

Project Name: Enterprise Enrollment Portal Project

OCIO Project #: _____

Department: _____

Revision Date: 6/10/09

Concept Statement

Description

Brief description of the proposed project:

Complex eligibility requirements and separate enrollment processes supported by stand-alone systems can act as barriers to the uninsured seeking health care and other services for which they are eligible. Finding it difficult to maneuver through public human services maze, prospective beneficiaries can be discouraged from applying for services. Current technology presents the opportunity to break down these barriers. The project will develop and deploy a Statewide web-portal to enable self-service application and enrollment in a variety of health and human services programs.

Need Statement

High Level Capabilities Needed:

Capabilities needed include publicly accessible web portal, with language and grade-level appropriate scripts to facilitate self-service application and enrollment to multiple benefit programs. In addition, technical infrastructure to support the delivery of submitted application and enrollment data to existing administrative systems of record is needed.

What is Driving This Need?

The need is driven by the desire to improve client services by streamlining the application process for multiple programs and educating the consumer on programs available.

Risk to the Organization if This Work is Not Done:

Loss of the opportunity to an efficient government and improve client services.

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Benefit Statement

Intangible Benefits

Process Improvements (describe the nature of the process improvement):
Streamline the application process for health care providers and others who seek to assist prospective clients in applying for benefits and/or services. County eligibility workers will spend less time on data entry type tasks and can focus on productive workforce activities. Provide a technical architecture that is expandable to support the addition of new programs and services in the future with fewer changes to existing systems.

Other Intangible Benefits:
By reducing barriers to access to health care, nutritional and financial benefits to those at risk or in need, the EEP will provide better service to clients and directly contribute to the vision of the California Health and Human Services Agency.

Tangible Benefits

Revenue Generation (describe how revenue will be generated):
None

Cost Savings (describe how cost will be reduced):
Use of the system by the public will result in reduction in the amount of time spent by State and County employees in the intake process.

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Cost Avoidance (describe the cost and how avoided):

Refer to "Tangible - Cost Savings" above.

Risk Avoidance (describe the risk and how avoided):

Consumers are unable to learn about or apply for multiple programs at a time.

Improved Services:

Provide self-service application and enrollment process that is intuitive, user friendly, and encourages people to apply for services they could rightfully receive, lowering barriers to participation in public assistance programs. Permit applications to be submitted from many more locations that are currently available. Allow individuals to learn about, and should they chose so, apply for multiple programs from a single location and in a single session.

Consistency

"No" Responses 		Rationale	Action Required
Enterprise Architecture	Yes		
Business Plan	Yes		
Strategic Plan	Yes		

Impact to Other Agencies

Nature of Impact to Other Agencies

Agency:

Describe the nature of the impact:

No impact to other Agencies. Project is encompassed within the California Health and Human Services Agency.

Agency:

Describe the nature of the impact:

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Solution Alternatives

Alternative 1:

Select and specify transfer of another state's solution, with necessary adaptation treating the other state's solution as a COTS or MOTS. Many other states have deployed a web enrollment portal for human services programs and in some cases systems from one state have been adapted by another.

Technical Considerations for Alternative 1:

Development of cost estimates for EEP showed that the actual development of the web portal/user interface represents a relatively small part of the total cost of the project, with interfaces to the numerous individual programs systems of record making up a much more significant part of the cost. Such interfaces would represent custom software development and are not candidates for "transfer" from another jurisdiction. Another consideration is that significant portions of the interface work referred to above would likely be done by existing contractors responsible for maintaining the individual systems.

ROM Cost:	to	Note: high end of range must not exceed 200% of low end of range
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Alternative 2:

Conduct an open procurement for development of the EEP, permitting transfer of another state's solution, but not specifying or requiring it.

Technical Considerations for Alternative 2:

Same as Alternate 1.

ROM Cost:	to	Note: high end of range must not exceed 200% of low end of range
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Alternative 3:

Technical Considerations for Alternative 3:

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ROM Cost: _____ to _____
Note: high end of range must not exceed 200% of low end of range

Recommendation

Comparison:

Alternative 1	ROM Cost	Risk
Transfer system	\$0 - \$0	
Alternative 2	ROM Cost	Risk
Open procurement	\$0 - \$0	
Alternative 3	ROM Cost	Risk
	\$0 - \$0	

Conclusions:

1	Interface and related costs dominate total costs
2	In a State procurement environment, there is no compelling reason to mandate a particular transfer solution or prohibit a transfer proposal.
3	
4	

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Recommendation:

Conduct an open procurement for development of the EEP, permitting transfer of another state's solution, but not specifying or requiring it.

Concept Approach (if known)

System Complexity:		System Business Hours: (e.g., 24x7, 9am-5pm) : 24x7	
Architecture	<input type="checkbox"/> Mainframe <input type="checkbox"/> Client Server <input checked="" type="checkbox"/> Web Based	Num. of New Databases:	unknown
Technology	<input checked="" type="checkbox"/> New <input type="checkbox"/> New to Staff <input type="checkbox"/> In-House Experience	Interfaces:	
Implementation	<input checked="" type="checkbox"/> Central Site <input type="checkbox"/> Phased Roll-out	Num. of Sites:	unknown
M & O Support	<input checked="" type="checkbox"/> Contractor <input checked="" type="checkbox"/> Data Center <input type="checkbox"/> Project <input type="checkbox"/> Returned to Sponsor		
Procurement Approach: (consult with OSI Procurement Center) Solution based, problem statement driven			Number of Procurements: unknown
Open Procurement?	Yes	Delegated Procurement?	
Scope of Contract	<input checked="" type="checkbox"/> Development <input checked="" type="checkbox"/> Implementation <input checked="" type="checkbox"/> M & O <input type="checkbox"/> Other:		
Anticipated Length of Contract:	Unknown	Years /	extensions for years