

Helping Health Care Providers Help the Impoverished

Practitioners Who Pay-It-Forward



The Challenge



Office of Statewide Health Planning and Development

The Office of Statewide Health Planning and Development (OSHPD) encourages underrepresented groups to pursue healthcare careers by incentivizing aspiring primary care health professionals to work in underserved

communities by awarding them scholarship opportunities via a program called CalREACH. The agency also manages a loan insurance program called Cal-Mortgage, which assists public healthcare facilities to develop or expand their services.

But OSHPD applicants found the CalREACH program cumbersome, lacked functionality to allow efficient business transactions, was not friendly or intuitive, and required users to submit multiple applications for various loan options. OSHPD applicants also found the Cal-Mortgage program to have a labor-intensive manual application process.

Further, the outmoded grant application system was hosted on a vendor's webserver. This created difficulties for OSHPD staff members when technical adjustments were necessary. Any corrections would incur vendor costs.

OSHPD first desired an electronic upgrade so users could submit large supplemental documents and applications online. Second, the agency requested to have the website operating on its own server.

The TrinityTG Solution

OSHPD sought the Microsoft (MS) Dynamics 365 stack, which includes a variety of business applications including customer relations management. MS called on TrinityTG to assist because of the company's expertise in creating tailored business solutions when using the Customer Engagement capabilities of the stack program.

TrinityTG created a less expensive program that has dramatically improved the user's experience on the OSHPD website. A new grant management system, eApp, supports the application, eligibility determination, and funding source management for the 20+ grant programs administered by OSHPD.

BY THE NUMBERS

- ❖ More than 9,000 public health residents and students have received grants.
- ❖ OSHPD has awarded them more than \$43 million to support their education and training.
- ❖ The Health Professions Education Foundation (HPEF) works in conjunction with OSHPD to offer scholarships and loan repayment programs.
- ❖ HPEF has supported more than 3,300 residents and students.
- ❖ HPEF has awarded them more \$54 million.

Source: OSHPD

The system allows users to submit applications and store all of their supplemental documents online and its design is both user friendly and intuitive.

The new eApp provides a modern look and feel web portal for both individual and businesses to both apply and view the grants in which they are eligible. And it offers unprecedented access to reporting and analytic tools providing real-time updates on applications, eligibility, and funding drawdown trends.

In particular, the new system eliminates the data duplication issues that were reported when using the former system. And, with TrinityTG's assistance, the agency will eventually become self-sufficient in maintaining and adjusting the software. In others words, OSHPD will own the solution outright.

Scope Attributes:

The eApp has been designed to be extremely user friendly by using best practices in UX methodology, and aligning them with the capabilities of Dynamics 365 Portals component. TrinityTG used ADXStudio to provide a user-friendly interface for individuals and organizations to submit grant applications. Fully integrated with CRM, ADXStudio provides data to OSHPD in real-time allowing for workflows and business rules to govern all of the various grant programs.

TrinityTG was responsible for the design, development and implementation of the new grant management program. As part of this effort, TrinityTG staff supported the business analysis through user story grooming and refinement, collection of business rules, and architecture of the application's decision engine. The technical team worked with both functional and technical resources to plan sprints, estimate build effort, and coordinate work planning with the project scrum master.

Technology Attributes:

CRM 2016, CRM ADX Studio Portals 7.0, JavaScript

Key Client Benefits



IMPROVED USER EXPERIENCE: Applicants seeking numerous grants and loan repayment applications need only input personal information once.



SUSTAINABILITY: TrinityTG will assist with moving the program to the Cloud eliminating the maintenance of computer hardware.



SCALABLE: Shared components allow for platform adjustments to meet future program needs.



EXPANDABLE TOOLS: GIS-included software assists with address validation so applications can be compared with OSHPD's impoverished communities.

Trinity Technology Group

Trinity Technology Group in Sacramento has been building IT solutions and solving real business challenges for two decades. Our team of talented professionals – from business and quality assurance analysts to seasoned developers and project managers – work hand-in-hand with you to create plans for each critical process, and then deliver solutions to meet the specific needs of your organization.

trinitytg.com | trinity@trinitytg.com | (916) 779-0201