



## NATIONAL GOVERNORS ASSOCIATION

# Integrating and Using Data to Support Economic Mobility

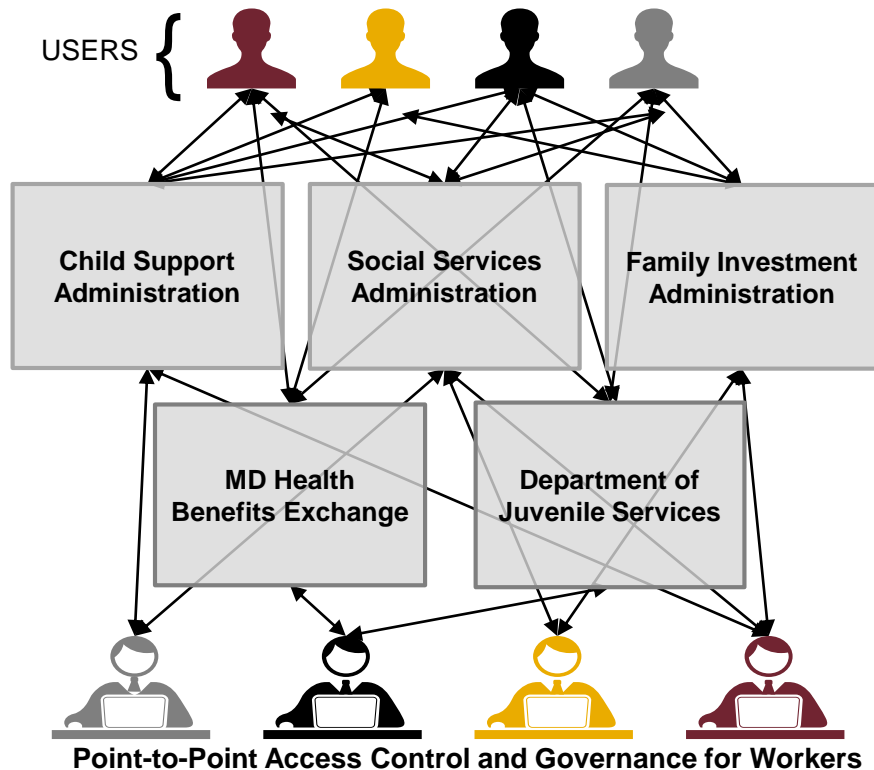
**Lourdes R. Padilla, Secretary**  
**September 12, 2019**



# MD THINK Vision

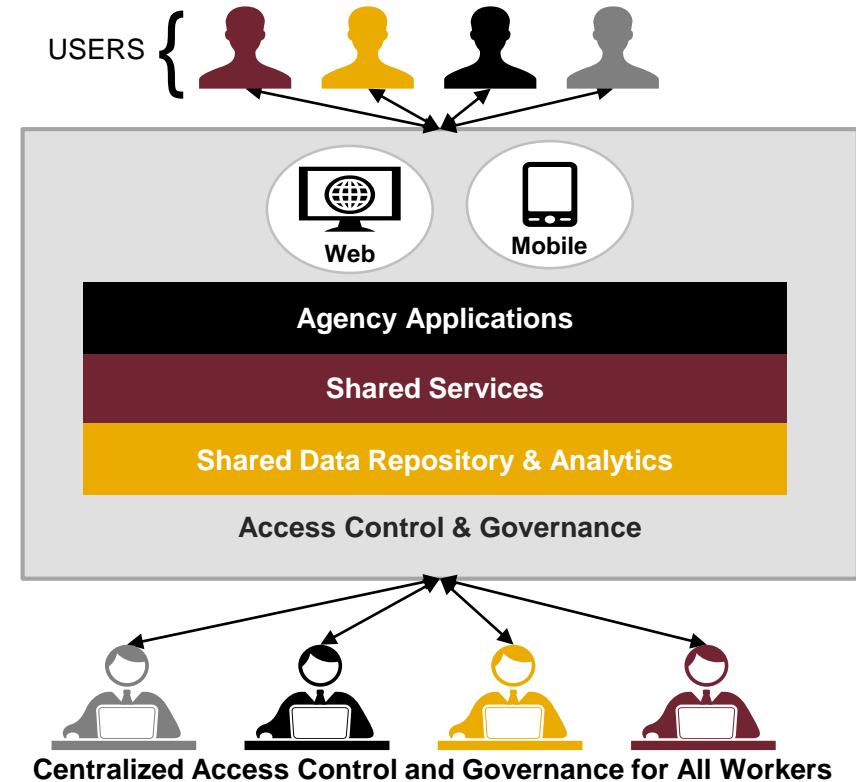
## Current State

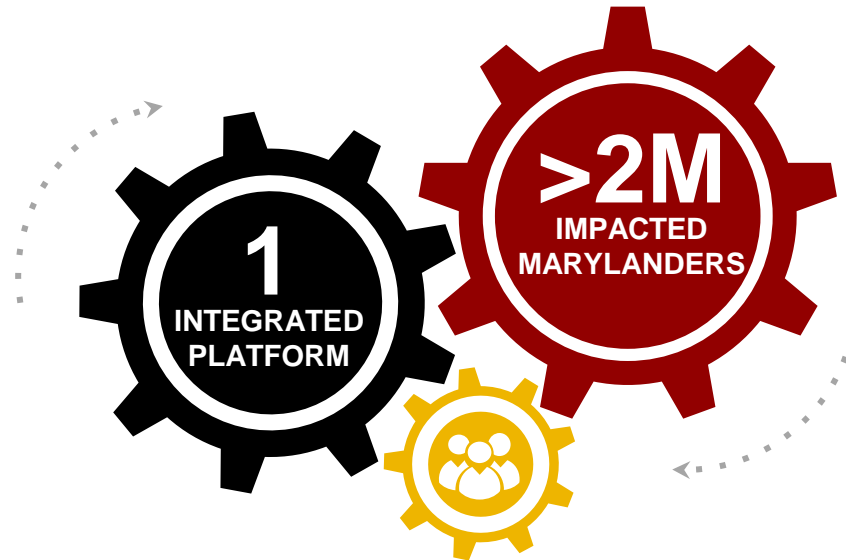
- Isolated Silos
- Dependent Workarounds
- Passive Systems
- Expensive Maintenance
- Difficult to Modify
- Poor Customer Experience



## Future State

**MD THINK**  
 (Maryland Total Human Services Integrated Network)





## WHAT IS MD THINK?

The first program of its kind in the nation, MD THINK is a **cloud-based technology platform** that is integrating the state's health and human services applications, so it can effectively and efficiently deliver vital services to Marylanders

# Platform Features

## Fast & Flexible

Highly scalable, yet affordable cloud infrastructure with flexible configuration for rapid setup



## Rigorous Security Standards

Uniform security that meet all federal and state requirements, including FISMA, MARS-E, IRS, and NIST



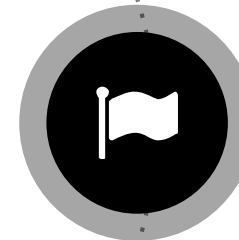
## User Friendly

Easy-to-use and easily accessible web and mobile platform



## Controlled Access

Secure, role-based access to cross-agency data



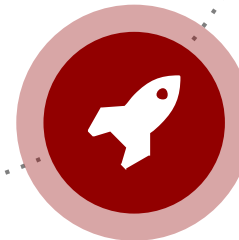
## Searchable Shared Data

Shared data repository and analytics that are flexible and searchable



## Plug & Play Apps

Full-featured application architecture with ready to use, fully-configured application frameworks



# Benefits to Citizens, Case Workers, and State

## One Integrated Platform

Modern, cloud-based technology platform with **no wrong door** approach for various health and human services that reduces cost through consolidation of expensive hosting services

### More Efficient Delivery

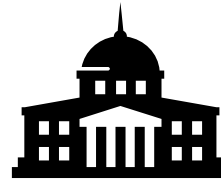
**Faster service delivery** through reduced paper processing and less duplicate data entry



CASE WORKERS



CITIZENS



STATE OF MD

## Greater Quality of Service

The modernized platform and use of shared data enables state agencies to deliver the highest level of service to its customers and leads to **reduced fraud, waste, and abuse**

## Quicker Enrollment

Shorter enrollment turnaround times because of **streamlined eligibility determination** process





## Analytics @ MD THINK

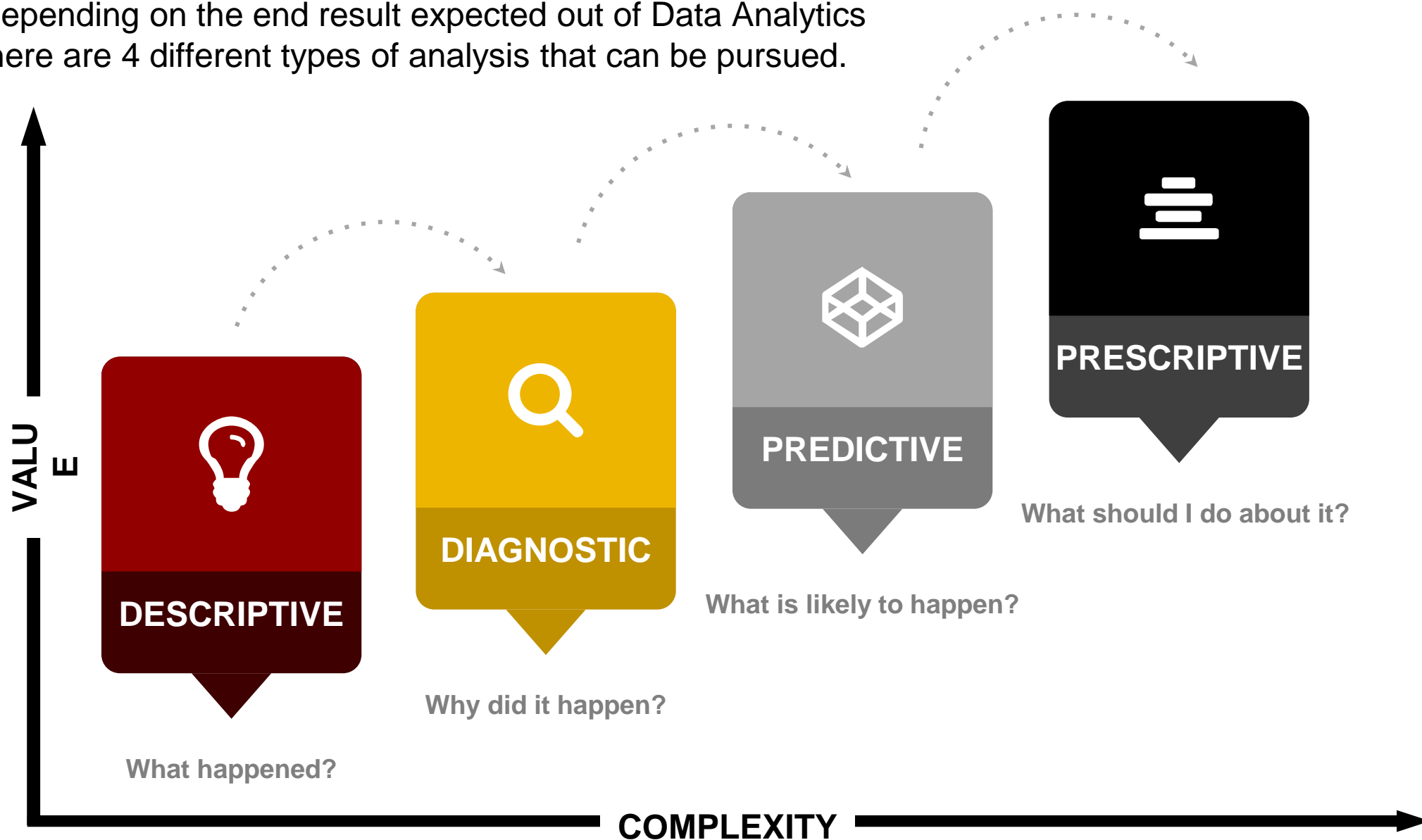
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The Analytics platform helps the State of Maryland achieve the following key objectives:

- Improves and helps monitor the Collection process at Child Support Administration.
- Streamline services and improve family preservation and outcomes in Child Welfare.
- Improve Service Delivery and thereby reduce fraud and improve program integrity
- Increase statewide effective engagement between the agency administration, its staff and residents.
- Helps improve state's workforce allocation and workload efficiency.
  
- Cognitive prediction of the future helps in planning the resources, budget and time for the foreseeable future and beyond.

# Types of Data Analytics

Depending on the end result expected out of Data Analytics there are 4 different types of analysis that can be pursued.



# Child Support - Monthly Performance Dashboard



## AUDIENCE

- Executive Management
- Program / Local Directors



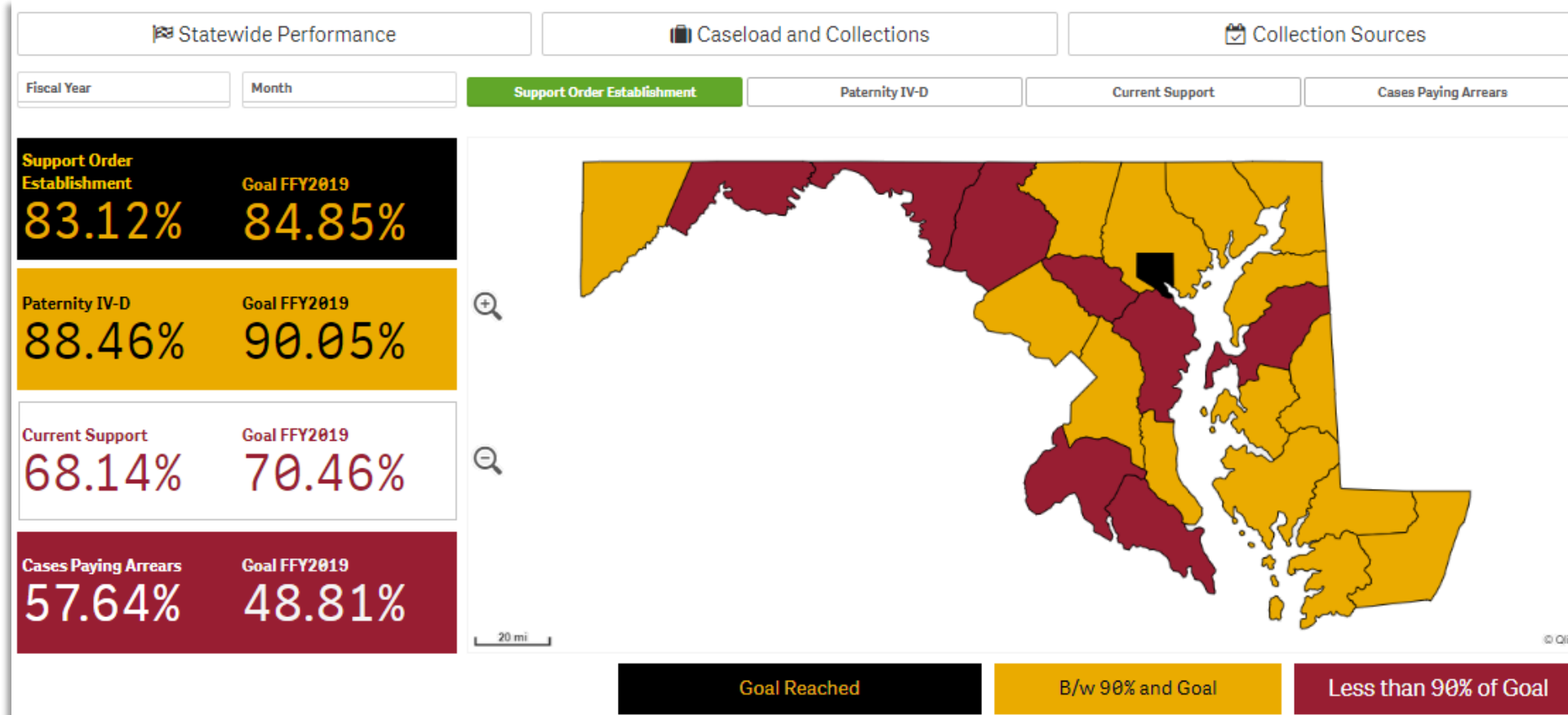
## OBJECTIVES

- High-level Statewide / Program view of Key Performance Indicators
- Performance metrics in a given Jurisdiction i.e. County level.



## OUTCOME

- Monitor CSA Service metrics across the state and provide support
- Monitor and relay back critical information needed for the smooth functioning of the program in a given Jurisdiction.





# FIA - LTC Application Processing Dashboard



## AUDIENCE

- Executive Management
- Program / Local Directors



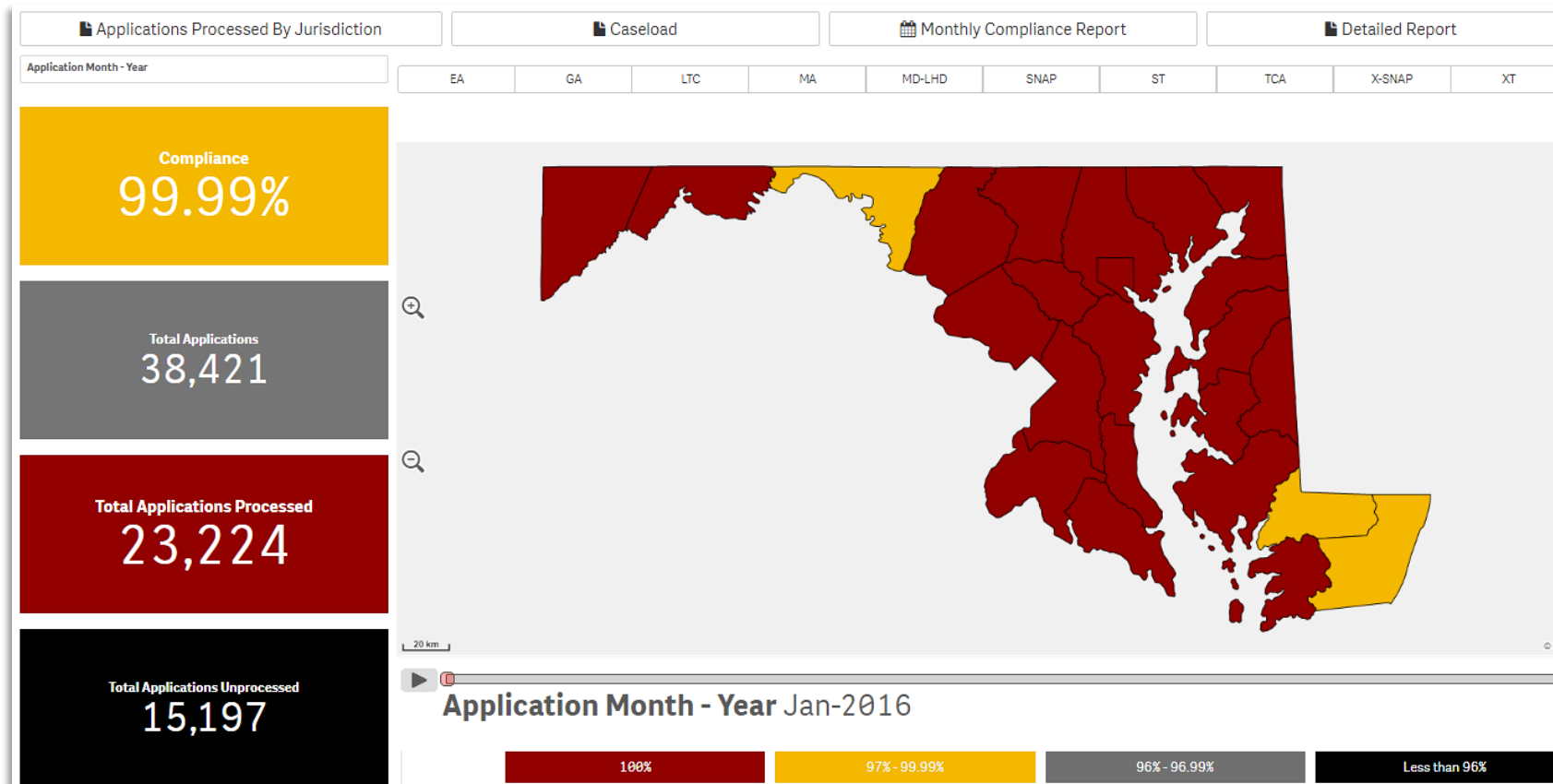
## OBJECTIVES

- Provide a high-level Statewide/Program view of Key Performance Indicators
- Analyze & compare across Time and County for a given Program
- View the Performance of different Programs in a given Jurisdiction



## OUTCOME

- Monitor Compliance across the state and provide support
- Monitor and relay back critical compliance information



# SSA - Maltreatment Recurrence Dashboard



## AUDIENCE

- Executive Management
- Program / Local Directors



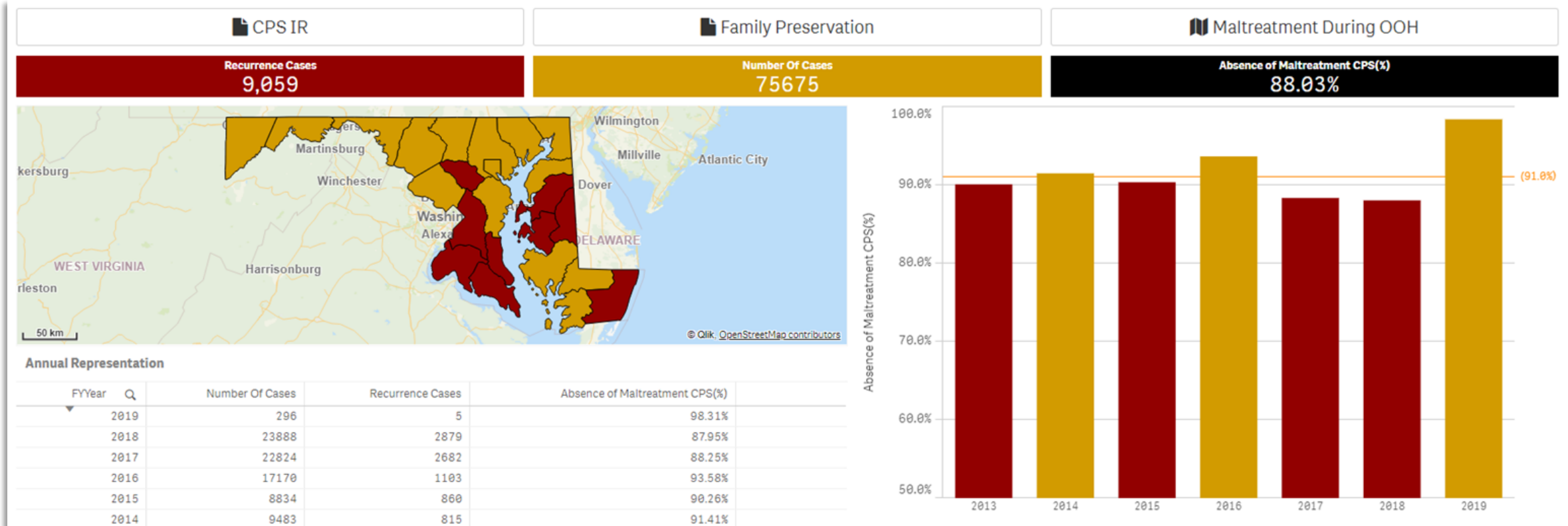
## OBJECTIVES

- Provide a high-level statistical Information on Performance of Key Performance Indicators
- Statistics of the performance by Year wise / County wise Occurrences and Recurrences of categories such as Maltreatment, Well-being, Permanency and Entries/Exits



## OUTCOME

- Monitor Program across the state and provide support
- Monitor the treatment of children across the State
- Suggest corrective actions to ensure child's well-being and safety



# CJAMS - Accounts Receivables Dashboard (Summary)



## AUDIENCE

- Fiscal Supervisors
- Fiscal Staff



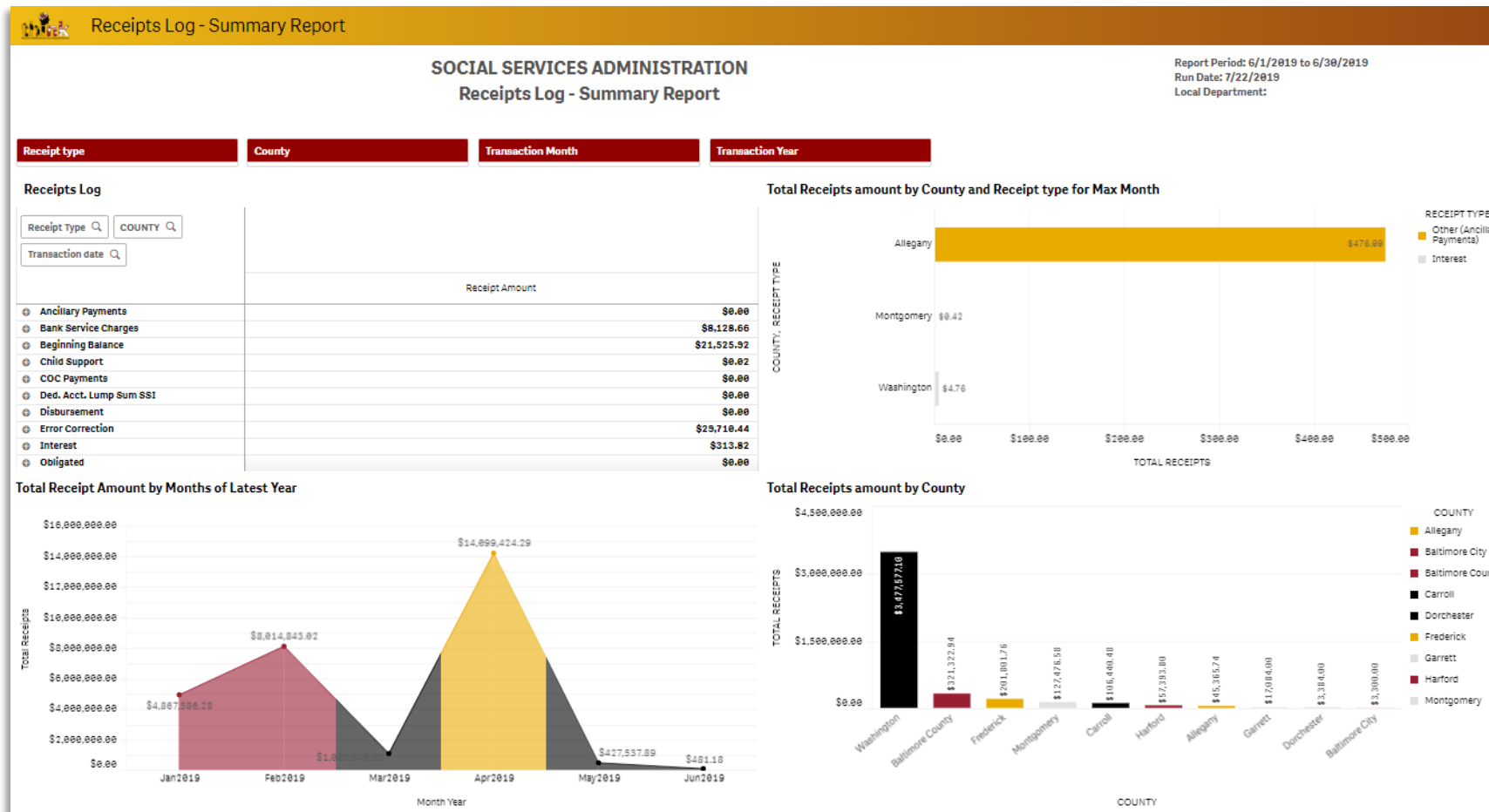
## OBJECTIVES

- Provide receivables log by month/day
- To track transactions for client accounts
- Analyze recoveries by providers in a month



## OUTCOME

- Tracks client account incomes, transactions by date and transaction type
- Helps identifying the recoveries from providers against receivables

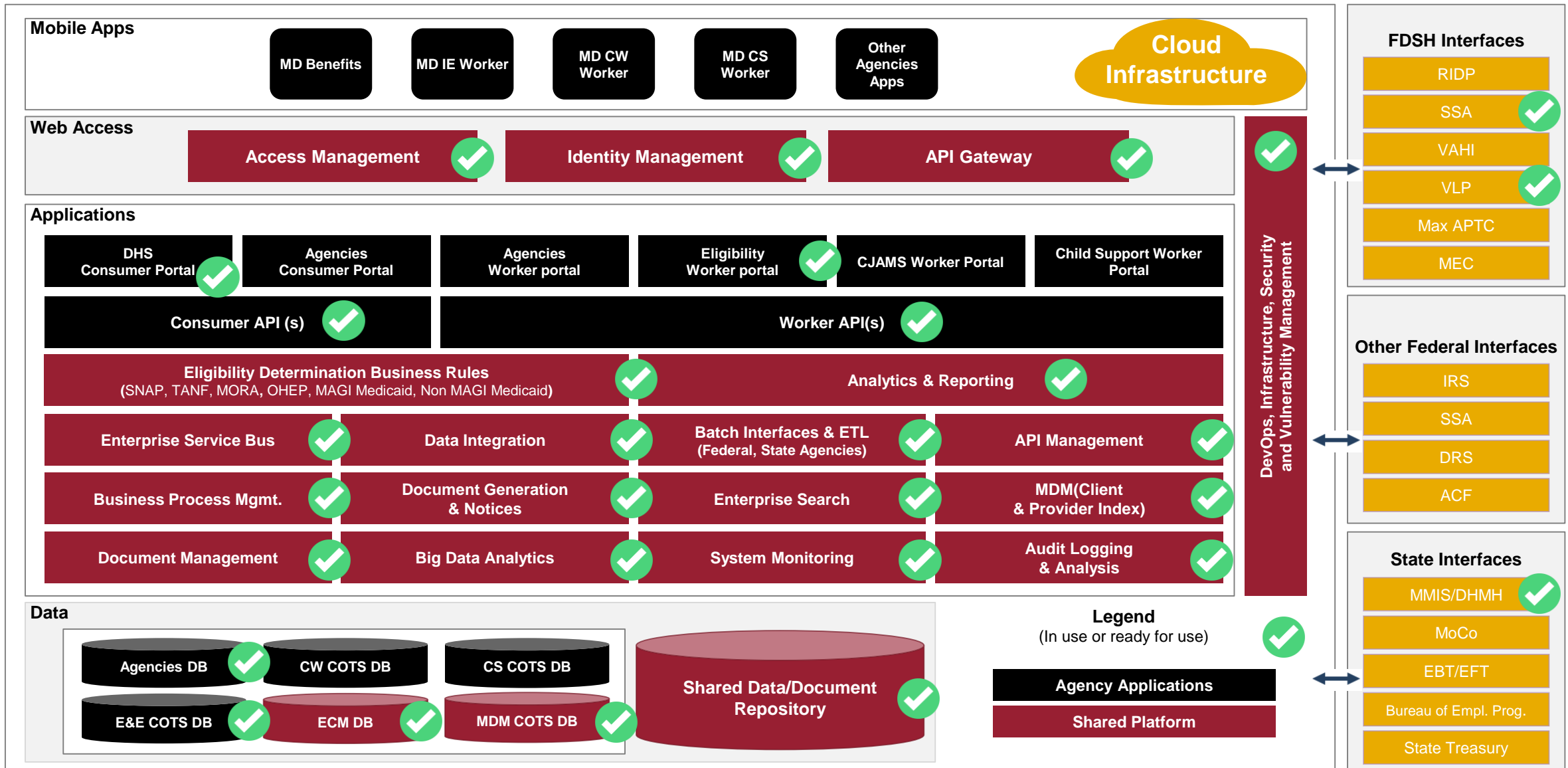




**QUESTIONS**

**THANK YOU**

# Application Architecture



# Glossary

|                 |   |
|-----------------|---|
| <b>ACF</b>      | Administration for Children and Families                  |
| <b>ACM</b>      | Amazon Certificate Manager                                |
| <b>AES</b>      | Advanced Encryption Standard                              |
| <b>AMI</b>      | Amazon Machine Image                                      |
| <b>APD</b>      | Advanced Planning Document                                |
| <b>API</b>      | Application Programming Interface                         |
| <b>ATO/ATC</b>  | Authorization To Operate / Authority to Connect           |
| <b>AWS</b>      | Amazon Web Services                                       |
| <b>CJAMS</b>    | Child, Juvenile, and Adult Management System              |
| <b>CMS</b>      | Centers for Medicare and Medicaid Services                |
| <b>COTS</b>     | Commercial-Off-The-Shelf                                  |
| <b>CSS</b>      | Child Support Services                                    |
| <b>DB</b>       | Database  |
| <b>DHS</b>      | Department of Human Services                              |
| <b>DRS</b>      | Designation Renewal System                                |
| <b>E&amp;E</b>  | Eligibility and Enrollment                                |
| <b>EBT/ EFT</b> | Electronics Benefits Transfer / Electronic Funds Transfer |
| <b>EC2</b>      | Elastic Compute Cloud                                     |
| <b>ECM</b>      | Enterprise Content Management                             |

|                  |  |
|------------------|--|
| <b>ECMS</b>      | Enterprise Content Management System   |
| <b>ECS</b>       | Elastic Container Service  |
| <b>EFS</b>       | Elastic File System  |
| <b>ETL</b>       | Extract, Transform, Load   |
| <b>FDSH</b>      | Federal Data Services Hub  |
| <b>FISMA</b>     | Federal Information Security Modernization Act   |
| <b>HBX</b>       | Health Benefit Exchange  |
| <b>IAM</b>       | Identity and Access Management   |
| <b>IRS</b>       | Internal Revenue Service   |
| <b>IRS 1075</b>  | Internal Revenue Services Publication 1075 defines standards for cybersecurity mandated by the IRS |
| <b>IV&amp;V</b>  | Independent Validation & Verification  |
| <b>LDSS</b>      | Local Departments of Social Services   |
| <b>MAGI</b>      | Modified Adjusted Gross Income   |
| <b>MARS-E</b>    | Minimum Acceptable Risk Standards for Exchanges  |
| <b>Max APTC</b>  | Maximum Advance Premium Tax Credit   |
| <b>MDM</b>       | Master Data Management   |
| <b>MEC</b>       | Minimum Essential Coverage   |
| <b>MHBE</b>      | Maryland Health Benefit Exchange   |
| <b>MMIS/DHMH</b> | Maryland Medicaid Information System / Department of Health and Mental Hygiene                     |

|             |  |
|-------------|--|
| <b>MoCo</b> | Montgomery County                              |
| <b>MORA</b> | Maryland Office for Refugees and Asylees       |
| <b>MoU</b>  | Memorandum of Understanding                    |
| <b>NACL</b> | Network Access Control List                    |
| <b>NIST</b> | National Institute of Standards and Technology |
| <b>OHEP</b> | Office of Home Energy Programs                 |
| <b>RDS</b>  | Relational Database Service                    |
| <b>RFP</b>  | Request for Proposal                           |
| <b>RIDP</b> | Remote Identity Proofing                       |
| <b>SAFe</b> | Scaled Agile Framework enterprise              |
| <b>SDR</b>  | Shared Data Repository                         |
| <b>SNAP</b> | Supplemental Nutrition Assistance Program      |
| <b>SSA</b>  | Social Services Administration                 |
| <b>TANF</b> | Temporary Assistance for Needy Families        |
| <b>VAH</b>  | Verification of Annual Household Income        |
| <b>VPC</b>  | Virtual Private Cloud                          |
| <b>VPN</b>  | Virtual Private Network                        |
| <b>WAF</b>  | Web Application Firewall                       |