

OCATS MEETING MINUTES

1/14/2011

Attendees: Dave Wigent, Mark Brown, Brian Frondorf, Dean Kepler, Patrick Gaunt, Scott Britton, Mike Heino, Darrin Warren, Michael Williams, Marti Cummings, Tim Constantine, Warren Haydon, Casey Barrett, Daron Raynor, Joe Krockner, Robert Iler, Laurie Walton, Lauren Coffey, John Wanchick, Bud Hunt, David DeClue, Patrick Hogan, Sylvan Wilson, Larry Lynch, Faith Griffith, Dean Kepler, Pat Miller, *Curt Smith*,

Absent: *Ravindra Mereddi*, Amy Ruppert, Kevin Armstrong, Shawn King, Debra Watkins, and John Trott.

Minutes: Larry Lynch & Kaye Peters

Administration

1. Review and Approve of 10/29/2010 meeting minutes
2. OCATS Website
 - Please visit OCATS website for meeting minutes, handouts, Sub-committee Information and Update, Current list of OCATS committee members and email addresses. **Action Item- Send OCATS link to TPOC'S statewide.**

Old Business & OIS Updates

Agency Transition – John Wanchick

- We are in a period of transition with the new Governor coming into office this past Monday.
- Interim ODJFS Director is Michael Colbert (formerly Chief Financial Officer for ODJFS)
- John McCarthy appointed as new director of Ohio Health Plans.
- Our leadership roles have not changed
- Our Core business will not change

Crise Direct DataBase – Larry Lynch

- 50 Data Elements are still valid (available on the OCATS website <http://jfs.ohio.gov/OIS/OCIO/OCATS/OCATS.stm>)
- Possible future request for additional elements
- The group recently reviewed the FTP method that caused some confusion. Data was *thought* to be real time. However, it is actually posted the next business day.
- Subcommittee is working to stage 50 elements into a BIC DataMart and make it available to users that don't have automated methods of extracting near real time data.

- Users wishing to utilize BIC will need BIC account with access to the data. Similar to current access methods to BIC databases
- Format of BIC data will be XML format.
- It was agreed that Cuyahoga will test initial connectivity utilizing the new schema and share results with project team. Suggested steps include building a local database, obtain connectivity, build framework. Both Mahoning and Hamilton are willing to assist Cuyahoga as needed or to discuss data architecture needs.
- Next meeting will occur in a week or two as Cuyahoga efforts reach a milestone or identify a blocking issue.

IE8 – Walter Sutterlin

- June 30 is the target date for IE8 rollout
- Roll out plans are being developed.
- The project group is identifying key issues and taking action to resolve the identified issues.
- **Tim Constantine asked if the group was looking into the eICMS issue (menu items not available). Sylvan and Walter will work directly with Tim to ensure they have and understand the issue.**

Collabor8 Project

- It's a collaboration of 8 counties forming a unified regional support area utilizing virtual call center and document imaging technology.
- Required counties to work together to develop common process / business practices
- 1 Document Imaging System to be hosted at central State site (Northwoods system)
 - Currently 7 of the 8 counties have Northwoods on-base system running in their county.
- The project was approved last week by Director Lumpkin and is now moving forward into the early procurement stage
- Policy changes are now necessary (Trudie Bormann and Denise Olson will speak more about this later today)
- JAD Sessions with Northwoods have taken place, next meeting is 1/19 to start "Contract" discussions.
- Team has an aggressive goal - end of May
- John Wanchick gave some background on why & how this project came into being.
 - This project will allow smaller counties to pull resources and operate regionally / virtually. It will allow them to work together, join resources of people and equipment and have efficiencies that larger counties currently have.
 - If you would like more details, you are invited to contact John Richards, Project manager.

- Up till now, all communication about this project was contained within the 8 counties. Now that the project has been approved and moving forward, talks will now start to expand outside the 8 counties.

Lobby PC Demo – Larry Lynch

- Reviewed Rollout Schedule
- Wireless Solution
 - Service Set Identifier (SSID) is not broadcasted. (shared cell phone issue)
 - Wi-Fi Protected Access II(WPAII) with a pre shared key.
 - Access Point needs to be fairly close to PC. Trying to place close to lobby, but not in lobby.
- Described Hardware Platform - HP 8000, RA Link Wireless card, Image will only work with HP 8000 at this time and RA LINK wireless card
- Bios Configuration
 - Bios protected by password
 - Bios schedules system power on and boot Mondays at 5:30am for Scheduled updates of Symantec & MS updates
- Steady State Solution
 - Windows XP
 - Original boot up is delayed for wireless connectivity to occur
 - Reverts back to original state after each logoff or reboot
 - 10 minutes of idle time, system re-boots
 - Two System Profiles (Administrator & User)
- System is locked down
 - Login guidance banner
 - Forced launch into self service web portal
 - No Right Click
 - No file save
 - No system modifications
 - No residual or cached data left behind
- Browser is wide open except for internet options tab
 - Open internet access
 - All guest wireless is configured to use an external DNS service called OpenDNS which blocks inappropriate content. (www.gambling.com) we are not using ODJFS PROXY.
- Long Term Plan
 - Complete the pilot
 - Refine the solution
 - Deploy via ZEN Imaging

- The question came up whether a person could down load IM (instant messenger) and tie up the PC. The answer was NO because the user is NOT able to save anything to these PC's
- Warren Haydon asked about turning the PC off every night – Keith Kullman said it's ok to leave it on all the time. Even if turned off, the pc will still turn it-self on at 5:30 am to run its updates.
- Larry then demonstrated how the PC is locked down but the web browser is wide open and utilizes "Open DNS" to block Domains
- What type of Printer will be installed / provided – HP or Dell
- Warren Haydon – Will Posters be put up next to the PC with instructions.
 - Trudie Bormann – No funding is currently available for advertising.
- Other counties offered some of their solutions. The website offers instructions, those instructions have been printed off in a number of counties, laminated and then posted next to the PC to assist the users.
- Talk continued among the group about how to get clients to use the PCs and new On-Line service.
 - Offered the website over the phone to the customer as an option instead of mailing paper application. Most Accepted and seemed pleased
 - Others advertized in the newspaper and within their office
 - Encouraged people who stopped in the office to use the kiosk
- Laura Coffey - Asked if there were any options to utilize lobby PC for use at CSEA for access to agency website tools. Larry advised this can be explored as a TSSP offering and that the technology is available.

New Business

1. Re-Engineering Eligibility business Model and call Center Technology (Policy changes and Waivers) – Denise Olson and Trudie Bormann
 - Effective 3/1/11 when Applying for Benefits (OWF / Food Assistance) Completing an interview on the phone or coming into the office will no longer be required.
 - Temporarily OHP Effective 4/1/11 customers can verbally request an over the phone application be completed. Eventually OHP will move for this to be permanent.
 - Already able to waive telephone interviews for reapplications.
 - Waiver for unscheduled appointments at application requires call center technology
 - Counties MUST answer phone calls
 - NO voice mail
 - Must have / utilize a virtual wait or hold
 - Notices must be clear when they can call into the office
 - Notices must let them know they have the option for Face to Face meeting
 - Notices - when they miss their appointment. After 7 days and not follow up from the customer, notice must go out. Customer has 30 days to respond)
 - Working to streamline verifications

2. Q & A:

- Tim Constantine – Question regarding ChildCare and State form “Release of Information” – Trudie and Denise will follow up after the meeting to gather more details.
- Denise stated 1/19th is a video Conference to share more details
- Laura Coffey - Asked if there were any options to utilize current document sharing devices to share information among agencies. (i.e.-birth certificates, employment info)
 - John Wanchick said it depends on current Data Privacy laws and how the attached documents are treated as to whether the documents could be shared.
- Denise and Trudie are available via GroupWise if additional questions arise or if additional Policy changes need to be explored.

Walk ons

- Larry Lynch - New Tech Disposal vendor as of 2/1/11- Company name is Light House Solutions
 - Please be aware that a new vendor is picking up salvaged equipment.
- Tim Constantine - is anyone else having a current issue with PC taking 20-40 minutes to boot up in the morning. They are having an issue where 10-20% of their PC are taking 20-40 minutes to boot up in the morning and NAL objects are not deploying.
 - The group discussed several options from disconnecting problem pc from the network to isolating the time of day.
 - Larry Lynch will bring this issue up in weekly County Integration meeting. Tim Constantine will collect additional details and get them to Larry.
- Kaye Peters solicited county staff for ODJFS\OIS performance metrics that they would like included in the next SLA.
- Tim Constantine ask the group if anyone had experience working with Speech Recognition software.
 - David Declue said they are reviewing this technology – digital recording that drives forms and screens.
 - Randall Derrick said they have used Drag Net
 - Laurie Walton also uses Dragon Natural speaking
 - Brian Frondorff says they have attempted Netbooks in the field but is difficulty with staff embracing the technology.
 - John Wanchick suggested with that this may be an area we would want to develop a subgroup to explore further. Who is interested? [Casey Barrett, Dave Wigent, Tim Constantine, Randall Derrick]
 - **Pat and Sylvan will follow up and report back at next OCATS meeting.**