



# ISAC Meeting

## Recommendation 8 – Simplify the System

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# Simplify the System Strategies 1 & 2



Pennsylvania  
Department of Human Services

- ODP Individual Support Plan (ISP) Workgroup created an updated ISP Draft for the Enterprise Case Management system.
- [ISAC Draft ISP Walkthrough](#)
- [ISAC Draft Charting the LifeCourse Tools Walkthrough](#)

A screenshot of the Individual Support Plan (ISP) Draft system interface. At the top, a progress bar shows the stages: Create, Draft, Review, and Approve. Below this, a horizontal timeline lists various plan components: Individual Preferences, Medical History & Current Health, Health and Safety, Functional Information, Goal Implementation, Behavior Support Plan, Financial, Service And Support, and Back-Up Plan. The 'Draft' stage is currently active. The main content area is divided into sections: 'INDIVIDUAL SUMMARY PROFILE' (with a large empty text box), 'COMMUNICATION' (with three sub-sections: 'How I Share Information (Expressive Communication)', 'How I Take In Information (Receptive Communication)', and 'How to Best Support My Communication', each containing a 'Primary, Preferred Mode' dropdown and a 'Strengths and Needs Description' text box), and 'Things That May Interfere with My Communication' (with checkboxes for Hard of Hearing, Deaf, Vision Impairment, and Blind). A note at the bottom right states 'If not stated as optional then mark required'.



- ODP is scheduling in-person Participants, Families, and Advocates discovery sessions to review ECM Participant Portal user stories (targeted to begin by Sept 2023).
- During these sessions, we will be seeking expectations (requirements) in the ECM system to support their needs.
- These expectations will be shared with our ECM system integrator, Accenture, to help them understand the processes the Participant Portal will support and enable them to draft a proposed design for the Participant Portal (targeting Nov. 2024).

# ECM Project Website



Pennsylvania  
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Enterprise Case Management project website:

<https://www.pa.gov/en/agencies/dhs/resources/ecm.html>

- [ECM Stakeholders](#)
  - [Program Areas](#)
  - [Hearings and Appeals Stakeholders](#)
  - [Those We Serve](#)
- [ECM Phases](#)
- [ECM Development](#)

**Enterprise Case Management (ECM)**

Department of Human Services

- About
- Contact
- Departments & Offices
- Programs and Services
- Report Abuse
- Report Fraud
- Program Resources & Information
- For Providers
- For Advocates
- For DHS Partners
- For Residents
- Affordable Care Act (ACA)
- Adapt PA Kids
- Aging & Physical Disabilities
- Cash Assistance
- CHIP
- Children and Families
- Complex Needs Planning
- Clearances
- Data Dashboards & Reports
- Early Learning & Child Care
- Ending Hunger
- Enterprise Case Management (ECM)
- About ECM
- ECM Development
- Change & Training
- ECM Individuals Participants
- ECM Contact Information
- ECM FAQ
- ECM News
- ECM Stakeholders
- ECM Subsystems
- Find a Facility or Provider
- Hearings and Appeals
- Home and Community Based Services
- Intellectual Disabilities & Autism
- Keep Kids Safe
- Keystones of Health
- Licensing by DHS
- Low-Income Home Energy Assistance Program (LIHEAP)
- Mental Health & Substance Use Disorder
- Medicaid
- Pharmacy Services
- Policy Handbooks and Manuals

Enterprise Case Management (ECM) is a new way to provide enhanced case management for the PA Department of Human Services and its business partners through the implementation of a common technology platform to help plan and deliver the people we serve improved services for DHS-supervised programs including, but not limited to, Medicaid case management, early intervention services, mental health services and supports, child welfare programs and investigations, and appeals submission and management.

**ECM allows for:**

- Easier sharing of information among DHS program offices, counties, individuals/participants, and providers to enable better decision making for improved outcomes for those we serve
- Increased ability to determine the effectiveness of services provided across programs and the impacts to the people we serve while supporting continuous improvement efforts
- Enhanced data security including expanded access to information
- Reduced effort and cost to maintain multiple systems because of the use of a common platform

**ECM - 01 What is ECM**

**What is ECM?**

**ECM - 03 How does this Affect Me...**

**What can I do?**

**ECM allows for:**

- About ECM
- Stakeholders
- Development
- Change & Training
- News
- ECM FAQ
- Phases Timeline
- Contact ECM

**DHS Enterprise Case Management System Integrator Documents**

Title
<a href="#">BIP/SASP Contact Information</a>
<a href="#">BIP/OCDEL/BES Contact and Referral</a>
<a href="#">BIP/ODD IDA Contact Information</a>



**Any Questions?**



**Thank You!**