BTIM Projects supporting Information Sharing for Family Violence reforms

June 2016

Client Overview Prototype

Family Violence Information Portal (L17)

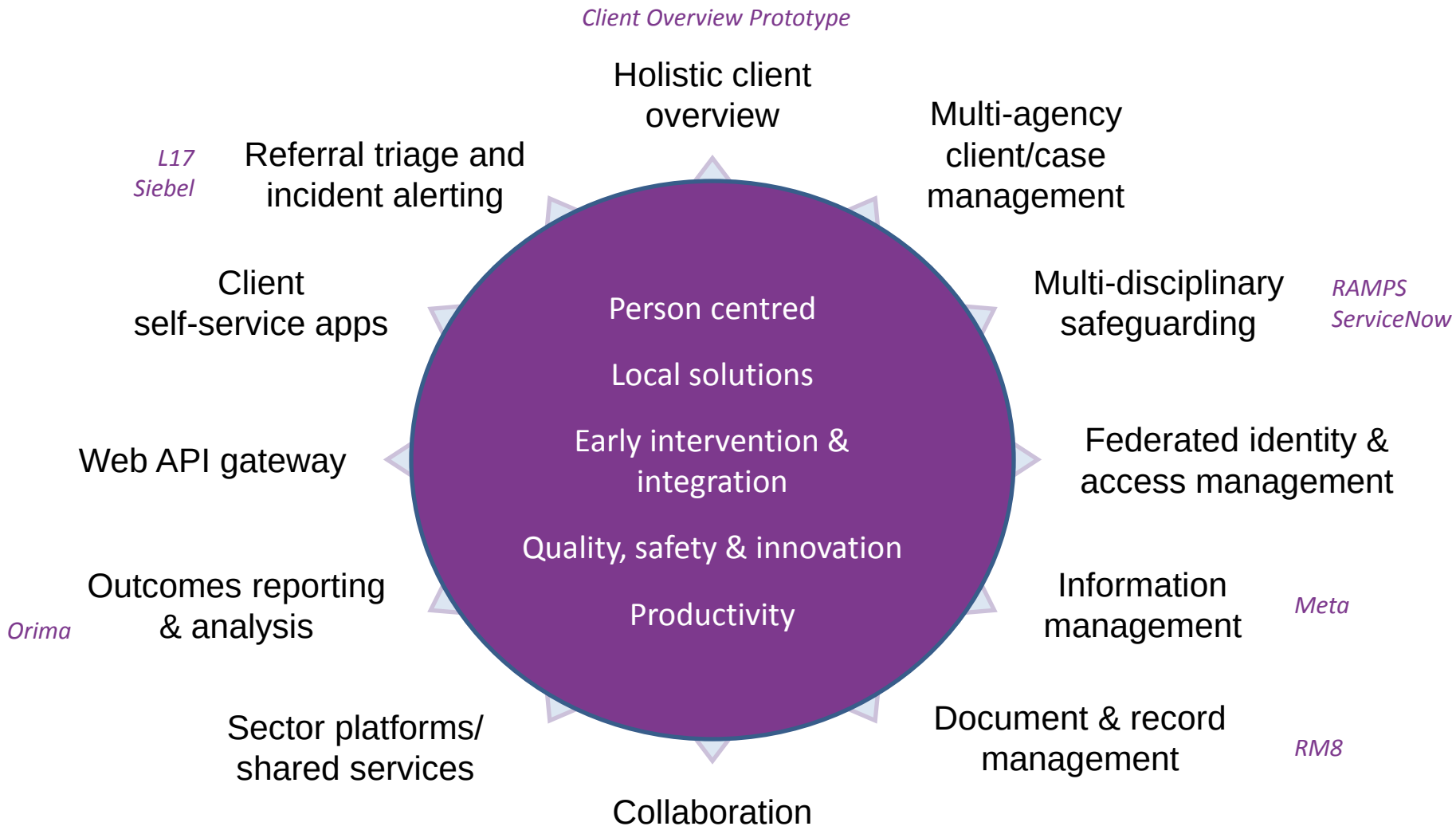
RAMPS (Risk Assessment Management Plan)

Whole of Vic Government - Application Programming Interface (API) Gateway

Victorian Housing Register Application

Version 0.3
Draft 14/06/2016

DHHS: Key ICT-implications of the FV reform agenda



BTIM approach to developing and delivering technical solutions

The BTIM branch is responsible for the development and operation of the department's ICT capabilities.

To enable fast, efficient, effective and sustainable delivery of solutions we adopt a user-centric agile approach.

Key characteristics of how we work:



Iterative Co-design approach

We will work with business and users to develop and trial functionality in short iterative cycles.

User and business are able to give direct feedback as the solutions are built resulting in more user-focussed and functional solutions.



Platform plus agile

Functionality will be built with modular components on top of modern flexible and scalable platforms, meaning development is quicker, re-uses existing solutions where possible, reduces maintenance costs and promotes standardisation of processes.



Flexible and future proofing

Technology solutions are built to address needs of today but with a view to how they could evolve to meet future needs.
Solutions are based around business capability rather than a singular need and with an eye to integration.



Phased delivery (not big bang)

Technology solutions are developed in small useful components that build upon each other to deliver the full benefits to business.
This means quickly benefits are realised earlier and technology development is more responsive to changing priorities.



Making the design earlier

BTIM will develop prototypes and visualisations of solutions early in the design process so users and business can better understand how the emerging design will work in proactive and adjust it as necessary.

BTIM Projects to support Information Sharing and Complementary Key Business Activities

There are currently 5 initiatives in-flight to support elements of information sharing, however to gain the full benefit from these, there are several complementary business activities that need to happen.

In-flight initiatives

Client Overview Prototype

A tool (currently in prototype) to support a more integrated approach to service delivery by giving departmental workers an overview of a client's interactions with DHHS functions (and in future interactions with other Government Agencies and the funded sector)

Referral and Information Portal

A tool to better support responses to crisis and understand risk to clients for departmental, funded sector and other government agency workers.
The tool is a central place to make reports and referrals and see who has received them and if/ how they have been actioned.

RAMPS (Risk Assessment Management Plan)

A secure platform to support multi agency collaboration by allowing members of Risk Assessment Management Panels to receive referrals, share information and plans for cases, provide updates and track actions and outcomes.

Whole of Vic Gov API Gateway

A core piece of infrastructure to support information sharing and active risk monitoring by allowing agency, funded sector and departmental systems to automatically pass information to each other.

Victorian Housing Register Application

A tool to make it easier for Clients (or the funded agencies on their behalf) to apply for housing services by simplifying the and digitizing the form.

Key Business Activities Required to Gain Full Benefit from the Initiatives

Identify Useful Level Information to Share

Identification of the appropriate level of information sharing between department, agencies and the funded sector and the value it will bring.

Tracking Legislative Change Dependencies

Identification of what legislation needs to change and monitoring the progress.

Information Management Strategy

Define the direction for information management within the sector and the development of a standard taxonomy and management protocols

Common referral protocols

Alignment of the information contained in referrals to streamline the process and reduce the duplication of work

Mechanism to match clients

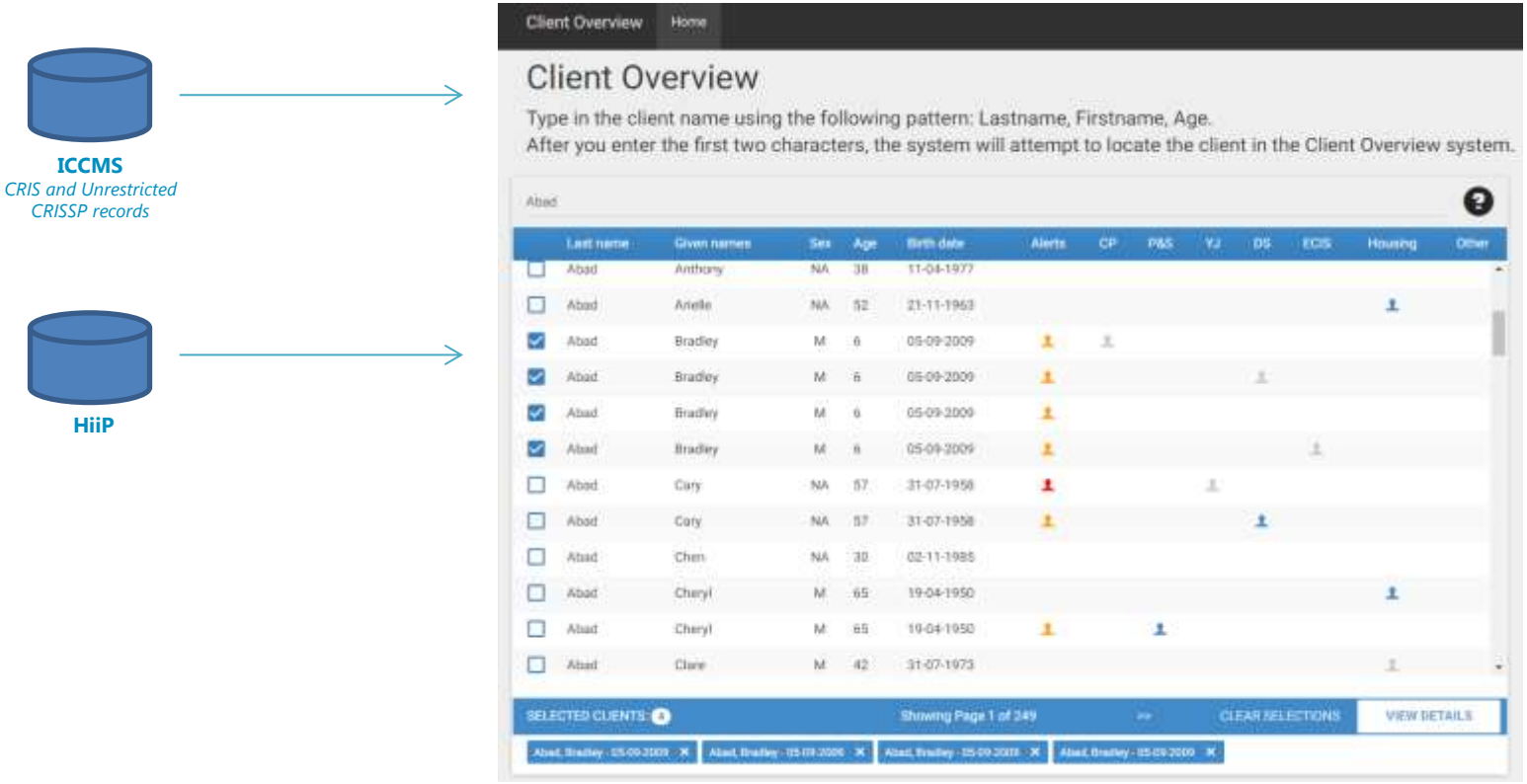
Define the way to correctly identify clients records between various systems.

Design Principles

Define the principles that will underpin the information sharing regime eg. Information should only be shared where it is useful

What is Client Overview:

- As part of continuous **R&D developments**, Business Technology and Information Management (BTIM) has developed a prototype that leverages existing data sets from our core applications and available technology to provide a summary level client view.
- The tool has been designed with a simple user interface which uses ElasticSearch technology that is used by LinkedIn, eBay, and Wikipedia. It is a technology that provides **super-fast search response** times from many different types of documents and is highly scalable.
- The Client Overview prototype displays an overview of information from Child Protection, Placement & Support, Youth Justice, Disability Services, Housing, Early Childhood Intervention Service, and Refugee Minor Program.



Benefits of Client Overview for Information Sharing:

- To give the user a 360 view of **all client records within the Department** and from **Funded Agencies (Mandatory Placement & Support)**.
- Quickly evaluate what services have currently and have previously been provided to a client
- **Support the delivery of better client outcomes by having insight to client involvement in other DHHS services**, their case workers, support providers and relationships.

Client Overview Pilots:

Purpose:

- Determine and confirm the benefits of the Client Overview Tool within different areas of DHHS.
- Report on the staff experience of the tool, its benefits, and improvement areas.
- Confirm how existing data sets can be used to provide a better outcome to clients in an agile, reoccurring method rather than big bang.

Location of Pilots:

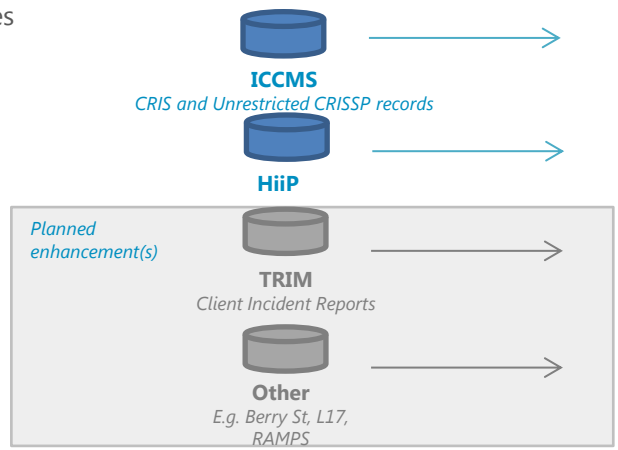
- **East Division** - Child Protection (Central After Hours, Intake, Rural Investigation and Response)
- **South Division** – Child Protection Investigations (Sex Offenders and Family Violence), Housing Services (Evictions)
- **North Division** – Housing Services (Public housing complaints and Departmental information requests regarding public housing in response to Ombudsman enquiries, Ministerial response requests (eMins)
- Planned Pilots – Business cases are being written for **North** and **West Division's** particularly in COSI (Client Outcome and Service Improvement) and Agency Connections Team.

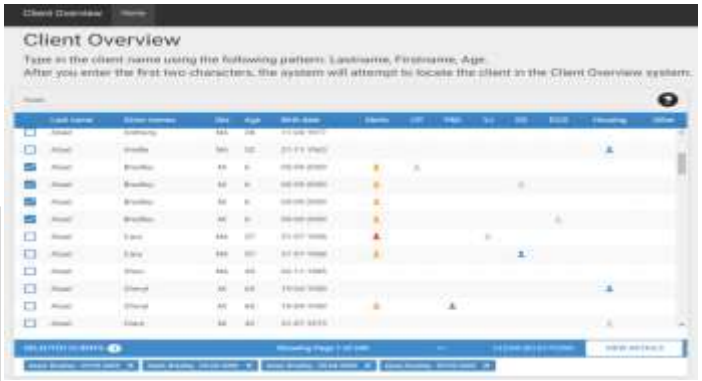
Feedback from users:

- "Client Overview makes it easier to see snapshot."
- "a good overview of the Department's involvement with this client."
- This persons ".....extended family was easier to locate from the information provided."
- I had concerns for a child's safety in public housing and was "able to locate the child protection worker rather than sit on the intake line for 45 minutes"

Ongoing Development

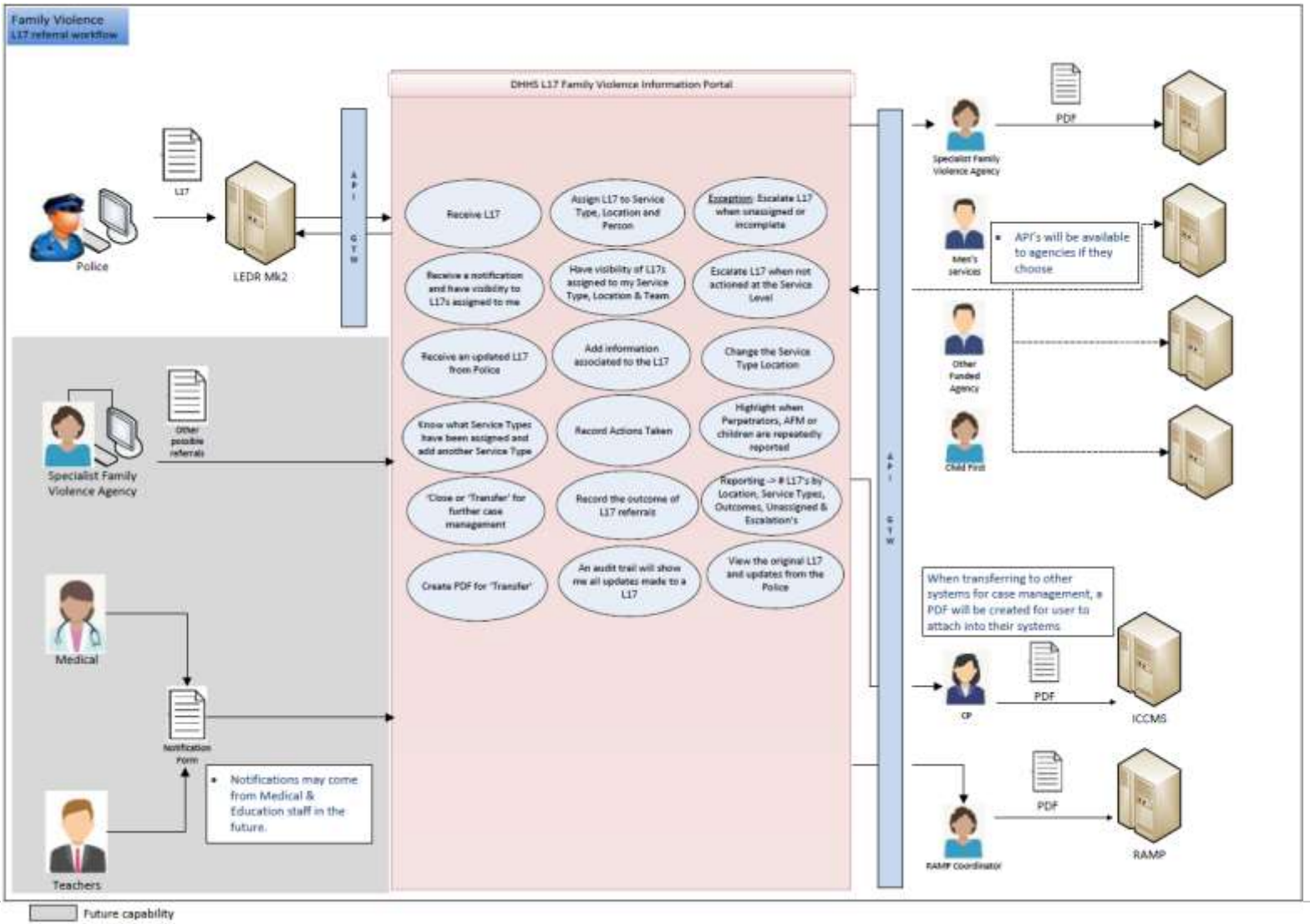
- Client Overview has been developed for future scalability and enhancements depending on its proposed use. Client Overview is refreshed every 24 hours (increasing to every 15 minutes once new servers are installed) ensuring that staff have up-to-date information and has disaster recovery for on-going use.
- There is potential to give different business areas a different view of the tool depending on their specific role. I.e. role based access
- Prototyping to include data from new sources is underway. This includes the inclusion of TRIM Incident Data and/or integration to Berry Street services





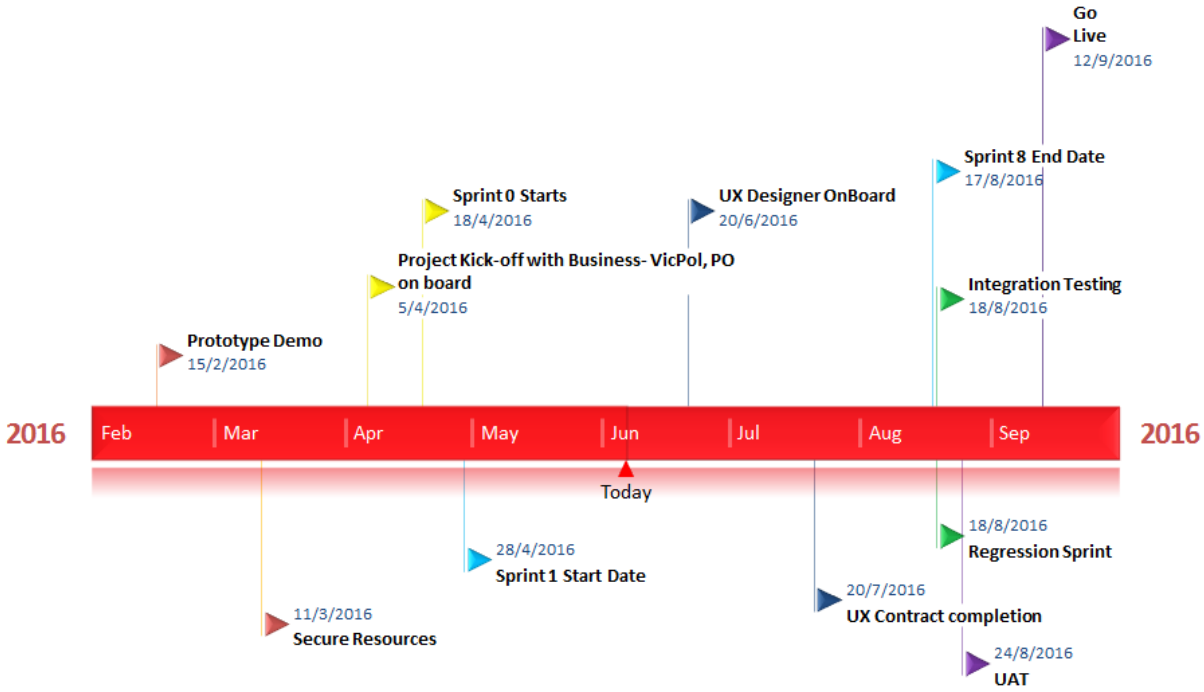
What is Family Violence Information Portal:

Child Protection and other external Service Providers currently receive L17's (Family Violence Forms) via fax and have to manually piece together the information from their fax machines. The L17 project will automate the process of receiving the forms electronically and allocate them to various agencies (CP, Family Violence Agencies and other funded organisations) as determined by the Police.



Benefits for information sharing:

- Each allocated agency will now **know what other Services have been allocated and their corresponding status** in actioning the L17. This is a major step in Family Violence information sharing.
- Any **information which helps to improve the safety of victims will be shared** amongst agencies. For example, if the victim indicates that a new contact telephone number be used, then that information will be shared with other agencies. In addition, if children were not added on the original L17 form provided by Police, Services will be able to update the incident to show that children were in-fact located at the incident. This can then be referred to the correct agencies for appropriate action (E.g. Child Protection or Child First).
- Manual fax transmittal is removed – This ensures that the correct agencies have received the referral and are **accountable for actioning the L17's**.
- **Reporting and Analytics** on the number of L17's, severity and outcomes.
- Future enhancements have been considered when choosing Siebel Open UI and the **Education and Health Department has been considered as other referral types.**

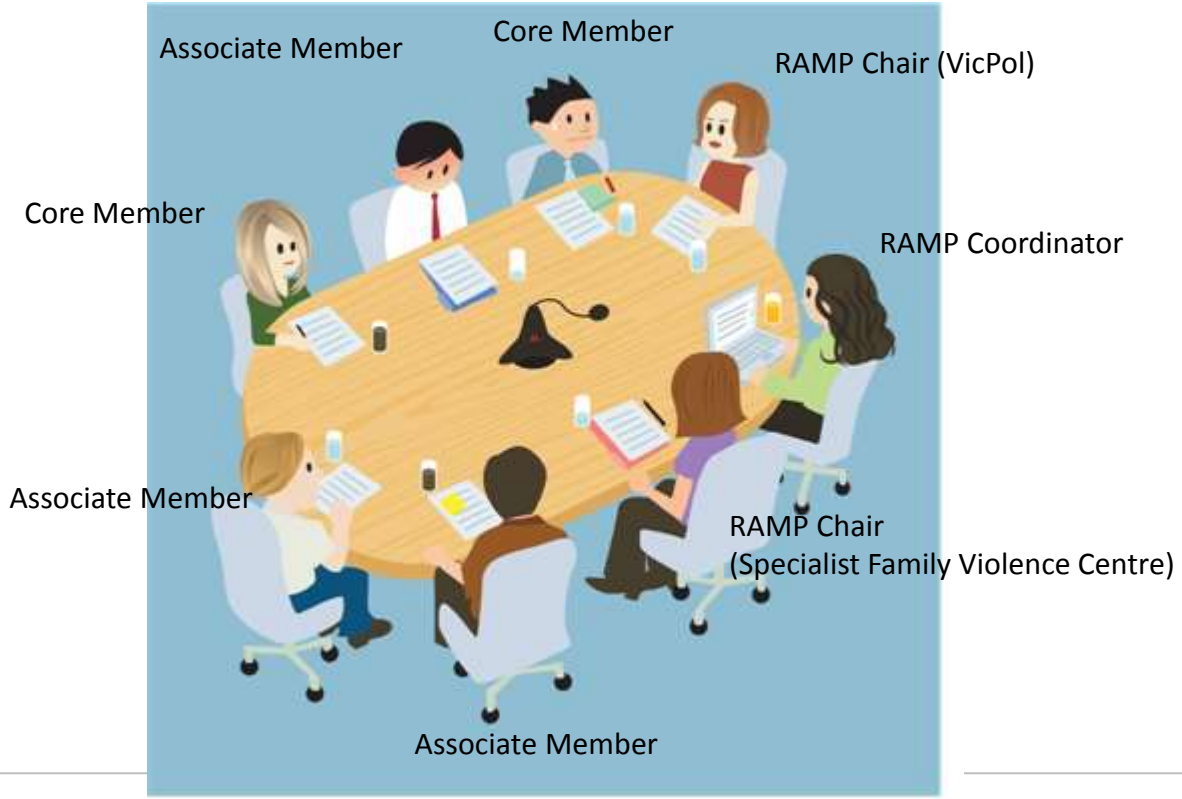


What is a RAMP?:

- A RAMP (Risk Assessment and Management Panel) is a formally convened meeting, held at a local level, of key agencies and organisations that contribute to the safety of women and children experiencing serious and imminent threat from family violence.
- Highly sensitive information about the woman, children and perpetrator is gathered by RAMP participants and shared at the meeting to allow a comprehensive assessment of the safety of the victims of family violence and to develop coordinated action plans to improve an individual's health, safety and/or welfare.
- The collection and sharing of information at a RAMP meeting is currently managed by manually emailing password-protected documents among participants. This process is inefficient and introduces additional risks to the most vulnerable members of the community.

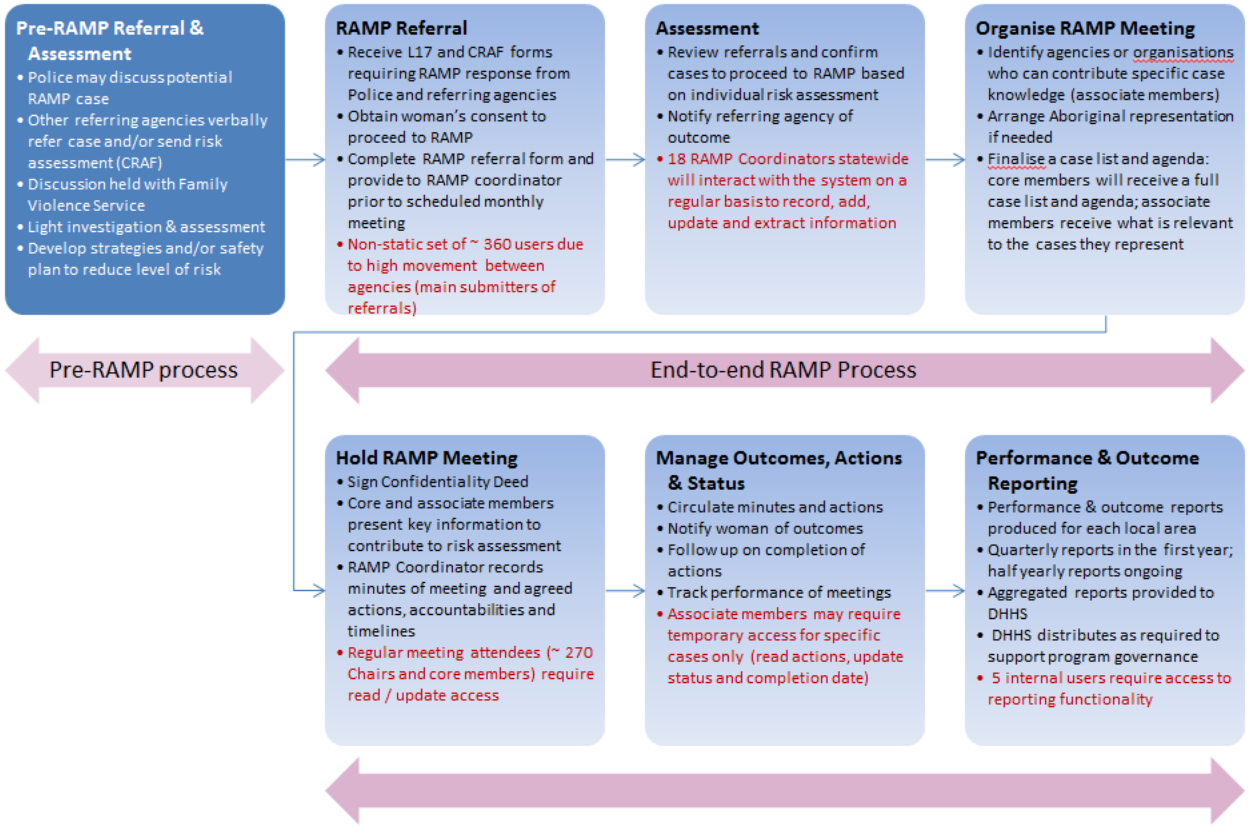
The RAMP project:

- The RAMP project will enable the secure exchange of information among participating agencies, including the submission of referral forms by external agencies, the management of communications between these agencies, and program monitoring and reporting.



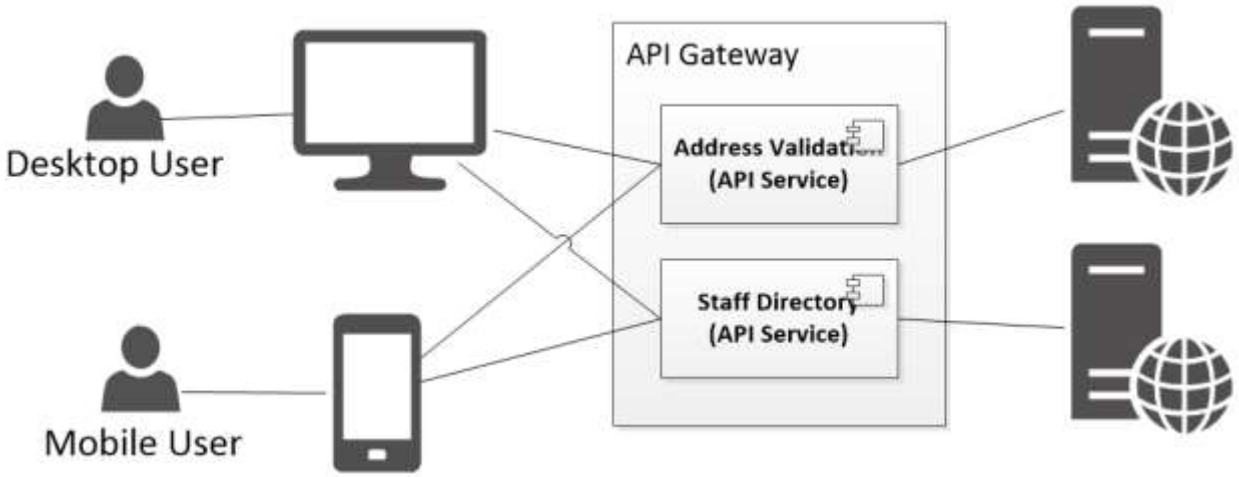
RAMP benefits for information sharing:

- Information sharing is a core component of the RAMP process. The ServiceNow solution provides a **multi agency platform** to share information to support risk assessment and risk management planning for women and children. For example, Police may receive information at a RAMP about the whereabouts of the perpetrator that enables greater protection of the woman and her children.
- RAMP coordinators and Chairs will **know what actions have been allocated and who is accountable** and corresponding status .
- Manual inefficiencies are removed and the **security of data exchange can be effectively managed and controlled.**
- **Improved program oversight** by providing analytics on the number of RAMP referrals received, the proportion that received a RAMP response, reasons why a referral may have been rejected, and the tracking of cases through to case closure for each RAMP district.
- The ServiceNow platform may be **extended for similar initiatives**, such as MAST.



What is Application Programming Interface (API) Gateway?:

- An API Gateway is an infrastructure component used to securely manage and expose services that are consumed by applications that are either hosted internally, externally or even on mobile devices.
- A typical use case of APIs involves exposing re-usable services as REST APIs upon which developers can build rich user interfaces.
- An example of a REST API would be the popular Google Maps API which is used by millions of web applications and mobile devices around the world.



The Whole of Government API project:

- The trend and growth towards APIs over the past couple of years has increased dramatically due to the increased adoption of REST APIs
- In March 2016, the Department published an API Gateway RFQ with the primary focus on implementing a platform that can be used to manage existing API services, as well as serve as a strategic platform for enabling future API services.
- The shortlisting process is still underway and has so far involved:
    - evaluating up to 100 technical requirements from each of the vendors,
    - vendor presentations
    - development of use cases and scenarios to demonstrate platform capability
    - and collaboration with DPC to establish a WoVG platform
- The Department hopes to have a final selection by end of June 2016 with implementation to be completed by Oct/Nov 2016.

API benefits for information sharing:

- REST APIs are designed and built around 'resources' (or data sets), for e.g. client information, staff information, organisation information or even vehicle information (in the case of a Vehicle Booking System)

- For each of these resources, certain management actions can be applied, for e.g. create, read, update, delete, search etc…

- APIs are designed to be re-used and shared by many applications, and are also designed for Developers (and not for application users) to make it easier for them to adopt and build into their own applications

- Developers can browse or search a catalogue of APIs on a developer portal. For e.g. a mobile application developer may discover that the Department has a 'Staff Directory' API which they can use to look up contact information.

- An API Gateway provides security in the form of:-
    - Applying policies that determine WHO has permissions to use a particular API, as well as WHAT actions they can perform on the resource
    - Data transport security by ensuring that all transactions occur over a secure channel such as HTTPS
    - Rate limiting and throttling to ensure that systems are not overwhelmed, and that priority is given to applications that require it, for e.g. a Child Protection system may require more priority than a Reporting system

- Properly designed APIs encourage single sources of truth, which means that there will be:
    - less duplication of information
    - better quality of information
    - easier to secure and monitor access to information

- Developers from external agencies will be able to consume the APIs, enabling better system integration and sharing of information, without the overhead of users have to learn and adopt a new system.

- With the right services and policies in place, APIs provide an exciting opportunity for developers (both internal and external) to innovate quickly and discover better ways to tap into the information that the Department already owns and manages.

What is the Victorian Housing Register Application?:

There is around 35,000 households on the Public Housing waiting list at any point in time. Housing Application forms are currently accessible either from an office as a paper form or downloaded from the housing website as a pdf or word document. The information guide of 14 pages to assist in completing the form is also available in paper or printed from the department website.
Clients and service providers currently complete various hard copy forms and submit (mail) forms with all supporting documents to the Department of Human Services either through the post or in person to a departmental office.

Business drivers

- Simplification of the application process for clients and support providers lodging applications on their behalf by capacity to tailor information to client need.
- Reduction in administration burden for Community Service Organisations, the department and clients
- Increase of online and mobile service delivery.
- Reduction in waste of paper forms and physical storage capacity
- Focus on better client services and harness digital technology

Prototyping

- A prototype application was developed by the BTIM. The purpose of developing an initial prototype was to scope usability requirements by providing a visual concept of an online application form that could be tested by clients, community providers and DHHS staff.
- The prototype provided the ability to obtain usability and user experience feedback that will form the basis of the development of an online application form.
- The feedback from participants was highly positive with 70% of participants preferring to complete the form online because of time efficiency, the form being environmentally friendly and the instantaneous submission. 30% of participants preferred to complete the paper form based on habit and being able to see the form in its entirety ie; questions not necessarily relevant to them.
- All participants felt the online prototype was simple to use and largely intuitive. All participants navigated through the prototype with ease, being able to move through each section of the form quite comfortably and within a relatively short timeframe of 30 minutes. The existing hard copy form can take longer to complete given every page needs to be read, that is the form is not dynamic based on the clients situation.

Some of the key characteristics of the application:

- Reusable framework
- Highly scalable, very fast with small footprint
- AA Accessible (eBusiness portal is not AA accessible)
- Works on all major browsers and platforms
- Works on Desktop, Tablet and Mobile

The Victorian Housing Register Application project:

The project has two phases with two major deliverables:

Victorian Housing Register Application for DHHS Funded Agencies (**Agency Website**)

- This application integrates to DHHS eBusiness portal
- The project started on 2nd of Feb 2016 and delivered on 11th of June 2016

Victorian Housing Register Application for Public (**Public Website**)

- This application will integrate to **myGov** federal service.
- This project started on 8th of June 2016 and is on track to go live on 13th of August 2016.
- **First** state government system that integrates to **myGov** federal authentication service.

