



Where ideas work

ICM

Integrated Case Management

ICM Overview

November 4th, 2011

ICM - A partnership between the Ministries of Social Development; Children and Family Development; and Labour, Citizens' Services and Open Government

Social Sector Context

- The Ministries of Social Development and Children and Family Development spend \$3.4 billion annually on key social programs such as child welfare, child care, services for children with special needs, income assistance, and employment programs.
- These services are delivered by 4,000 front line workers and over 12,000 contracted service providers (including foster parents) and delegated Aboriginal agencies with a combined total of over 25,000 employees. More than 200,000 individuals and families access these services every year.
- The Integrated Case Management project will replace outdated and inflexible information systems used to deliver critical social programs such as child protection services, child care subsidies, income assistance and employment programs.

Social Sector Context

Who we serve:

- Children in need of protection
- Foster and adopted children
- Those with special needs
- Those with mental health challenges
- Those suffering from substance addiction
- Disabled
- Unemployed
- Homeless

The services we provide:

- Child Protection and Family Development
- Adoption and Foster Care
- Early Childhood Development and Child Care
- Child and Youth Mental Health
- Youth Justice and Youth Services
- Special Needs Children & Youth
- Employment and Income Assistance
- Child Care Subsidy and Seniors Supplement
- Family Maintenance

What's the current problem?

Client Perspective

- Clients have to repeat their stories multiple times;
- Clients may not be receiving services that are most appropriate for them;
- Service delivery is based on Ministry specific programs and services versus being citizen-centered;
- Clients want more choice about how, when, and where they can access services.

Worker Perspective

- Staff spend too much of their time on administrative activities rather than on direct service delivery;
- Staff do not have access to all appropriate information they need about the client;
- Staff can take up to a year to fully learn existing systems;
- A new generation of workers expect modern tools to do their job.

Aging technology (50+ legacy systems) difficult to implement policy changes
Lack of integration/information sharing between and within Ministries

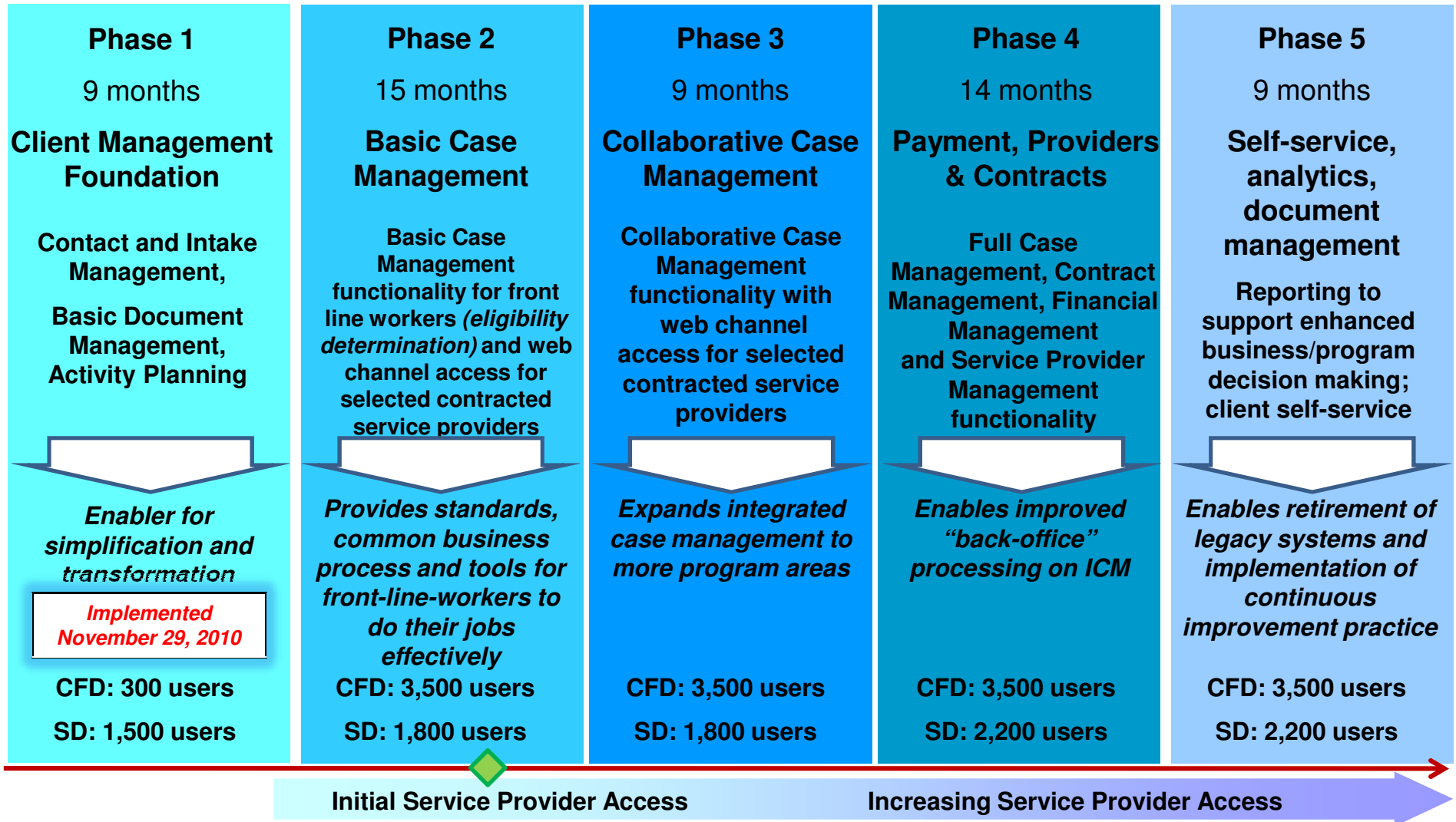
Vision for Integrated Case Management

The ***right information to the right people at the right time***, in a secure manner that ***protects privacy***, to ***improve outcomes for citizens*** through the ***cohesive delivery of social services***. This includes ***timely access to personal information for front line staff*** to facilitate provision of ***services to citizens***, as well as de-identified aggregate information for research, evaluation and planning at the program, ministry and sector level.

What did we buy?

- Purchased a Commercial Software package (*Oracle/Siebel*);
- Selected a Systems Integrator (*Deloitte*);
- Designing the system in a modular way that can be leveraged by other projects;
- Building an information system that supports ‘best practices’, enables transformation, and is flexible enough to support future policy shifts;
- Implementing business changes where necessary to support the project vision.

Phases and Timelines



Expected Outcomes

- ICM will improve the way MSD and MCFD manage information and deliver services.
- Information will be safe and secure, and shared appropriately to support and protect clients.
- Clients will no longer be asked for personal information multiple times.
- Client service and care decisions will be based on up-to-date, comprehensive information.
- ICM will improve the custody of data, increasing control over information from both a system and client perspective.
- ICM will enable the linking of public spending to client outcomes – resulting in improved accountability and transparency, and will provide more complete information to support policy and program changes.

Questions / Discussion

