EBT) Outsourcing	
Agency / Division	DPHHS/TSD	
Project/program purpose and objectives	The SNAP and TANF programs have been using a state administered EBT for many years. Two independent EBT planning projects supported the state moving to an outsourced EBT for SNAP, TANF and WIC. An RFP was posted and the department signed a contract with JP Morgan in October of 2013. In January 2014, JP Morgan informed the department that they would no longer honor the contract. The department is completing a new RFP to select a new vendor to provide EBT services. At this time, the department is expecting a decrease in expenses for EBT however the exact amount will not be known until a new contract is signed.	
Estimated start date	7/1/2017	
Estimated cost	-858,200	0
Funding source - 1	General Funds - \$-390,052	
Funding source - 2	State Special Revenue Funds - \$0	
Funding source - 3	Federal Funds - \$-468,148	
Funding source - 4	Long Range IT CP Funds - \$0	
Annual Costs upon completion	(\$858,200)	
Status of the project as of June 30, 2016. Indicate % completed and status of funds expended.	A new vendor was selected for EBT replacement for SNAP/TANF and implementation for WIC. The new vendor has started work with an expected implementation in early 2017. This initiative was a change package request in previous HB2 to reduce the authority for the existing EBT system based on the expected cost savings for a new system. With the delay in the project caused by JP Morgan leaving the project and the switch to the new vendor, these cost savings have not been realized.	

Item	Description	Actuals as of June 30, 2016
Project name	SACWIS Montana Safety Assessment and Centralized Intake (MSAMS)	

Agency / Division	DPHHS/TSD	
Project/program purpose and objectives	With the delay of the SACWIS replacement build there are several enhancements planned for the CAPS system. These enhancements are necessary to be compliant with federal regulations. A project (MSAMS) to allow for field input of critical forms and subsequent integration with CAPS will be part of these enhancements.	
Estimated start date	8/1/2012	
Estimated cost	1,973,466	1,900,901
Funding source - 1	General Funds - \$334,926	\$361,539
Funding source - 2	State Special Revenue Funds - \$0	
Funding source - 3	Federal Funds - \$891,040	\$688,348
Funding source - 4	Long Range IT CP Funds - \$747,500	\$851,014
Annual Costs upon completion		
Status of the project as of June 30, 2016. Indicate % completed and status of funds expended.	This project was completed.	

Item	Description	Actuals as of June 30, 2016
Project name	MACWIS Planning	
Agency / Division	DPHHS/TSD	
Project/program purpose and objectives	The Montana Automated Child Welfare Information System (MACWIS) project will replace Child and Adult Protective Services System (CAPS), the State's current SACWIS application. CAPS is a mainframe-based system used in the monitoring of foster care cases, adoption cases, provider contracts and licensing, financial accounting, payments for services to providers and reporting. In the face of ever growing federal changes to Child and Adult Protective Services, increased requirements for safeguarding security and confidentiality, and aging technology, it is no longer cost-effective to attempt to meet future business needs with CAPS enhancements.	
Estimated start date	10/1/2013	
Estimated cost	697,062	353,178
Funding source - 1	General Funds - \$348,531	\$227,498
Funding source - 2	State Special Revenue Funds - \$0	
Funding source - 3	Federal Funds - \$348,531	\$125,680
Funding source - 4	Long Range IT CP Funds - \$0	
Annual Costs upon completion	\$0	

Status of the project as of June 30, 2016. Indicate % completed and status of funds expended.	This project was funded \$227,500 in general funds and \$124,314 in federal funds, not the \$348,531 general fund and \$348,531 federal fund as proposed in the original request. This project was completed and information presented to the 2015 legislative session.
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Item	Description	Actuals as of June 30, 2016
Project name	Budget Report Management System	
Agency / Division	DPHHS/TSD	
Project/program purpose and objectives	The Budget Status Report is designed to give DPHHS management a summary of the status of both the Department's budget and appropriations. The integration of additional functionality will enable DPHHS to have a single reporting utility to enter budget information in addition to provide projections with automated data imports.	
Estimated start date	6/1/2012	
Estimated cost	501,180	125,000
Funding source - 1	General Funds - \$217,430	\$48,738
Funding source - 2	State Special Revenue Funds - \$22,769	\$9,450
Funding source - 3	Federal Funds - \$260,981	\$66,813
Funding source - 4	Long Range IT CP Funds - \$0	
Annual Costs upon completion	\$35,000	
Status of the project as of June 30, 2016. Indicate % completed and status of funds expended.	Phase 1 of this project was completed. Phase 2 of this project to include additional budget types into the BRMS tool was cancelled.	

Item	Description	Actuals as of June 30, 2016
Project name	MACWIS System Replacement - Long Range Information Technology (LRIT)	
Agency / Division	DPHHS/TSD	
Project/program purpose and objectives	The Child and Adult Protective Services (CAPS) system is a legacy system that is over 20 years old and resides on the state's mainframe. An updated system will enhance the Department's ability to manage child protective, foster care and subsidized adoption cases; produce more accurate and efficient federal reporting; and will contribute to the overall Department goal of providing accurate and timely assistance to Montanans.	
Estimated start date	7/1/2016	
Estimated cost	41,225,690	0

Funding source - 1	General Funds - \$0	
Funding source - 2	State Special Revenue Funds - \$0	
Funding source - 3	Federal Funds - \$20,612,845	
Funding source - 4	Long Range IT CP Funds - \$20,612,845	
Annual Costs upon completion	\$0	
Status of the project as of June 30, 2016. Indicate % completed and status of funds expended.	This project was proposed in the 2014 IT plan for LRIT funds. This project was not approved and did not start. There are no costs to report.	

Item	Description	Actuals as of June 30, 2016
Project name	Department Facilities EHR Planning - LRIT	
Agency / Division	DPHHS/TSD	
Project/program purpose and objectives	This request seeks funds for the purpose of performing the planning, request for proposal, feasibility study, business processing analysis, and alternative analysis process for the implementation of certified Electronic Health Records (EHR) for the Department Facilities. The Department is subject to the federal electronic health care information requirements. In order to come into conformance with the necessary standards and to realize substantive improvements in the provision of health care services the Department will obtain credible assessments of the EHR information system needs for the services delivered through the departments facilities. This request also includes the analysis of replacing the specialized accounts payable and accounts receivable system for facilities that bills various payers including private insurance, Medicaid, and Medicare.	
Estimated start date	7/1/2016	
Estimated cost	1,400,000	0
Funding source - 1	General Funds - \$0	
Funding source - 2	State Special Revenue Funds - \$182,000	
Funding source - 3	Federal Funds - \$294,000	
Funding source - 4	Long Range IT CP Funds - \$924,000	
Annual Costs upon completion	\$0	
Status of the project as of June 30, 2016. Indicate % completed and status of funds expended.	This project was proposed in the 2014 IT plan for LRIT funds. This project was not approved and did not start. There are no costs to report.	

Item	Description	Actuals as of June 30, 2016
Project name	SEARCHS Planning - LRIT	
Agency / Division	DPHHS/TSD	
Project/program purpose and objectives	This request seeks funding to perform the planning, request for proposal, feasibility study, alternative analysis processes, and business processing analysis and modeling for the replacement of the System for the Enforcement and Recovery of Child Support (SEARCHS). SEARCHS is a legacy system that is over twenty years old. This system is required by federal law, under the Child Support Enforcement Program as authorized and defined by statute, Title IV-D of the Social Security Act (Title 42, Chapter 7, Subchapter IV, Part D) to provide automated financial management of child support collections, absent parent location, paternity establishment and order modifications.	
Estimated start date	7/1/2016	
Estimated cost	2,991,254	0
Funding source - 1	General Funds - \$0	
Funding source - 2	State Special Revenue Funds - \$0	
Funding source - 3	Federal Funds - \$1,974,228	
Funding source - 4	Long Range IT CP Funds - \$1,017,026	
Annual Costs upon completion	\$0	
Status of the project as of June 30, 2016. Indicate % completed and status of funds expended.	This project was proposed in the 2014 IT plan for LRIT funds. This project was not approved and did not start. There are no costs to report.	

Item	Description	Actuals as of June 30, 2016
Project name	CCUBS Planning - LRIT	
Agency / Division	DPHHS/TSD	
Project/program purpose and objectives	This request seeks funding to perform the planning, request for proposal, feasibility study, and alternative analysis processes, and business processing analysis and modeling for the replacement of the Child Care Under the Big Sky (CCUBS) system. CCUBS supports Montana's childcare program. Primary functions include child care licensing, provider inspection, family eligibility determination for subsidy and payment processes, federal error rates, quality assessment, quality improvement, and contract management. This system is on outdated Oracle Forms and Reports and needs to be redesigned to be maintainable, take advantage of new technology, and to integrate with the department's enterprise services.	
Estimated start date	7/1/2016	
Estimated cost	2,000,000	0
Funding source - 1	General Funds - \$	

Funding source - 2	State Special Revenue Funds - \$	
Funding source - 3	Federal Funds - \$	
Funding source - 4	Long Range IT CP Funds - \$2,000,000	
Annual Costs upon completion	\$0	
Status of the project as of June 30, 2016. Indicate % completed and status of funds expended.	This project was proposed in the 2014 IT plan for LRIT funds. This project was not approved and did not start. There are no costs to report.	

Item	Description	Actuals as of June 30, 2016
Project name	Vocational Rehabilitation Case Management	
Agency / Division	DPHHS/TSD	
Project/program purpose and objectives	The Disability Transitions Program (DTP) required a new and modern vocational rehabilitation case management system to replace the current legacy system, currently maintained as a sub-system of AWACS. DTP required a modern web-based system that is ADA compliant and designed for the efficient management of service-based assistance cases from initial referral to closure. The system provides remote and mobile access, configurability, and be interoperable with the department and state enterprise systems.	
Estimated start date	1/1/2013	
Estimated cost	1,475,500	1,473,542
Funding source - 1	General Funds - \$314,281.50	\$331,611
Funding source - 2	State Special Revenue Funds - \$0	\$5,068
Funding source - 3	Federal Funds - \$1,161,218.50	\$1,136,863
Funding source - 4	Long Range IT CP Funds - \$0	
Annual Costs upon completion	\$295,100	
Status of the project as of June 30, 2016. Indicate % completed and status of funds expended.	As of June 30 th , 2016, this project was wrapping up end to end testing with an actual go live in July 2016.	

Item	Description	Actuals as of June 30, 2016
Project name	CHIMES-TANF Maintenance and Operations	
Agency / Division	DPHHS/TSD	

Project/program purpose and objectives	The Temporary Assistance for Needy Families (TANF) eligibility system project replaced the TANF component of The Economic Assistance Management system (TEAMS). TEAMS was a mainframe-based system previously used in the eligibility determination, benefit distribution and program administration for the Supplemental Nutrition Assistance Program (SNAP) and TANF programs. The replacement system went live November 2012. Enhancements and maintenance will be managed by the Technology Services Division (TSD) through a contract with an outside vendor	
Estimated start date	N/A	
Estimated cost	1,858,501	1,004,272
Funding source - 1	General Funds - \$873,495	\$472,008
Funding source - 2	State Special Revenue Funds - \$0	
Funding source - 3	Federal Funds - \$985,006	\$532,264
Funding source - 4	Long Range IT CP Funds - \$0	
Annual Costs upon completion	\$1,858,501	
Status of the project as of June 30, 2016. Indicate % completed and status of funds expended.	This item tracks on-going maintenance and operations contract costs and as such there is not a percent complete or planned end date.	

Item	Description	Actuals as of June 30, 2016
Project name	CHIMES-SNAP Maintenance and Operations	
Agency / Division	DPHHS/TSD	
Project/program purpose and objectives	The SNAP eligibility system project replaced the SNAP (previously food stamps) component of The Economic Assistance Management system (TEAMS). The replacement system went live November 2012. Enhancements and maintenance will be managed by the Technology Services Division (TSD) through a contract with an outside vendor	
Estimated start date	N/A	
Estimated cost	1,833,572	1,165,752
Funding source - 1	General Funds - \$916,786	\$557,607
Funding source - 2	State Special Revenue Funds - \$0	
Funding source - 3	Federal Funds - \$916,786	\$608,145
Funding source - 4	Long Range IT CP Funds - \$0	
Annual Costs upon completion	\$1,833,572	

Status of the project as of June 30, 2016. Indicate % completed and status of funds expended.	This item tracks on-going maintenance and operations contract costs and as such there is not a percent complete or planned end date.
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Item	Description	Actuals as of June 30, 2016
Project name	CHIMES-Medicaid/HMK Maintenance and Operations	
Agency / Division	DPHHS/TSD	
Project/program purpose and objectives	HMK requirements and functionality were integrated with the CHIMES-Medicaid system in 2011. Enhancements and maintenance will be managed by the Technology Services Division (TSD) through a contract with an outside vendor.	
Estimated start date	N/A	
Estimated cost	3,611,692	4,143,066
Funding source - 1	General Funds - \$971,907	\$735,176
Funding source - 2	State Special Revenue Funds - \$190,697	\$327,174
Funding source - 3	Federal Funds - \$2,449,088	\$3,080,716
Funding source - 4	Long Range IT CP Funds - \$0	
Annual Costs upon completion	\$3,611,692	
Status of the project as of June 30, 2016. Indicate % completed and status of funds expended.	This item tracks on-going maintenance and operations contract costs and as such there is not a percent complete or planned end date.	

Item	Description	Actuals as of June 30, 2016
Project name	Legacy Medicaid Management Information Systems (MMIS) Fiscal Agent Contract	
Agency / Division	DPHHS/TSD	
Project/program purpose and objectives	The MMIS is an integrated group of procedures and computer processing operations (subsystems) developed at the general design level to meet principal objectives for the mechanized claims processing and information retrieval system as required in 45 CFR 250.90. For Title XIX purposes, "systems mechanization" and "mechanized claims processing and information retrieval systems" is identified in section 1903(a)(3) of the Act and defined in regulation at 42 CFR 433.111. The objectives of this system and its enhancements include the Title XIX program control and administrative costs; service to recipients, providers and inquiries; operations of claims control and computer capabilities; and management reporting for planning and control. The Department contracts with ACS (Affiliated Computer Systems) to maintain and update our MMIS and run our fiscal agent operations.	
Estimated start	N/A	

date		
Estimated cost	8,349,131	8,280,062
Funding source - 1	General Funds - \$2,371,269	\$2,357,063
Funding source - 2	State Special Revenue Funds - \$12,288	\$4,795
Funding source - 3	Federal Funds - \$5,965,574	\$5,918,204
Funding source - 4	Long Range IT CP Funds - \$0	
Annual Costs upon completion	\$8,349,131	
Status of the project as of June 30, 2016. Indicate % completed and status of funds expended.	(Please see earlier information about the MMIS system replacement project) Xerox continues to provide fiscal agent operations services using the Legacy MMIS system. DPHHS did implement a new Xerox provided Pharmacy Benefits System in December of 2015. This item tracks on-going maintenance and operations costs and as such there is not a percent complete or planned end date.	

Item	Description	Actuals as of June 30, 2016
Project name	The System for Enforcement and Recovery of Child Support (SEARCHS) Maintenance and Operations	
Agency / Division	DPHHS/TSD	
Project/program purpose and objectives	The system for Enforcement and Recovery of Child Support (SEARCHS), the State's current Child Support Enforcement System, is used in the enforcement and recovery of child support, financial accounting, payments, and reporting. Enhancements and maintenance of the SEARCHS system is managed by the Technology Services Division (TSD) through a contract with an outside vendor.	
Estimated start date	N/A	
Estimated cost	2,442,462	2,449,498
Funding source - 1	General Funds - \$586,191	\$372,615
Funding source - 2	State Special Revenue Funds - \$244,246	\$460,214
Funding source - 3	Federal Funds - \$1,612,025	\$1,616,669
Funding source - 4	Long Range IT CP Funds - \$0	
Annual Costs upon completion	\$2,442,462	
Status of the project as of June 30, 2016. Indicate % completed and status of funds expended.	This item tracks on-going maintenance and operations costs and as such there is not a percent complete or planned end date.	

Item	Description	Actuals as of June 30, 2016
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Project name	Central Database System (CDS)/Homeless Management Information System (HMIS) Maintenance and Operations	
Agency / Division	DPHHS/TSD	
Project/program purpose and objectives	The Central Database System (CDS) is used in support of the Human Resource Development Councils in the delivery of services to low-income residents of Montana in the critical areas of LIEAP heat assistance, Weatherization, Energy Share, Community Service Block grant programs and many other programs. Montana service providers such as Emergency Shelters, Transitional Housing, and Permanent Supportive Housing use the Homeless Management Information System (HMIS) to track client information and report progress.	
Estimated start date	N/A	
Estimated cost	1,100,831	1,192,188
Funding source - 1	General Funds - \$0	
Funding source - 2	State Special Revenue Funds - \$0	
Funding source - 3	Federal Funds - \$1,100,831	\$1,192,188
Funding source - 4	Long Range IT CP Funds - \$0	
Annual Costs upon completion	\$1,100,831	
Status of the project as of June 30, 2016. Indicate % completed and status of funds expended.	This item tracks on-going maintenance and operations costs and as such there is not a percent complete or planned end date.	

Item	Description	Actuals as of June 30, 20166
Project name	CAPS/Operation Protect Montana (OPM) Maintenance and Operations	
Agency / Division	DPHHS/TSD	
Project/program purpose and objectives	The Child and Adult Protective Services (CAPS) system supports case management for child protective services, services to juvenile probation and parole, payments, and licensing activities. It is used to monitor, track and make provider and beneficiary payments for Child and Adult protective services, including foster care, subsidized adoption, and elder abuse. Operation Protect Montana (OPM) supports case management for Senior Long Term Care Division (SLTC)/Adult Protective Services (APS). Enhancements and maintenance of the CAPS and OPM systems is managed by the TSD through a contract with an outside provider.	
Estimated start date	N/A	
Estimated cost	2,353,807	2,271,874
Funding source - 1	General Funds - \$1,533,537	\$1,771,296
Funding source - 2	State Special Revenue Funds - \$0	
Funding source - 3	Federal Funds - \$820,270	\$500,578

Funding source - 4	Long Range IT CP Funds - \$0	
Annual Costs upon completion	\$2,353,807	
Status of the project as of June 30, 2016. Indicate % completed and status of funds expended.	<p>This item tracks on-going maintenance and operations costs and as such there is not a percent complete or planned end date.</p> <p>Please note that M&O for the existing OPM system has been moved to internal support with TSD. The costs of the OPM maintenance contract are no longer part of the CAPS M&O contract.</p>	

Item	Description	Actuals as of June 30, 2016
Project name	Child Care Under the Big Sky (CCUBS) Maintenance and Operations	
Agency / Division	DPHHS/TSD	
Project/program purpose and objectives	Child Care Under the Big Sky (CCUBS) supports Montana's child care program. Primary functions include child care licensing, provider inspection, family eligibility determination for subsidy & payment processes, and quality improvement program contract management. CCUBS interfaces with TEAMS, CAPS, CDS and the MSU Practitioner Registry. Enhancements and maintenance of the CCUBS system is managed by the Technology Services Division (TSD) through a contract with an outside provider.	
Estimated start date	N/A	
Estimated cost	1,490,219	1,558,998
Funding source - 1	General Funds - \$0	
Funding source - 2	State Special Revenue Funds - \$0	
Funding source - 3	Federal Funds - \$1,490,219	\$1,558,998
Funding source - 4	Long Range IT CP Funds - \$0	
Annual Costs upon completion	\$1,490,219	
Status of the project as of June 30, 2016. Indicate % completed and status of funds expended.	<p>This item tracks on-going maintenance and operations costs and as such there is not a percent complete or planned end date.</p>	

Item	Description	Actuals as of June 30, 2016
Project name	Montana Access (EBT) Maintenance and Operations	
Agency / Division	DPHHS/TSD	

Project/program purpose and objectives	Electronic Benefits Transfer (EBT), aka Montana Access, is used to electronically disburse SNAP benefits and Temporary Assistance for Needy Families (TANF) cash payments. It is also used for electronic reimbursement of retailers and financial institutions. Enhancements and maintenance of the EBT system is managed by TSD through a contract with an outside provider.	
Estimated start date	N/A	
Estimated cost	2,139,109	1,285,283
Funding source - 1	General Funds - \$972,225	\$593,743
Funding source - 2	State Special Revenue Funds - \$0	
Funding source - 3	Federal Funds - \$1,166,884	\$691,540
Funding source - 4	Long Range IT CP Funds - \$0	
Annual Costs upon completion	\$2,139,109	
Status of the project as of June 30, 2016. Indicate % completed and status of funds expended.	This item tracks on-going maintenance and operations costs and as such there is not a percent complete. This M&O effort is anticipated to have an end date that coincides with the successfully implementation of the Electronic Benefits Transfer (EBT) Outsourcing Project .	

Item	Description	Actuals as of June 30, 2016
Project name	CHIMES EA (Enterprise Architecture) Maintenance and Operations	
Agency / Division	DPHHS/TSD	
Project/program purpose and objectives	SFSL transformed fiscal business processes into a library of shared fiscal services. These shared services replaced and centralized the functionality housed in separate systems. CHIMES-TANF and CHIMES-SNAP uses the shared fiscal services layer (SFSL) for all fiscal processing and fiscal-related interfaces. Other systems will use the SFSL in the future, as they are enhanced or replaced. SFSL went live November 2012.	
Estimated start date	N/A	
Estimated cost	904,468	1,421,379
Funding source - 1	General Funds - \$275,556	\$427,546
Funding source - 2	State Special Revenue Funds - \$54,670	\$61,008
Funding source - 3	Federal Funds - \$574,242	\$932,825
Funding source - 4	Long Range IT CP Funds - \$0	
Annual Costs upon completion	\$904,468	
Status of the project as of June 30, 2016. Indicate % completed and status of funds	This item tracks on-going maintenance and operations costs and as such there is not a percent complete or planned end date.	

expended.	
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Item	Description	Actuals as of June 30, 2016
Project name	Systems Maintenance and Operations Contracts Annualization	
Agency / Division	DPHHS/TSD	
Project/program purpose and objectives	This decision package requests funding for maintenance and operations contract increases due to cost of living adjustments for contracted IT services that resulted from contract extension. The systems include SEARCHS and CAPS legacy systems, CHIMES SNAP, CHIMES TANF, CHIMES MA/HMK, and CCUBS.	
Estimated start date	7/1/2016	
Estimated cost	885,079	0
Funding source - 1	General Funds - \$320,487	
Funding source - 2	State Special Revenue Funds - \$23,632	
Funding source - 3	Federal Funds - \$540,960	
Funding source - 4	Long Range IT CP Funds - \$0	
Annual Costs upon completion	\$576,180	
Status of the project as of June 30, 2016. Indicate % completed and status of funds expended.	Funding received through this change package request was allocated between the various systems identified in the change package request to cover costs as needed and are reported under those systems.	

Item	Description	Actuals as of June 30, 2016
Project name	CHIMES MA/HMK OTO made base	
Agency / Division	DPHHS/TSD	
Project/program purpose and objectives	During the 2013 legislative session, the HHS subcommittee approved funding for maintenance and operations contracted services increases for CHIMES Medicaid/HMK and TEAMS as a onetime only appropriation with the intent that DPHHS validate the ongoing need for these contracted services. This resulted in need to request that base year expenditures of \$1,666,325 for the ongoing maintenance and operations of the CHIMES Medicaid/HMK system, \$886,500 of the CHIMES TANF system, and \$886,500 of the CHIMES SNAP system be approved for continuation through a decision package.	
Estimated start date	7/1/2016	
Estimated cost	6,878,650	0
Funding source - 1	General Funds - \$659,904	
Funding source - 2	State Special Revenue Funds - \$31,578	

Funding source - 3	Federal Funds - \$6,187,168	
Funding source - 4	Long Range IT CP Funds - \$0	
Annual Costs upon completion	\$3,439,325	
Status of the project as of June 30, 2016. Indicate % completed and status of funds expended.	Final change package request was for \$329,952 each year of the biennium general funds only; this change package was approved. Actuals as of June 30, 2016 are included in the costs reported for the CHIMES-Medicaid/HMK Maintenance and Operations.	

Item	Description	Actuals as of June 30, 2016
Project name	Facilities Systems and IT Infrastructure	
Agency / Division	DPHHS/TSD	
Project/program purpose and objectives	This request seeks Long Range IT funding for necessary systems and IT infrastructure upgrades at the department facilities – Montana Mental Health Nursing Care Center, Montana Developmental Center, Montana State Hospital, Montana State Veterans Home, and the Eastern Montana Veterans Home. This request includes increased network capacity, Telemed capabilities, large capacity document scanner systems, Wi-Fi, telephony services, and Nurse Call system.	
Estimated start date	7/1/2016	
Estimated cost	970,700	0
Funding source - 1	General Funds - \$0	
Funding source - 2	State Special Revenue Funds - \$0	
Funding source - 3	Federal Funds - \$48,535	
Funding source - 4	Long Range IT CP Funds - \$922,165	
Annual Costs upon completion	\$194,140	
Status of the project as of June 30, 2016. Indicate % completed and status of funds expended.	This project was proposed in the 2014 IT plan for LRIT funds. This project was not approved and did not start. There are no costs to report.	

Item	Description	Actuals as of June 30, 2016
Project name	Federal Security Audit Compliance	
Agency / Division	DPHHS/TSD	
Project/program purpose and objectives	This request seeks funding to implement additional multi-factor authentication, data encryption at rest, and Security Information and Event Management (SIEM) software into applications to comply with federal security regulations.	
Estimated start	7/1/2016	

date		
Estimated cost	459,000	\$167,626
Funding source - 1	General Funds - \$74,182	\$16,494
Funding source - 2	State Special Revenue Funds - \$5,967	
Funding source - 3	Federal Funds - \$378,851	\$151,131
Funding source - 4	Long Range IT CP Funds - \$0	
Annual Costs upon completion	\$76,500	
Status of the project as of June 30, 2016. Indicate % completed and status of funds expended.	The department was able to obtain solutions at a lower cost than originally anticipated in the 2014 IT Plan.	

Section 3: An inventory of agency information services, equipment and proprietary software (MCA [2-17-524\(3\)\(c\)](#)).

To collect data on “information services” and “proprietary software”, we are leveraging LDRPS (L10). Our goal is to utilize and maintain LDRPS as the authoritative source for this information.

- Please verify the information in the LDRPS Spreadsheet, making any necessary updates or additions.
- Please email your updated spreadsheet to Dawn Pizzini, subject matter expert, at dpizzini@mt.gov.
 - The LDRPS spreadsheet can be found in your Agency folder located at <https://ent-sp1.mt.gov/sites/bienrpt/layouts/15/start.aspx#/Agency%20Information/Forms/AllItems.aspx>.
 - We will pull a final LDRPS Spreadsheet for submission as part of the Biennial Report based on your Agency’s input.

For “equipment”, we are utilizing the standard Agency Inventory Template Spreadsheet we have used for past biennial reporting and that we are currently using to gather information for the IT Convergence project. The spreadsheet can be found in your Agency folder located at <https://ent-sp1.mt.gov/sites/bienrpt/layouts/15/start.aspx#/Agency%20Information/Forms/AllItems.aspx>.

- If you **have** already provided your inventory for the IT Convergence project, please fill out the last tab labeled **DEVICES**.
 - Please review the entire workbook for accuracy and make any necessary changes.
- If you **have not** provided this inventory, please fill out the entire workbook.

Questions can be directed to:

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406.444.2926

Amber Conger
aconger@mt.gov
406.444.5764

Please complete this report by close of business October 25, 2016.

Please upload your final Performance Report and all applicable spreadsheets to your individual Agency folder in the Biennial Reporting SharePoint Site found at:

<https://ent-sp1.mt.gov/sites/bienrpt/layouts/15/start.aspx#/Agency%20Information/Forms/AllItems.aspx>.