

# ***New Mexico Human Services Department IT Projects and HM125 Update***

Presentation to the Interim Legislative Health  
and Human Services Committee

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New Mexico Human Services Department

# Overview of Today's Presentation

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- ◆ ISD2 Overview
  
- ◆ IT Projects
  - ISD2 Replacement
  - YES-NM
  - Business Intelligence Tool
  - Document Imaging
  - Encounter Tracking
  
- ◆ House Memorial 125
  
- ◆ YES New Mexico Overview and Demo



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# ISD2 Overview

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- ◆ 25+ year old technology
- ◆ Data storage and retrieval method
  - Not a relational database
  - Significantly increases the complexity level and time of any data extract or system change compared with more contemporary technologies
- ◆ Duplication of data entry task for a minimum of each one of the three major programs served by ISD
- ◆ Unable to implement some new programs in the legacy system



# ISD2 Overview: Application Screen

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*** CASE / CLIENT MENU ***
SELECTION: S      CLIENT/CASE-ID  CATEGORY      HISTORICAL-MONTH(MMY)
CASE-LOAD:
CASE-DATA-UPDATE      CASE/CLIENT-DATA-INQUIRY      WORK-PROGRAMS
A. REGISTRATION      M. CLIENT/CASE LIST      1. ASSESSMENT TRACKING
B. REG A PERSON      N. CASE INQUIRY      2. PARTICIPANT INFO
C. R/R INIT      O. TRANSACTION INQUIRY      3. ACTIVITY PART/HISTORY
D. CASE CHANGES      P. BENEFIT HISTORY      4. ATTENDANCE
E. SEMIANNUAL REPORT      Q. EW ACTIVITY DETAIL      5. REIMBURSEMENTS
F. REDETERMINE/RECERTIFY      R. EW ACTIVITY SUMMARY
G. INTERVIEW      S. NAME CLEARANCE INQUIRY
H. APPL FINAL      T. CSES FINANCIALS      CLIENT HISTORICAL TRACK
I. APPL CHANGE      U. CSES DEMOGRAPHIC
J. REINSTATEMENT      V. PURGED CLIENT LIST      6. TANF LIFETIME LIMITS
K. APPLICANT INQUIRY      W. PURGED CASE LIST      7. EXCESS HOURS
L. APPLICANT UPDATE      X. PRISONER VERIFICATION      8. TANF SANCTIONS
Z. CREATE CASE      Y. NEW HIRES      9. ABAWDS

NAME CLEARANCE INQUIRY COMPLETE
4B █          @ :00.1          03/14
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# IT Projects

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- ◆ **ISD2R**
  - Support worker functions such as intake, interviewing, case assignment, scheduling, eligibility determination, benefits calculation, benefit recovery, and various quality control and reporting functions.
  - Interfaces with YES-NM
  - Total costs through 2013 - \$66.1 million (federal and general funds)
    - FY10: \$14.364 (\$6.4 general funds)
    - FY 11 request: \$22.4 million (\$10.1 general funds)
- ◆ **Business Intelligence Tool**
  - Phase 1: Tentative completion January 2010
    - Day-old reporting from the existing ISD2 and LIHEAP data
    - Management information for ISD Central office, Regional Managers and County Directors
    - Real-time adhoc query capability
    - Preliminary reports will require extensive testing for accuracy
  - Subsequent phases will be implemented with the ISD2R project
- ◆ **Document Imaging**
  - Final phase of selection via RFP
  - Auto acceptance of applications from YES-NM
  - Image repository for all clients documents
- ◆ **Encounter Tracking**
  - Client to be tracked through an ISD high-volume front office from walking up to the greeter to the finish of the encounter, showing progress along the way



# House Memorial 125

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- ◆ House Memorial 125 – Monthly Medicaid and CHIPRA Reports
  - Passed in 2009 Legislative Session
  - Sponsored by Representative Mimi Stewart
- ◆ HSD to make monthly reports and retain documentation regarding the Medicaid and CHIPRA programs.



# House Memorial 125

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- Reports are to include:
  - Annual budget projections and expenditures by category of eligibility
  - Monthly point-in-time numbers of enrolled recipients
    - Listed by category of eligibility
    - Show the actual enrollment of Medicaid and CHIPRA at time of reporting
  - Monthly denial rates
    - Number of applications received
    - Number of applications approved
    - Number of applications denied, with denial code
  - Termination rates
    - Number of cases due for renewal
    - Number of renewals received
    - Number of renewals denied
    - Number of recipients whose case was terminated, with termination code
    - Number of recipients disenrolled and reinstated within six months



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# YES-New Mexico Overview and Demo

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- ◆ YES-New Mexico is a web based system available to the public which allows individuals and families to access income support programs.
  - Seven state agencies involved, currently screening for five programs
  - Eventually interface with the ISD2 Replacement System
  - Phasing YES-NM; first counties are Valencia, Guadalupe, and DeBaca
  - Statewide unveiling tentatively late October, early November
  - Screening tool tells people what programs they may be eligible for
    - Screening tool became available July 29, 2009
  - Application tool allows people to apply online to programs
    - Not yet operational; finishing final review
    - Applications will be reviewed and processed at Income Support Division Office
  - 12 demos around New Mexico to legislators, state agencies, advocates, and the public
- ◆ [www.yes.state.nm.us](http://www.yes.state.nm.us)

