



# Stage 1 Business Analysis

California Department of Technology, SIMM 19A.3 (Ver. 3.0.8, 02/01/2022)

## 1.1 General Information

**1. Agency or State entity Name: 4170 - Aging, Department of**

If Agency/State entity is not in the list, enter here with the [organization code](#).

[Click or tap here to enter text.](#)

**2. Proposal Name and Acronym: California Aging Disability Web Portal (CADWP)**

**3. Proposal Description: (Provide a brief description of your proposal in 500 characters or less.)**

This proposal seeks to provide a single, statewide source of reliable and consistent information to inform and empower a person's choice of how to evaluate his/her need and to successfully engage LTSS (Long Term Services and Supports) assistance. This can help them get the right services and information at the right time potential improving well-being, quality of life, and longevity. CADWP will provide streamlined and standardized information on the array of services available in order to better connect people with the services and supports they need, when they need it. Consumers and providers will access the portal, including Aging and Disability Resource Connections (ADRCs), Area Agencies on Aging (AAAs), Independent Living Centers (ILCs), and other partners as part of a coordinated service delivery system.

CADWP will consolidate, organize, and share LTSS information in a way that is accurate, clearly stated, accessible, and understandable for older adults and people with disabilities from any income source/level. Additionally, CADWP will be a useful tool for the LTSS providers (including discharge planners) by providing reliable information that supports institutional diversion and transition efforts and securing the right LTSS at the right time.

Proposed Project Execution Start Date: 1/3/2023

**4. S1BA Version Number: Version 1**

## 1.2 Submittal Information

### 5. Contact Information

Contact Name: [Jeannie Lin Walsh](#)

Contact Email: [Jeannie.lin-walsh@aging.ca.gov](mailto:Jeannie.lin-walsh@aging.ca.gov)

Contact Phone: (916) 898-9475

### 6. Submission Type: **New Submission**

If Withdraw, select Reason: [Choose an item.](#)

If Other, specify reason here: [Click or tap here to enter text.](#)

**Sections Changed, if an update or resubmission: (List all sections changed.)**

[Click or tap here to enter text.](#)

**Summary of Changes: (Summarize updates made.)**

[Click or tap here to enter text.](#)

7. Attach [Project Approval Executive Transmittal](#) to your email submission.

8. Attach [Stage 1 Project Reportability Assessment](#) to your email submission.

## 1.3 Business Sponsorship

### 9. Executive Champion (Sponsor)

Title: [Deputy Director](#)

Name: [Sarah Steenhausen](#)

Business Program Area: [Division of Aging Policy, Research, and Equity](#)

### 10. Business Owner

Title: [Deputy Director](#)

Name: [Sutep Laohavanich](#)

Business Program Area: [Home Community Living Division](#)

### 11. Product Owner

Title: [Bureau Chief](#)

Name: [Wilson Tam](#)

Business Program Area: [ADRC Bureau](#)

Title: Bureau Chief

Name: Tanya Bautista

Business Program Area: Supportive Services Bureau

*TIP: Copy and paste or click the + button in the lower right corner on a section to add additional Executive Champions, Business Owners, or Product Owners with their related Business Program Areas as needed.*

## 1.4 Stakeholder Assessment

The Stakeholder Assessment is designed to give the project team an overview of communication channels that the department needs to manage throughout the project. More stakeholders may result in increased complexity to a project.

### 12. Indicate which of the following are interested in this proposal and/or the outcome of the project. (Select 'Yes' or 'No' for each.)

Department Only: No

Other Departments/State Entities: Yes

Public: Yes

Federal Entities: Yes

Governor's Office: Yes

Legislature: Yes

Media: No

Local Entities: Yes

Special Interest Groups: Yes

Other: No

### 13. Describe how each group marked 'Yes' will be involved in the planning process.

The Department of Aging will carry out an extensive stakeholder engagement process in development of the CADWP web portal. Stakeholders will assist with defining the program requirements for the system, testing portal design, and participating in vendor demos. Specifically, CDA will engage existing stakeholder advisory committees including the ADRC Advisory Committee, the California Disability and Aging Community Living Advisory Committee, and the Equity in Aging Advisory Committee. CDA will also solicit feedback from trade associations including the California Association of Area Agencies on Aging, the California Foundation of Independent Living Centers, and other organizations. Finally, CDA will engage other departments in the design and development of CADWP, including, but not limited to, the Departments of

## 1.5 Business Program

**14. Business Program Name:** Aging and Disability Resource Connections (ADRC)

**15. Program Background and Context:**

The ADRC initiative began as a collaborative effort between the State of California, the federal Administration for Community Living (ACL), the Centers for Medicare & Medicaid Services (CMS) and the Veterans Administration (VA). The ADRC's purpose is to provide a single more coordinated system for people seeking reliable information and access to Long-Term Services and Supports (LTSS). This purpose is achieved by building community partnerships, providing services using a person-centered approach, and reducing the number of barriers for accessing services. ADRCs are intended to act as a "No Wrong Door" system which enables people of all ages, incomes, and disabilities to connect with any an ADRC partner organization for accessing a wide array of Long-Term Services and Support options in the community. ADRCs support the needs of caregivers and respect the diversity of families and cultures that make up their local communities. California's ADRCs are led by a core partnership between Independent Living Centers (ILC) and Area Agencies on Aging (AAA), and includes a wide array of extended partner organizations. However, the ADRCs lack a single web platform to provide curated information about LTSS available statewide. Developing a web platform will enable a more consumer-centered experience that helps older adults, people with disabilities, and family caregivers access information to make informed decisions about their LTSS choices.

**16. How will this proposed project impact the product or services supported by the department?**

The CADWP project will not directly impact product or services supported by the department., but it will complement the CDA CHARM Project, which focuses on developing a back-end Customer Relation Management (CRM) system. CADWP will serve as the "consumer-facing" portal for older adults, people with disabilities, and caregivers by compiling and curating existing information on state and local services and supports so that people can access the LTSS information they need, when they need it.

*TIP: Copy and paste or click the + button in the lower right corner to add Business Programs, with background and context and impact descriptions as needed.*

## 1.6 Project Justification

**1. Strategic Business Alignment**

**Enterprise Architect**

Title: Enterprise Architect

Name: TBD

Strategic Plan Last Updated? 2021

Strategic Business Goal: Advance CA for All Ages through the Master Plan for Aging by 2030

Alignment: The Governor's Master Plan for Aging calls for the establishment of a "One Door" system statewide for public information and assistance on aging, disability, and dementia, via an upgraded web portal and a network of ADRCs.

Strategic Business Goal: Increase Choices to Live at Home and in the Community

Alignment: Objective B of this goal is to increase public awareness of home and community-based services. The implementation of a web portal would increase customer awareness and access to home and community-based services in their area.

Strategic Business Goal: Increase the Well-Being of Residents in Long-Term Care Facilities

Alignment: Objective B of this goal includes increasing public awareness of Ombudsman and Patient Representative services to residents of long-term care facilities. The web portal would assist with awareness of and access to these programs and services.

Strategic Business Goal: Increase Public Awareness and EngAGEment

Alignment: Objective A of this goal is to increase public awareness of CDA's aging services and programs so the public can more easily access and find aging, disability, and caregiving services. The web portal would inform and help facilitate access to aging, disability, caregiving services to individuals in their local areas.

Strategic Business Goal: Modernize CDA and Local Aging Networks

Alignment: Objective B under this goal is to launch enterprise technology strategies and tools with providers and partners (e.g. CRM, program data portal etc.). The web portal would advance this objective by implementing an enterprise, statewide web portal for use by the public and program providers.

*TIP: Copy and paste or click the + button in the lower right corner to add Strategic Business Goals and Alignments as needed.*

**Mandate(s):** None

Bill Number/Code, if applicable: [Click or tap here to enter text.](#)

Add the Bill language that includes system-relevant requirements:

[Click or tap here to enter text.](#)

*TIP: Copy and paste or click the + button in the lower right corner to add Bill Numbers/Codes and relevant language as needed.*

## 2. Business Driver(s)

**Financial Benefit:** Yes

Increased Revenue: No

Cost Savings: Yes

Cost Avoidance: Yes

Cost Recovery: No

Will the state incur a financial penalty or sanction if this proposal is not implemented? No

If the answer to the above question is “Yes,” please explain:

[Click or tap here to enter text.](#)

### Improvement

Better Services to the People of California: Yes

Efficiencies to Program Operations: Yes

Improved Equity, Diversity, and/or Inclusivity: Yes

Improved Health and/or Human Safety: Yes

Improved Information Security: Yes

Improved Business Continuity: Yes

Improved Technology Recovery: No

Technology Refresh: No

Technology End of Life: No

## 1.7 Business Outcomes Desired

### Executive Summary of the Business Problem or Opportunity:

The Governor’s Master Plan for Aging (MPA) was released on January 6, 2021, with the vision of creating an age-friendly California where everyone in California can age well. Some of the key principles of the MPA are:

1. Create data-driven, person-centered programs and solutions for all Californians that can best meet individual and family needs.
2. Improve integration, coordination and support of programs and related systems for Californian’s aging population; and
3. Ensure that Californians can readily access clear and complete information about options and services to better inform their decisions in the context of their unique needs.

Long Term Services and Supports (LTSS) include:

- Care provided in the home, in community-based settings, or in facilities, such as nursing homes
- Care for older adults and people with disabilities who need support because of age; physical, cognitive, developmental, or chronic health conditions; or other functional limitations that restrict their abilities to care for themselves
- A wide range of services to help people live more independently by assisting with personal and healthcare needs and activities of daily living, such as eating, bathing, medication management, mobility, cooking, hygiene, driving, and managing money.

In general, a set of integrated services that promote community living deliver the best outcomes for older adults. Specific needs are unique to individuals, but without an understanding of what is available and how best to access it, older adults, people with disabilities, and caregivers are challenged to understand and access the best set of services for themselves and/or those that they care for. Without this information, consumers often minimize usage of existing services, which can ultimately result in preventable and/or unnecessary and costly hospital or nursing facility care, or they may default to institutionalized care, which may not provide the best set of integrated services for their particular situation.

LTSS consumers and their caregivers (any age, any disability, any income level) are often unaware of community options and considerations that can have lifetime importance. Without information about person's need for healthcare and social supports, consumers often arrive at the available and default solution; and that is the nursing facility. Policymakers, service professionals and advocates agree that consumers faced with long-term chronic healthcare conditions or disability have not had easy access to information upon which they can make informed decisions. Decisions are complex and very personal when considering how and where to get assistance and how to finance that assistance. Added to those considerations are affordable and accessible housing, transportation, and the need for accommodations in employment settings. The main challenges are summarized below:

1. No broad network of support services information system is available. California, as in other parts of the country, does not have a comprehensive central access point (web site or geographic location) for finding LTSS. This includes current systems where data is of low or marginal quality or is in many different systems making it difficult for a consumer to find. Moreover, Californians who move from one region or county to another may require a search of State social support services within their new home boundaries.

2. Consumers and service providers need for a wide variety of LTSS information not currently met. There is insufficient information about LTSS options that would allow all Californians to find LTSS and make informed decisions. The need for a wide range of LTSS information may include simple considerations such as knowing the place to go and the techniques to start searching, getting help searching, understanding LTSS or consumers' LTSS needs, correlating a consumer's understanding of his/her needs with the LTSS available in their community, or blending LTSS with other critical supports; such as affordable housing, transportation, veterans services, financial guidance and others.

Opportunity:

The state's need to respond to a growing and changing LTSS consumer public adds urgency to developing CADWP to its statewide potential. The population needing LTSS is diverse relative to age,

culture, primary language, physical conditions, medical conditions, mental conditions, functional capabilities, not to mention their highly personal goals for future independence or dependence on others for daily living. An information source that is available 24/7 is a timesaver and a relief to state and local call centers and care professionals. In this way, CADWP becomes the baseline information source for both consumers facing urgent situations and professionals who are already experiencing overflowing workloads.

CADWP, when enhanced with contemporary functionality and statewide searchable data resources, would be the state's primary vehicle for accomplishing information and service accessibility to promote self-determination and independence for persons with disabilities as intended by U.S. Supreme Court's Olmstead decision (1999), the Americans with Disabilities Act (ADA) of 1990 from a consumer empowerment perspective, and the Patient Protection and Affordable Care Act (2010). Since the year 2000, the Federal Centers for Medicare & Medicaid Services (CMS) and the Administration for Community Living (ACL) have launched several federal funding initiatives intended to support state efforts to improve a consumer's understanding of his/her civil rights to receive LTSS in the most integrated setting possible. These include Real Choice Systems Change Grants (2001), System Transformation Grants (2006), Person Centered Planning Grants (2007), Aging and Disability Resource Center Grants (2004), Person Centered Hospital Discharge Planning Model Grant (2008), Medicare Improvements for Patients and Providers Act (MIPPA, 2008), Money Follows the Person (MFP) Demonstration (under the 2005 Deficit Reduction Act), Medicaid §1115 waiver, and others.

California has advanced the Olmstead and consumer empowerment agenda under several system reform projects, and most recently, through the Governor's Master Plan for Aging. CADWP will be the primary statewide information portal that provides education information relative to consumers' LTSS needs, and access to a statewide, searchable provider database that will support both consumers and professionals. Of particular concern is the potential for consumers to make life-changing decisions to move into long-term care facilities, often remaining there for months, years, or the balance of their lives when in fact, there might have been other, more desirable alternatives. CADWP supports consumers as they make decisions at the earliest possible time in their LTSS decision-making process.

CADWP will become the state resource center for LTSS information and referral. With so many web sites and information portals available, few consumers have the time, knowledge, or awareness of where to begin the search for support and assistance. Websites vary by a multitude of factors such as presentation of website material, functionality, availability of assistive technologies, language translations, etc. CADWP will commit to addressing web-accessibility and will become accessible to different user groups such as individuals with limited income, limited experience with computers, and physical disabilities, cultural and linguistic interpretations of language, all of which can limit accessibility to the variety of consumer information sites currently available.

The tremendous diversity of California and its commitment to older adults, persons with disabilities, and caregivers is demonstrated through a variety of programs and services devoted to assisting and empowering California's communities. Through CADWP, California will offer a solid partnership with consumers and providers representing each of the valuable stakeholder groups in the development effort.



**Objective ID: 1**

**Objective:** Decrease state expenditures associated with institutionalized care by providing consumers with better information and access to services that will lead to more usage of in-home and community LTSS.

**Metric:** Reduction in State costs associated with institutionalized care as a percentage of total State dollars spent on all LTSS

**Baseline:** Currently, 43% of Medicaid and State-funded LTSS goes to institutional care.

**Target Result:** 2.5% Percent reduction in costs associated with institutionalized care, normalized for changes to the number of Californians that are served within 18 months of implementing the solution.

**Objective ID: 2**

**Objective:** Improve service to Californians through the facilitation and support of ADRCs and related partnerships.

**Metric:** Development and expansion of ADRCs

**Baseline:** ADRC partnerships (15 Designated ADRCs and 9 Merging ADRCs) are for 30 counties, only covering 51% of the state population.

**Target Result:** ADRCs established for 58 counties of California within 3 years of implementation to cover 100% of the state population

**Objective ID: 3**

**Objective:** Increase opportunities for informed decision making by those seeking LTSS services, as measured by their level of engagement with comprehensive LTSS information.

**Metric:** User engagement data that shows an increase engagement (trends) by consumers with LTSS information over the first 12 months of implementation

**Baseline:** Currently no baseline exists for this Objective given the low availability of comprehensive LTSS information.

**Target Result:** Consistent increase in engagement with portal.

**Objective ID: 4**

**Objective:** Increase access to integrated services as a function of service referrals

**Metric:** Number of referrals

**Baseline:** No baseline currently exists; baseline data will be based on number of referrals 6 months after solution implementation

**Target Result:** Consistent increase in referrals during the 12 months following capture of baseline data.

*TIP: Objectives should identify WHAT needs to be achieved or solved. Each objective should identify HOW the problem statement can be solved and must have a target result that is specific,*

*measurable, attainable, realistic, and time-bound. Objective must cover the specific. Metric and Baseline must detail how the objective is measurable. Target Result needs to support the attainable, realistic, and time-bound requirements.*

## 1.8 Project Management

### 1. Project Management Risk Score: 2.0

(Attach a completed [Statewide Information Management Manual \(SIMM\) Section 45 Appendix A](#) to the email submission.)

### 2. Project Approval Lifecycle Completion and Project Execution Capacity Assessment

Does the proposal development or project execution anticipate sharing resources (state staff, vendors, consultants, or financial) with other priorities within the Agency/state entity (projects, PALs, or programmatic/technology workload)?

**Answer:** No

Does the Agency/state entity anticipate this proposal will result in the creation of new business processes or changes to existing business processes?

**Answer** (No, New, Existing, or Both): New Processes

## 1.9 Initial Complexity Assessment

### 1. Business Complexity Score: 1.9

(Attach a completed [SIMM Section 45 Appendix C](#) to the email submission.)

### 2. Noncompliance Issues: (Indicate if your current operations include noncompliance issues and provide a narrative explaining how the business process is noncompliant.)

Programmatic regulations: No

HIPAA/CIIS/FTI/PII/PCI: No

Security: No

ADA: No

Other: No

Not Applicable: No

Noncompliance Description:

[Click or tap here to enter text.](#)

### 3. Additional Assessment Criteria

If there is an existing Privacy Threshold Assessment/Privacy Information Assessment, include it as an attachment to your email submission.

How many locations and total users is the project anticipated to affect?

Number of locations: 1, CDA

Expected Number of Transactions/Business Events (per month): TBD – the solution is intended to be a public portal accessible to anyone seeking services and supports for older and/or disabled adults across CA.

Approximate number of internal end-users: Accessible to all CDA staff, AAAs and ADRC

Approximate number of external end-users: Open to Public

## 1.10 Funding

### Planning

1. Does the Agency/state entity anticipate requesting additional resources through a budget action to **complete planning** through the project approval lifecycle framework? [Yes](#)

If Yes, when will a budget action be submitted to your Agency/DOF for planning dollars?

[3/4/2022](#)

2. Please provide the Funding Source(s) and dates funds for planning will be made available:

[General Fund, 7/1/2022](#)

### Project Implementation Funding

1. Has the funding source(s) been identified for **project implementation**? [No](#)

If known, please provide the Funding Source(s) and dates funds for implementation will be made available:

[Click or tap here to enter text.](#)

Will a budget action be submitted to your Agency/DOF? [Yes](#)

If "Yes" is selected, specify when this BCP will be submitted: FY 2022-2023

2. Please provide a rough order of magnitude (ROM) estimate as to the total cost of the project: [Less than \\$10 Million](#)

**End of agency/state entity document.**

**Please ensure ADA compliance before submitting this document to CDT.**

**When ready, submit Stage 1 and all attachments in an email to [ProjectOversight@state.ca.gov](mailto:ProjectOversight@state.ca.gov).**

## Department of Technology Use Only

Original "New Submission" Date: [3/10/2022](#)

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If Other, specify: [Click or tap here to enter text.](#)

Form Disposition Date: [3/10/2022](#)

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