Home and Community Services Information System (HCSIS) Update

Office of Mental Retardation

Phase 2 Goes Live!

Hip, Hip, Hooray! The Four pilot counties have launched what is the most significant change to the PA. MR System in 35 years! The business processes that were implemented as part of Phase II include the client pre-registration, registration, case notes, individual estimate of resources, individual support plan and monitoring for people receiving services in the P/FDS waiver and people registering for services for the first time. Months of planning and significant on site training support resulted in the first two weeks of pilot implementation of Phase II moving ahead without any significant problems.

A Special thanks to Berks, Dauphin, Westmoreland and Delaware Counties for launching the real beginning of the phase 2.0 business processes in HCSIS which will shift the balance of control to the hands of individuals and families receiving services. We know this took a lot of preparation, training, and staff time and we appreciate your willingness to launch this functionality of the system with us. We would also like to thank our Regional transformation coordinators, their Deloitte (Braxton) counterparts, all of the HCSIS trainers, and the HCSIS help desk staff for all their hard work in supporting the pilot counties.

Pilot News


Performance Update

Nothing is more frustrating than very slow response times. Late breaking reports indicate that screens are moving within 5-15 seconds! OIS has installed and begun using additional hardware, so system performance improvement is on its way.

On Monday, August 19, OIS performed further tuning, to distribute work evenly among all the processors.

If you continue to see delays in response time, please contact your HCSIS help desk at 1-866-444-1264 with the screen, and length of the delay.

Quotes from Users

I just have to click on the “Incidents” hyperlink to find the incident information. It’s easy: Tiffany Grace, Berks County

I am pleasantly surprised. I am one of the most computer illiterate of the group and it’s ok. Kim Weber, Berks County

"Excellent, I entered eight waiver monitoring forms in the system. It does not take that long once you get the hang of it.” Tiffany Grace, Berks County

"Once I learned you could tab through the fields it went much quicker.” Mina Willaford, Berks County

"It is easier to navigate than our previous system, it tells you where you are going.” Amy Amadio, Berks County

Important facts about HCSIS!

- There are 151 pages of case notes in!
- The first situational assessment and IER is in!
- The first ISP has been finalized with approved services!
- 16,602 reportable incidents are in!
- 900 Health Risk Profiles are in!
- 600 Registered providers!

PROVIDED COURTESY OF PCPA