1. Regarding your web-based front-end system:

   a. Was it built using the SOA (Service-Oriented Architecture) concept?

   Yes, the ACCESS framework supports SOA and is web-service enabled. It produces services and consumes services.

   b. What platform does your web-based system use? What technologies were used to build it? Was a framework purchased?

   - J2EE application deployed on Websphere Application Server 6.0 running on IBM AIX servers
   - DB2 database
   - Framework is a custom developed Health and Human Services framework transferred from Texas and adapted for Wisconsin, based on MVC concepts and similar to Struts

   c. What is the URL of your portal?

   http://access.wisconsin.gov

   Also please see http://www.emhandbooks.wi.gov/ah/ for the ACCESS handbook and https://trn.access.wisconsin.gov/ for the ACCESS training environment.

   d. To what system(s) does it provide access?

   - ACCESS contains the following modules: Am I Eligible; Apply for Benefits, MyACCESS – Check My Benefits, Renew My Benefits; Report My Changes; ACCESS for Partners and Providers; ACCESS for Employers
   - ACCESS integrates with the eligibility and case management system, CARES. It also integrates with interChange, the state's MMIS.

   e. Does it provide additional functionality or is all functionality a product of the backend systems?

- Data entered into ACCESS is submitted to CARES via an "Inbox" and there is system automation and worker processes for managing the ACCESS submitted data.

f. What technology is used to secure it?

ACCESS uses Wisconsin's enterprise security solution, WAMS, for authentication. This solution leverages Novell eDirectory and Novell Access Manager. ACCESS uses a custom developed application called WISA (Wisconsin Integrated Security Application) for authorization.

g. Who are the intended users?

Individuals who want more information about public programs or who want to apply for benefits, as well as the community partners who want to assist them.

Who developed it?

DHS and Deloitte Consulting (CARES Maintenance/Enhancement Contractor) did this jointly. Requirements and design decisions were made by DHS and Deloitte provided ideas for the design and handled construction. Testing was done jointly.

h. What was the budget?

We started out with $1.7 million from a program participation grant from FNS. The first part of the development cost around $3.4 million, which included the infrastructure build out and the construction/implementation of the screener. We estimate that the entire ACCESS build, including the CARES interface, cost around $8 million total. This does not include the creation of the AST, which is a streamlined version of ACCESS used by Customer Service Representatives in our centralized Enrollment Services Center.

i. How many unique users and hits are measured?

- Approximately 10,000 screenings per month
- Approximately 12,000 applications per month, more than half of all new applications
- Approximately 3,700 change reports per month
- Approximately 8,000 renewals per month
- Approximately 200,000 unique MyACCESS accounts, with approximately 81,000 Check My Benefits logins per month

More info:

http://dhs.wisconsin.gov/em/access/reports/data.htm

j.   When were the milestones achieved?

Implementations:

<u>Am I Eligible - August 2004</u>

Customer Input / Requirements Gathering	1/5/04 - 3/5/04
Design	2/9/04 - 7/2/04
Development	6/1/04 - 7/30/04
System Testing	6/3/04 - 7/16/04
User Acceptance Testing	7/5/04 - 8/6/04
Implementation	8/16/04

<u>Check My Benefits – September 2005</u>

Customer Input / Requirements Gathering	11/11/04 - 2/25/05
Design	2/28/05 - 6/1/05
Development	6/2/05 - 8/18/05
System Testing	8/15/05 - 9/9/05
User Acceptance Testing	9/5/05 - 9/27/05
Implementation	9/29/05

<u>Apply for Benefits – June 2006</u>

Customer Input / Requirements Gathering	2/1/05 - 9/9/05
Design	8/3/05 -1/20/06
Development	10/10/05 -1/27/06
System Testing	1/17/06 - 2/27/06
User Acceptance Testing	2/20/06 - 5/30/06
Implementation	6/1/06

<u>Report My Changes – August 2006 and June 2007</u>

Customer Input / Requirements Gathering	2/6/06 - 5/19/06

Design	5/8/06 - 6/2/06
Development	5/29/06 - 7/14/06
System Testing	7/3/06 - 7/28/06
User Acceptance Testing	7/24/06 - 8/16/06
Implementation	8/31/06

ACCESS for Partners and Providers – January 2008

Customer Input / Requirements Gathering	2/20/07 - 4/13/07
Design	4/16/07 - 7/20/07
Development	7/23/07 - 9/21/07
System Testing	9/24/07 - 11/06/07
User Acceptance Testing	10/29/07- 1/04/07
Implementation	1/12/08

Renew My Benefits – January 2010

Customer Input / Requirements Gathering	3/27/09 - 5/1/09
Design	5/4/09 - 7/3/09
Development	7/13/09 - 9/18/09
System Testing	9/21/09 - 10/30/09
User Acceptance Testing	11/02/09 - 1/20/10
Implementation	1/23/10

ACCESS was implemented in several phases. Below is a list of communication that was done with each separate rollout.

A) Implementation communication - overview, administrator level - earlier to later
http://dhs.wisconsin.gov/em/adminmemos/2006/pdf/06-04.pdf
http://dhs.wisconsin.gov/em/adminmemos/2007/PDF/07-04.pdf

*Note that you can access this entire memo series and move around in it at
http://dhs.wisconsin.gov/em/adminmemos/index.htm

B) Implementation communication - specific components, worker level - earlier to later http://dhs.wisconsin.gov/em/ops-memos/2004/pdf/04-40.pdf
http://dhs.wisconsin.gov/em/ops-memos/2004/pdf/04-63.pdf
http://dhs.wisconsin.gov/em/ops-memos/2005/pdf/05-38.pdf

http://dhs.wisconsin.gov/em/ops-memos/2006/pdf/06-15.pdf
http://dhs.wisconsin.gov/em/ops-memos/2006/pdf/06-18.pdf
http://dhs.wisconsin.gov/em/ops-memos/2006/pdf/06-18AttachmentRevised05-05-06.pdf
http://dhs.wisconsin.gov/em/ops-memos/2006/pdf/06-31.pdf
http://dhs.wisconsin.gov/em/ops-memos/2006/pdf/06-37.pdf
http://dhs.wisconsin.gov/em/ops-memos/2006/pdf/06-37RMCFinalppt.pdf
http://dhs.wisconsin.gov/em/ops-memos/2007/pdf/07-03.pdf
http://dhs.wisconsin.gov/em/ops-memos/2007/pdf/07-21Rev052907.pdf
http://dhs.wisconsin.gov/em/ops-memos/2007/pdf/07-24Rev052907.pdf
http://dhs.wisconsin.gov/em/ops-memos/2007/pdf/07-24ppt.pdf

*Note that you can access this entire memo series and move around in it at
http://dhs.wisconsin.gov/em/ops-memos/index.htm

    i. Requirements completed

    ii. Design completed

    iii. Development completed

    iv. Implementation completed

k. What lessons are important to convey

    i. What was particularly valuable?

Have a set of rules that you stick to as you do the development. For instance, we decided that we would ensure that all text was at the 4th grade reading level and that we would try to incorporate 90% of policy into the application with the other 10% handled by workers in follow-up with the applicant or member.

It was also valuable that we hired a Project Manager at the beginning of the project and that we spent the first six months just talking with advocates, workers, and the public we expected to use ACCESS about what they wanted from it. Focusing on what the person who is applying, etc., using ACCESS is the way to create a tool that is used and works well.

    ii. What was particularly problematic?

Changing the mentality we've had as a on-line, secure eligibility system that goes up at 6 a.m. and down at 9 p.m. and is down on Sundays to a 24/7/365 view of the world.

    iii. What would you do differently?

It was all valuable and we learned from our mistakes as well as our successes, so I wouldn't approach it any differently.

iv. What technical and programmatic factors did you encounter in the development and keeping on your schedule?

Due to the focus on obtaining thorough stakeholder feedback throughout the process, flexibility was required to support changes to requirements and design. The nature of ACCESS requires frequent text changes so having a special tool to manage application text was very beneficial.

Close coordination with the backend system was also important to appropriately collect information in a compatible structure.

Other important factors included the proper set-up to support multiple languages, accessibility, and dynamic features for page display, scheduling, and text.

l. What are the future plans for the front-end?

ACCESS will become BadgerChoice, Wisconsin's Health Benefit Exchange.

m. Are there other web-based systems in your department?

Yes

2. Regarding connection to backend (legacy) systems:

a. Does the system push and receive data that is displayed on the user interface?

Yes, the primary interactions with the backend (legacy) system include:

- Apply for Benefits submits applications in real time to a worker inbox in the worker eligibility and case management system, CARES Worker Web (CWW). The data is populated in "staging" tables and facilitates a process for automated data entry without need to retype data.

- Check My Benefits retrieves case information such as case status, eligibility results, due dates, pending verifications in real-time and in batch from CWW.

- Report My Changes and Renew My Benefits retrieve case information such as household composition, demographics, and financial information to display to a user during the interactive process. The system displays the information currently on file in the eligibility system and enables customers to update as necessary. Once completed, ACCESS sends the customer's updates to CWW for worker processing using an automated data entry process and conflict resolution process without need to retype data.

b. Do the backend systems communicate with each other via the portal or is it a straight pass-through?

- There is two way communication between ACCESS and backend systems. It retrieves information from the backend system to display for customers and sends information to backend system with data updates or data requests. In addition to communication with the eligibility system, ACCESS interacts with the MMIS system to retrieve some program information and also sends requests for information like a new Medicaid card or a request for an explanation of medical benefits.

c. What platform and technologies do your legacy systems use?

CARES, the eligibility and case management system, has been incrementally renewed and currently is a hybrid mainframe and Web system.

The mainframe component is an IMS-based mainframe application running on z/OS with a DB2 database.

The Web component is a J2EE application deployed on Websphere Application Server 6.0 running on IBM AIX servers with a DB2 database. The framework is a custom developed Health and Human Services framework transferred from Texas and adapted for Wisconsin, based on MVC concepts and similar to Struts

3. Regarding working with Federal agencies:

a. Which agencies participated in the funding of your system?

FNS and CMS.

b. How was participation calculated among them?

Our cost allocation plan assigns a percentage of costs according to recipient count in CARES, which is an integrated eligibility system for TANF, MA, CHIP, and SNAP.

c. What was the state's share of the development costs?

Approximately $4 million.

1. Does the system allow you to see benefit history information on the front end or is this viewable only in the legacy system? Both
2. Do you have electronic case records? Yes
3. Are Documents imaged into the front end system? This is scheduled for October 2010.
4. Is there a lot of downtime? No

5. Is there a back up system? There is server redundancy to support fail-over. Disaster recovery plans are in place. Regular database backups are in place.
6. Does the system have any provider management portals? The ACCESS for Partners and Providers provides certain provider tools, such as submission of presumptive eligibility applications and support for assistance customers with completing applications.