



The DoIT Digest

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This Week:

- HFS Uses CRM to Serve Many of Illinois' Most Vulnerable
- DoIT Partners to "Contact Trace" Across Illinois
- #DoITogether Tech Talks Launching Next Week



HFS Uses CRM to Serve Many of Illinois' Most Vulnerable

Healthcare and Family Services (HFS) has deployed six mission-critical, cloud-based Customer Relationship Management (CRM) web applications since 2014, including three built and operationalized during the 2020 pandemic. These systems serve many thousands of medical providers and recipients throughout the state of Illinois. The Crisis Response System (CRS) provides hotline support by dispatching emergency medical assistance to children going through severe (and often suicidal) mental health crises. The system takes in over 50,000 calls annually. The recently launched IM+CANS CRM Portal allows clinicians to enter/upload approximately 500,000 mental health assessments annually, feeding valuable data analytics reporting. Other successful HFS CRM systems include Medicaid Long Term Care facility admission tracking, which tracks approximately 80,000 annually and Managed Care Organization Complaint tracking. All of these Dynamics 365 CRM systems were developed in-house by DoIT HFS.

DoIT Partners to "Contact Trace" Across Illinois

The Illinois Department of Public Health (IDPH), Lake and St. Clair Counties went live last week with a new contact tracing solution enabled by DoIT and industry partners. The solution uses cloud-based data collection, Salesforce platform-as-a-service and will assist as many as 3,800 "contact tracers" who will follow new COVID-19 cases within a 24-hour period. In just three and one-half weeks, DoIT and team coordinated with experts from local, state, and federal agencies to document, build, and provide training support for 150 users of the new platform. These efforts align with Governor Pritzker's Restore Illinois plan to reopen the state safely. A phased roll out is scheduled to onboard the remaining public health departments.



#DoITogether Tech Talks Launching Next Week

Staying connected as an agency is a challenge during the pandemic. In an ongoing attempt to close that gap, another series of #DoITogether events will be rolling out next week. Join Secretary Ron Guerrier and DoIT staff on Tuesday 6/23 and 6/30 to hear news and updates. **#DoITogether Tech Talks** will also include informal discussions with fellow co-workers on projects and programs that support our customers, and ultimately Illinois residents. For more information including log-in details, see the [recent communication](#) to DoIT employees.

DoIT FYIs and Reminders

Father's Day was first celebrated in Spokane, Washington in 1910 to honor a Civil War veteran and single parent who raised six children. It wasn't until 1972 and 58 years after Mother's Day was officially recognized that Father's Day became a national holiday too and it was about time! A shout out to all of the fantastic Dads out there . . . enjoy your day!



And . . . Don't forget to use the new [eTime link](#).