

# Project Closeout Report

Submitted to Project Oversight on 09/14/2021

## GENERAL INFORMATION

**Project Name:** Electronic Visit Verification System

**Agency Name:** Department of Human Services

**Project Sponsor:** Nancy Nikolas-Maier

**Project Manager:** Jacob Chaput

## PROJECT DESCRIPTION

As part of improving the lives of people by providing quality, efficient, and effective human services the Department of Human Services seeks to implement an electronic visit verification system. This new system will replace many manual processes that could be prone to waste, fraud, or abuse.

Additionally, personal care services and home services must be electronically verified in compliance with the 21st Century Cures Act and FLSA Home Care Rules. Non-compliance may result in loss of federal matched funds and could be found in violation of labor laws.

## SCHEDULE AND COST METRICS

	Project Start Date	Baseline End Date	Baseline Budget	Funding Source	Actual Finish Date	Schedule Variance	Actual Cost	Cost Variance
Original Baseline	4/16/2018	08/06/2021	\$1,416,748	State with Federal Match	9/14/2021	3% Over	\$837,145.07	41% Under
Final Baseline		08/06/2021	\$1,416,748	State with Federal Match	9/14/2021	3% Over	\$837,145.07	41% Under

### Notes:

Federal funding provided by CMS at 90/10 match of State funding.

Project Management costs were \$41,036 under baseline.

\$100,000 requested for MMIS work was not used by the project.

\$2,000 baselined for Data Aggregator costs was not used by the project.

\$436,562 allocated for risk was not used by the project.

## MAJOR SCOPE CHANGES

Single Sign-On for State Staff was introduced into the Data Aggregator project with no impact to schedule or budget.

## OBJECTIVES

Business Objective	Measurement Description	Met/ Not Met	Measurement Outcome
Implement the EVVS and associated business processes	<p>The requirements of the FLSA Home Care Rule are met at Go-Live.</p> <p>The requirements of the 21<sup>st</sup> Century Cures Act are met at Go-Live.</p>	Met	Requirements met and report will be signed off by DHS.
Improve program efficiencies	<p>Eliminate the need of paper documents (subject to EVV) to verify services within the first year of operation.</p> <p>Eliminate the inefficiencies in the Service Authorization Entry and Approval process within the first year of operation.</p>	Met	<p>Not all QSP documentation is captured in EVV. An enhancement will be done soon to complete that.</p> <p>Service authorizations are no longer manually entered.</p>

## KEY LESSONS LEARNED AND SUCCESS STORIES

A lessons learned effort is performed after the project is completed. This process uses surveys and meetings to determine what happened in the project and identifies actions for improvement going forward. Typical findings include, "What did we do well?" and "What didn't go well and how can we fix it the next time?"

Key Lessons Learned and Success Stories
Designated meeting minute taker, action plan, and timetable would help track discussion.
Procurement process uncovered off-shore work by the vendor that required additional security review of the contract. In future procurements, making these required reviews known early will prevent compression of project schedule to meet hard deadlines.
Continue with the same teams and communication channels that have contributed to success.
State staff should be empowered to make decisions and make themselves available to the project.
Recurring technical calls were helpful to both State and Vendor teams. It is easier to discuss and work on resolutions.
Barring the pandemic, the project teams would travel around the state for townhalls to visit with QSPs.