



## INTEGRATED CASE MANAGEMENT PROJECT OVERVIEW

### ADM Responsible:

Jill Kot, Social Sector Information Services Division

### Program Area Description:

The Integrated Case Management project is an initiative between the Ministries of Social Development; Children and Family Development; and Citizens' Services and Open Government. Integrated Case Management is an ambitious and complex project that is crucial to the transformational changes in service delivery in the Ministries of Children and Family Development and Social Development.

The project's completion is now being planned, anticipated for Winter 2014.

Project governance is managed through a Project Board currently chaired by the Deputy Minister of Social Development. The Deputy Minister's of Citizen Services and Children and Family Development, as well as the Provincial Chief Information Officer and an Associate Deputy Minister of Health sit on the Project Board along with the ADM responsible ICM and lead from the project's system integrator.

The Province purchased modern software and entered into a six-year agreement with Deloitte Inc. to develop and implement the Integrated Case Management solution. The cost of the project is \$182 million over six years. The project is now over halfway complete.

- Phase 1 was implemented on November 29th, 2010 on time, slightly under budget and within scope.
- Phase 2 was implemented on April 2, 2012 on time, within scope and on budget.
- Phase 3 was implemented on March 4, 2013 on time, within scope and on budget.
- Phase 4 is currently underway. The project will be completed in late 2014.

Integrated Case Management responds to the repeated calls over the years to improve information sharing across government to ensure that its' most vulnerable citizens don't fall through the cracks:

- **Ted Hughes Report, “BC Children and Youth Review” (2006):** “one of the key issues raised in this review has been the need, 10 years later, for better procedures for reporting and sharing information...”
- **Child and Youth Officer (2006):** “Promoting the health and well-being of children means taking an integrated approach to the work of learning and acting in many different systems.”
- **Honourable Judge Thomas Gove’s “Inquiry into Child Protection in British Columbia reports.” (1995):** “The Minister...should act immediately to implement the interim reform recommendations contained in this report, including... eliminate[ing] arbitrary rules and policies which inhibit the sharing of important case information among child welfare service providers.”

Information systems that were custom-built almost three decades ago have been modified, patched and extended over the years to meet changing business needs and are now struggling to support the complex range of services delivered by each ministry.

By replacing aging computer systems, the Ministries of Children and Family Development and Social Development will improve their ability to appropriately share and protect information and manage individual case files between ministries while laying the foundation for broader social sector information sharing.

The goal is to provide better tools to front line staff and foster a more client-centered service delivery system to about 200,000 British Columbians, supporting better outcomes for clients.

The new system will enable us to link public spending to client outcomes – resulting in improved accountability and transparency in the social sector and provide crucial information to support social policy and program changes.

**Budget (\$ millions):**

<b>Preparation &amp; Software</b>	<b>Phase 1</b>	<b>Phase 2</b>	<b>Phase 3</b>	<b>Phase 4</b>	<b>Phase 5</b>	<b>Total</b>
38	17	48	16	45	18	182



## INTEGRATED CASE MANAGEMENT PRIVACY AND SECURITY

### ADM Responsible:

Jill Kot, Social Sector Information Services Division

### Critical Business Processes:

Information privacy is one of the cornerstone objectives in the design of the Integrated Case Management (ICM) system.

The ICM system is enhancing the privacy and security of information through the consistent application of privacy principles and the use of modern technology and best practices.

Full Privacy Impact Assessments for Phases 1, 2 and 3 were completed prior to implementation of each phase and are posted publicly on the Integrated Case Management website, at: [www.integratedcasemanagement.gov.bc.ca](http://www.integratedcasemanagement.gov.bc.ca).

The BC Information and Privacy Commissioner reviewed the Privacy Impact Assessments prior to implementation. The project team continues to work closely with staff from the Office of the Information and Privacy Commissioner with regular meetings in each phase.

Front-line workers in the ministries of Social Development and Children and Family Development only have access to information that is necessary for a specific purpose and for them to do their jobs and deliver services in an integrated manner. They do not have wide-open access to all information in the ICM system.

Service Providers in the Employment Program of British Columbia only have access to information that is necessary for a specific purpose and for them to do their jobs and deliver services as defined in their service contracts with the Ministry of Social Development.

The ICM system includes multiple security and privacy mechanisms to ensure that the appropriate information is made visible only to the appropriate, authorized user at the right time and for the right purpose.

The ministries currently share information between existing systems and service providers as contractually agreed to.

Information collected by service providers over and above what is in their contractual obligations with the ministries would remain in the 'custody' of the service provider and would not be entered into ICM or shared with the ministries.

Informed consent by clients to share information is as provided for under legislation.

**Related Legislation:**

*Freedom of Information and Protection of Privacy Act*



## ISSUE NOTE

### INTEGRATED CASE MANAGEMENT (ICM) CURRENT STATUS AND PHASE 4 APPROACH

**Issue:**

Integrated Case Management (ICM) Current Status and Phase 4 Approach

**Background:**

**Phase 3 Implementation** - ICM Phase 3 was implemented on March 4, 2013 in the ministries of Social Development (MSD) and Children and Family Development (MCFD).

At MSD, Phase 3 included the transition of the Bus Pass Program and Senior's Supplement into ICM, as well as enhanced functionality for Family Maintenance staff.

At MCFD, Phase 3 focused on functionality to support Child Care Subsidy, Autism Funding and Medical Benefits programs.

**Phase 4 Status** - Phase 4 is in progress. The project is scheduled for completion by the end of December, 2014 within the original overall approved budget of \$182 million.

In MSD, ICM Phase 4 will improve specific business processes and provide the ability for alternate payment methods. Phase 4 will support the ministry direction for improved services for clients through the Channel Strategy, and add enhancements to aid the day-to-day work of ministry staff.

For MCFD, Phase 4 focuses on enabling contract management across program areas within ICM. It also provides an upgrade for child protection and updates for Children and Youth with Special Needs.

The Project Board intends to return to Treasury Board at the earliest opportunity for the purpose of providing a project update, [s.13](#), [s.17](#)

Decision required:  
This is a 60-90 day issue. s.13, s.17