DMI Transforms Maryland Child Services

A Modular Case Management Platform

The Background

The Maryland Department of Human Services (DHS) is the state's primary social service provider, serving over 1 million people annually. The department, through its 24 local departments of social services, aggressively pursues opportunities to assist people in economic need, provide preventive services, and protect vulnerable children and adults in each of Maryland's 23 counties and Baltimore City.

As the state developed its strategy to maximize functionality and funding for its Child Welfare Information Technology, they needed to consider both existing regulations and future directions. They required an integrated and cost-effective solution that could help them move beyond outdated legacy systems that only provided reactive reporting to a more modern platform solution that would enable and inform decision making in real-time while providing a solid technology foundation that could scale and evolve over time.

The Connection

With a long history of partnership across many departments in The State of Maryland, DMI was selected to develop the solution based on our technical expertise, process, and implementation timelines. DMI provided a clear business case, project plan and measurable milestones that met the needs, budget and timelines set forth by the State.

The Results

25%
Improved Worker Productivity

30-35%
Increase in Overall Efficiency

20
Month Implementation

2.75M
Approx. Records Migrated

2000+
Users Supported

500
Screen and 80+ Workflows

1800+
New CPS Cases System Handles Per Month

850
Alternative Responses Neglect/ Abuses Reports Per Month

The Outcome + Benefits

Our comprehensive child welfare information system uses innovative, modular software on mobile devices to help government agencies modernize their IT systems while improving service to their most vulnerable populations. The offline capability of the application allows case workers to capture information without internet connection. The application is easier to integrate with payment providers, and data migration is simpler than ever. With our 360-degree real-time analytics dashboard, users can receive key metrics on cases, investigations, and assessments to improve case outcomes.

The system is improving the connection between case workers and the public; they are reporting better experiences with families from being equipped with more accurate record information. Now families can fill applications and make appointments all through the app instead of in-office.

- Easy to Upgrade and Add Features
- Improved Case Worker Efficiency and Effectiveness
- Reduced Errors and Manual Data Entry

DMI

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HUMAN AT THE CORE.

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The Competencies

SERVICES
- Application Development
- Systems Integration
- Design

TECH STACK
- AWS
- Java
- Angular JS
- Open-Source Technologies

INTEGRATIONS
- Cardinality.AI
- AWS

The Solution

DMI implemented a new, fully CCWIS-compliant system that provides comprehensive case management capabilities: integrated Title IV-E eligibility determination, integrated financial management, and provider management capabilities. The system supports all major processes and programs including Intake, Investigation, Child Protective Services, In-Home Services, Out-of-Home Services, Foster Care, Permanency services (Reunification, Adoption, and Guardianship), and Independent Living Services.

We performed the end-to-end implementation of the new AWS-hosted system including project and program management, data conversion, product customization and configuration, system integration, and statewide rollout.

Testimonial

"The team that I worked with was very dedicated and diligent. They worked very closely and collaborated with us during this entire process. I experienced them as agile and able to turn tasks around efficiently."

- Brandi Stocksdale, Deputy Director, Child and Family Services at Baltimore City Department of Social Services