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Solicitation Response for:

Child Welfare Case Management Solution for the West Virginia Department of Health and Human Resources (DHHR)

Request For Information
Date Prepared: *April 11, 2023*

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Purchasing Division

Prepared For:
Crystal G Hustead
Department of Administration
Purchasing Division
2019 Washington St E
Charleston, West Virginia 25305

WEST VIRGINIA
Department of
Health & Human Resources

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April 11, 2023

Attention:

Crystal G Hustead
Department of Administration
Purchasing Division
2019 Washington St E
Charleston, West Virginia 25305

Dear Ms. Hustead,

On behalf of Ignyte Group and our teaming partner Appian, we thank you for the opportunity to respond to your Request for Information (RFI) for the development and support of a modernized Child Welfare Case Management and Communication platform for the West Virginia Department of Health and Human Resources (DHHR). As detailed below, our team has demonstrated capabilities in facilitating communication and case management for children at Rocky Mountain Human Services as well as Tarrant County, Texas. We have thoroughly reviewed the RFI you provided and compiled our comments and relevant capabilities into our response. This RFI response document is comprised of the following sections:

- An overview of our team's organization and capabilities
- Our understanding of West Virginia DHHR current communication system challenges and desired future state
- Details on our recommended solution
- Our relevant past performances

We are confident that our team can provide the **highest quality and best-valued solution** to DHHR. If you have any questions regarding our response or require any additional information, I can be reached by phone anytime at (571) 505-7039 or by email at jason@ignytegroup.com.

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1.0: About Team Ignyte

Ignyte Group, Inc. (Ignyte) is a digital transformation consultancy that specializes in devising, implementing, and sustaining transformative software solutions. Ignyte has been recognized among the nation's best consulting firms by *Forbes* for five consecutive years. Ignyte collaborates with industry-leading technology partners such as **Appian Corporation** (Appian) to automate and catalyze key business processes to meet distinct requirements for each of our clients. Our commitment to innovation has resulted in numerous awards, including being named Appian's 2022 Partner of the Year and earning the 2020 Federal Partner Cup award. Since our founding in 2014, Ignyte has cultivated a reputation as a trusted provider of both public-facing and internal cloud-based management solutions, successfully modernizing mission-critical **health and human services** processes across a multitude of agencies.

Figure 1: Ignyte Key Facts

What sets Ignyte apart from the competition is our full-service design and implementation team. We begin by using human-centered methods to develop a deep understanding of our client's, primary objectives, end user requirements and current pain points. This enables our team to develop a highly individualized solution to enhance features and functionality for all in-scope requirements. Throughout the development and testing processes, we facilitate opportunities for training new users while collecting and examining feedback about their experience. This methodology provides clients with real-time insight into their investment, even while sticking to an expeditious timeline. In addition, Ignyte prepares our clients for long-term conservation of applications as their businesses grow and change. **Ignyte also has experience working with systems that collect personal information about children and as such has experience designing Children's Online Privacy and Protection Act (COPA) compliant systems.**

Figure 2: Appian in the Public Sector

To meet West Virginia Department of Health and Human Resources' (DHHR) specific requirements, Ignyte will be partnering with Appian, the recognized leader in low-code process automation by leading technology research authorities, Gartner and Forrester. Appian, headquartered in Tysons, Virginia, is trusted by more than **40 US Government Agencies** and more than **100 Public Sector** customers worldwide, including large entities such as the Food and Drug Administration (FDA) and United States Air Force (USAF), as well as local operations such as Rocky Mountain Human Services and the Child Welfare Information System of Tarrant County, Texas. Using Appian's low-code platform, Ignyte is continuously developing a portfolio of cloud-based communication, scheduling, and case management for clients across the federal, state, and local spaces. These evolving solutions categorically meet industry best practices and allow our team to quickly create a solution

that is the perfect fit for your current and future needs. As further described in **Section 2.3**, we are proposing our developed public services case management solution, which will meet or exceed West Virginia DHHR's modernization and digital transformation goals; while requiring minimal tailoring, saving development time and expense.

Our web-based **Secure Public Services Case Management Platform** is built upon Appian's secure (StateRAMP-certified, Federal Information Security Management Act (FISMA) compliant, and Children's Online Privacy Protection Act (COPA) compliant), reliable (99.95% availability), and scalable (supporting more than 1.5 billion transactions per day) platform. Appian solutions can be configured over **20 times faster** than traditional custom software development, providing **flexibility** and **adaptability** to changing customer needs. Together, our team has the skills and experience that West Virginia DHHR is seeking in a partner. We will closely examine West Virginia DHHR underlying processes to identify innovative ways to facilitate communication and scheduling to maximize resources for the client population. Below we have highlighted some of our team's relevant capabilities and keys to a successful implementation.

1.1 Ignyte Key Capabilities

Ignyte will use Appian's best-in-class technology platform to tailor our existing public services case management solution to meet your current and future requirements.

Ignyte Relevant Capabilities and Keys to Success

| Business Analysis and Process Engineering | Best-in-class Tech Configuration and Testing | Organizational Change Management and Consulting | A Tailored Secure Client Portal and Successful Implementation |

Figure 3: Our Relevant Capabilities and Keys to Success

As shown in **Figure 3**, Ignyte will use the following key capabilities to design and implement a Secure Client Portal Software Solution tailored to the specific needs of West Virginia DHHR.

- **Business Analysis and Process Engineering** – Our team of experienced consultants will carefully analyze your organizational needs and devise strategies to meet West Virginia DHHR needs and ensure an effective transition of current data storage and management processes. Through our analysis and research, we will develop recommendations for optimization and improvement.

- **Best-in-class Tech Configuration and Testing** – Our up-front research will allow us to rapidly configure the tool's forms, workflows, business rules, and underlying data structures based on West Virginia DHHR specific requirements. We'll then continually test our configurations to optimize and refine the tool where applicable.

- **Organizational Change Management and Consulting** – We'll keep stakeholders informed on upcoming changes and their impact by sending announcements, holding informative meetings, and organizing workshops. Our team of experts will be there to help users navigate new features, build excitement, and mitigate resistance to change.

Drawing on our proven methodology and extensive knowledge of the Appian platform, Ignyte will help define your strategic goals, organize actionable insights, and create a high-quality and easy-to-use Child Welfare Case Management solution that will deliver the most value for West Virginia DHHR.

1.2 Appian Platform Key Capabilities

The Appian Low-Code Platform is designed for building highly automated enterprise-scale applications with a focus on time to value. The platform allows for building custom applications that supplement, augment, and leverage existing technology investments.

With Appian, you don't write code, but rather configure pre-built objects to quickly design and deploy functionality that fit the exact specifications of the West Virginia DHHR requirements. The Appian platform will provide the West Virginia DHHR the capabilities needed to build a secure child welfare case management solution without the need to implement disparate COTS products or extend core system functionality, which often is code-intensive and expensive to support. As an added benefit, Ignyte's team of consultants will use their expertise to design, configure, and implement the secure child welfare case management solution to the West Virginia DHHR's unique specifications, so that West Virginia DHHR can maximize the value and usability of the platform. With our collaborative team approach, DHHR will not only have the technical capabilities needed, but also the knowledge and support needed to educate its users and get the most out of Appian's expansive resources.

Why Government Agencies Trust Appian

For over two decades, Appian has demonstrated high-impact business value in a low-risk approach for federal and state government customers. Agencies trust Appian's enterprise low-code platform for their most complex mission critical applications, and they benefit from Appian's deep capabilities, extensive partner network, and federal and state experience. Some of the reasons why government customers turn to Appian include the following:

Appian possesses significant government experience. Appian is deployed at 90 federal agencies and runs some of the most complicated government processes, such as eligibility processing for the Affordable Care Act, Contract Writing at the Defense Information Systems Agency (DISA) and the US Air Force, and Bank Chartering and Licensing at the Office of the Comptroller of the Currency (OCC). Globally, Appian supports government agencies in more than a dozen countries.

Appian is secure. Appian is Federal Risk and Authorization Management Program (FedRAMP) and Federal Information Security Management Act (FISMA) accredited. Appian also offers a fully managed service Impact Level 4 offering for customers' production workloads with export-controlled data, privacy information, and protected health information, as well as other controlled unclassified information. Appian has experience developing systems that maintain personal information of children and is familiar with the requirements needed for a COPA compliant system.

Appian is a recognized industry leader in key areas. According to Gartner and Forrester, Appian is the only vendor that offers leading technology for business process management (BPM), low-code app development, case management, and Robotic Process Automation (RPA).

Appian's speed, flexibility, and time to value are unparalleled. By combining low-code development capabilities with the power and flexibility of a process management engine and immediate mobile deployment, Appian customers and partners deliver applications up to 20x faster than industry standards. Federal customers, including the Department of Health and Human Services, Food and Drug Administration, and the Department of Labor, have each deployed enterprise-grade applications in weeks. As expressed by Gartner, "*Appian projects are*

agile, it's time to solution is the fastest among all vendors, and its projects require fewer internal and external resources."

Appian has happy customers. Customer satisfaction is how we measure ourselves, and we are hyper-focused on the success of our customers. We are known for it in the market, and year after year, we see that reflected in customer survey results from analysts. This focus on customer success sets Appian apart from competitors. As shown below in **Figure 4**, Appian is the only vendor that offers leading technology for digital process automation (aka BPM), low-code app development, and case management. According to Gartner: *"Appian customer references indicated a higher degree of satisfaction with Appian, compared with other vendors surveyed."*
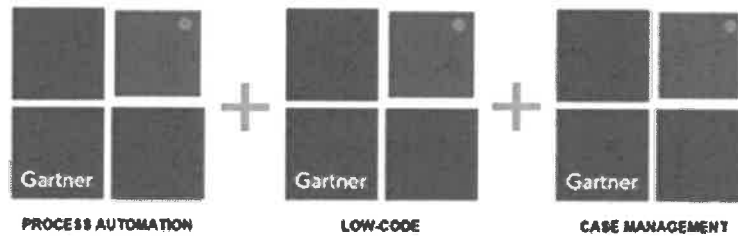
Figure 4: Gartner Leading Vendor for Customer Satisfaction

Appian allows for faster configuration of workflows and notification settings using a Visio-like process modeler, which allows process designers to draw workflows instead of coding them. Each node has configurable settings, telling Appian how to process the data, UIs, and routing. Notifications can be sent via task inbox, mobile application, and/or email, and they can be task-oriented or strictly informational. **Appian also offers enterprise grade tools for DevOps.** Within the DevOps environment, multiple teams can work seamlessly together to streamline the development-to-production pipeline.

The Appian platform boasts an impressive range of features to ensure that upgrades and enhancements go smoothly. With built-in upgrade support tools and a version control system, the solution includes comprehensive support for upgrades to ensure that users are always working on the most current version. Additionally, the solution is optimized beyond compatibility with all major web browsers, including the latest versions of MS Edge and Google Chrome, ensuring that users can access the solution regardless of their preferred browser. Based on Appian's proprietary code-base, this solution is not open source, meaning that the platform is not available for unrestricted modification by third-party developers. This approach allows for greater control and ensures that the platform remains secure and stable, providing users with a reliable and high-performance solution that can support their mission-critical workflows.

1.3 Our Proven Experience

Our combined Team (**Team Ignyte**) is committed to using a collaborative, agile approach to help the DHHR modernize its secure storing and sharing of data. As shown in **Figure 5**, we have extensive experience in developing and implementing digital solutions for a variety of state and local agencies. Our focus is on providing innovative and effective solutions that improve efficiency, strengthen security, and increase the quality of care received by West Virginia residents.

Figure 5: Team Ignyte Past Experience

Team Ignyte's world-class digital transformation and management consulting DNA make us the optimal partner to help West Virginia DHHR design, develop, and implement the next-generation Child Welfare Case Management and Communication solution.

2.0: Our Understanding

We understand that the West Virginia DHHR is seeking support to develop specifications for a web-based information system that will facilitate communication between all necessary individuals involved in the welfare of children in the foster system. Currently, the West Virginia DHHR utilizes a comprehensive child welfare information system (CCWIS) to meet Federal reporting requirements and to track and support care decisions made by caseworkers involved in the care of foster children. This current system infrastructure does not support effective communication between individuals providing care to foster children, nor does it allow for the ability to run reports on these communications to improve outcomes for the children being served. As such, the West Virginia DHHR is seeking a vendor capable of providing a Secure Child Welfare Information System to bridge this gap and operate concurrently with the existing CCWIS.

Important considerations for a project of this scale include security and compliance, system usability and reliability, and compatibility with the West Virginia DHHR's existing CCWIS infrastructure. The solution must be secure enough to protect sensitive family and child data and comply with Federal and State regulations and reporting requirements. The solution must also be user-friendly and reliable for the West Virginia DHHR members and other stakeholders to ensure its adoption and usage. The solution should be configurable and scalable to accommodate the West Virginia DHHR's future reporting and communication needs as well as changes in the CCWIS technology landscape. **Team Ignyte recognizes that finding a vendor that can meet each of these requirements may be challenging, and our team will work with the West Virginia DHHR to prioritize requirements and identify the ideal path forward to achieve the best possible solution.**

To address these problems, the Department of Administration Purchasing Division of West Virginia DHHR is seeking a modernized Secure Child Welfare Information System that can be centralized and standardized. The ideal solution should be compatible with the current CCWIS while still allowing for local customization. The solution must be modern, configurable, and must be a user-friendly interface. It must also meet all functional requirements and comply with Federal and State reporting requirements.

The innovative Secure Child Welfare Information System, shown in **Figure 6**, will serve as a central hub for multiple user types, including but not limited to: West Virginia DHHR caseworkers, individuals with legal obligations to foster children, program providers, and system administrators, so that they may interact and communicate seamlessly. This solution is designed to cater to the unique needs of each user type and will provide them with access to review, upload, schedule, and share vital data in service of foster children as defined by the West Virginia DHHR's functional requirements. Team Ignyte will work with the West

Our Understanding of West Virginia's DHHR User Requirements		
DHHR Users	**Functions**	**Informational Needs**
DHHR Care Team Members	Maintain communication with individuals who have a legal obligation in the care of foster children.	Data as contained in the current CCWIS delegated by dependency and easily translatable into communication requirements.
Foster Parents	Communicate with all other relevant stakeholders involved in the care of the foster child and provide updates regarding child movement, visitation, and hearings.	Secure access to communication from all user types and specific data pertaining to the care of the individual child.
Program Providers	Schedules upcoming meetings, court hearings, and other communications that aren't under the prevue of DHHR care team members.	Read only access to foster care data and scheduling access to communicate upcoming care appointments with stakeholders.
System Administrators	Internal DHHR member responsible for maintenance of user accounts, user access, and roles.	User accounts, back-end system access, and user roles

Figure 6: Our Understanding of DHHR User Requirements

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Virginia DHHR to ensure that each user has appropriate access and authority, allowing for a smooth implementation process and efficient task completion. By modernizing the collaboration and interaction capabilities between these user types, the Secure Child Welfare Information System will lead to more effective outcomes for the families utilizing this application.

Based on the information provided in the Market Research Request, Team Ignyte outlined program goals that a strong Secure Child Welfare Information System can achieve. The West Virginia DHHR should assess how well potential vendor solutions demonstrate their ability to meet all identified program goals outlined in **Table 1**. As detailed below, Team Ignyte possesses the relevant skills and experience to meet all areas of scope to achieve the West Virginia DHHR's expected outcomes.

Program Goal	How Team Ignyte Will Exceed West Virginia DHHR's Expected Outcomes
Data Security and Centralization *The West Virginia DHHR requires a secure centralized, configurable Secure Child Welfare Information System that stores highly sensitive family and child information.*	✓ Unify data so that it's easier to track and analyze, and to help ensure that only authorized users have access to data. ✓ Utilize our **experience developing HIPPA and COPA compliant solutions** to ensure that the Secure Child Welfare Portal will meet all relevant security considerations. ✓ Encrypt data **in transit and at rest** to ensure the security of sensitive materials. ✓ Out of the box version control capabilities to ensure that users are only considering up-to-date information in their analysis. ✓ All application users will have access to the same data and tools, which can lead to increased efficiency and productivity, as well as reduce the risk of errors, delays, and duplicated efforts while restricted user access can be configured based on the needs of the West Virginia DHHR.
Automation and Compliance with Current CCWIS. *The Secure Child Welfare Information System should be cloud-ready and automated to meet all functional requirements and support the existing CCWIS infrastructure.*	✓ Our solution utilizes Appian for Enterprise and comes with an industry leading **24/7/365, 99.95% availability/ uptime Service Level Agreement (SLA)** ✓ Appian's Low-Code platform is **easily configurable** to communicate with the existing digital infrastructure utilized by the West Virginia DHHR and is capable of interacting with all other data streams with minimal reconfiguration ✓ Data migration between these systems is robust, thorough, and allows for management decisions and interactions between stakeholders and families to be **driven by automated, data-rich reporting and insights**
Monitoring and Auditing User Responsiveness *The solution should provide mechanisms to record, maintain date & time stamps, track event history, and document chain of activity for auditing purposes.*	✓ All actions taken by users in the system are added to a comprehensive audit history that is **filterable, sortable, and exportable** ✓ Audit events can be surfaced to users via configurable reports and tailored towards sensitive system actions as needed ✓ Authorized users can set **configurable thresholds to** ensure that they are notified when system anomalies occur
Reporting and Dashboards *The West Virginia DHHR requires a reportable solution that can generate insights on key activities performed on the platform for review, reporting and auditing*	✓ Our solution unifies enterprise data in a single, searchable environment – affording the West Virginia DHHR a comprehensive view of all required information displayed as **robust, tailorable, data-rich dashboards to inform care decisions and view metrics on responsiveness** ✓ Automatically generates reports based on the reporting needs of the West Virginia DHHR or other relevant regulatory agencies ✓ Offers **real-time ad hoc reporting** to allow users to examine, report, and

Program Goal	How Team Ignyte Will Exceed West Virginia DHHR's Expected Outcomes
purposes and to improve child and family outcomes.	audit all activities performed within the platform ✓ **All reports** generated in the system **can be shared** with relevant parties to ensure that all users have the information required for their business roles
User Role Security and Documentation *The solution should protect the data of children in the foster system by ensuring that access is restricted to parties directly involved in the care of the child and archive all communication regarding this care.*	✓ Ensure that all parties with a legal obligation to ensure proper care of the child have adequate access and **case-specific permissions**. ✓ The Secure Child Welfare Information System **mimics the security parameters** as established by the existing CCWIS. ✓ All communication is archived by the Secure Child Welfare Information System and **is stored for future reporting and discovery objectives** as established by the West Virginia DHHR.
Configurability *The solution should be configurable to allow for flexibility in meeting the specific needs of the West Virginia DHHR.*	✓ User-friendly interface and drag-and-drop tools for non-technical business users to design electronic forms and workflows with dynamic rules ✓ Configurable workflows that can be customized for managing highly sensitive child and family information ✓ Integrations with other systems used by the West Virginia DHHR can be easily configured via Appian's **low code integration wizards**

Table 1: Exceeding the West Virginia DHHR's Expectations

To successfully achieve the West Virginia DHHR's program objectives and procure a modernized Secure Child Welfare Information System, the West Virginia DHHR needs an experienced partner to support their implementation.

Section 3 below outlines our proposed child welfare communication and case management platform in detail, Section 4 responds directly to all of West Virginia DHHR's requirements as outlined in the RFI, and Section 5 outlines our relevant past experience.

As a team with the relevant capabilities and past experience, the West Virginia DHHR is seeking as well as a proven history of successful delivery, Team Ignyte is an ideal partner to create a modern Secure Child Welfare Information System for secure communication and coordination of care for families in the foster system.

3.0: Technical Approach (RFI 3.1)

Our team has developed numerous social services case management solutions and has the capabilities and understanding required to address each of the West Virginia DHHR's unique business needs for the implementation of a modernized web-based communication system to facilitate communication between stakeholders who provide services to foster children. The proposed solution will enable West Virginia DHHR to meet or exceed their modernization & digital transformation goals with minimal risk.

3.1 Our Proposed Solution

As illustrated below in **Figure 7** and detailed in this section, our developed solution provides the full range of **communication and case management** capabilities, covering Identity / Consent Management, Program Enrollment Management, Communication & Collaboration, and Audit / Reporting.
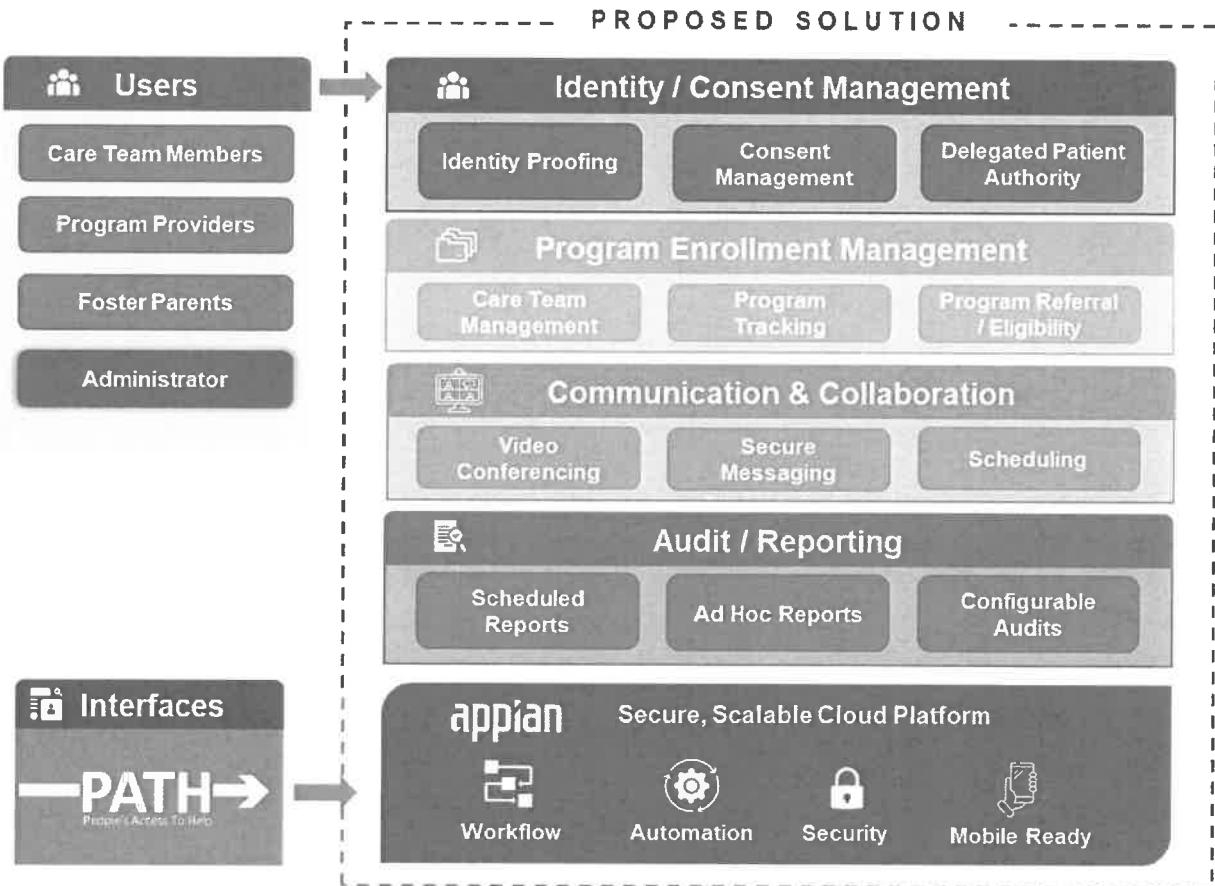

Figure 7: Our Proposed Case Management Solution

3.1.1 Identity / Consent Management

Due to the Protected Health Information (PHI) that is captured and stored on modern child welfare case management solutions, it is critical that solutions are designed with privacy, specifically identity and consent management policies, in mind. If not properly addressed, insufficient identity proofing can result in PHI getting shared with incorrect parties and inadequate consent management could result in various issues surrounding the quality of care received by the children – ultimately decreasing the quality of outcomes.

For the reasons outlined above, Team Ignyte designed our Child Welfare Case Management solution with both Identity and Consent management at its core. **Figure 8** outlines these capabilities including Identity Proofing, Consent Management, and Record Release which are explained in further detail in the following section.
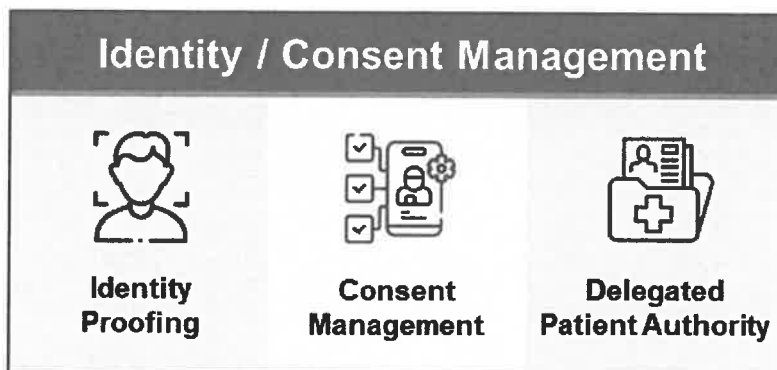
Figure 8: Identify/Consent Management Capabilities

Identity / Consent Management

Identity Proofing

Consent Management

Delegated Patient Authority

Identity Proofing

Identity Proofing policies are critical for modern Child Welfare Case Management solutions as they help verify both the identities of the children receiving care or services and the individuals providing the care of services – ultimately ensuring that the right child is receiving the correct services and that the individual providing the services is who they say they are.

Identity Proofing for Children

Authentication

Team Ignyte's solution handles client authentication through credentialed access to a client portal. In addition to the standard demographic information collected during the credentialing process, our system has several additional identity checks to ensure that access is being granted in a safe and secure manner. A few examples of these checks include 2 factor identification via a valid email address or phone number and geo restricting to ensure that the user is accessing the system from an expected region. Additionally, if desired, **our solution can integrate with any identity provider desired by West Virginia DHHR (e.g., Optum) for the purpose of authentication**. This solution allows clients access to all relevant program enrollment information both current and historical including care plan details, services, treatments, and assessment results all while ensuring that the client is who they say they are.

Identity Matching

Team Ignyte's solution comes out of the box with identity matching functionality to ensure that there is only ever a single record created for a client over their entire life. When adding a new client to the system, **the central database along with any other desired Identity and Access Management (IAM) platform(s) that the system is integrated with, including the existing CCWIS, are queried to see if there is an existing record for the new client**. If there is, any information gathered on the client is related to the existing record as opposed to creating a new

one.

Identity Proofing for Service Providers

Service Provider Credentialing

Our solution addresses the problem of identity proofing during the service provider credentialing process through an Initial Verification module. The solution contains a publicly available web portal that allows providers to submit a credentialling request for the purpose of registering them as known providers in the system. The credentialing process works as follows:

i. Providers indicate and system validates via integration if they are already credentialed with the existing CCWIS
    1. If yes, login occurs through existing CCWIS SSO
    2. If no, see step ii
ii. Providers upload a photo of a valid form of identification
    1. Appian's intelligent document processing (IDP) parses identifying information off the card including name, date of birth, and License #.
iii. Providers enter the following information
    1. Email
    2. Phone
    3. Facility location(s)
iv. Upon submission, a task is then routed to a system administrator to determine whether the provider should be credentialed based on the information provided.
v. Once credentialed, the provider will be a part of the system and can be added to care teams for the purpose of viewing and updating client information.
vi. [Optional] Credentialing information is sent to existing CCWIS for the purpose registering provider in that system as well

Access Control

Our Child Welfare Case Management solution ensures that only authorized service providers have access to a child's health record by strictly adhering to the principles of Role-Based Access Controls (RBAC). **Every data point, interface, and action have permissions established such that only authorized providers have access to them.**

Without proper identity proofing for both providers and clients, there are significant risks that could affect both the security of PHI as well as the quality of client outcomes. For this reason, Ignyte puts identity proofing as a central component of all our healthcare solutions.

Consent Management

When developing a case management solution for child welfare, it is important to consider how the system will handle consent policies surrounding the systems sensitive and confidential information including, but not limited to health records, mental health assessments, educational records, and reports of abuse or neglect. If a case management system does not have the proper consent management capabilities surrounding this sensitive information, various issues can arise including the sharing of information without proper authorization, legal and ethical violations, and miscommunications between individuals involved in the care of the child – all of which will decrease the quality of outcomes for the children receiving services.

For these reasons, Ignyte's solution comes out of the box with a consent management module to

empower foster parents to delegate access to their foster child's PHI as seems most appropriate to them. When creating a record release, parents specify who they authorize to view the data, the reason for the disclosure, what information can be shared, and if they wish to share their protected health date (i.e., Mental Healthcare, Substance Abuse, Cancer, and HIV). **Figure 9** below shows Ignyte's consent management module.

Figure 9: Ignyte's Consent Management Module

Record release requests are routed to the foster parents who may approve or reject the request. Once approved, they may be revoked at any time through their health portal. Each step in the process is audited and easily reportable for Care Team Members to view from a single dashboard. **Figure 10** below demonstrates an example completed record release request.

Ignyte's Consent module ensures that providers are documenting that they provided the child or the child's guardian with all information and resources necessary to make informed decisions about services provided. During the enrollment / treatment process and as needed, paper forms are provided to the child or their guardian for signature and uploaded into the child's record, where the consent forms are linked to the relevant records within the client's health record.

Figure 10: Provider View of Record Release

Through the capabilities outlined above, our solution empowers foster parents with the controls required to ensure that their foster child's information is only accessible by users that they believe should have access to it. These controls are intuitive to use and provide the end users with the fine-grained control over their children's sensitive health information required to drive positive outcomes and trust in the case management system.

Delegated Client Authority

When dealing with healthcare and social services for minors, it is important to have systems in place to ensure that parents / guardians can delegate authority to additional Responsible Person(s) if they will be unable to provide decisions for any amount of time. For this reason, **our Child Welfare Case Management solution comes standard with client authority delegation capabilities** to ensure that all clients can have access to services in a timely fashion even when their parents / guardians are unavailable.

The following diagram in **Figure 11** outlines several of the key challenges that organizations face when providing delegated client authority for minors. These challenges include allowing parents / guardians to specify exactly which authorities they want to delegate, how long they want to

Figure 11: Delegated Client Authority Challenges

delegate each authority, how to handle identity proofing, and how to audit the delegation process.

Ignyte's solution offers temporary delegation of client authority capabilities. For minors, requests for record releases are typically routed to a foster parent for approval. However, in the case where a minor's parents / guardians will be inaccessible, a Temporary Delegation of Parental Rights can be filled out which grants additional "Authorized Person(s)" the ability to make medical decisions on behalf of the child.

When completing the Temporary Delegation of Parental Rights, a parent / guardian must include contact information for the Authorized Person(s), a picture of the Authorized Person(s) ID, specify how long the delegation is valid for, and enumerate which medical decisions are delegated to the Authorized Person(s) including medication consent, immunization consent, procedures, etc.

Figure 12 below depicts one implementation of Ignyte's temporary delegation of client authority capabilities as part of a record release request. When a record release request is initiated, the system determines if the request should be routed through a parent / guardian in the case that the client is a minor. If so, the system automatically routes the request either to the parent / guardian or to designated authorized person(s) in the case that the parent / guardian is not available.
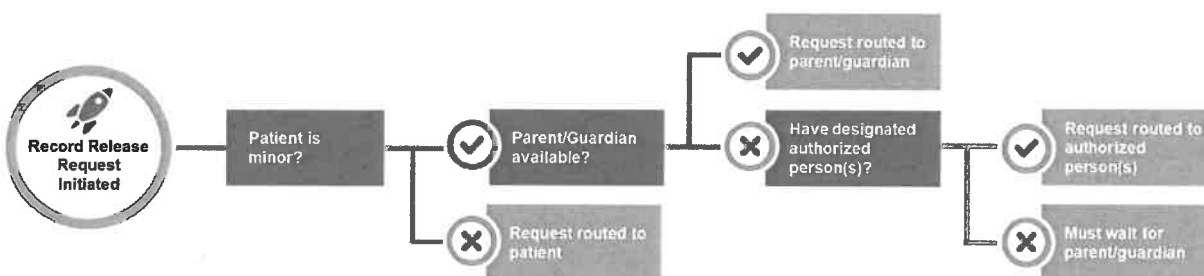
Figure 12: Client Authority Delegation Flow

All information collected in this process along with critical metadata (i.e. who submitted the form, at what time of day it was submitted, was it submitted via computer or tablet, etc.) is recorded and is fully auditable. These records can be stored indefinitely or as long as is required to meet West Virginia DHHR's audit requirements.

Because service providers are unable to provide care or other services to minors without proper parental / guardian authorization except for in life threatening situations, our solution's ability to allow parents / guardians to delegate authority to additional Responsible Person(s) ensures that decisions can be made on behalf of minors in a timely manner – ultimately improving their quality of care and eventual outcomes.

3.1.2 Program Management

To drive the best possible outcomes for children, modern welfare case management solutions must be able to track and support all critical activities throughout the lifecycle of a client's enrollment in a program. This includes the capabilities required to get a client enrolled in the necessary programs, the ability to track the client's progress in those programs and providing relevant care team members with the proper visibility into the child's program information to make informed decisions about their care. Without these capabilities, there can be significant gaps between the needs of the child and the actual care they receive – ultimately decreasing the quality of outcomes.

For the reasons listed above, our Child Welfare Case Management solution comes out of the box with the program management capabilities required to ensure that children can be enrolled in programs most relevant to their needs and provide critical insights into the services and care that each child is receiving. **Figure 13** outlines these capabilities which are explained in further detail in the following section.
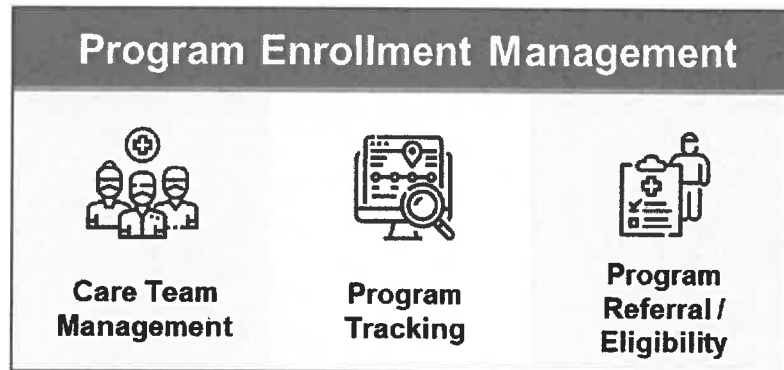
Figure 13: Program Enrollment Management Capabilities

Care Team Management

Child welfare cases are often complex and require multiple stakeholders (i.e. foster parents, case workers, lawyers, medical professionals, and educators). For this reason, our solution takes a holistic approach to care team management that ensures that all the necessary stakeholders have the relevant access to the client's information required to drive better outcomes.

Utilizing Appian's RBAC capabilities, **foster parents can add or remove relevant parties from their foster child's care team – providing access to the child's information and the ability to take actions in the system** (i.e. record notes, schedule a meeting, conduct a virtual visit, etc.). Additionally, through utilizing Appian's RBAC capabilities, foster parents have the fine-grained controls required to choose exactly what information and actions care team members can see on the child's record – allowing for specifically tailored access controls for each user or type of user that is a part of the child's care team. Through this, foster parents can allow access to all relevant data points and actions to the necessary end users – removing barriers between the foster child and the care that they need.

Once an individual is added as a part of the child's care team, they have access to all the information and actions granted to them by the child's foster parents or legal guardian. This includes data points such as program enrollments, care plans, assessments, notes, and information on other members of the care team. Additionally, care team members can take various actions including scheduling a meeting with the child or other care team member, conducting that meeting virtually, and writing notes.

Through our solution's holistic approach to care team management, relevant stakeholders have access to improved communication capabilities and visibility required to decrease the duplication

of efforts and make timely decisions – ultimately helping to drive the quality of services that the children receive and improving the quality of outcomes.

Program Tracking

In addition to tracking which relevant parties are a part of an individual's care team, our solution also comes out of the box with program tracking capabilities to allow users access to relevant information surrounding what programs an individual is enrolled in both currently and historically. This allows service providers with the proper permission to view critical information and insights about the individual – helping them make informed decisions about the individual's care and improving outcomes. These capabilities are outlined below:

1. **Data Collection and Management**: Our solution enables the collection of client information from multiple disparate sources (i.e., the existing CCWIS). This information includes case notes, information on services provided, goal tracking, and assessments. Additionally, our solution can be tailored to allow for the collection of any additional data points desired by West Virginia DHHR or as required by any relevant compliance policies.

2. **Performance measurement:** Our solution allows for care team members to create and track goals for the clients – enabling the tracking and measurement of individual and program performance against both standardized and personalized goal metrics. Once a goal is created, care team members are prompted to update the client's progress towards those goals at each meeting and can specify the amount of time spent on each goal. This information can then be viewed on the client record through both out of the box as well as ad hoc reports.

3. **Expense Tracking:** Our solution comes out of the box with expense tracking capabilities – allowing users to manage all expenses made on behalf of a client. These capabilities include the ability for relevant administrator users to set a budget for a client's enrollment, the ability for service providers to track expenses and all required data points (i.e. date, price, reason, photographic evidence) relevant to the client's care, as well as the ability to visualize a timeline of all expenses over the child's lifecycle of care.

4. **Collaboration:** Our solution enables collaboration among care team members, including the ability to share data and track progress towards goals in real-time. Additionally, care team members can assign tasks to each other as well as communicate virtually through video conferencing capabilities as well as a secure messaging portal.

Overall, our child welfare case management solution has robust program tracking capabilities that enables care team members and foster parents to drive positive outcomes for children and families involved in the child welfare system.

Program Referral / Eligibility

Team Ignyte understands that the type of services required by a child might change during the lifecycle of care or additional needs might be identified once the child begins receiving services. For these reasons, if a service provider identifies a gap in a child's care, our solution provides them with the ability to search for relevant programs to address this gap, screen the child against specific eligibility criteria for that program, and submit a referral for that program on behalf of the child. This process is elaborated in further detail below:

Our solution allows for authorized users to search through the directory of all programs in the

system. Our system can be configured such that the directory of programs is pulled from any desired source (i.e., West Virginias DHHR's PATH system) so that the information can remain in a single source of truth while also eliminating unnecessary data siloes. Users can search for programs that match specific key words or can filter based on various parameters including program type, start date, and specific eligibility criteria.

Once a program is identified, an eligibility assessment is administered to the child. **Each program is configured with an eligibility checklist, which are used by case managers for verification.** See **Figure 14** below. After communicating with a client and reviewing for eligibility, the child can be enrolled in the program, or, if more approval is required, an official referral can be sent on behalf of the child to the required party. Our solution comes out of the box with a referral processing module – however, if desired, our solution can integrate with existing referral case management systems to process the request and then pull the decision back into our system so that the care team has access to the referral information on the centralized client record.
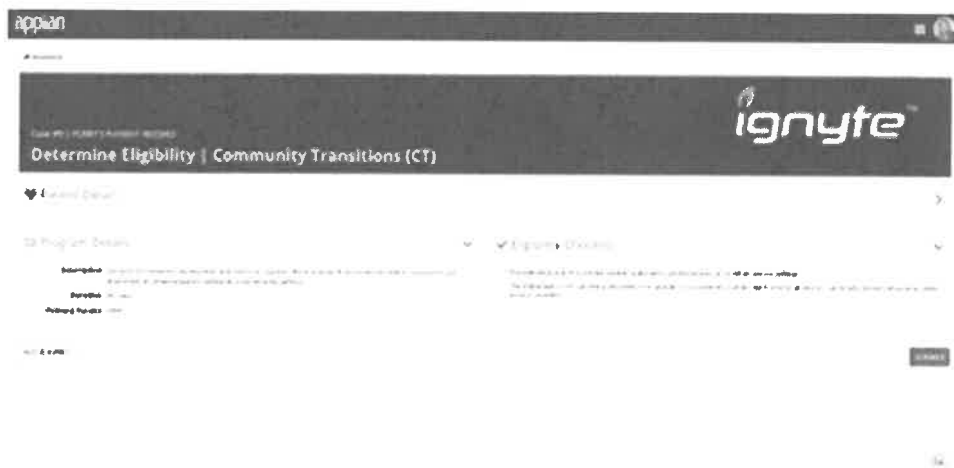
Figure 14: Eligibility Determinations

Referral and eligibility capabilities are important for a child welfare case management solution as they enable agencies to identify and assess children and families for services in a timely and efficient manner, target services to those in need, ensure consistency, and collaborate with other service providers to improve outcomes for children and families involved in the child welfare system.

3.1.3 Communication & Collaboration

To drive the best possible outcomes for children receiving services, child welfare case management solutions must be designed around comprehensive communication and collaboration capabilities. By increasing service providers ability to communicate with each other as well as the child's legal guardian, information and insights can be shared in an efficient and timely manner, helping keep all members of the care team up to date on the latest developments with the child and ensuring that they have the proper information required to always make the best decisions for the child's welfare.

For the reasons outlined above, Team Ignyte developed our case management solution with communication and collaboration at the very center of its design. These capabilities, as outlined in **Figure 15** include Video Conferencing, Secure Messaging, and Scheduling and are outlined in further detail below:

Communication & Collaboration

Video Conferencing

Secure Messaging

Scheduling

Figure 15: Communication & Collaboration Capabilities

Video Conferencing

Video conferencing is a crucial component of any child welfare case management solution for several reasons. First and foremost, it enables care team members to communicate with children and families who may not be able to attend in-person meetings due to distance or other logistical barriers. **This is particularly important in rural or remote areas, where access to healthcare and other social services can be limited.** Our solution comes out of the box with video conferencing capabilities powered by Microsoft Teams that allows for fully remote communication between care team members and children and families and is accessible on desktop and mobile devices.

Moreover, video conferencing can improve collaboration among care team members, enabling them to work more efficiently and effectively. By allowing for face-to-face meetings without the need for travel, **video conferencing can help to streamline the coordination of care and support for children and families involved in the child welfare system.** Our solution allows members of the care team to view an up-to-date calendar of all other members of the care team and send virtual invites to time blocks that everyone is free or start a new meeting right away if everyone is free. Additionally, care team members can share key data points including notes, observations, assessments, and reports with each other as a part of the meeting invitation to ensure that everyone has time to review the pertinent information before the meeting.

In addition, video conferencing can enable care team members to observe and assess children and families in their home environment, which can provide valuable insights into their needs and challenges. **This can help to ensure that children receive the services and support they need to thrive.** Team Ignyte chose to use Microsoft Teams for these video conferencing capabilities as it provides users with a HIPPA-compliant way to collect PHI from these videos. Once collected, these videos are encrypted both in transit and at rest to ensure that all information collected from these videos is secure.

In addition to the reasons outlined above, Team Ignyte understand that Video conferencing also provides a more personal and engaging way for care team members to interact with children and families, enabling them to build trust and rapport. This can be especially important in situations where children and families may be hesitant or distrustful of the child welfare system. **Through this, video conferencing allows for children and families to work with service providers in whatever setting they feel most comfortable in – improving quality of care and eventual outcomes.**

Secure Messaging

Due to the often-sensitive nature of the information collected in child welfare case management solutions, it is critical that care team members can share information in a safe and secure manner. For this reason, our solution comes out of the box with a secure messaging module, its capabilities are explained in further detail below:

1. **End-to-End Encryption:** Our messaging module has AES-256 end-to-end encryption, which means that only the sender and the recipient can read the messages even if it were intercepted by a third party. Additionally, our solution is both HIPPA and COPPA-compliant and can be tailored, if required, to meet any other additional compliance requirements that the West Virginia DHHR or other regulatory body requires.

2. **Secure File Transfer:** Our solution allows users to securely transfer files, such as evaluation results and relevant videos, to other authorized members of the care team within the messaging system. If desired, these files can be password protected such that only individuals who know the password can open the files – preventing unwanted sharing with other parties outside of the system.

3. **Automated Messaging:** Our solution allows for authorized users to set configurable thresholds such that they receive an automated message from the system when a certain action occurs. For example, as a foster parent, I could set up an automated message such that every time a service provider logged an encounter with my child in the system, I receive a notification containing relevant information about the encounter.

4. **Ad Hoc Messaging:** In addition to the automated messaging outlined above, our solution also allows for care team members to send messages to each other on an as needed basis. By facilitating this communication directly in the application instead of using a third party service like e-mail, the communication process is streamlined and the system is able to audit all communications surrounding the child's care.

Scheduling

Scheduling capabilities are important for a child welfare case management solution because they improve efficiency, help stakeholders prioritize tasks, and improve coordination between stakeholders. For these reasons, our solution comes out of the box with a scheduling management module that allows for care team members the ability to streamline their existing scheduling processes.

Our solution allows case workers to schedule appointments with families, court appearances, and other meetings, ensuring that they can visualize and manage their workload effectively. Additionally, upon creating an event on the schedule, users can share the invite with other members in the system – automatically populating their calendar with the event. If desired, our solution also comes with out of the box conflict detection and meeting recommendation capabilities. Through these, our solution analyzes the calendars of all individuals invited to the meeting and automatically detects if any users have a conflict to the proposed time and suggests an alternative time that everyone is free if a conflict is detected.

Once a meeting is scheduled, **our solution keeps a comprehensive audit of all information surrounding the meeting including when the meeting was, who was invited, who attended, and, if desired, a video recording and transcript of the meeting.**

By default, our solution utilizes an integration with Microsoft Outlook to pull in information about users' calendars. However, through utilizing Appian's Low Code integration capabilities, our solution can easily be tailored to integrate with any legacy system that West Virginia DHHR desires.

Through the capabilities outlined above, our solution allows for users to consolidate their scheduling needs directly into our solution rather than needing to juggle multiple applications at once. Through this, users are able to get relevant meetings scheduled faster and break down traditional barriers to communication – increasing the amount of impactful work that can be done and ultimately driving better outcomes for clients.

3.1.4 Audit / Reporting

Auditing and Reporting capabilities need to be a central component of all child welfare case management system as they are critical in providing administrative users with a 360-degree view of what actions are being taken in the system and by who in an intuitive and easy to use way. Without necessary audit capabilities, users would not have insights into when actions were taken and the system and by who – making it harder to identify what types of care has been performed and making it easier for unauthorized access to go unnoticed. Without necessary reporting capabilities, users would struggle to visualize all the data collected in the system for the purpose of identifying key metrics and trends surrounding the quality of the child's care.

Based on the reasons outlined above, Team Ignyte's Child Welfare Case Management solution comes out of the box with configurable, industry-leading audit and reporting capabilities. **Figure 16** outlines these capabilities which are explained in further detail below.

Figure 16: Audit and Reporting Capabilities

Scheduled Reports

Automated reports offer several benefits to a child welfare case management solution. They increase efficiency by streamlining the reporting process and reducing the workload of service providers and supervisors. They provide timely and up-to-date information on case activities, workload, and outcomes, which can facilitate communication and decision-making among stakeholders. Automated reports also provide valuable data for analysis and research, supporting quality assurance, policy development, and resource allocation. By increasing accountability, automated reports help to ensure that case workers and supervisors are meeting their responsibilities and providing the necessary support to children and families. Based on these reasons, our solution comes out of the box with **configurable scheduled reports** that allow for users to ensure that they always have access to the information and trends needed to drive the best outcomes possible.

Utilizing Appian's low code reporting capabilities, **authorized users have the ability to create their own, personalized recuring reports**. Users have the ability to specify what data points they would like to include, what sorts of aggregations they would like to perform on the data, what

filters they wish to include on the data set (including date range, service type, case, etc.), as well as at what interval would like the report to be generated for them (i.e. once daily, once a week, once a month, etc.). Additionally, **users can indicate if they wish to disseminate those reports to any other care team members**(with the proper permissions) via secure messaging.

Our system can output a number of standard report views (e.g., grids, bar charts, pie charts, etc.). However, there is also a **wizard-based tool that users can access to create custom reports in any desired format** based on human activity throughout the system and all process related activities. These reports are able to be saved in any file format that the West Virginia DHHR would like or can also be sent via secure email to the requesting user(s).

By allowing users to create their own scheduled reports and share them with other relevant parties, users can be confident that they will have the tools available to ensure that they will always have the required data points required to make the most informed decisions possible to drive the best possible outcomes.

Ad Hoc Reports

Although the ability to create recurring reports to monitor consistent data points over time is critical to any child welfare case management solution, the ability to create ad hoc reports over real-time data is equally as important. Because of this, Team Ignyte's solution comes out of the box with rich ad hoc report capabilities as shown in **Figure 17**.

Figure 17: Appian's Out-of-the-box Reporting Capabilities

For various reasons, users may need the ability to create completely custom views over all of the data in the system. In order to do this, our solution allows users with the proper permissions to **create an ad hoc report over any desired data set in the system**. These reporting capabilities allow for users to filter and sort the information based on any desired user parameters to ensure that the information returned in the report is exactly what they need – minimizing the need to do additional data manipulation in a third party tool. With our Appian-based solution, users will have the power to efficiently generate ad-hoc reports and visualize data in stunning, pre-built reports.

Additionally, if desired, these ad hoc reports can be saved so that, if required, a user is able to execute the same report query in the future. In a similar vein, if the user realizes that the report is something that they will need on a recurring basis, they can transition to the ad hoc report into a scheduled report. Additional details on scheduled reports can be found in the Scheduled Reports section above.

In addition to allowing authorized users to create their own ad hoc report, our solution also comes standard with several templated reports out of the box including number of inquiries made by foster parents and average time between foster parent inquiry and care team member response – measuring responsiveness of the system users.

While both scheduled and ad hoc reporting capabilities are critical to ensuring that system users have the necessary tools required to identity important trends and data points relevant to their business roles, modern systems need export capabilities so that these insights can be shared with the necessary, authorized stakeholders who may not be system users.

As our solution is built on top of the Appian platform, one of the benefits is that **West Virginia DHHR maintains complete ownership over their data.** Through this, authorized users are able to export any data or report from the system into any desired system including MS Word, Excel, and PDF. Through this, users can export required information from the system and disseminate to relevant parties – allowing all relevant parties access to data points and trends required for their business roles.

Configurable Audits

Due to the sensitive nature of the information stored on a child welfare case management platform, it is important to know exactly who is accessing information and under what circumstances that access occurs. This is important for numerous reasons including the detection of unauthorized access, identifying which services drove which outcomes, and general accountability of all users in the system. For these reasons, Team Ignyte designed our system with various Monitoring and Auditing capabilities including custom audit capture, audit visualization capabilities, and automated file management functionalities.

Client-Provider Attribution Service

Client attribution is a critical component of any population-based payment (PBP) model. Client attribution is the method of identifying client-provider relationships and outlining which services were rendered to a client by which provider and when. Client attribution services are critical as they serve to promote provider accountability – ultimately increasing the quality of provider care and eventual client outcomes.

In addition to the quality of care and client outcomes, Ignyte recognizes that leading healthcare institutions (i.e., CMS) as well as state and local healthcare organizations use client attribution as a way to evaluate the performance of providers. In the case of large, nationwide players, client attribution can serve to determine which fee schedule a provider should be added to for a given year. For smaller, regional organizations, client attribution serves as an empirical benchmark among providers to determine the quality of provider care for the various internal reasons including compensation.

Due to the importance of client attributions services, our solution comes out of the box with several ways to identify client provider relationships including a care plan management module, an encounter tracking module, and a care management dashboard.

Our solution comes standard with a care plan management module. This module allows healthcare organizations to track which providers are working with specific children, for what time periods are they working with the children, what goals they are working with the children on, and which services are they providing the children. This care plan module provides a strong, holistic view of which providers are responsible for which pieces of the healthcare lifecycle for a child.

Our solution also comes out of the box with an encounter tracking module. This module allows service providers to track the specifics about what services they rendered to a child on a given visit. These data points include time spent on each goal, progress made on each goal, service(s) rendered, and various narrative data points explaining the encounter.

Additionally, providers have access to a care management dashboard that shows them a view of all children under their care – both past and present. Providers are then able to drill into each child's details in order to view information on their care including demographic information, care plan details, and encounters.

Between the care plan management module, the encounter module, and the care management dashboard, Ignyte's healthcare solutions provide healthcare organizations with a clear view of the often-complex relationships between clients and service providers. Based on this, organizations can easily identify which providers are contributing at the highest rates to clients with positive outcomes and which providers are not.

Custom Audit Capture

Our solution comes out of the box with audit capture capabilities on every component in the system to help ensure that no unauthorized access occurs to sensitive files and that system users are properly using the portal. By default, all user activity within the system (i.e., viewing, uploading, sharing, downloading, and deleting of files) is automatically recorded in the system along with a **log of who conducted the activity, a timestamp of when it was conducted, and what the public IP address of the user is.**

In addition, all failed attempts at unauthorized actions are also stored in the system. Through this, the system is able to gauge who is attempting to gain unauthorized access, what are they trying to gain unauthorized access to, and how many attempts have they made to gain unauthorized access. Failed login attempts are also tracked in the system. When a user attempts to log in to our system and enters an incorrect username or password, that event including what the incorrect credentials were, when the attempt was made, and how many login attempts were made is collected.

If desired, custom audit capabilities can be added to the system to meet both functional and compliance requirements. For example, an audit could be added to the system to help gain additional insights into user usage of the system including but not limited to showing how long a user viewed a case file. Through the collection of audit information as outlined above, our system collects enough audit information to ensure that all actions taken in the system are from authorized users and that if an unauthorized action is taken, the system will have enough information to conduct an investigation on what happened.

Audit Visualization

Although the collecting of audit information is the most important part in tracking user access (both authorized and unauthorized) across a child welfare case management solution, many systems lack the visualization capabilities required to rapidly gain meaningful insights from the audit information. In many cases, while systems have audit capture capabilities, all of that information is written to hard-to-parse log files – making it hard to gain meaningful insight from actions taken in the system. For this reason, Team Ignyte's solution is designed not just to collect all of the necessary audit information but also comes out of the box with the visualization tools required to identify anomalies and trends across the system.

For every file and folder in the system, there is an audit history that authorized users have access to. **This audit log contains a human-readable breakdown of every action that was taken on the object** including the user that made the action, the public IP of the user, and a timestamp of when the action occurred. This allows for users to have a real-time history of all of the actions that were taken on the file or folder directly in the system itself and not relegated exclusively to an

unintuitive log file.

Additionally, **our solution's audit histories are fully sortable, filterable, and exportable** meaning that users are able to sort the history based on user-provided parameters, filter the audit to only contain actions relevant to their audit, and export the information in any desired format. This allows users to rapidly view the information relevant to their audit as opposed to needing to sift through the entire audit log.

Our team of cross-functional consultants can utilize Appian's low code reporting capabilities to rapidly tailor the system to include all reports required by the West Virginia DHHR or relevant regulatory agencies.

3.2 Project Management/Team Structure

Team Ignyte proposes to establish a Project Management team structure for the West Virginia DHHR that aligns with their vendor responsibilities and information security requirements. Our proposed team structure will consist of a Project Manager, Appian Consultants, Business Analyst/Tester, and an Organizational Change Management (OCM) and Training specialist, each with specific responsibilities to ensure successful project delivery while complying with all relevant requirements. **Figure 18** outlines our proposed team commitments and roles for this project.
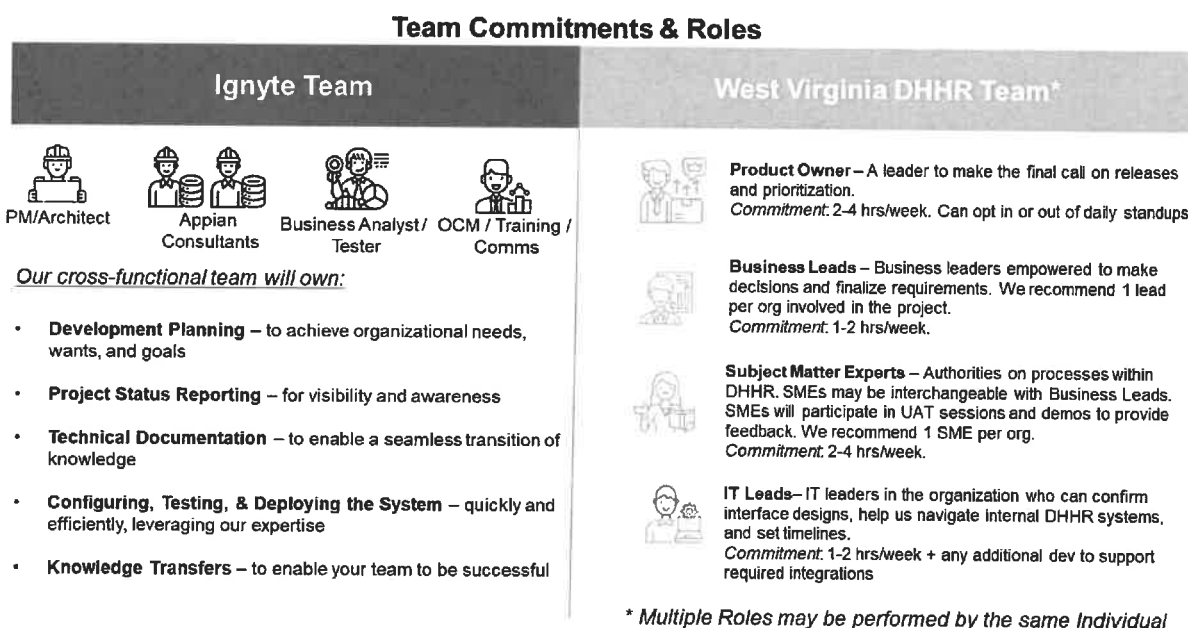
Figure 18: Team Commitments & Roles

Our proposed Project Manager will oversee overall project planning, execution, and delivery while serving as the primary point of contact between West Virginia DHHR and Team Ignyte. The Appian Consultants will be responsible for designing and configuring a system to ensure compliance with security requirements. This includes coordinating with the West Virginia DHHR Information Security Manager to establish the Vendor's security program, ensuring all Vendor

personnel assigned to West Virginia DHHR comply with Security Requirements, and establishing and maintaining a security violation response and reporting procedure. The Business Analyst/Tester will ensure the software meets the West Virginia DHHR standards for quality, reliability, and functionality through regular testing and quality assurance checks. Our proposed OCM and training specialist will focus on ensuring that the new changes to West Virginia's processes and technology are implemented smoothly and effectively, and that DHHR desired outcomes for users are achieved.

Implementation of the Secure Client Portal

Define Tailoring Requirements	Configuration and Testing	Production Readiness and Deployment
• Demonstrate Solution Functionality • Collaborate with DHHR users and stakeholders to understand current Pain Points • Solicit Feedback • Assess current system • Share guidance and suggestions • Develop backlog of tailoring requirements	• Configure solution to the DHHR's technical environment • Tailor forms, workflows, data models, and reports • Extensive testing of system integration and performance • Refine reporting functionality and validate changes	• Provide full training and technical documentation • Guide the process of onboarding new DHHR system users • Develop stakeholder communications announcing changes • Enable deployment and monitor for user issues

Figure 19: Ignyte's Phased Approach

Team Ignyte will follow our proven approach outlined in **Figure 19** to work closely with West Virginia DHHR, participate in meetings, and provide regular updates on project progress. All our assigned project personnel will comply with Security Requirements and complete required training and certifications. Our thorough approach will help ensure the software meets West Virginia DHHR standards for information security. Ignyte will use our proven iterative, phased approach to tailor our solution to DHHR's specific needs. Our approach will start with a demonstration of our working solution's functionality and feedback solicitation from key DHHR users and stakeholders. Once requirements are validated, we will perform extensive system integration and beta performance testing to confirm the solution meets DHHR expectations. We will configure and implement a tailored version of our existing solution based on DHHR's needs and users' unique needs. To support production readiness and deployment, we will provide training and technical support to ensure a smooth transition for both DHHR and end-users.

To ensure that West Virginia DHHR users can make the most of the solution, Team Ignyte will provide tailored and interactive trainings for different user groups. The trainings will be scheduled at times that suit the DHHR user base to maximize attendance. In addition, training materials, including recordings, instructional guides, and process guides, will be made available exclusively to users serving in administrative roles. West Virginia DHHR Administrators will have access to training documentation for all system functions within the training module of the application through their elevated security. This comprehensive approach to training will help to ensure that all users are proficient in utilizing the solution and will enable them to seamlessly integrate the solution into their daily workflows.

With maintenance and support services available from 8 AM - 6 PM ET on weekdays, our solution includes robust long-term support and maintenance options for the application, ensuring that it remains up-to-date and fully functional over the long term. The system is also designed to be highly scalable and flexible, providing a range of supported cloud-database sizing options to accommodate the evolving storage needs of the DHHR. Additionally, **usage patterns can be monitored over time to quickly scale the database to meet changing needs and usage**. The system leverages user level security groups to grant administrator privileges and individual user licenses, providing maximum flexibility when determining or changing the number of system administrators. With support for real-time data transmission across endpoints using HTTPS, all data is automatically encrypted prior to storage and transmission, ensuring that sensitive data remains secure at all times. Overall, our proposed system provides the DHHR with a scalable, secure, and reliable solution that can easily meet their current and future needs.

4.0: Response to DHHR Specific Questions

To select the optimal partner to assist West Virginia DHHR as a trusted technology advisor to provide both strategic expertise and tactical skills to help achieve its mission, DHHR should assess how well potential vendor solutions demonstrate their ability to meet all of its requirements as outlined in the Request For Information. As shown below, Ignyte possesses the relevant skills and experience needed to implement **100% of the requirements outlined in the Request For Information.**

The following subsections describe our ability to meet the DHHR's requirements for a **web-based communications system designed to facilitate communication between designated stakeholders who provide services to foster children.**

4.1 How would the web-based communication system ensure that access to utilize the child welfare information technology system is available to only those parties with legal responsibilities to care for and support the foster child? Access must be automated with the existing comprehensive child welfare information system (CCWIS) to avoid information being entered into two separate systems.

Our solution is based on a permission-centric design to all information in the system and utilizes Appian's **RBAC controls** to ensure that only those individuals who have been granted access to information by a child's foster parent can view that data. Foster parents are given fine-grained control to indicate which parties can view their child's data – and more specifically, what data points they have access to and for how long that access is valid. **Additional information can be found in Section 3.1.1 (Identity Proofing and Consent Management).**

Additionally, our solution can be integrated with the existing West Virginia PATH CCWIS via Appian's low code integration capabilities to automatically sync all existing data and permissions between the two systems. Our system can utilize Appian's Data Anywhere capabilities to provide users of our system with all relevant information they need from the existing CCWIS without needing to copy that information over into our system. This provides numerous benefits including not creating unnecessary duplicates of data as well as eliminating the risk of information becoming out of sync between the two systems over time.

Our solution is also SSO compatible. If desired, our solution can utilize West Virginia DHHR's existing identity provider to create a SAML-based SSO. Rather than needing to build out and maintain additional authentication capabilities in our solution, **DHHR users can authenticate into our solution using their existing SSO portal**. An SSO connection not only provides users with a secure authentication process but can also map DHHR's existing organizational hierarchy directly to roles in our application – reducing manual user set up time and removing the opportunity for discrepancies in permissions between our solution and any other DHHR system.

4.2 How would the web-based communication system archive communications for the purpose of running reports on responsiveness by parties utilizing the system?

All actions taken in our proposed web-based communication system are fully archivable. The metadata included for each action taken include who took the action, a timestamp on when the action was taken, as well as the public IP from which the action was taken. Once the audit information is collected, authorized users have the ability to generate reports based on the audit information utilizing our solution's intuitive reporting suite of automated and ad hoc reports. **More**

information on our solutions Audit and Reporting capabilities can be found in Section 3.1.4.

4.3 How would the web-based communication system complement the existing CCWIS for the purposes of controlling access to those parties with legal responsibilities to care for and support the foster child and to archive the communications for purposes of discovery or other reasons.

Our solution provides fine-grained **RBAC capabilities** to ensure that only those parties with legal responsibilities to care for and support the foster child have access to data about the child. **Additional information can be found in Section 3.1.1 (Identity Proofing and Consent Management).**

All actions and communications taken in our system are fully archived. These archived actions and communications can be viewed and exported by authorized users as needed for discovery or other reasons. This can be particularly useful in legal cases where there may be a need to access previous communications related to the foster child's care and support. **More information on our solutions Audit and Reporting capabilities can be found in Section 3.1.4.**

4.4 In what jurisdictions is this software currently being utilized?

Our Child Welfare Communication and Case Management platforms are currently being utilized at RMHS and Tarrant County, Texas to modernize the full lifecycle of child welfare in an effort to maximize the quality of outcomes for children and their families. Additionally, Appian solutions are deployed at over 100 state federal agencies as well as over a dozen countries worldwide. **Additional details on these implementations can be found below in Section 5.**

4.5 Training materials, preferably viewable online.

Training materials for our solution can be found at the URL below. Our training portals are tailored based on the specific needs of our clients and as such, the additional requirements outlined in a Request For Purchase (RFP) are required to fully tailor the training materials to the needs of West Virginia DHHR.

https://ignytedemo.appianportals.com/560649d8-09cc-42aa-89ce-66bf7ff1c88f-home

5.0: Relevant Past Performances

Our team's combined past performance showcases our experience performing work of similar size and scope to the West Virginia DHHR's needs. These experiences demonstrate our breadth of experience modernizing enterprise workflow management with commercial-off-the-shelf (COTS) workflow tools utilizing triggers, knowledge management, and advanced automation capabilities to drive efficiency. This includes the technical configuration of Appian case management solutions, along with the strategic planning, holistic training and communications, organizational transformation, data management, workforce planning, and technical assistance required to support efforts of this magnitude.

Figure 20: Team Ignyte Past Experience

Our experiences include successful public services case management modernizations in accordance with industry best practices. Our past work with Rocky Mountain Human Services (RMHS) and Tarrant County, Texas shown in **Figure 20** reflect efforts of similar size, scope, and complexity to the West Virginia DHHR's needs. On the following page, we have detailed the work performed for both clients. These examples demonstrate Team Ignyte's experience implementing, integrating, operating, and maintaining the enterprise software quoted.

Rocky Mountain Human Services (RMHS)
Automated System for Tracking Reporting and Organizational Change

Background

Rocky Mountain Human Services (RMHS) serves Colorado residents through case management and direct service programs. RMHS's prior systems did not meet the needs of their programs, resulting in numerous manual workarounds, and it was very difficult for RMHS to report on their program performance organization-wide.

RMHS sought an integrated software solution to modernize their entire **case management lifecycle**, including streamlining program referrals, intake, **eligibility assessment**, and ongoing case management. The system was required to support **robust reporting** at all steps in the process. The system was additionally required to integrate with their legacy systems to support a phased implementation approach in addition to ongoing integrations with state systems to prevent manual data re-entry.

Team Ignyte Impact

- **Processed over 4,000 eligibility determinations** in the first two months of the new Referrals Portal going live

- **Transformed disjointed, manual referral process** into a streamlined digital workflow removing manual re-entry of data, improving access to thousands of clients and providers, and reducing the time to process eligibility determinations

- **Standardized key data** to be tracked on all programs to support organization-wide reporting

- **Consultative approach** helped identify inefficiencies in existing processes – resulting in a further decrease in unnecessary manual processes

Tarrant County, Texas

Background

Tarrant County has 36 different agencies and hundreds of applications and systems that support the services and employees of the county. Many of these systems are end of life, outdated, expensive to maintain, and lack integration capabilities needed to handle the day-to-day services and operations of the county. Many of the processes of the agencies are also heavily reliant on manual and paper processes which slowed down the efficiency of its workers.

Our Solution

Our solution provides Tarrant County the next-generation technology necessary to drive the type of transformational change the agency needed. Tarrant County's first application built on the Appian platform was a new Delinquent Tax Sales (DTS) application that handles approximately 500 DTS cases per year. Based on the success of DTS, we are now in the process of replacing the entire Domestic Relations Office's (DRO) systems. The DRO has four divisions: Child Support, Family Court Services, Community Supervision, and Legal Enforcement each with its own legacy system. The DRO offers services and support for families and children involved in divorce settlements, adoption processes, child protective services, and other court proceedings. DRO typically sees 60,000 cases, handles $300m in child support payments, and over 100,000 inquiries each year.

Our Impact

- Enables data sharing to help state investigators rescue vulnerable children faster
- Scales on demand to accommodate 11,000 application users
- Protects privacy of potential suspects and victims in the database
- Helps investigators process case information in seconds instead of 1 week
- Cuts application management time by 25%, so developers can spend more time creating features