

Enterprise Case Management System Website Announcement

Project Goal: To improve service delivery and processes for DHS' clients, DHS staff, and business partners

The Pennsylvania Department of Human Services (PA DHS) is launching a [website](#) to share information about the ECM system up to and beyond implementation. The website is intended to communicate key information of the services provided to participants and families through multiple DHS program offices, regardless of the human services program or county providing the service.

The ECM website can be accessed at: <https://www.dhs.pa.gov/ECM/Pages/Home.aspx>.

ECM will replace several legacy systems across program offices through the implementation of one common solution. By means of this website, users can get acclimated with all ECM subsystems and their functions. The primary pages and a brief synopsis are as follows:

- **About ECM:** An overview of ECM, its timelines, goals and objectives, benefits, scope, and project governance structure.
- **Stakeholder:** An overview of the participants who benefit from ECM. This will include links to the subpages for the different stakeholder groups, including the Program Areas, County Organizations, Hearings and Appeals, Providers, Service/Support Coordinators, Administrative Entities and Those we Serve.
- **Development:** Description of the scope of the project, the technology used, methods used to implement and operate the future ECM, and the phases of the project. The development and maintenance of the ECM system will follow a hybrid-agile system methodology which will be described in more detail within this area of the website. System development involves the process of producing and sustaining an information technology system. It covers technology, people, and processes.
- **Change and Training:** Information about the system including training materials, user guides, and schedules. It is key that the stakeholders and those we serve are supported throughout the entire project process.
- **News:** Communications such as press releases, news coverage, and announcements.
- **ECM FAQs:** Frequently Asked Questions that cover various topics like general information, the timeline for the project, implementation process, and trainings.

We hope that you will refer to the website often as more information is posted while PA DHS and its partners prepare for the initial launch.