Information Builders helps organizations transform data into business value. Our business intelligence, integration, and data integrity solutions enable smarter decisionmaking, strengthen customer relationships, and drive growth.

Louisiana Department Of Health

Snapshot

Challenge

Create a data strategy that identifies and links all data elements associated with each citizen/recipient, healthcare provider, and location. Improve data integrity, analysis, and reporting by creating standard processes for data storage, movement, cleansing, enrichment, and access

Strategy

Leverage Information Builders' Omni-Gen MDM technology to create an enterprise architecture that allows for the development of a universal repository of mastered data that all systems across all state agencies can share.

Results

Having a single view of the citizen helps state agencies deliver benefits, while minimizing fraud, improving security, and enhancing reporting.

Information Builders Solution

Omni-Gen.

WebFOCUS   iWaySoftware   Omni

Louisiana Department of Health Creates Unified Citizen Records With Omni-Gen™

Statewide Master Data Management Project Unites Data to Deliver Better Services

From Medicare to child welfare, food stamps to behavioral health, U.S. citizens in every state rely on critical services from the public sector. For the Louisiana Department of Health, delivering these services in a cohesive way involves uniting a diverse base of people, processes, systems, and agencies to maintain consistent citizen records, and to ensure that all information systems share accurate data. IT leaders commonly refer to these initiatives as master data management (MDM) projects since they involve creating a unified repository of golden records that many different systems can access.

Richard (Dickie) Howze, chief information officer for the State's Office of Technology Services (OTS), has years of experience with MDM projects. However, he prefers the phrase "single view of the citizen," since it implies establishing a complete, 360-degree view of the people who benefit from state services. Regardless of which nomenclature is used, MDM projects are based on fundamental principles – connecting independent data sources, identifying common relationships, and presenting accurate information at each important juncture of the service delivery process.

"The end-user experience has to be simplified and standardized so citizens can access state services efficiently," Howze explains. "Single-view projects are particularly valuable for agencies that provide many types of social service programs, each with unique needs, eligibility requirements, and funding sources."

> **"Information Builders' mature software platform combines data integration, data quality, and master data management technologies and has allowed us to put together a 360-degree view of the citizens – allowing us to quickly see who is benefiting from state services."**

Richard (Dickie) Howze
Chief Information Officer
State of Louisiana
Office of Technology
Services

The Louisiana Department of Health depends on an array of applications – legacy, custom, off-theshelf, on-premises, and remotely hosted. Each application operates as a standalone system with its own set of business rules and data. Data sharing and reporting across systems is complex and difficult. System fragmentation drives up the cost of conducting business by reducing productivity and increasing technical maintenance efforts and activities.

Information Builders is helping the state bring order to this diverse information landscape. So far the company has rectified two key projects: the Common Access Front End (CAFÉ) project for the Department of Children and Family Services (DCFS), and a Medicaid Modernization project for the Louisiana Department of Health. "Medicaid Modernization is part of an enterprise architecture (EA) initiative that is setting the standard for all future IT projects within OTS," Howze explains.

The EA project includes the technology, infrastructure, and governance for the Louisiana Department of Health's Medicaid Modernization efforts. Instead of "ripping and replacing" siloed systems, Information Builders' Omni-Gen technology allows the state to preserve its legacy investments and more fully use its portfolio of data and information assets. According to Howze, Information Builders' mature software platform combines data integration, data quality, and MDM technologies. "Their software allowed us to put together a 360-degree view of the citizen – allowing us to quickly see who is benefiting from state services," he says.

"We have a long-standing relationship with Information Builders within Family Services and other divisions," Howze adds. "Our MDM projects directly align with the goals and views of the administration. The level of support we receive from Information Builders is essential for this type of vision to become reality."

Creating a Single View of Citizens

Single-view projects are gaining momentum across the public sector as government agencies strive to unite fragmented people, processes, systems, and departments. The goal is to establish holistic visibility into the services, transactions, and events that people depend on for their well-being.

The State of Louisiana began using Information Builders' MDM, data quality, and integration technologies while delivering the CAFÉ project, which included a middleware architecture that links data from the State's Family Independence Temporary Assistance Program (FITAP), Kinship Care

Subsidy Program (KCSP), Child Care Assistance Program (CCAP), Supplemental Nutrition Assistance Program (SNAP), Disaster Supplemental Nutrition Assistance Program (DSNAP), Child Welfare program, and others. Information Builders provided a cleansed Master Client Index and Provider Index for creating, storing, maintaining, and interfacing records to these information systems.

CAFÉ creates a single master record for each citizen, enforcing consistency and visibility across state programs and making it easier for caseworkers to provide knowledgeable service.

"Information Builders met and exceeded our requirements for the CAFÉ project," says Michael Allison, chief technology officer for the State of Louisiana OTS. "We have worked with Information Builders on many other projects, which has enabled us to build a core set of personnel with expertise in these technologies."

According to Allison, the first step to achieving this type of consistency entails creating a repository of clean, consistent data that can be shared by multiple agencies. Information Builders' data quality technology allows the state to cleanse citizen data as well as to identify and link common relationships, households, and entity affiliations.

The State is now working with Deloitte and partner technology vendors, including Information Builders, to establish an enterprise architecture that will achieve these same objectives on a larger scale. The goal is to improve the quality of citizen services, from enrolling people in Medicaid programs to tracking orphans through child welfare programs.

The state's EA initiative will connect independent data sources, identify common relationships, and present information to participating agencies to support their unique business processes. While the immediate need is to modernize a constellation of Medicaid systems, the long-term vision is creating a technical infrastructure that will allow for the efficient integration of systems and data from multiple state agencies.

"The EA solution will serve initially as the technical infrastructure for the modernization of the Louisiana Department of Health's core Medicaid functions," explains Allison. "We are building on the principles and lessons learned from the CAFÉ implementation to consolidate IT infrastructures and assets. The state anticipates the incorporation of other agency programs into the architecture, such as the Child Welfare system, Supplemental Nutrition Assistance Program (Food Stamps), and Temporary Assistance for Needy Families."

Creating a Single View of Citizens

The State of Louisiana selected Omni-Gen after an exacting request for proposal (RFP) process. They wanted an operational/transactional MDM system to support the following domains and entities:

- People/Clients/Recipients (more than three million records)
- Health Providers/Facilities/Partners/Vendors (more than 100,000 records)
- Location/Facilities/Addresses

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>
> **Michael Allison**
> Chief Technology Officer
> State of Louisiana
> Office of Technology
> Services

The MDM system had to be sufficiently scalable to support a dozen information systems, and comprehensive enough to address data modeling and metadata, hierarchy management, data quality management, data maintenance; and data stewardship. Furthermore, the department wanted to simplify data loading, integration and synchronization, business services and workflow; system architecture, security, and administration.

"Omni-Gen will be the de facto standard for MDM going forward," Allison notes. "Eligibility and enrollment for our Medicaid programs is the first project since it lays the foundation of creating golden citizen records for a large percentage of the population."

These golden records will feed the State's Medicaid Eligibility Data System (MEDS), which captures, maintains, and transmits Medicaid eligibility information within the Louisiana Department of Health, as well as to external agencies. The MEDS system provides Medicaid eligibility status and confirmation, allowing enrollees to receive services in a timely manner and ensuring that providers of Medicaid services can bill and receive payment for services performed.

Leveraging the Warehouse for End-User Reporting

MEDS is important, but it's just the start of a statewide vision for sharing clean, accurate data. Howze confirms that the MDM architecture created for Eligibility and Enrollment will soon be applied to many other domains and data types. These standards are good not only for the Louisiana Department of Health, but also for the state as a whole.

"We can expand them out to other services within the Louisiana Department of Health and integrate them with systems from the Department of Corrections, Department of Education, and other areas," Allison adds. "All these departments are looking at the EA solution as a speedto-market enabler. These agencies should start sharing data more easily, rather than creating monolithic systems that can't natively talk to each other. We will continue to educate other agencies about the advantages of having clean master data, and how we can utilize it going forward."

Citizens will be properly recognized when they apply for state services, with case workers no longer requiring different usernames and passwords for each system. They will log in through a common portal to gain access to all the resources that the state provides, enjoying a simpler, more standardized user experience. "If they can't use our services efficiently then we are not doing our jobs," says Howze. "MDM is at the core of that. This new architecture also upholds important security standards and federal guidelines designed to protect sensitive data."

Allison agrees. "Reusability is one of the core drivers of this project," he concludes. "Our architecture encourages as much reuse as possible, leading to big cost savings for the state. There are endless opportunities to standardize our data management practices and extend these golden records to support many other systems. Information Builders is an important part of that strategy."