

**Agency IT Strategic Plan (Form) / 262 DARS FY14-16 ITSP**

<b>IT SUMMARY</b>
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<b>General Information</b>		
<b>Item Name:</b>	262 DARS FY14-16 ITSP	<i>Choose the CTP-prepared Agency ITSP item for the appropriate biennium</i>
<b>Home Portfolio:</b>	262 DARS IT Strategic Plans	<i>Choose your Agency Portfolio for ITSP</i>
<b>ITSP Biennium:</b>	FY14-16	
<b>Proponent Secretary:</b>	188 Secretary of Health & Human Resources	
<b>Proponent Agency:</b>	262 Department for Aging and Rehabilitative Services	
<b>Submitted by:</b>	Administrator, System	
<b>Agency has BRTs or Investments:</b>	Yes	
<b>Has CETR been updated?</b>	Yes	
<b>Date Submitted:</b>		

**About the IT Summary**

**The purpose of the agency IT Strategic Plan is to establish an agency-wide vision and priorities for agency investments in IT and IT operations so that they promote the achievement of agency's mission and business outcomes. The IT Plan Summary describes how agency IT strategies, goals, and objectives align with the mission, vision, values, and daily operations identified in the Agency Strategic Plan. This IT Plan Summary identifies the implications outlined in the Agency Strategic Plan and integrates them into implementable objectives and directives.**

**Current Operational IT Investments**

*In this section, describe the high-level strategy the agency will use to manage existing operational IT investments over the next year to 6 years. This section should align with identified Business Requirements for Existing Technology (BReTs). At minimum, please address the following questions in your description of your agency's strategy for managing existing operational IT investments:*

- *Are there existing IT investments that will require additional funding over the next year to 6 years, such as license renewals, re-competition of current IT contracts, or system enhancements required by the Agency Strategic Plan?*
- *If there are systems that will no longer support the agency's business needs, either through poor performance or excessive cost, how does IT leadership in the agency plan to address the issues?*
- *If the agency does not have the staff or funding to meet increasing demand for IT services, how will IT leadership fulfill the requests?*

The Information Services Division (ISD) provides management, administrative support and technical assistance to functional programs of the Department for Aging and Rehabilitative Services (DARS). In addition, via memoranda of agreement (MOA), ISD provides administrative support and technical assistance to the Disability Services Agencies (DSA), which include the Woodrow Wilson Rehabilitation Center (WWRC), Department for the Blind and Vision Impaired (DBVI), the Virginia Rehabilitation Center for the Blind and Vision Impaired (VRCBVI), the Department for the Deaf and Hard of Hearing (VDDHH), and the Virginia Board for People with Disabilities (VBPD). The MOA also describes technology support provided to the Assistive Technology Loan Fund Authority (ATLFA).

There are several existing products and / or activities that are either nearing completion, ongoing, or being considered for enhancements.

AWARE is our major case management system utilized by DARS, WWRC, and DBVI. The current Upgrade, Maintenance and Support (UMS) agreement, as part of the original AWARE Case Management System from Alliance Enterprises Inc. contract (DRS 04-065), is in its last year of the agreement and will expire September 30, 2014. The current agreement resulted from the competitive negotiation process (Request for Proposal). The agency requires continued use of the software and must have a software maintenance agreement in place. A new sole source agreement with Alliance Enterprises, Inc. has been negotiated for DARS UMS AWARE Case Management support. Funding is available. It is a major procurement. Additional enhancements being considered are Tracker for expediting SSA reimbursement of VR expense for successful clients and SARA, a career indexing system to improve VR operations. The procurement is linked to BReT - Maintenance and Operation for COTS systems. Also linked to BRnT-CareerIndex. Impact DARS, WWRC and DBVI.

DARS is expanding the use of electronic document management to improve business processes, and implement workflow, e-forms and project collaboration software to improve systems development agility and increase participation of consumers and agency partners through web services. Funding is not needed. Existing O&M staff time will restrain the implementation schedule. Activity is linked to BReT -

Docfinity. Impacts all agencies in the DSA.

To decrease overall costs of operations, there are several initiatives ongoing at DARS utilizing services recently offered by the partnership. This includes selected server migration to CESC, HMA archiving, and remote facility CIFS storage. Since these efforts replace existing more expensive technology, funding is available. Potential purchase from services offered by VITA NG are linked to the BReT - New Services Offered by VITA. Impacts all agencies in the DSA. Details of each follow –

We anticipate migrating 22 servers located at DARS HQ to CESC. Twelve (12) have moved at this time and are in varying stages of implementation. Analysis of any savings is ongoing. We plan on diverting any of these savings to unfunded IT needs.

We anticipate moving selected field office file and print servers to CESC and take advantage of CIFS (common internet file system) technology. Storage will be on the CESC Cloud in the data center. There are several options some of which may include upgrades to data circuits depending on traffic / latency issues. Analysis of any savings is ongoing. We plan on diverting any of these savings to unfunded IT needs.

Our legacy email archiving storage is expensive because we are creating .pst's on the local field office file and print servers. By migrating to CESC, and utilizing CIFS we are reducing costs on one level. But we are reducing costs further by replacing the .pst's with HMA archiving. All new employees are set up with HMA. Existing employees are migrating in stages depending on functional business responsibilities and availability of IT staff.

DARS continues to enhance and expand its video-teleconferencing (VTC). VTC sessions will be recordable, use High Definition displays, allow personal computer participation and be available to 98 sites across the COV. Funding is a combination of federal grants and special funds. Staged implementation is dependent on availability of funds. It is a potential agency level procurement. Activity is linked to BreT - VTC. Impacts all agencies in the DSA, Area Agencies for Aging, and Workforce partners.

DARS hopes to improve monitoring of the use of Auxiliary Grant funds for Supplemental Security Income (SSI) recipients in Assisted Living Facilities (ALF) to reduce ALF fraud and abuse, expedite ALF re-certifications and enhance monitoring efforts. We hope not to incur any IT expense beyond O&M staff costs.. Proposed activity is linked to BReT-SSI. Impacts DARS.

Two (2) existing applications (Macola and Workworld) are candidates to move to the cloud. Macola is an OOS manufacturing, Inventory and accounting system. The system is used by the Virginia Industries for the Blind (VIB) a division of DBVI. The eGOV exception was approved by Sam Nixon in July 2014. Work World is an OOS decision support software for people with disabilities who are receiving public benefits. The system is used by DARS, WWRC, private sector providers and consumers through our Employment Resource Centers (ERC's) in DARS and DBVI field offices. The eGov exception was submitted in August 2014. For both systems funding is available and linked to BReT – OOS O&M. This impacts DARS, WWRC and DBVI (VIB).

The DSA has an extensive OOS network to support their consumer base. There are ERC's in most of the DSA field offices which provide consumers potential employment information and job seeking tools. Consumer classrooms, hardware, software and tools are supported at WWRC and VRCBVI. A local SharePoint server is used to support classroom training and non-COV partner interactions with DSA staff. All systems are linked by an OOS network with most servers hosted at WWRC. A few servers are hosted at DBVI and VRCBVI. Funding is available and the Operation and Maintenance is linked to BReT – OOS O&M. This impacts DARS, WWRC, DBVI, VRCBVI and VIB.

The DSA continues to operate and maintain over 60 applications referenced in the CETR reports as well as 30K web pages. Funding is available and the operation and maintenance is linked to BReT – O&M. Impacts DARS, WWRC, DBVI, VDDHH, VBPD.

Network capacity is measured on a daily basis and reported monthly by VITA. As performance changes consistently, a decision is made to upgrade or downgrade circuit bandwidth to adjust traffic and costs effectively. Funding is available and the VITA / NG service is linked to BReT – O&M. Impacts all agencies in the DSA.

As scheduled by VITA / NG, all DSA agencies actively participate in software pilots and any updates to the core software, refresh of pc's, servers, storage, and network, etc. Funding is available and the VITA / NG service is linked to BReT – O&M. Impacts all agencies in the DSA.

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## Factors Impacting the Current IT

*In this section, the agency will describe the changes in their business environment that will require or mandate changes to the agency's current IT investments. These are requirements and mandates from external sources, such as other agencies or business partners, the agency's customer base, product and service providers, or new federal or state legislation or regulations. Each requirement or mandate from an external source must have a corresponding Business Requirement for New Technology (BRnT) or Business Requirement for Existing Technology (BReT) entered into the CTP. The agency must identify the business value of the change, any important deadlines that must be met, and the consequences if the deadlines are not met. In your discussion, be sure to note whether the proposed enhancements are funded or not.*

*If the agency's existing current IT investments will not need enhancement due to requirements or mandates from external sources in the foreseeable future, the agency should enter the following text rather than leave the Factors Impacting the Current IT section blank.*

• For each mandated change, summarize your agency's response from your Agency Strategic Plan, and is it the opinion of agency IT leadership that the IT portion of the response is adequately funded?

• Do the mandated changes effect IT in other Commonwealth agencies, or in other states? If so, how?

DARS will continue its partnership with other SHHR agencies on technology initiatives that will result in opportunities for shared technology services including use of the Connect Virginia Health Information Exchange (HIE), HIE use for HHR data sharing initiatives, shared Centers for Excellence and collaborative opportunities for professional development. DARS may participate in Health Information Exchange for its Home and Community Based Services programs. As funds become available, the DARS Data Warehouse will expand from Adult Services reporting to include data from Aging, Adult Services, Brain Injury and Independent Living programs. It may provide a source for data exchange with the ConnectVirginia. Also when funding is available, DARS plans to implement an electronic health record for WWRC to replace an obsolete Medical Charge Capture system and allow use of the ConnectVirginia. Funding is not yet available. The activity is linked to the SHHR BRT series - BReT Establish services with Corrections for Medicaid program; BReT CAS; BReT EDM Person; BReT Workflow Automation; BReT Rules Engine; BReT SOA Framework including Publish and Subscribe Interface; BReT SOA FTP File Transfer Services; BReT SOA Health Translation Extender; BReT Birth Registry; BReT Death Registry; BReT Immunization Registry; BReT Address Standardization; BReT Organizational Hub; BReT Cross Agency Data Analytics; BReT User Experience Monitoring; BReT Tax Income Verification and BReT VEC Income Verification. BReT Establish HHR cost/benefit reporting for waiver services; BRnT Tax Income Verification Service. This impacts all agencies in the DSA.

The DSA will continue to participate in Cardinal implementation to improve financial management. As information and direction is clarified by DOA, it is our intent to interface with the appropriate Cardinal processes. Existing O&M staff resources will be used to complete migration from CARS to Cardinal and modify FRATE as needed. No additional funding need is anticipated. The activity is linked to BReT – Cardinal. Impacts all agencies in the DSA.

The DSA, in cooperation with DGS, will implement an expanded E-Virginia procurement system to include requisition and contracts management business processes. As information and direction is clarified by DGS, it is our intent to interface with the appropriate E-Virginia processes. The need for funding is not anticipated. The activity is linked to BRnT – Expand E-Virginia Procurement System. Impacts all agencies in the DSA.

The renewal for the Virginia Relay Service contract is due in FY15. Virginia Relay is a federally-mandated telecommunications relay service for persons who are deaf, hard of hearing, deaf blind, or speech disabled. It allows these individuals to use specialized telecommunication devices or features to communicate with standard telephone users. There is no cost associated with the service to the consumer with the exception of long-distance charges. Required by Section 51.5-115 of the Code of Virginia and by 47 CFR 62.601-64.604. 100% federal funding is available. This is a major procurement linked to BreT – VA Relay Service. The service assists all COV citizens, but impacts VDDHH to provide.

DSA will complete replacement of its telephony systems (CALL Manager, ISDN) in all field offices with UCaaS, the VITA standard. Non UCaaS units will be retained for emergency use and fax. Ten (10) offices remain with 119 end users. Cost of current and UCaaS service are similar. Funding is available through the replacement of existing service. The service offered by VITA NG is linked to the BRnT - New Services Offered by VITA. Impacts DARS.

In compliance with ITRM Standard SEC501-08 requirement 8.5.2, DARS and the Disability Services Agencies will continue to implement the VITA / NG standard offering of Cisco Registered Envelope Service (CRES) for email across all agencies. DARS will also continue to work with VITA / NG to ensure that the CRES service is compatible with end users who use visual accessibility tools. Also, DARS will continue to work with VITA/ NG to ensure that incoming encrypted mail that is archived will be available for search of information in the attachments and body of the email text and secure document management system storage. This is necessary for FOIA requests as well as sharing information among agency secured applications. Funding is available. The service offered by VITA NG is linked to the BRnT - New Services Offered by VITA. Impacts all agencies in the DSA.

The Harmony Information Systems Inc. (Harmony IS) OmbudsManager Software is used by the DARS Ombudsman division to track and submit mandated reporting to the U.S. Health and Human Services Administration for Community Living (ACL) (Section 712 (c) of the Older Americans Act). The Virginia Department for Aging, now merged into the Department for Aging and Rehabilitative Services (DARS) implemented the ongoing use of this software in the year 2003 gaining Sole Source approval from DIT at that time. Data records collected are around the ACL specific requirements related to the Ombudsman service of reporting complaints relative to individuals in the home and community care environment (nursing home, assisted living, in home care, etc.). Because the vendor has changed ownership of the company, and contract terms are being changed by DARS, this is a 1 time agency level procurement renewal for 1 year, while DARS evaluates alternatives with this vendor and others. Funding is available. The procurement is linked to BReT-OmbudsManager. Impacts DARS.

As Commonwealth of Virginia (COV) revises its standards, policies and guidelines for Disaster Recovery, the DSA will continue to align the Disaster Recovery and COOP plans where appropriate, as well as modify references as specific named items change. Funding is available. This activity is linked to BReT – Disaster Recovery. Impacts all agencies in the DSA.

Internal Audit continues to audit DARS sensitive systems to determine compliance with the Information Technology Resource Management Standard SEC501. Findings from the Security Audits are sent to VITA Security. Quarterly, Corrective Action Plans (CAPS) are sent to VITA to show the actions that have been taken to rectify any of the outstanding findings. After a finding has been resolved by corrective action(s) being implemented and VITA has been notified through the quarterly CAPS, the finding and corresponding corrective actions are removed from the report.

As Commonwealth of Virginia (COV) revises its standards, policies and guidelines, the DSA will continue to align its Policies and Procedures where appropriate, as well as modify references as specific named items change. It will also drive software maintenance to comply with security standards, improved change management practices, and implementation of improved server and email access and encryption

software. Funding is available. This activity is linked to BRnT – QAISTM. Impacts all agencies in the DSA.

Three Operational Risks, Issues (ORI's) are addressed.

We are in the procurement process to replace the Badge system which is supported by a windows XP pc. An exception is on file. The PO is scheduled to be issued 9/28/14. We anticipate implementation of the new system within a few months. The replacement activity is federally funded and linked to BRnT – Windows XP ORI. Impacts DARS.

The servers which are still operating on MS server 2003, are in the process of moving to the CIFS environment at the CESC. This is scheduled for completion prior to the expiration date, so an exception is not needed at this time. Costs are reduced by the replacement activity. The activity is linked to BRnT – MS Server 2003 ORI. Impacts all agencies in the DSA.

SQL server 2005 will be removed from all servers and pc's. Most applications are using later versions of SQL server 2005. The few exceptions will be addressed by updating the applications to a later version of SQL server. The activity is funded and linked to BRnT – SQL server 2005 ORI. Impacts all agencies in the DSA.

## Proposed IT Solutions

*In this section, describe the high-level strategy the agency will use to initiate new IT investments over the next year to 6 years in support of the agency strategic objectives documented in your Agency Strategic Plan. The agency does not need to consider specific technologies at this time, however, the strategy should identify how the IT implementation will provide business value to the organization. This section should align with identified Business Requirements for New Technology (BRnTs). At minimum, please address the following questions in your description of your agency's strategy for initiating new IT investments:*

- *What are the most important solutions, based on the priority assigned to the requirements by the business sponsors in your agency, and what is the approach to achieving these priority solutions?*
- *If any new IT initiatives will be started in the upcoming budget biennium, is it the opinion of agency IT leadership that it is adequately funded?*
- *Does the agency's current IT staff have the appropriate skill set needed to support future agency technologies? If not, what skill sets need to be acquired?*
- *If the agency will be engaged in multiple new IT initiatives, how will agency IT staff and agency subject matter experts be used across the initiatives?*

The Disability Services Agencies continue to expand services by merging with other agencies (the Department of Rehabilitative Services (DRS) merged with the Virginia Department of Aging (VDA) to become the Department for Aging and Rehabilitative Services (DARS) in July, 2012; Adult Services (AS) and Adult Protective Services (APS) division of The Department of Social Services (VDSS) have been integrated into DARS in July 2013). DARS continues to interact with other agencies as well in ConnectVirginia (Health Information Exchange), Cardinal, Virginia Longitudinal Data System (VLDS), Virginia 211 and Virginia Navigator, etc.

The AS/APS division within DARS currently has one critical system (also called ASAPS) used by VDSS to collect the required information of this business entity for 120 local VDSS offices (LDSS). This case management system was placed into production in 2005 and was the first web-based application used by VDSS. In the past eight years, the requested enhancements exceeded staff resources and; therefore, many requests could not be implemented. Meanwhile, available technology options greatly improved.

Over the past five years, DARS has invested almost \$3M in the customization of PeerPlace, the No Wrong Door case management system, used to track Home and Community Based Services (HCBS) for its Division for Aging. Initial analysis of PeerPlace as a possible replacement system for ASAPS suggests that PeerPlace already meets as much as 75% of business requirements needed for AS and APS. The fact that DARS already supports PeerPlace also provides an opportunity to promote common business practices within the agency. Funding for the Community Needs Management Support (CNMS) project is currently being negotiated with partner state agencies. We also hope to use IT infrastructure server savings as a possible source of funding The project is linked to BRnT – CNMS. Impacts DARS and other agencies outside of the DSA.

Also pertaining to the AS/APS division, DARS is coordinating a data exchange of an automated pre-admissions nursing home screening process with VDH and VDSS. This will increase productivity, accuracy, and accountability, as well as centralized data management. All current COV regulations related to AS /APS apply to this initiative. It must comply with all DMAS MMIS policies and procedures related to nursing home screening. The application goes into production for the first Local Department of Social Services in September 2014. Funding is available for LDSS users but licensing and support fees for our VDH partners remain an issue. The project is linked to BRnT – LTC. Impacts DARS and other agencies outside of the DSA.

FRATE is our multi-agency financial system developed internally and implemented in 2013. Several processes were identified to simplify and streamline operations and service delivery, improve integration of business processes, reduce duplication of effort, increase accountability, manage costs and make better use of information. Included in the project, DARS will expand the use of the Department of Human Resources Management (DHRM) Time, Attendance and Leave (TAL) system to improve accuracy and reduce the accounting efforts associated with grants management. Funding is available. The project is linked to BRnT– Expand DARS Internal Financial System.

To decrease overall costs of operations, DARS will utilize Managed Print Services state contracts, contracts offered by VITA in lieu of leased NG equipment. Since this effort replaces existing technology, funding is available from replaced service. Potential purchase from service offered by VITA NG are linked to the BRnT - New Services Offered by VITA. Impacts all agencies in the DSA.

Also being considered is a Secure Web Application Portal (SWAP) which allows communications to non-COV devices such as tablets, iPad's, iPhones, Androids, etc. Our current pilot with the Partnership service does not appear effective at this point. The obvious solution is a VPN product for these mobile devices but VITA has security concerns with this solution and other options are under consideration Funding is available. Potential purchase from services offered by VITA NG linked to BRnT - New Services Offered by VITA. Impacts all agencies in the

DSA.

DARS participates in the Virginia Longitudinal Data System (VLDS) to provide opportunities for improved data analytics. At this point, DARS is in the planning stage. No funding is needed at this time, as the VLDS is currently supported by Federal grant funds to the Virginia Department of Education. Linked to BRnT – VLDS. Impacts DARS.

DARS is assisting our private sector partners to implement a unified case management system for Brain Injury, Independent Living and Long Term Case Management programs. DARS funds are not required for this effort. Activity is linked to BRnT – Unified Case Management System. Impacts DARS.

DARS continues discussions to standardize Virginia 211 and Virginia Navigator HCBS service catalogs in coordination with Health Information Technology Standards Advisory Committee (HITSAC) to better integrate the catalogs with its case management systems, develop an improved consent process and create an HCBS consumer needs document for use on ConnectVirginia (HIE). Grant proposals and partnerships with other state agencies are anticipated sources of funds. Linked to BRnT– VA211. Impacts DARS.

## Report Title: Strategic Plan

Agency: Department for Aging and Rehabilitative Services

Date: 11/17/2014

### Current IT Services

Category	Costs Year 1		Costs Year 2	
	GF	NGF	GF	NGF
Projected Service Fees	\$622,980	\$5,570,085	\$638,554	\$5,709,335
VITA Infrastructure Changes	\$0	\$-,182,720	\$0	\$-,432,720
Estimated VITA Infrastructure	\$622,980	\$5,387,365	\$638,554	\$5,276,615
Specialized Infrastructure	\$55,500	\$11,309,226	\$56,000	\$500,000
Agency IT Staff	\$0	\$4,865,702	\$0	\$4,963,016
Non-agency IT Staff	\$210	\$365,349	\$0	\$370,000
Cloud Computing Service	\$165,855	\$396,702	\$170,000	\$400,000
Other Application Costs	\$494,000	\$1,112,000	\$500,000	\$1,125,000
<b>Total</b>	<b>\$1,338,545</b>	<b>\$23,436,344</b>	<b>\$1,364,554</b>	<b>\$12,634,631</b>

### Proposed IT Investments

Category	Costs Year 1		Costs Year 2	
	GF	NGF	GF	NGF
Major IT Projects	\$127,505	\$850,034	\$204,054	\$1,360,360
Non-Major IT Projects	\$0	\$0	\$0	\$0
Agency-Level IT Projects	\$0	\$0	\$0	\$0
Major Stand Alone IT Procurements	\$0	\$315,000	\$0	\$4,324,450
Non-Major Stand Alone IT Procurements	\$0	\$120,000	\$0	\$140,000
Agency-Level Stand Alone IT Procurements	\$0	\$0	\$0	\$0
<b>Total</b>	<b>\$127,505</b>	<b>\$1,285,034</b>	<b>\$204,054</b>	<b>\$5,824,810</b>

### Projected Total IT Budget

Category	Costs Year 1		Costs Year 2		Total Costs
	GF	NGF	GF	NGF	
Current IT Services	\$1,338,545	\$23,436,344	\$1,364,554	\$12,634,631	\$38,774,074
Proposed IT Investments	\$127,505	\$1,285,034	\$204,054	\$5,824,810	\$7,441,403

# Report Title: Business Requirements For Technology

Agency: Department for Aging and Rehabilitative Services (DARS) Date: 11/17/2014

<b>BReT - Cardinal</b>	
<b>BRT Type:</b>	
<b>Date Submitted:</b>	9/10/2014
<b>FunctionalArea:</b>	
<b>Mandate:</b>	No
<b>Mission Critical:</b>	Yes
<b>Technology Trends:</b>	
<b>Description:</b>	
DARS and the DSA will improve business processes and participate in Cardinal implementation to improve financial management.	

<b>BReT - CAS (DARS)</b>	
<b>BRT Type:</b>	
<b>Date Submitted:</b>	
<b>FunctionalArea:</b>	
<b>Mandate:</b>	
<b>Mission Critical:</b>	
<b>Technology Trends:</b>	
<b>Description:</b>	
See HHR plan item BReT CAS for more information on this service.	

<b>BReT - Disaster Recovery</b>	
<b>BRT Type:</b>	
<b>Date Submitted:</b>	9/10/2014
<b>FunctionalArea:</b>	
<b>Mandate:</b>	No
<b>Mission Critical:</b>	Yes
<b>Technology Trends:</b>	
<b>Description:</b>	
The DSA will continue to align the DSA Disaster Recovery and COOP plans where appropriate, as well as modify references as specific named items change to meet the COV standards, policies and guidelines for Disaster Recovery.	

<b>BReT - DocFinity</b>	
<b>BRT Type:</b>	
<b>Date Submitted:</b>	9/10/2014
<b>FunctionalArea:</b>	
<b>Mandate:</b>	No
<b>Mission Critical:</b>	No
<b>Technology Trends:</b>	
<b>Description:</b>	

DARS will expand the use of electronic document management to improve business processes for vocational rehabilitation case management. DARS will implement workflow, e-forms and project collaboration software to improve systems development agility and increase participation of consumers and agency partners through web services.

<b>BReT - improve Risk management and ARMICS</b>	
<b>BRT Type:</b>	
<b>Date Submitted:</b>	7/16/2014
<b>FunctionalArea:</b>	
<b>Mandate:</b>	
<b>Mission Critical:</b>	
<b>Technology Trends:</b>	
<b>Description:</b>	
DARS will continue to improve its Agency Risk Management and Internal Control Standard (ARMICS) program	

<b>BReT - MS Server 2003 ORI</b>	
<b>BRT Type:</b>	
<b>Date Submitted:</b>	
<b>FunctionalArea:</b>	
<b>Mandate:</b>	Yes
<b>Mission Critical:</b>	
<b>Technology Trends:</b>	
<b>Description:</b>	
MS Server 2003 needs to be removed or updated from all agency pc's and servers. This BReT addresses an ORI	

<b>BReT - New Services Offered by VITA</b>	
<b>BRT Type:</b>	
<b>Date Submitted:</b>	
<b>FunctionalArea:</b>	
<b>Mandate:</b>	No
<b>Mission Critical:</b>	No
<b>Technology Trends:</b>	
<b>Description:</b>	
DARS will leverage new services offered by VITA for increased efficiency and cost savings.	

<b>BReT - O&amp;M</b>	
<b>BRT Type:</b>	
<b>Date Submitted:</b>	9/10/2014
<b>FunctionalArea:</b>	
<b>Mandate:</b>	No
<b>Mission Critical:</b>	Yes
<b>Technology Trends:</b>	
<b>Description:</b>	
Network capacity is measured on a daily basis and reported monthly by VITA. As performance changes consistently, the DSA needs to be able to upgrade or downgrade circuit bandwidth to adjust traffic and costs effectively. As scheduled by VITA / NG, all DSA agencies actively participate in software pilots and any updates to the core software, refresh of pc's, servers, storage, and network, etc. The DSA continues to operate and maintain over 60 applications referenced in the CETR reports as well as hundreds of web pages.	

<b>BReT - OmbudsManager</b>	
<b>BRT Type:</b>	
<b>Date Submitted:</b>	9/10/2014
<b>FunctionalArea:</b>	
<b>Mandate:</b>	Yes
<b>Mission Critical:</b>	Yes
<b>Technology Trends:</b>	
<b>Description:</b>	
DARS will procure software for the Ombudsman Division to track and submit mandated reporting to the U.S. Health and Human Services Administration for Community Living (ACL). DARS will evaluate	

alternatives to provide automation to the Ombudsman Division that will support consistency in daily operations and management of the Ombudsman Services Program.

<b>BReT - OOS O&amp;M</b>	
<b>BRT Type:</b>	
<b>Date Submitted:</b>	8/29/2014
<b>FunctionalArea:</b>	
<b>Mandate:</b>	No
<b>Mission Critical:</b>	Yes
<b>Technology Trends:</b>	
<b>Description:</b>	
DARS will support technology infrastructure not otherwise provided by VITA to maintain continuity of direct client services. The DSA have an extensive out-of-scope (OOS) network to support their consumer base. There are Employment Resource Centers (ERC's) in most of the DARS field offices which provide consumers potential employment information and tools.	

<b>BReT - QAISTM</b>	
<b>BRT Type:</b>	
<b>Date Submitted:</b>	9/10/2014
<b>FunctionalArea:</b>	
<b>Mandate:</b>	No
<b>Mission Critical:</b>	Yes
<b>Technology Trends:</b>	
<b>Description:</b>	
Increasingly stringent cybersecurity and information technology project management standards will continue to require increased resources and increased costs. This includes better aligned DSA technology policies, standards and guidelines, formal technology Continuity of Operations Plans (COOP) and improved Disaster Recovery Planning. It will also drive software maintenance to comply with security standards, improved change management practices, and implementation of improved server and email access and encryption software.	

<b>BReT - SQL Server 2005 ORI</b>	
<b>BRT Type:</b>	
<b>Date Submitted:</b>	9/17/2014
<b>FunctionalArea:</b>	
<b>Mandate:</b>	Yes
<b>Mission Critical:</b>	
<b>Technology Trends:</b>	
<b>Description:</b>	
This BReT addresses SQL Server 2005 ORI.	

<b>BReT - SSI</b>	
<b>BRT Type:</b>	
<b>Date Submitted:</b>	8/29/2014
<b>FunctionalArea:</b>	
<b>Mandate:</b>	Yes
<b>Mission Critical:</b>	No
<b>Technology Trends:</b>	
<b>Description:</b>	
To improve monitoring of the use of Auxiliary Grant funds for Supplemental Security Income (SSI) recipients in Assisted Living Facilities (ALF) to reduce ALF fraud and abuse, expedite ALF re-certifications and enhance monitoring efforts.	

<b>BReT - VA Relay Service</b>	
<b>BRT Type:</b>	
<b>Date Submitted:</b>	8/19/2014
<b>FunctionalArea:</b>	
<b>Mandate:</b>	Yes
<b>Mission Critical:</b>	Yes
<b>Technology Trends:</b>	
<b>Description:</b>	
Provide on-going federally-mandated VA Relay Service to all COV agency consumers	

Provide access to telecommunication services and assistive technology for Virginia citizens who are deaf, hard of hearing, deaf blind or speech disabled  
Provide technology services for deaf and hard-of-hearing  
Provide on-going relay services as required by Section 51.5-115 of the Code of Virginia and by 47 CFR 62.601-64.604  
Please note that DARS is doing this procurement on behalf of DDHH

<b>BReT - VTC</b>	
<b>BRT Type:</b>	
<b>Date Submitted:</b>	8/29/2014
<b>FunctionalArea:</b>	
<b>Mandate:</b>	No
<b>Mission Critical:</b>	No
<b>Technology Trends:</b>	
<b>Description:</b>	
DARS continues to enhance and expand its video-teleconferencing capability. VTC sessions will be recordable, use High Definition displays, allow personal computer participation and be available to 98 sites across the COV.	

<b>BReT - Windows XP ORI</b>	
<b>BRT Type:</b>	
<b>Date Submitted:</b>	9/17/2014
<b>FunctionalArea:</b>	
<b>Mandate:</b>	Yes
<b>Mission Critical:</b>	
<b>Technology Trends:</b>	
<b>Description:</b>	
This BReT addresses Windows XP ORI.	

<b>BReT Maintenance &amp; Operations for COTS Systems</b>	
<b>BRT Type:</b>	
<b>Date Submitted:</b>	
<b>FunctionalArea:</b>	
<b>Mandate:</b>	No
<b>Mission Critical:</b>	Yes
<b>Technology Trends:</b>	
<b>Description:</b>	
To improve efficiency and infrastructure for COTS systems and to comply with changing security standards	

<b>BRnT - CareerIndex</b>	
<b>BRT Type:</b>	
<b>Date Submitted:</b>	
<b>FunctionalArea:</b>	
<b>Mandate:</b>	No
<b>Mission Critical:</b>	No
<b>Technology Trends:</b>	
<b>Description:</b>	
Purchase Career Index a module of AWARE, which is a case management system currently used by DARS, to enhance the state Vocational Rehabilitation system by integrating all the latest vocational and labor market information into one site, and through the use of an Artificial Intelligence assistant that manages tracking, follow-up and reporting by communicating with consumers using customized messages, and in the process, generating detailed documentation. The case management system is referred to as "Sarah."	

<b>BRnT - CNMS</b>	
<b>BRT Type:</b>	
<b>Date Submitted:</b>	8/28/2014
<b>FunctionalArea:</b>	
<b>Mandate:</b>	Yes
<b>Mission Critical:</b>	No
<b>Technology Trends:</b>	
<b>Description:</b>	
Establish an infrastructure within DARS that can support the Adult Protective Services (APS) division business processes. VDSS currently must keep their ASAPPS system functionality until a satisfactory	

replacement system can be put into place. DARS will leverage the current application, PeerPlace, that is already established within DARS since it offers the majority of the required features the AS/APS business processes demand. PeerPlace is a Software As A Service application that DARS already has in use for its Division for Aging.

<b>BRnT - Expand DARS Internal Financial System</b>	
<b>BRT Type:</b>	
<b>Date Submitted:</b>	9/10/2014
<b>FunctionalArea:</b>	
<b>Mandate:</b>	No
<b>Mission Critical:</b>	No
<b>Technology Trends:</b>	
<b>Description:</b>	DARS will expand its internal financial system (FRATE - Financial Reporting And Transaction Entry) to improve efficiencies with our Division for Aging partners. DARS will expand the use of the Department of Human Resources Management (DHRM) Time, Attendance and Leave (TAL) system to improve accuracy and reduce the accounting efforts associated with grants management.

<b>BRnT - Expand E-Virginia Procurement system</b>	
<b>BRT Type:</b>	
<b>Date Submitted:</b>	9/10/2014
<b>FunctionalArea:</b>	
<b>Mandate:</b>	No
<b>Mission Critical:</b>	No
<b>Technology Trends:</b>	
<b>Description:</b>	
DARS will implement an expanded E-Virginia procurement system to include requisition and contracts management business processes.	

<b>BRnT - LTC</b>	
<b>BRT Type:</b>	
<b>Date Submitted:</b>	9/10/2014
<b>FunctionalArea:</b>	
<b>Mandate:</b>	Yes
<b>Mission Critical:</b>	No
<b>Technology Trends:</b>	
<b>Description:</b>	
For the Adult Protective Services Division, DARS is coordinating a data exchange of an automated pre-admissions long term care (LTC) screening process with the Department of Medical Assistance Services (DMAS). This will increase productivity, accuracy, and accountability, as well as centralize data management. All current COV regulations related to Adult Services and Adult Protective Services apply to this initiative. It must comply with all DMAS MMIS policies and procedures related to nursing home screening.	

<b>BRnT - New Services Offered by VITA</b>	
<b>BRT Type:</b>	
<b>Date Submitted:</b>	
<b>FunctionalArea:</b>	
<b>Mandate:</b>	No
<b>Mission Critical:</b>	No
<b>Technology Trends:</b>	
<b>Description:</b>	
DARS will leverage new services offered by VITA for increased efficiency and cost savings.	

<b>BRnT - Unified Case Management System</b>	
<b>BRT Type:</b>	
<b>Date Submitted:</b>	9/10/2014
<b>FunctionalArea:</b>	
<b>Mandate:</b>	No
<b>Mission Critical:</b>	No
<b>Technology Trends:</b>	
<b>Description:</b>	
DARS will support a unified case management system for Brain Injury, Independent Living and Long Term Case Management programs	

<b>BRnT - VA211</b>	
<b>BRT Type:</b>	
<b>Date Submitted:</b>	9/10/2014
<b>FunctionalArea:</b>	
<b>Mandate:</b>	No
<b>Mission Critical:</b>	No
<b>Technology Trends:</b>	
<b>Description:</b>	
DARS will continue a project to standardize Virginia 211 and Virginia Navigator HCBS service catalogs in coordination with Health Information Technology Standards Advisory Committee (HITSAC) to better integrate the catalogs with its case management systems, develop an improved consent process and create an HCBS consumer needs document for use on ConnectVirginia (HIE).	

<b>BRnT - VLDS</b>	
<b>BRT Type:</b>	
<b>Date Submitted:</b>	9/10/2014
<b>FunctionalArea:</b>	
<b>Mandate:</b>	No
<b>Mission Critical:</b>	No
<b>Technology Trends:</b>	
<b>Description:</b>	
DARS will participate in the Virginia Longitudinal Data System (VLDS) to provide opportunities for improved data analytics.	

Report Title: Appendix A 14 - 16 Report

Agency: Department for Aging and Rehabilitative Services (DARS) Date: 11/17/2014

Agency Head Approval: No

<b>Budget Category: Major Projects</b>				
Community Needs Management System				
Oversight and Governance Category: Category 2: High/Medium or High/Low or Medium/High				
Appropriation Act/Funding Status			Investment Business Case Approval -	
<p>DARS already supports Peerplace, the No Wrong Door community supports management system used to track Home and Community Based Services (HCBS) for its Division for Aging. It is Software as a Service (SaaS) technology. Enhancements to the Peerplace application will provide an opportunity to promote common business practices within the agency. DARS worked with the AS/APS division state, regional, and LDSS staff during the 2013 summer to define business requirements that will customize Peerplace technology to support the estimated 1000 users. We believe that this strategy of enhancing Peerplace through software development is the most time efficient and least costly approach. DARS expects the development along with full pilot testing of the identified additional AS/APS business requirements to take approximately two years.</p> <p>The business requirements to customize Peerplace technology to support AS/APS users have been completed. The Peerplace vendor will customize their technology based on the already defined business requirements. The software as a service (SaaS) technology will be thoroughly tested by the business users to ensure the application is meeting the defined requirements. There will be pilot tests conducted with different sized localities. Upon user acceptance of the enhanced Peerplace technology, the LDSS offices (AS/APS workers) will be migrated from the VDSS ASAPS System to the Peerplace Application in a phased approach.</p> <p>The Peerplace vendor will work with the DARS IS staff to build a data exchange between the Peerplace application and the DARS HCBS Data Warehouse for management reporting and eventual data exchange with the ConnectVirginia HIE.</p> <p>The goal is a better system for those who use it and those whom we serve.</p> <p>This solution to the business problem will present opportunities to promote common business practices and modernize our technology infrastructure. DARS AS/APS Division and the AS/APS workers at the LDSS office</p>				
Planned project start date:	12/31/2014	Planned project end date:	12/31/2018	
PPEA Involvement:	No			
<b>Estimated Costs:</b>	<b>Total</b>	<b>General Fund</b>	<b>Nongeneral Fund</b>	<b>Nongeneral Funding Source</b>
Project Cost (estimate at completion):	\$4,368,250	\$742,172	\$3,626,078	
Estimated project expenditures first year of biennium:	\$977,539	\$127,505	\$850,034	Non-general - Mixed

Estimated project expenditures second year of biennium:	\$1,564,414	\$204,054	\$1,360,360	Non-general - Mixed
<b>Funding Required:</b>				
	<b>Total</b>	<b>General</b>	<b>Nongeneral</b>	<b>Nongeneral Funding Source</b>
Funding required for first year of biennium:	\$977,539	\$127,505	\$850,034	Non-general - Mixed
Funding required for second year of biennium	\$1,564,414	\$204,054	\$1,360,360	Non-general - Mixed
<b>Service Area</b>			<b>Weight</b>	
262 DARS 49933 Aging Programs & Services, Adult Protective Services			Primary	
765 DSS 46802 Adult In-home and Supportive Services			Primary	
BRnT - CNMS			Primary	
262 DARS 45406 Community Rehabilitation Programs			Secondary	
262 DARS 45506 Rights and Protection for the Elderly			Secondary	
262 DARS 49900 Administrative and Support Services			Secondary	
765 DSS 46801 Auxiliary Grants for the Aged, Blind, and Disabled			Secondary	
There are no procurements for this project.				

There are no Category 4 IT Projects for this agency.

Report Title: Appendix A 14 - 16 Report

Agency: Department for Aging and Rehabilitative Services (DARS) Date: 11/17/2014

Agency Head Approval: No

**Stand Alone Major Procurements**

<b>Procurement Name:</b>	<b>ALLIANCE AWARE UMS Procurement</b>		
Procurement Description:	The current Upgrade, Maintenance and Support (UMS) agreement, as part of the original AWARE Case Management System from Alliance Enterprises Inc. contract (DRS 04-065), is in its last year of the agreement and will expire September 30, 2014. The current agreement resulted from the competitive negotiation process (Request for Proposal). The agency requires continued use of the software and must have a software maintenance agreement in place. A new sole source agreement with Alliance Enterprises, Inc. has been negotiated for DARS UMS AWARE Case Management support.		
Procurement Planned Start Date	10/1/2014	Procurement Planned Completion Date	10/1/2014
		Appropriation Act Status	
<b>Service Area</b>			<b>Weight</b>
262 DARS 45404 Vocational Rehabilitation Services			Primary

## Stand Alone Non-Major Procurements

<b>Procurement Name:</b>	<b>Lexmark Managed Print Services Procurement</b>		
Procurement Description:	<p>DARS currently is using the Xerox/Kyocera/ and other copiers state wide on a daily basis. DARS is looking to increase the technologies and features capabilities as well as reduce the monthly cost of copiers and toners.</p> <p>The Lexmark MPS exception has been approved by Sam Nixon in a letter dated April 7, 2014, to Dennis Unger from Sam Nixon RE: DARS/WWRC/VBPD/VDDHH/DBVI - 3rd Party Managed Print procurement request.</p>		
Procurement Planned Start Date	10/20/2014	Procurement Planned Completion Date	10/20/2014
		Appropriation Act Status	
<b>Service Area</b>			<b>Weight</b>
There are no service areas for this project.			