



## MEMORANDUM

**TO:** AAA Executive Directors **Notice # 042605-1-I-OVCS**  
**FROM:** Carole Green, Secretary  
**DATE:** April 22, 2005  
**SUBJECT:** Notice of Instruction: HelpWorks Project

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**JEB BUSH**  
GOVERNOR

The Department has executed a contract to implement the HelpWorks web-based information, referral and eligibility determination system. The purpose of this notice is to provide you with information about this system and to advise you of key project activities and deadlines.

HelpWorks is a highly configurable off-the-shelf solution that includes a public side and a private side (mapped to an Oracle database), a pre-screening tool that matches consumers with services, and it allows for the electronic submission of applications and forms. It meets all HIPAA, AIRS and Section 508 standards, and it can be interfaced with our legacy systems (CIRTS, CMS) and external databases. HelpWorks will serve as the foundation of the “no wrong door” service delivery system we are creating through the Aging and Disability Resource Centers and Aging Resource Centers.

All area agencies on aging will be required to use HelpWorks. We realize that there will be a period of adjustment for all of us as we make the transition to this new system. In addition to migrating data from the current statewide database and local information and referral systems, we will be implementing a new statewide inclusion/exclusion criteria that establishes standards for the types of providers that can be listed in our database (this criteria will be published in a separate notice). Though we can anticipate some challenges along the way, we are confident that when the new system is completed, we will be able to link consumers with services more efficiently and effectively.

Attached is information on the project’s scope and timeline, as well as technical specifications for HelpWorks. We are estimating that the system will go “live” in late August/early September. The Department and the vendor have completed the initial requirements confirmation sessions. We need to begin configuring the system. Gretta Jones, the Department’s Information and Referral Coordinator, will provide you with instructions regarding the key project tasks that must be carried out by area agency and elder helpline staff (data cleanup, data migration, etc.). We will begin this process with the area agencies on aging in Orlando, St. Pete, and Ft. Lauderdale, since they are the ADRC demonstration sites. We ask your cooperation in providing the information within the time frames specified. We are on a very fast track with this project, and we need your assistance to make it successful and to take full advantage of the technology offered by HelpWorks.

If you have questions about the HelpWorks project, please contact Tom Reimers.

Attachment

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