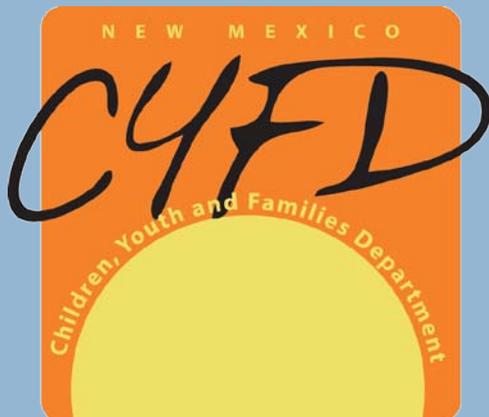




Children, Youth and Families Department EPICS Master Project



Science, Technology and
Telecommunications

Legislative Committee

September 2014



EPICS Master Project

EPICS - Enterprise Provider Information Constituent Services

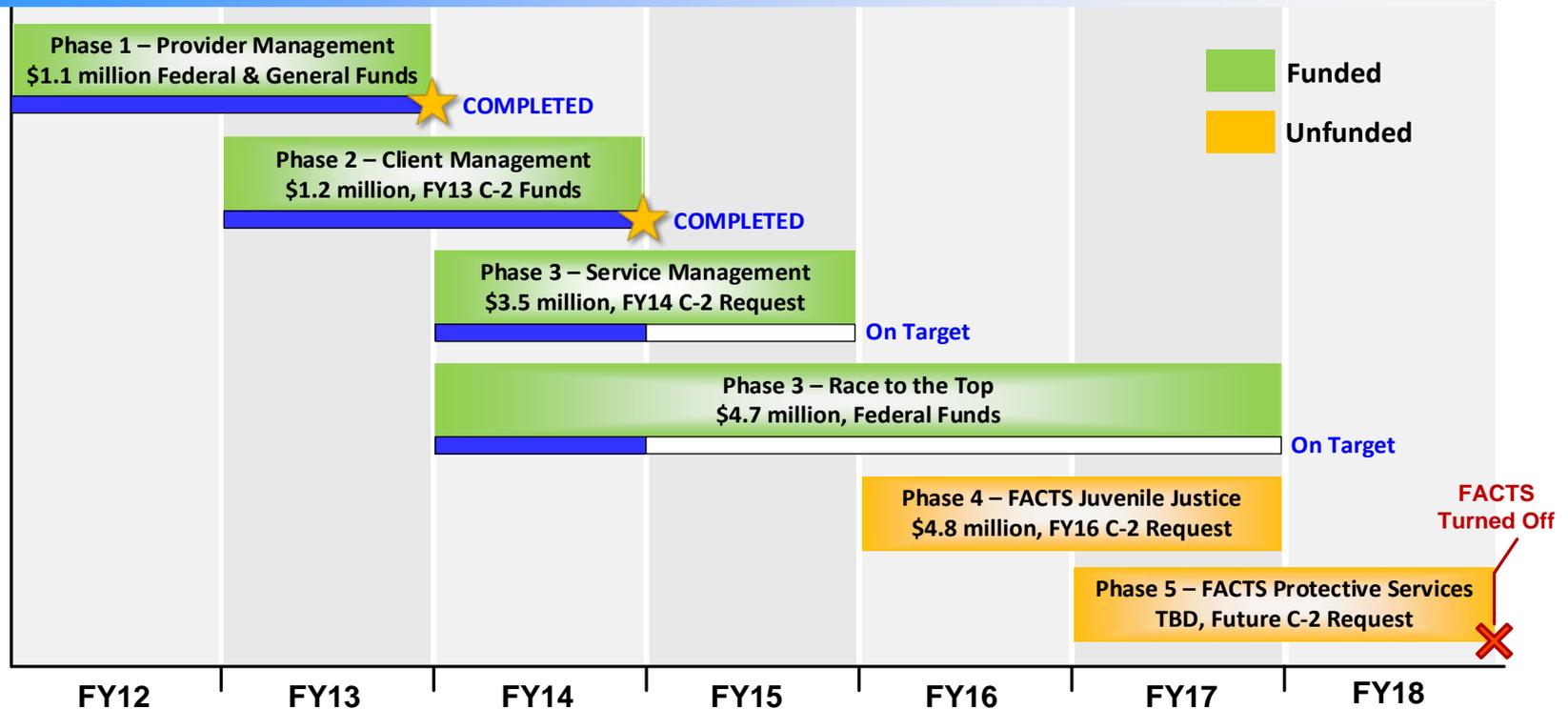
- An enterprise web-based system to meet the needs of all CYFD program areas and their clients
- EPICS is a multi-year, phased project with a current budget of \$10.5 million





EPICS Master Project Timeline

EPICS Master Timeline





EPICS Master Project

EPICS Phase 1 – Provider Management

- Production Implementation – November 2013

EPICS Phase 2 – Client Management

- Production Implementation – August 2014

EPICS Phase 3 – Service Management

- FY14 C-2 Request – Fully Funded \$3,454.2
- Development In Progress
- Production Implementation – October 2015

EPICS Phase 3 – Race to the Top

- Federal Grant - \$4,700.0
- Development In Progress
- Production Implementation – October 2016

EPICS Phase 4/Phase 5

- Future C-2 Funding Requests
- Will address remaining FACTS functionality



EPICS Objectives

Improve Program Performance and Efficiency

- Improve response to client needs
- Provide a single point of entry for CYFD services
- Alignment of services
- Increase agency responsiveness to federal and state legislation changes

Increase safety, security and accountability

- Improve health and safety of children
- Increase safety, security and accountability of CYFD employees

Enterprise Web-Based System

- Access anywhere, anytime to critical case management data

Reduce Agency Cost

- Improve staff productivity
- Reduce IT operational support and maintenance cost



EPICS Objectives - Benefits

EPICS Objectives	Benefits
Improve Program Performance and Efficiency	<ul style="list-style-type: none"> • EPICS does not allow duplicate “person records.” This results in better client information, fewer CYFD staff mistakes and improved data quality. • The EPICS reporting function significantly reduces the time required by CYFD staff to produce reports and letters. • EPICS collects details related to meals served to CYFD clients. CYFD Program Monitors can now access EPICS data to assure meals are served following United States Department of Agriculture (USDA) standards. • Improved access to data across social service agencies by both federal and state partners results in more informed decisions and improved services to children in New Mexico.
Increase Safety, Security and Accountability	<ul style="list-style-type: none"> • Individuals who receive a background check are tracked on whether they are eligible or not to provide CYFD services. Individuals who are eligible are attached to the EPICS provider record. • If an individual is denied a background check, EPICS will prevent the individual from being added to a CYFD home or facility. A notification will alert the EPICS worker that the individual is not eligible. • EPICS is able to track household members linked to CYFD registered homes and licensed family/group homes. Knowing what household members are in a home where services are provided to CYFD clients greatly increases the safety of children. • CYFD developed a web service to link the Department of Public Safety Sex Offender database with EPICS. This provides the CYFD Background Check Unit with current sex offender information. Positive matches result in immediate action by CYFD including removal of clients from the home or center.



EPICS Objectives - Benefits

EPICS Objectives	Benefits
Enterprise Web-Based System	<ul style="list-style-type: none">• Since claims in EPICS are submitted online, CYFD staff and CYFD providers now have access to claim information from claim approval to payment. This significantly improves data sharing and communications with CYFD providers.• EPICS provides data sharing across CYFD program areas which allows CYFD staff to view all individuals in a CYFD facility and the status of their background check. This functionality is foundational to the EPICS Master Project and will be used in future phases of the project.• CYFD staff have immediate access to crucial client information needed to make complex decisions that affect the safety and security of CYFD clients.
Reduce Agency Cost	<ul style="list-style-type: none">• EPICS allows CYFD staff to access data when they are out of the office or in the field.• EPICS allows CYFD staff to have increased data sharing capabilities within the agency.• Improved service delivery through consolidation of stand-alone systems in EPICS.• EPICS user interface is more intuitive reducing training costs.• Improved consistency and efficiency of staff processes thereby decreasing program administrative costs (allowing more funding to support direct services for families).



Thank you

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