Project Closeout Report
Presented to the IT Committee March 13, 2014

Project Name: NDVerify

Agency: Department of Human Services

Business Unit/Program Area: Medicaid/CHIP/EAP

Project Sponsor: Cindy Sheldon

Project Manager: Kris Vollmer

Objectives		
	Measurements	
Project Objectives	Met/ Not Met	Description
Decrease the number of individuals that lose medical coverage at renewal time due to procedural errors (lack of supporting documentation).	Met	Four months post implementation we will measure the volume of cases that were closed for procedural reasons (e.g. missing supporting documentation), DHS will decrease the volume of cases denied for procedural reasons from 162 cases on average, per month, to 75 cases on average per month.
Decrease eligibility worker application processing turn-around time.	Met	Reduce eligibility worker processing time from 14 days to 10 days within four months post implementation.
Eligibility worker is able to process verifications in near real-time.	Met	Reduce eligibility worker processing time from 14 days to 10 days within four months post implementation
Eliminate multiple manual processes.	Met	Four months post implementation; we will measure the volume of cases that were closed for procedural reasons (e.g. missing supporting documentation). DHS will decrease the volume of cases denied for procedural reasons from 162 cases on average, per month, to 75 cases on average per month.
Decrease the number of individuals that lose medical coverage at renewal time for lack of supporting documentation.	Met	Four months post implementation we will measure the volume of cases that were closed for procedural reasons (e.g. missing supporting documentation). DHS will decrease the volume of cases denied for procedural reasons from 162 cases on average, per month, to 75 cases on average per month.
Burden of extracting data from multiple, non-standard systems is reduced or eliminated	Met	Four month post implementation, volumes of inquiries made through NDVerify will be measured as a baseline; eight months post implementation, we expect to see a 25% increase in the usage of NDVerify.
Caseload processing time is reduced.	Met	Reduce eligibility worker processing time from 14 days to 10 days within four months post implementation.
Reduces procedural errors.	Met	Four months post implementation; we will measure the volume of cases that were closed for procedural reasons (missing supporting documentation). DHS will decrease the volume of cases denied for procedural reasons from 162 cases on average, per month, to 75 cases on average per month.

Capability for NDVerify tool is able to integrate with the federal health benefit exchange and with the eligibility replacement system.	Met	Capability to pass ND state verifiable information to the federal health benefit exchange; and/or successfully receiving e-verified information back from federal resources by December 1, 2013.

Schedule Objectives					
Met/ Not Met	Original Baseline Schedule (in Months)	Final Baseline Schedule (in Months)	Actual Schedule (in Months)	Variance to Original Baseline	Variance to Final Baseline
Met	13 months		14.5 months		13.9% behind

Schedule fell behind schedule as the result of the extension of user acceptance testing as well and the utilization of a modified production rollout, utilizing a small group to pilot. These did not constitute scope changes, as a result the schedule was not rebaselined.

Budget Objectives					
Met/ Not Met	Original Baseline Budget	Final Baseline Budget	Actual Costs	Variance to Original Baseline	Variance to Final Baseline
Met	$1,300,000	$708,735	$610,462.50		14.1% under

Major Scope Changes			
Add BCBS to NDVerify	$ 8,150.00	Approved	8/27/2012
Add View Electronic Case to NDVerify	$ 7,825.00	Approved	12/6/2012
Decrease Management Reserve Amount	$ (591,265.00)	Approved	12/20/2012
Add, Update and Delete for eDRS	$ 13,000.00	Approved	4/29/2013
Remove Death Match SSA from scope	$ -	Approved	4/8/2013
Remove BCBS from Scope	$ -	Approved	4/11/2013
"Nickname" - Asset Search- ND Motor Vehicle/Watercraft	$ 7,975.00	Approved	6/10/2013

Lessons Learned

Would have been helpful to have county workers represented throughout the project. Mike Bartholomew (Morton Co) and Jackie Vetter (Burleigh Co) represented but were in supervisory roles. They utilize the system differently than workers do.

Child Support should have been brought in sooner, it was a large effort that extended the design and development phases. Additionally, the project team wasn't entirely clear on Child Support's new regulations.

Robin and Joan (LiHeap and ChildCare) should have been brought into and included as part of the original project team (they weren't included until testing).

Continue working with Job Service to get more realtime information.

We didn't see the flow from Vision into NDVerify; it was included in the prototype file, but may not have been clearly identified as an alternate entry point.

Difficult to review minutes when looking for decisions.

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Success Stories
Feedback from the County Workers has continued to be positive. When the FIELDS system project (ACA Phase 1 did not go live in October 2013 as planned , DHS has to implement "contingency" mode to get them through the interim time until FIELDS is live, county workers have commented that they could not be working in contingency mode if they didn't have NDVerify. Overall workers are pleased with NDVerify. Bev Lockin extends a "nice job" to the project team. The extended testing time was a good idea. The pilot/test in production was a very good idea, it addressed lots of bugs. Brenda Heilman did a very nice job on the elearning; it is also available in a hardcopy format. Production pre-release to Morton county (pilot program in the production environment) was great. Bugs not found during UAT were identified and resolved prior to full state rollout. Training was mandatory, workers were not given the link to NDVerify until the completed the training. ELearning was utilized.