

Information Resource Management Plan

Executive Summary

The highest priority of the Ministry of Children and Family Development is the health, safety and well-being of the thousands of vulnerable children, youth, and their families who depend on MCFD to provide quality services. The ministry is working together with other ministry partners to build an integrated system of programs and services to support families and communities.

MCFD's Information Resource Management Plan is an important element of this commitment. Specifically, the emphasis of this year's IRMP is:

- Planning and procurement of major new systems that will integrate case, client, contract, resource, payment, and data warehouse systems;
- Re-engineering current business processes to deliver improvements made possible by the new systems initiatives;
- Implementing a secure information sharing capability for staff and service providers;
- Completing the migration of the Child Care Subsidy system to a new platform;
- Improving performance management information and our accountability by implementing a new data warehouse; and
- Increasing our focus on privacy and data-sharing agreements with other ministries.

The implementation of a new Case Management System will lead to the migration from the obsolete Social Worker System (SWS) that is administered for us by the Ministry of Employment and Income Assistance. The new system will provide the tools for workers in the ministry, service providers, and Authorities to manage their work, co-ordinate their efforts, and monitor individuals as they move through various programs.

The new Case Management System will link to the Client, Service and Security Registries, which are core components of the technology infrastructure. The registries are reusable components that link to internal and external data sources that support the ministry. These database linkages will require that MCFD undertake privacy impact assessments and establish the necessary data sharing agreements.

Of equal importance to collecting the data is the reporting component. From an information management perspective, the focus of the ministry will be on the integrity, accuracy, completeness, and security of the data. MCFD plans to replace its data warehouse and provide an up-to-date reporting environment, including new data analysis and business intelligence tools.

In the years to come, MCFD intends to integrate case and client management with new contract and resource management components. This will enable the ministry to link clients to services, services to contracts, and contracts to payments. This will enhance management's ability to be accountable by better enabling the ministry to track clients, services, and outputs, and to see relationships between outcomes and program funding.