

**October 13, 2016
MEETING MINUTES**

Committee Members in attendance:

Mark Raymond, Committee Chairman, Deputy Commissioner –
Department of Administrative Services, Bureau of Enterprise Systems and Technology
Designee for Commissioner Melody Currey
James Spallone, Deputy Secretary – Office of the Secretary of State
Designee of Secretary Denise Merrill
Kevin Sullivan, Commissioner, Department of Revenue Services
John Vittner, Director of IT Policy – Office of Policy and Management
Designee of Secretary Ben Barnes

Susan Shellard on behalf of Commissioner Catherine Smith

Others in Attendance:

Paul Holmes, Special Services Manager, Department of Transportation
Easha Canada, Director of Application Services, DAS-BEST
Angela Taetz, IT Manager, DAS-BEST
Robert Swartz, Director of Operations, Connecticut Interactive
Paul VandenBussche, President, Connecticut Interactive

*A meeting of the Information and Telecommunication Executive Steering Committee (EGovernment) was held on **October 13, 2016** at 1:00 p.m. at the Department of Administrative Services, Bureau of Enterprise Systems and Technology located at 55 Farmington Avenue, Hartford, Connecticut. The following agenda items were discussed.*

WELCOME

- Mark Raymond called the meeting to order at 1:00 p.m. and welcomed all those in attendance.
- **REVIEW / APPROVAL OF MINUTES:**
 - A motion to approve the minutes from the September 1, 2016 meeting as written was made by Commissioner Sullivan and seconded by Chair Raymond. The minutes were unanimously approved without discussion or abstentions.

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- **PROJECT SUMMARIES AND STATEMENTS OF WORK:**

- **Statement of Work (SOW016): Online Encroachment Permit System**
Agency: Department of Transportation

An overview of the Project Summary was provided and discussed. It was clarified that DOT will be paying CI's fees from the payments being collected. The payment will come in through CI, their fee will be extracted, and the balance forwarded to the appropriate State fund. John DeCastro, DOT Transportation Maintenance Manager, clarified the details of the fee structure increase. The benefit to DOT will be realized in streamlining their processes. Robert Swartz offered that the cost of building the project is \$70,000-\$90,000. By State Statute, the DOT Commissioner has the authority to raise fees up to 125% without Legislative approval.

A motion to accept the Statement of Work (SOW016) for the Online Encroachment Permit System as written was made by Commissioner Sullivan and seconded by Director Vittner. The motion was unanimously approved without discussion or abstentions.

- **Project Summary: Behavioral Health Clearinghouse (BHC)**
Agency: Office of the Healthcare Advocate

An overview of the Project Summary was provided and discussed.

Demian Fontanella, Acting Healthcare Advocate, provided background and referenced Public Act No. 14-115 that requires OHA to "establish an information and referral service to help residents and providers receive behavioral health care information, timely referrals and access to behavioral health care providers." Maintenance and on-going care to treat behavioral healthcare issues is important to reduce costs and provide continuity of care. Damian Fontanella shared a variety of other options for compliance that were also explored such as contracting with non-state entities that didn't work out.

The Clearinghouse will be available on a website that represents a unified approach to treatment options, literacy, and complex coverage options. Self-screening services may also be included. This will empower people to move onto the next step and refer them to where they can seek assistance with available Behavioral Health Care Providers who are available to serve their needs.

The success of this initiative is contingent on maintaining an up-to-date Provider Directory. Currently there is a listing of approximately 15,000 licensed providers to form the base of the Directory. There would also be a subscription-based program that allows providers to submit more detailed information. Keeping this information on the State site will bring credibility to the site and to the information contained therein.

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Providers, consumers, and advocacy groups have all expressed their willingness to subscribe to this service. They have conducted polls that reflect that 60% of providers are willing to subscribe to this service. The more that subscribe, the lower the cost will be. Ultimately additional options that could be considered include a manned hotline to screen callers and schedule appointments directly with providers.

The Committee asked about encryption and privacy concerns. Damian Fontanella explained that we are not collecting personal information at this time. The initial interface will allow the consumer to participate anonymously. The program can be built to collect specific information which would need to be secured. The committee was reminded that this is the Project Summary, not the Statement of Work. We are considering the idea. The details of the project would be laid out in the Statement of Work.

The Committee also asked why OHA, and not DMHAS, was tasked with this issue. Damian Fontanella explained that he believes they were designated by the Legislature because they deal with these questions on a daily basis. OHA's focus on the commercial population. He furthered that it will be a relatively self-sustaining environment. An outreach in marketing of individual provider information has been universally supported by subscription to a site hosted by the State. Security is absolutely essential if we start gathering information. When the State goes beyond providing a simple list of Providers, we need to be sure that there are disclaimers that the State is not endorsing any one licensed individual provider over another.

The committee had concerns about the liability associated with the State being a diagnostic and referral service that may or may not gather personal information. There was a lengthy discussion into these concerns. Damian Fontanella explained that the carriers are already doing this to which the Committee clarified that they have liability, responsibility, standardization and staff as resources. Damian Fontanella explained that they are working with community providers to contract a call service that would deliver those services and expand their network.

The Committee asked for clarification on how the money would flow and if OHA had authority to collect fees. That is a question that needs to be answered. Damian explained that there is currently an agreement with mental health Connecticut to implement this and a call center with a 10% administrative cost for operations. If subscription option is approved, OHA wants some money to be kept by CI and the remainder provided to OHA; however, we are not sure if they have the authority to do it at this time. The Committee asked if states in border towns would be able to participate. There would not be an outreach outside of Connecticut; however, outside providers would be allowed to participate. Damian explained that most in-network

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providers are in Connecticut anyway. The additional liabilities of including out-of-state providers are also a concern.

Paul VandenBussche explained the details of how a similar program was rolled out in Indiana. Discussion was initiated about the lack of funding to fulfill the mandates required by this statute. Damian responded that they have explored several dozen grant opportunities, none of which were applicable to this project. It was confirmed that CI would assume the upfront cost of creating the initial site. The information for the site has been gathered and would be provided to CI.

After a very lengthy discussion, a motion to accept the Project Summary: Behavioral Health Clearinghouse (BHC) was not made. Chair Raymond entertained gathering more information in response to the Committee's concerns. A motion to defer until additional information is received was made by Commissioner Sullivan and seconded by Director Vittner. The motion was unanimously approved without opposition or abstentions.

- **Project Summary: Application Engine**
Agency: Enterprise

An overview of the Project Summary was provided by Robert Swartz and discussed. This project offers agencies a tool to create quick forms online with data fields stored in permission based application. They are seeking approval to make this program available to agencies as needed without coming back to the committee for every form. If a transaction fee is associated when implementing new forms for agencies, a Statement of Work would need to be created and come back to the committee for approval. Concerns were raised about agencies creating forms that collect data that we do not know about that may be regulated. NIC plans to store the data.

Angela shared that at this time, there are two agencies seeking creation of a complaint form that could utilize this system.

For this type of application, it's CT's understanding that if relationship with CI was to cease, we would not be able to continue to use these functions and that is a concern from a contractual perspective. Mark Raymond stressed the importance of including an exit strategy in any proposal to ensure that services would not be interrupted.

Paul VandenBussche explained that the compiled code would go to the State of Connecticut, we would just no longer have access to upgrades. CI has already supplied that language and it is with the DAS Legal Counsel for review at this time.

The committee asked how the agencies are made aware of the options that are available to them. Angela explained that we have just started these discussions and

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suggested that we begin marketing these items through the Agency IT Managers' meetings. She also discussed creating a matrix of form options available through BEST.

A motion to accept the Project Summary for creation of a Statement of Work was made by Chair Raymond and seconded by Commissioner Sullivan. The motion was unanimously approved without discussion or abstentions.

- **Project Summary: Email Marketing/Messaging Summary**

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- **Agency: Enterprise (DAS-BEST)**

An overview of the Project Summary was provided and discussed by Robert Swartz. Angela explained that this request is directly related to multiple requests to make the website more robust. Approval would allow us to explore if our current processes, such as Sitecore, can meet our needs. Chair Raymond asked for a more detailed breakdown of what is being used now and what have agencies asked us for that go beyond our capability. Chair Raymond asked why these projects are being submitted separately. Angela Taetz explained that these projects may or may not be accomplished with Sitecore.

This discussion went on to include the Project Summary for Online Calendar below.

- **Project Summary: Online Calendar**

- **Agency: Enterprise (DAS-BEST)**

An overview of the Project Summary was provided and discussed by Robert Swartz. The requirements do require a commitment to determining if other third-party providers are more appropriate. Chair Raymond confirmed that these projects can be accomplished with the previous approvals. There was a discussion regarding the effort involved in creating a Statement of Work for these projects and if Sitecore can meet the robust needs that we are now being asked for which requires additional time being spent with the Agencies to determine their needs.

After a lengthy discussion, it was concluded that creating Statements of Work for the ongoing charges already approved by this committee to bring digital government to our customers with currently approved vendors was no longer necessary. Therefore, this Statement of Work is being withdrawn from consideration, although the work outlined therein will continue as scheduled.

- **Project Summary: MyEvents2Go (ME2G)**

- **Agency: Enterprise**

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An overview of the Project Summary was provided and discussed. This is being offered at both a Project Summary and a Statement of Work. The option will be offered to agencies as the need arises that will add value and encourage agencies to go paperless..

A motion to accept the Project Summary: MyEvents2Go (ME2G) as written was made by Commissioner Sullivan and seconded by Director Vittner. The motion was unanimously approved without discussion or abstentions.

- **MONTHLY REPORTS:**

- **MONTHLY STATUS REPORT FOR SEPTEMBER 2016:** Details were reviewed by Paul VandenBussche.
- **MONTHLY CT.GOV STATISTICS:** Details were reviewed by Paul VandenBussche.
- **RESOURCE PLANNING EGOVERNMENT PROGRAM:** Details were reviewed by Paul VandenBussche.

Having no further business to discuss, this meeting was adjourned by motion at 3:00 p.m.

*The next meeting of the Information and Telecommunications Executive Steering Committee is scheduled to take place on **November 3, 2016** at 1:00 p.m. at this same location.*

Respectfully submitted,

Aleshia M. Hall, Executive Secretary

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