Please provide the following information, adding space as necessary:

State: __ West Virginia ______

Assign Program Category (applicant): ___Health & Human Services___ (Use list at end of application)

Program Name: eRAPIDS Client Scheduling
Administering Agency: West Virginia’s Department of Health and Human Resources (WV DHHR)
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1. How long has this program operated (month and year)? Note: the program must be between 9 months and 5 years old as of April 5, 2012 to be eligible for this year’s award.
   The eRAPIDS Client Scheduling Program has been statewide for 1 year as of April 2012. The initiative started in June 2009, went to pilot in May 2010 and statewide in April 2011.

2. Describe the program:
   - Why was it created?
     The introduction of the eRAPIDS Client Scheduling module addressed several key business issues relating to Client Scheduling and Reception Log functionalities that impeded operations at the county offices. For example, scheduling business processes became fragmented as West Virginia’s legacy IV-A integrated eligibility system (RAPIDS) was being utilized in various ways among the different county offices. Most county offices often resorted to using either manual processes, such as keeping paper appointment books, or Microsoft Outlook to manage their schedules. A frequent refrain was that the system could be improved by making it more user friendly.

     County offices also faced customer service challenges such as checking in clients, notifying Case Workers when clients had arrived, long wait times, and Worker’s accessibility to client information. Upon a client’s arrival, receptionists would enter information into RAPIDS and call the Worker to inform them that their client is waiting.
However, the Worker regularly missed this notification as they may have stepped away from their desk or could be assisting another client. This commonly resulted in a longer-than-necessary wait time for West Virginia’s clients.

Another example of an area we wanted to address was the legacy system’s steep learning curve. Our county offices suffer a high amount of employee turnover, so we find ourselves constantly training new Case Workers. Inherent in the design of the legacy RAPIDS mainframe environment is a limited amount of real estate on each screen, an unnatural 4 lettered “Tran” code to navigate the system, as well as unintuitive category and sequence parameter codes for much of the data entry. The primary side effect of these constraints was an extended training timeframe and a much longer adoption of the antiquated navigation system for many of the new Workers.

Modernizing the look and feel of the Client Scheduling module from the older mainframe ‘green-screen’ approach to a more intuitive web design is one of eRAPIDS primary objectives.

- Why is it a new and creative approach or method?
  eRAPIDS Client Scheduling was the 3rd release of our incremental modernization effort, which is part of a vision to refresh West Virginia’s legacy IV-A RAPIDS integrated eligibility mainframe. The primary objective was to enhance usability by providing a web-based front end while preserving the existing system and business logic. More specifically, the application takes advantage of new web technologies to achieve screen consolidation, enhanced search capabilities, automation of processes, introduces Service Oriented Architecture concepts and enhanced data views. eRAPIDS Client Scheduling Worker Calendar functionality was a transfer solution from the State of Michigan; however the solution underwent many modifications to integrate the solution with the RAPIDS system and innovative customization to address West Virginia’s evolving business processes needs.

  For example, West Virginia enhanced Michigan’s appointment creation process by integrating a feature where a Receptionists creating an appointment for a client 3 weeks from now can quickly and easily set the date and time the client is available and have the system automatically determine which appropriate Worker would be available to see that client with the click of a single button.
The Client Scheduling solution also supports highly standardized processes that all county offices use. Now, all county offices track their waiting room population with Client Scheduling’s interactive Reception Log dashboard, which tracks not only who is waiting, but how long they’ve been waiting and how much time the Worker spends processing each client, thus displaying a real-time representation of the county office’s current waiting room status.

The Reception Log is highly configurable to each individual user. The user can define their default Reception Log view, depending on what entries they would be the most concerned with (i.e., a County Office Manager will only see clients who have been waiting over a user-defined time threshold, while a Case Worker in that same county would see all clients waiting for them, followed by their remaining appointments for the rest of the day). This permits the Reception Log to be personalized to each user, and they have quick access to the information that is most pertinent to their role in the office. Users can apply search filters to the dashboard at any time as well, if they are looking for certain types of Reception Log entries.
The feature-rich Reception Log display

The Reception Log also allows for individual Workers to define if they’d like notification popups anytime one of their client’s arrives to the office and the Receptionists checks them in. In addition to this, Workers can also configure options where if one of their clients have been waiting over a user-defined time threshold, they’ll receive a notification popup that a client has been waiting for X minutes. Supervisors have access to this same functionality, so that if they decide, they can receive a popup if a client has been waiting for any of their Workers over X number of minutes.
Workers have the option to configure Scheduling Alerts, which can be used to notify a Worker if a client of theirs has been waiting over a user-defined minute threshold.

In addition to the Reception Log, we have appointment push-integration with Microsoft Outlook. During our requirements gathering phase, we discovered that many Workers abandoned the legacy scheduling functions in favor of Microsoft Outlook Calendar due to Outlook’s ease of use. There was still some value in the legacy calendar however, as the RAPIDS batch processes automatically schedules review appointments for clients and Workers on a monthly basis. We learned that many Workers were manually recreating these automatically generated appointments in their Outlook calendars – a waste of their already limited time. In order to merge the best features of both solutions we designed the eRAPIDS Worker Calendar based on the look and feel of Outlook as well as gave eRAPIDS Worker’s the option to push legacy batch created appointments to their Outlook calendars. Considering that the batch process automatically creates over 25,000 review appointments monthly, this solution eliminates the tedious manual task for each worker of creating their duplicate appointments in Outlook.

Because Client Scheduling captures more information and does so in a highly standardized way, this allows for new management reports that were previously impossible to produce. Supervisors and Regional Program Managers now have weekly reports per county office, displaying new metrics such as the average waiting time and customer processing time per office, as well as average waiting time and customer processing time per Worker.
Thanks to Client Scheduling’s Reception Log solution, valuable throughput metrics and reports are now available to executive level staff.

Finally, as part of our overall incremental modernization initiative, our next major eRAPIDS Release will bring additional enhancements to the Client Scheduling module, as we incorporate Worker’s Reception Log activities into their own personalized Worker Dashboard.

- What are the specific activities and operations of the program in chronological order?
  To respond to this question, we’ll walk through a common business scenario that happens daily in our county offices. It will serve to illustrate how end users would benefit from interacting with the Client Scheduling solution.

**Scenario:** A new client, Carly, enters the DHHR office to apply for program benefits.

[Carly approaches the Receptionist’s window]

Rhonda the Receptionist: How may I help you today?

Carly the Client: I’d like to apply for SNAP and Medicaid benefits, if possible.

Rhonda the Receptionist: Do you have an appointment (the client does not)? What is your name?

*Rhonda proceeds to the Reception Log’s Add Entry screen and enters the client information for Carly. Rhonda does not assign Carly to a Case Worker. The Reception Log dashboard now displays Carly as a Walk-In client and in the waiting status. The Reception Log assigns Carly a unique Call Number as well.*
Rhonda the Receptionist: Please have a seat; a Worker will be with you shortly. This is your number.

_Rhonda hands Carly her call number of 103._

Wendy the Case Worker:

_Wendy has the Reception Log open on the screen at her desk. She has been tasked with receiving and working with Walk-in clients today. She notices, via the Reception Log, that a client is in the Waiting Room. The Worker updates the status of the client, on the Reception Log, to a status of “Seen.” A pop up appears requesting the worker to identify herself – the Worker selects her worker ID. The Reception Log entry for this client is now in the ‘Seen’ status and it’s documented which Worker has received this client._

_Wendy the Worker walks to the Waiting Room and calls for the client_

Wendy the Case Worker: #103, please..?

_Carly goes with Wendy into an interview room to begin the application and data collection process to determine Carly’s eligibility for benefits._

[Carly and Wendy are creating a new DHHR BCF common application in an interview room]

Carly the Client: I’m sorry Wendy, I really don’t have time right now to discuss all of this, may I return on another day so we can complete this application process?

Wendy the Worker: Sure, Carly. Let me check my calendar to see when my next available time is...

_Wendy navigates to her Worker Calendar – Week View._

Wendy the Worker: I have an opening on Thursday at 10:00am, is that time good for you?

Carly the Client: That time would work perfectly.

Wendy the Worker: Great, I’ll schedule the appointment.

_The worker clicks on the open time slot from her calendar and is directed to the Schedule Single Appointment screen. The worker enters Carly’s information regarding the specific type of application as being for SNAP and Medicaid so they can pick up where they’ve left off._

Wendy the Worker: Ok, I have you’re appointment scheduled for Thursday at 10:00AM. Depending on the type of appointment, a system notice will be generated and mailed to Carly.

[Carly leaves the office.]

[Jump to Thursday at 9:45AM - Client enters the DHHR Office and approaches the Receptionist Desk again]

Rhonda the Receptionist: How may I help you today?

Carly the Client: Hi there, I was here last week and had to leave – I’m returning to finish my application - I have an appointment at 10:00am.

Rhonda the Receptionist: What’s your name?

Carly the Client: Carly Wilco

_The Receptionist uses the Last Name field at the top of her Reception Log screen to search for Carly’s appointment quickly. The Receptionist finds Carly’s appointment and checks her into the Reception Log by simply clicking a green “check-in” button._
Rhonda the Receptionist: I’ve checked you in; your worker will be with you in a few minutes. *Rhonda hands Carly her system generated call number of 72.*

Wendy the Worker:

*Situated at her desk, Wendy gets an alert popup that Carly has just arrived and has been checked into the Reception Log. The worker updates the Status of the client to Seen. The worker goes to the Waiting Room and calls for Carly’s number of 72. They walk to an interview room.*

*Wendy interviews Carly and completes her benefit application and eligibility determination.*

*Wendy walks Carly out to the Waiting Room. Upon returning to her desk, Wendy updates Carly’s Reception Log entry to “Finished.” The appointment is removed from the Wendy’s daily view of her Reception Log.*

- **Is it effective?** *Provide tangible results and examples.*

  Client Scheduling went to pilot in May 2010 and was implemented statewide by April 2011. The acceptance of the user friendly eRAPIDS Client Scheduling module was so strong that in 4 short months after eRAPIDS Client Scheduling went statewide, the Legacy CS module in RAPIDS was officially decommissioned as workers in the field were managing their calendars completely within eRAPIDS.

  ![2011 eRAPIDS Usage](image)

  *eRAPIDS vs. RAPIDS usage from January 2011 to August 2011. On August 29, 2011 State staff no longer needed access to Client Scheduling in legacy RAPIDS.*

  In addition to the quick field acceptance of the solution, Management has benefited from the Client Scheduling eRAPIDS release by providing never before possible reports that track county office and worker customer throughput. Supervisors and other executives have mentioned that these reports allow for new insights into how traffic and customer service is being executed in a county office.

3. **Did this program originate in your state? If YES, please indicate the innovator’s name, present address, telephone number, and e-mail address.**

   This program was a hybrid solution, leveraging many components (mostly the Worker’s Calendar) from Michigan’s Bridges 4A Welfare system. In WV we did make multiple
creative and valuable additions, such as Microsoft Outlook push functionality and the original Reception Log feature.

4. Are you aware of similar programs in other states? If YES, which ones and how does this program differ?
   As part of this solution was transferred from MI, MI has a flavor of this program. However, the MI implementation does not have many of the valuable additions West Virginia has innovated, such as the Microsoft Outlook appointment push, functionality for Receptionists to quickly find the next available appointment timeslot for a client, the interactive Reception Log dashboard and the client/office throughput executive reports that the Reception Log supports.

   Since implementing this program in WV, the state of Wisconsin has expressed interest in adopting it into their integrated eligibility system. Wisconsin is still in the middle of their design phase, and they are leveraging many of the design concepts found in our eRAPIDS Client Scheduling solution.

5. What limitations or obstacles might other states expect to encounter when attempting to adopt this program?
   The largest obstacle a State would encounter in adopting this program would be tweaking the solution to access their specific data model. The solution also leverages our system’s overarching common framework code – pieces of this common framework could be transferred as well or would have to be merged in with the State’s preexisting common framework. Aside from that, the transfer would be smooth as the solution is built using industry J2EE standards and is available complete with documentation (Use Cases, screen/field requirement specifications and EA designs).

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