



IDAHO

Department of
Health and Welfare

To promote and protect the health and safety of all Idahoans

DHW Critical Broadband Business Needs

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Director**

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IDAHO DEPARTMENT OF
HEALTH & WELFARE

Today's Presentation

- 1. 24/7 high-functioning broadband is the life-blood for DHW business processes**
- 2. Broadband security can be the Achilles heel to sensitive citizen data**
- 3. Recommendations to maximize broadband capabilities, while utilizing highest standards to protect citizen data**

DHW Business Needs Require 24/7 Broadband

DHW has the highest use of broadband in the largest number of offices:

- **Administer programs that require/utilize data of more than 500,000 Idaho citizens**
- **35 office locations**
- **Connected real-time to the federal data services hub comprised of 17 national agencies/databases including:**
 - **IRS**
 - **Social Security Administration**
 - **Dept. of Defense**
 - **Homeland Security**
 - **Veterans Administration**



DHW Network Receives/Stores/Utilizes Protected Health Information (PHI)

Medical records, such as surgeries, test results, medications, family history, immunizations, sexual orientation, tobacco or alcohol use, payment history



- **HIPAA protected patient records**

- **Patient records from 2 state mental health hospitals**
- **Medicaid records: 270,000 enrollees**
- **Community mental health/substance abuse treatment records**


DHW Network Receives/Stores/Utilizes Personally Identifiable Information (PII)

Household information: Wages, address, SS#, family demographics, employment, payment card info, etc.

- **200,000 Food Stamp recipients**
- **156,000 Child Support cases**
- **90,000 participants in Your Health Idaho insurance exchange**
- **41,000 in the Women, Infant and Children (WIC) program**

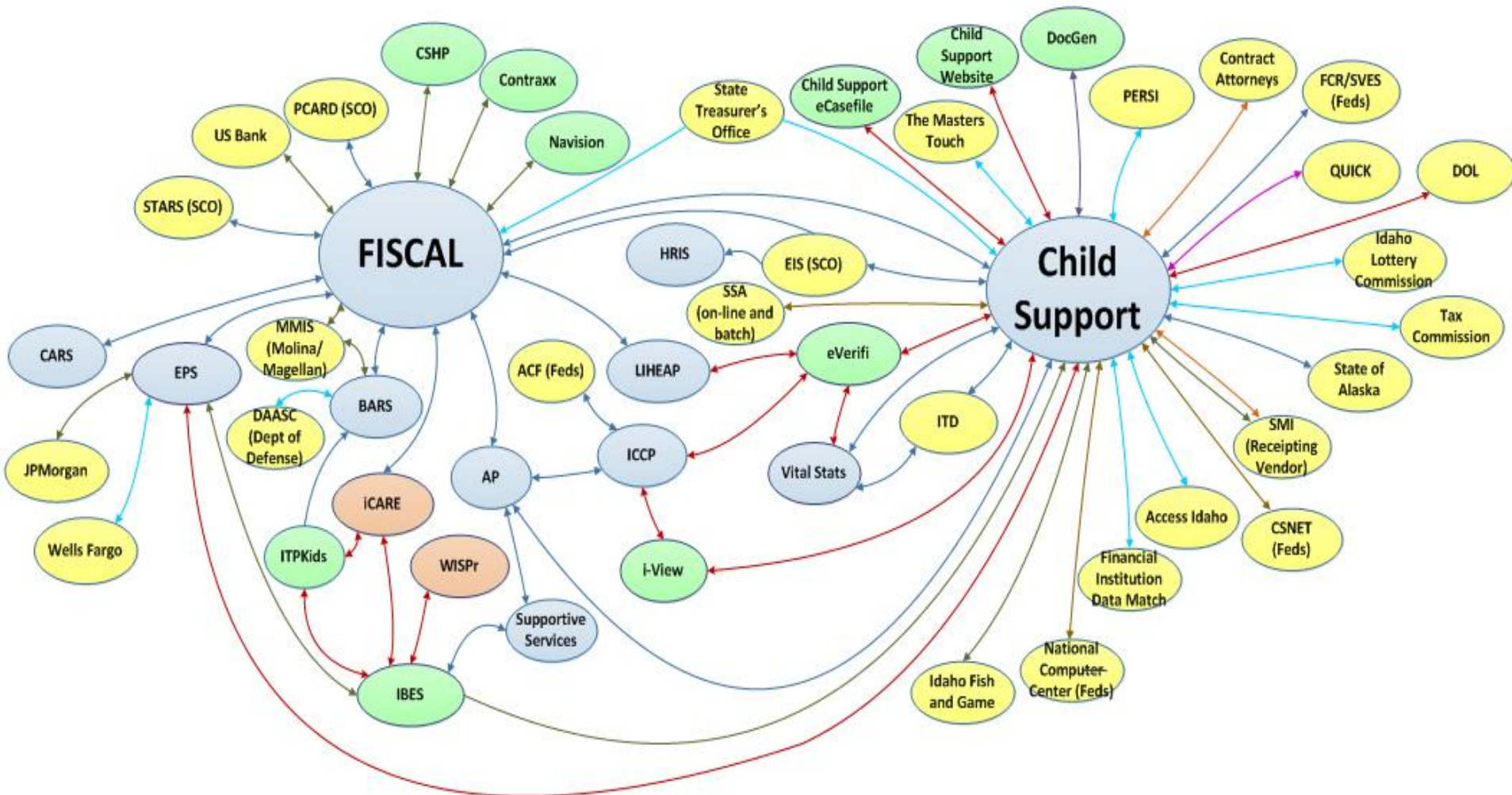


DHW Network Receives/Stores/Utilizes Sensitive Citizen Information

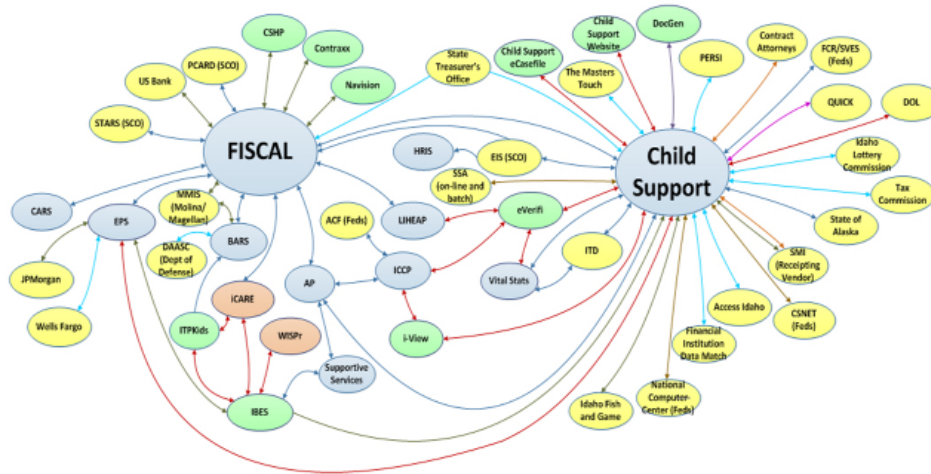
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- **All vital records: Birth, death, marriage, divorce, adoption records**
 - **1.3 million individual immunization records**
 - **Child abuse records**
 - **Over 10,000 licensing and certification records for nursing homes, assisted living, certified family homes, hospitals, residential habilitation agencies, etc.**



Example of 2 DHW Systems



Example of 2 DHW Systems



- **FISCAL: DHW's financial system that handles \$2.6 B.**
- **Idaho Child Support System: Serves more than 150,000 cases and \$200 M. in payments**
- **Data must be protected at each intersection**
- **DHW has a total of 8 other major systems that are similarly integrated, including systems for Medicaid claims payments (MMIS) and public assistance eligibility (IBES)**

24/7 Real Time Processing is Critical

- **DHW re-engineered workflow processes to reduce staff by almost 400 as Great Recession doubled workload**
 - **With a leaner workforce, technology is critical for absolute efficiency**
 - **Developed a networked virtual office so any DHW workplace in state can process assistance applications from other offices real-time**
- **Redesigned work procedures to achieve same day processing through network interfaces**

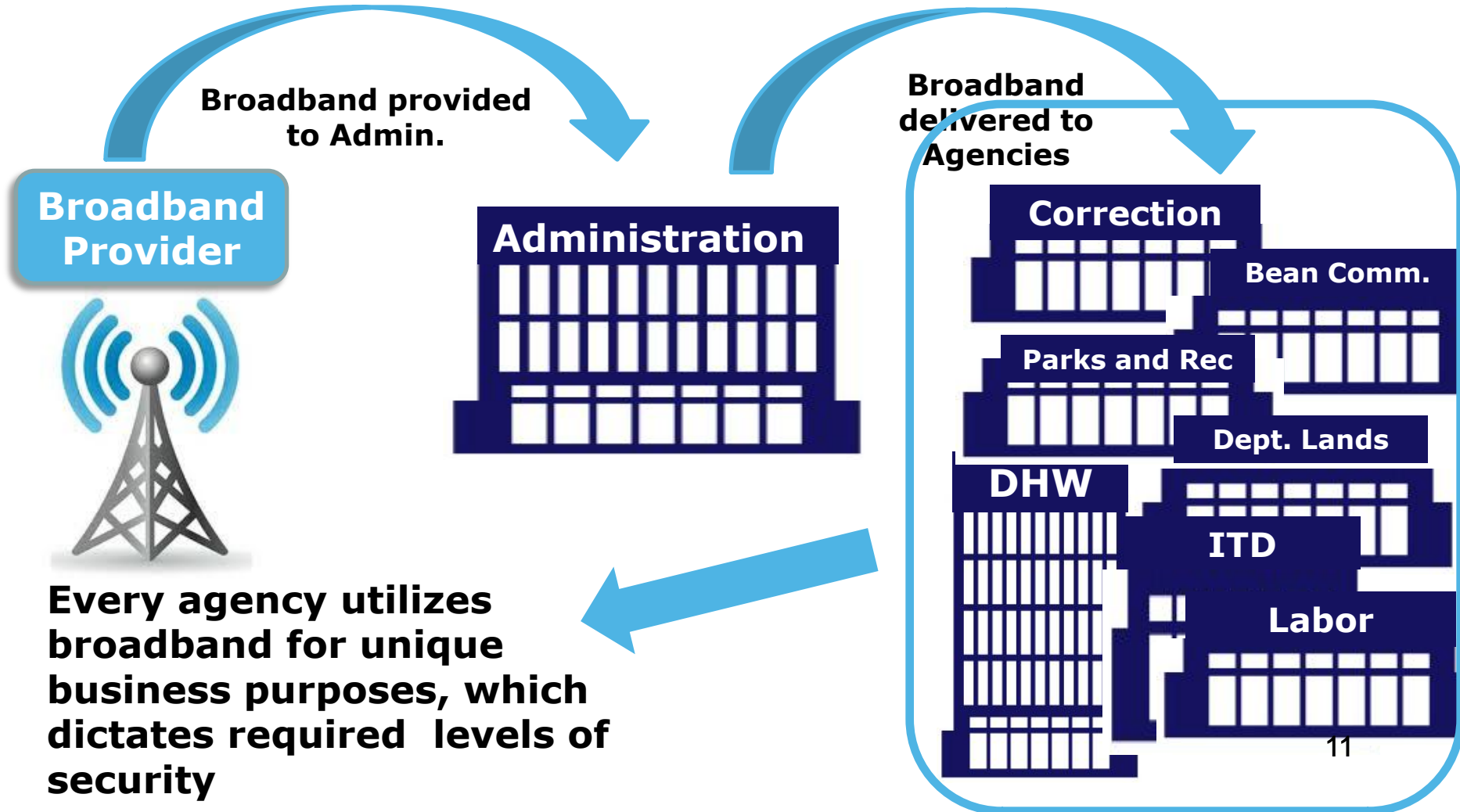


24/7 Functionality is critical

- **System upgrades/fixes must be carefully scheduled to not interrupt network services**
- **Heavy utilization of videoconferencing reduces travel for staff trainings, provides tele-health and tele-psychiatry**
- **A culture of real-time processing that needs 99% up-time for virtual office, federal database interfaces, encrypted VoIP phone system and mobile devices**
- **24/7 operations at mental health hospitals, with critical systems for pharmaceutical distribution, electronic patient records**



Current Broadband Connection



Broadband provided to Admin.

Broadband Provider



Administration

Broadband delivered to Agencies

Correction

Bean Comm.

Parks and Rec

Dept. Lands

DHW

ITD

Labor

Every agency utilizes broadband for unique business purposes, which dictates required levels of security



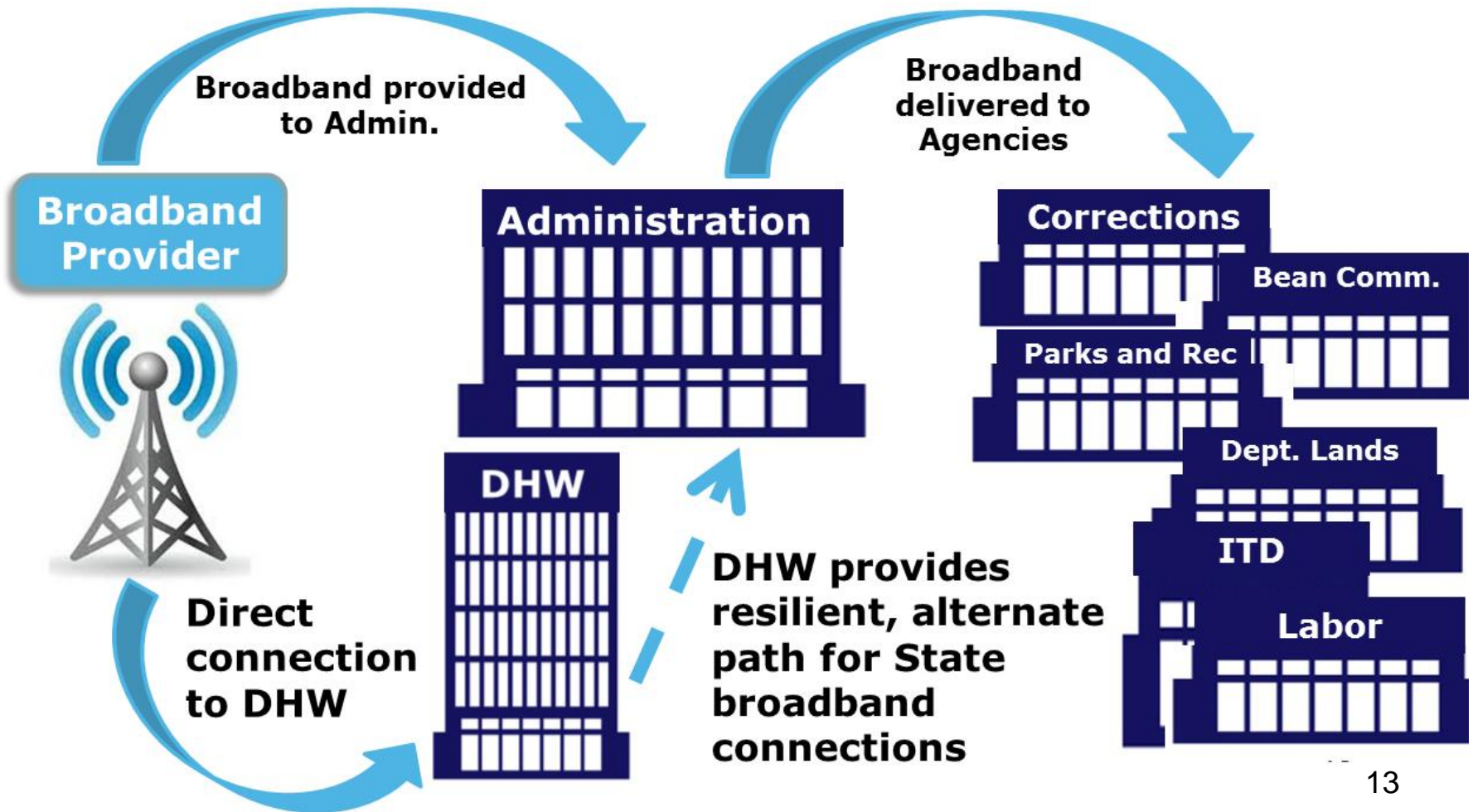
DHW Federal Audits Demand Highest Security Level

- **Most state agencies don't collect sensitive data or require heightened levels of security**
- **DHW requires highly specialized IT staff dedicated to protecting data**
- **Connection to state network services creates vulnerable pathways for hackers**



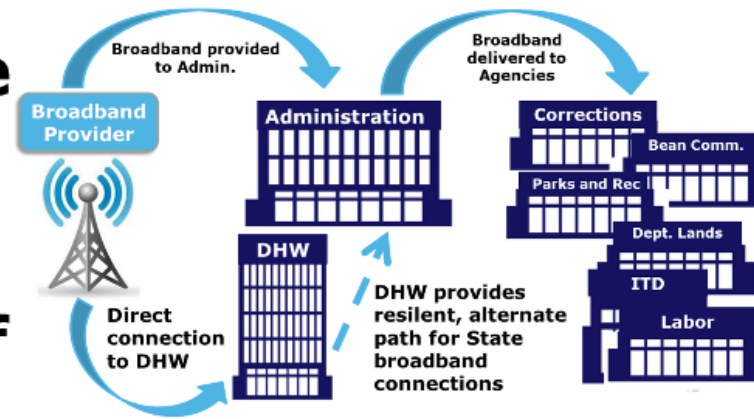


Proposed Broadband Connection



Direct DHW Broadband Connection

- Reduces unnecessary security threats to sensitive DHW data
- Provides resilient alternate path for all state agencies if Dept. of Admin. broadband connection goes down
- Provides uninterrupted, 24/7 broadband service for state hospitals, virtual offices, VoIP phone systems, mobile devices, connections to national verification databases



Recommendation: Security, Value, Resiliency

- 1. Secure a state contract with multiple providers**
- 2. Allow agencies to negotiate through the state contract to receive best bandwidth/pricing for specific geographic locations**
- 3. Extend contract to multiple years to receive lowest price, while giving providers incentive to improve infrastructure**
- 4. Build resiliency into state broadband network**





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