



# Information Technology Plan

## FY 22-23



Reviewed: 10/20/2022  
Effective: 10/20/2022  
Submitted to DCF: 10/20/2022

Administrative Office  
719 South US Highway 301  
Tampa, FL 33619  
813.740.4811  
[www.cfbhn.org](http://www.cfbhn.org)

## **OVERVIEW**

This plan summarizes the work of the CFBHN Information Technology (IT) department. IT is an essential tool that allows CFBHN to streamline financial transactions, increase staff efficiency, decrease administrative costs, communicate with stakeholders, and maintain accurate data collection and reporting. Each of these activities also allows CFBHN to gather the data needed on which to base business decisions, and carry out the goals established in the Network's strategic plan. The mission of the IT department is to support the strategic business and operational objectives of CFBHN through innovative customer-oriented systems and technologies. The Information Systems Development and Enhancement Plan is reviewed and updated on an annual basis.

## **IT DEPARTMENT ACTIVITIES**

The IT Department is managed by the Chief Operating Officer and one Systems Administrators. CFBHN also subcontracts with an external IT company called Lightwave to act as a support system for CFBHN's System Administrator. In addition to serving as a backup, Lightwave also works in tandem with CFBHN's executive team to repair and/or upgrade CFBHN's internal network. The Systems Administrator and Lightwave, as needed, oversee daily operation of the internal and external data systems, and assist users with training, support, and technical assistance. IT uses all forms of communication when supporting Network Service Providers (NSPs) funded by CFBHN. This includes, but is not limited to, a helpdesk, email, fax, telephone, Microsoft Teams and terminal server.

Beginning in July 2022, CFBHN outsourced its data management system to Carisk. CFBHN and Carisk work in partnership to provide services related to the DCF contract and other contracts as it relates to the submission and analysis of data, contract data management, invoicing management, CFBHN's electronic waitlist, and Coordination of Care Module in addition to a number of other programs created specifically for CFBHN under the Carisk contract.

Carisk plays an integral role in the Information Technology Plan for CFBHN as it relates to provider and consumer data. Principally, Carisk develops and maintains a bespoke online portal and database system utilized by CFBHN and its network service providers. Demographic, performance, clinical, financial, and service data is submitted to this portal by network service providers, maintained in a secure database by Carisk, and submitted by Carisk to DCF according to the requirements in DCF's pamphlet 155-2 (FASAMS), the stipulated General Appropriations Act (GAA), and National Outcome Measures (NOMs). Both network service providers and CFBHN further utilize the portal to evaluate data quality in real time, track performance measures, evaluate utilization and effectiveness of services, and fully manage and process invoicing among other functions. Carisk administers the database and access to the portal in accordance with HIPAA and DCF security standards.

In addition to comprehensive report-building capabilities, the Carisk portal has a set of tools which leverage provider, contractual, demographic, admissions, discharge, performance and service event data in its database to enable programmatic, financial, clinical, and data quality analysis at the network, provider, and individual client levels. Various dashboards provide real-time visibility to provider utilization of services, missing data, performance measures, numbers served and the ability to see a client's episode of care from beginning to end. The online application also captures trends within the network focused on provider performance.

All Carisk systems are hosted in a secure data hosting facility. Access to provider and client data is restricted to authorized personnel and through multiple security levels. Carisk has strict information security, confidentiality and quality improvement policies and procedures for the entry and protection of data for individuals served and providers.

Department staff work with CFBHN leadership and the Board of Directors' IT Strategic Oversight Committee to formulate strategic direction, and develop policy to enhance the operation and efficiency of the Network's data systems.

## NETWORK SECURITY

Data security is maintained in accordance with the Health Insurance Portability and Accountability Act (HIPAA) guidelines, 42 CFR, Part 2, state law, and policies and procedures established by DCF and CFBHN. CFBHN's hardware and data network are designed and maintained in accordance with the security standards established by policy and statute. CFBHN's data security policies are reviewed on an annual basis, and are available for review upon request.

The current hardware configuration consists of a multi-server network behind a secure multi-layer firewall located in Tampa. External providers link with the system via a secure connection. CFBHN's data is co-located at Flexential to allow the Network to protect and recover data in the event of an emergency or natural disaster. Flexential is ISO 27001:2013 certified data center, providing a fault-tolerant secure environment. The facility is located in a non-hurricane evacuation zone and on the airport grid. Flexential is located at 9417 Corporate Lake Drive, Tampa, FL.

## SOFTWARE TECHNOLOGY AND REPORTING

The information management systems utilized by CFBHN are outlined on pages 2-3 of this plan.

- Carisk

The system is utilized by CFBHN and NSP staff to register and track services provided to priority populations receiving Care Coordination services. This includes requests for service vouchers submitted by NSPs for CFBHN approval, and Care Coordination data reports shared with providers and DCF on a monthly basis.

The Carisk system includes features or is currently building features that allow for the:

- Identification of eligible individuals (High Need-High Utilizer clients);
- Registration of individuals served;
- Screening and assessment summaries of registered individuals;
- Service waitlist tracking
- Automated referrals to, and consents for, services;
- Service tracking for individuals served, including intakes, admissions, discharges, and follow-up;
- Submission and approval of service voucher requests;
- File processing of SAMHIS/FASAMS data

- Contracts and Finance

Carisk is utilized by CFBHN to manage contracts and system of care service records by provider, funder, and county. Carisk replaces what used to be called CAFÉ. Carisk is also used by the Finance department for invoicing.

- Data Warehouse Development

Through the Microsoft SharePoint and Carisk systems, CFBHN provides a data warehouse that includes data that can be made accessible to stakeholders for purposes of planning, monitoring, evaluation and research.

- Microsoft SharePoint

This system allows approved users to exchange data securely, in a privilege-based environment, and tracks all transactions. SharePoint is utilized by all CFBHN departments to safely share documents with NSPs and vice versa. It is also used by CFBHN and NSP staff to submit and store documents required by contract. The SharePoint portal includes the CFBHN Business Intelligence dashboard, which allows NSPs to access data reports.

- RL6

The RL6 system was introduced in 2015 to allow CFBHN's Risk Management department to more efficiently manage its incident report data. The system is utilized by approved users from each of the Network's NSPs to report critical incidents that occur at their sites, and that impact their clients, to CFBHN. RL6 includes an automated report system that summarizes the number of reports made by each NSP on a monthly basis, and a 'task' function that allows CFBHN staff to communicate directly with NSPs with questions and/or document requests. RL6 is also utilized by CFBHN to track internal incidents and events, defined as actions that involve the release of information or a report to a third-party and are required to be documented or tracked.

- Adobe Acrobat Pro 2020 - Allows for industry-standard advanced PDF document editing, signing, encryption, modification, creation and much more for all staff.

CFBHN's reporting systems are continually developed and enhanced to include the export of data sets from the information management systems, the production and distribution of custom reports, and granting data access to internal and external staff. CFBHN's IT staff, with input from the management team, NSPs and stakeholders, produce standardized reports on key measures for each contract. A hub of standard reports, accessible by all CFBHN staff, is also available on SharePoint and with Carisk.

Internal monthly reports analyze the performance of the Network Service Providers (NSPs) funded by CFBHN, and assist with the tracking of contract requirements. Through dashboard reports that summarize service targets established by the Department of Children and Families (DCF), CFBHN is able to track the performance of each individual NSP, and that of the Network as a whole.

## STRATEGIC GOALS, OBJECTIVES AND PRIORITIES

The goals, objectives and priorities of the CFBHN IT department for FY 21-22 are summarized below.

<p><b>Short-Term Goals</b> (Timeframe: Completion within 1 to 6 months)</p> <p><b>1. Continue the implementation of the new DCF Financial and Services Accountability Management System (FASAMS V14), and the associated changes to CFBHN systems.</b></p> <p><u>Priorities:</u></p> <ol style="list-style-type: none"> <li>Mitigate impacts to NSP billing as data issues are identified and corrected.</li> <li>Maintain open communications with NSPs over the course of the data system transition.</li> <li>Work to ensure that data reports are available, as needed, by CFBHN staff and stakeholders during the data system transition.</li> </ol> <p><u>Technology acquisition, maintenance or replacement required:</u> No new technology required. Existing technology will address these goals.</p> <p><u>Resources required:</u> Staffing and staff time.</p>
<p><b>Intermediate Goals</b> (Timeframe: Completion within 6 to 12 months)</p> <p><b>2. Implement new system (SaFE) to replace CFHDS.</b></p> <p><b>3. Continue to adapt data reporting capability for currently-funded programs and initiatives.</b></p> <p><u>Priorities:</u></p> <ol style="list-style-type: none"> <li>Ensure the availability and accuracy of Utilization Management/Care Coordination data and reporting during the system transition.</li> <li>Allow greater NSP access to data reports to verify accuracy and identify data issues.</li> </ol> <p><u>Technology acquisition, maintenance or replacement required:</u> To be determined. Some new technology might be required depending on data reporting requirements.</p>

Resources required: Internal: Staffing and staff time.

**Long-Term Goals** (Timeframe: Completion within 1 to 3 years)

4. **Align CFBHN's systems and functionality more closely with those utilized by other Managing Entities.**
5. **Re-design existing data structures and IT infrastructure to utilize emerging technologies that will enhance our reporting ability.**

Priorities: Cloud computing and virtualization solutions are the top priorities.

Technology acquisition, maintenance or replacement required: Based on the solutions identified, new technology may be required.

Resources required: Internal staff and external contractors will handle the execution of these goals.