



## REI Systems' Partnership with Health Agencies

We build modern technology solutions for health agencies to support their work to improve health for all Americans. Our success focusing on health missions includes REI being asked to help the Health Resources and Services Administration (HRSA) for over 20 continuous years. HRSA's mission is to support primary health care to disadvantaged Americans, to widen access to training for nurses and doctors, and to harness data that will improve outcomes for at-risk mothers and their babies. Recently, we helped HRSA obtain funding for providers treating COVID-19 in just 14 days after the CARES Act passed into law.

REI focuses on health missions. We help the Administration for Children and Families (ACF) accelerate service delivery to victims of human trafficking, and we help the Food and Drug Administration (FDA) ensure the safety of medicines and numerous other products brought to America by foreign manufacturers. These are just a few examples of how REI Systems is committed to impacting millions of lives through technology. Our success stories below offer additional details about the technology, innovation, and services we offer that advance health care outcomes.

### Partner Success Stories

#### GRANTS MANAGEMENT SYSTEMS/APPLICATION MODERNIZATION

##### *HRSA Electronic Handbooks (EHB)*



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REI provides software development, modernization, and enhancement support for the system HRSA uses to fund health care grants for more than 29.8 million disadvantaged Americans. Our support includes business process streamlining and customer experience design, software development, data analytics, and change management. REI helped HRSA move to 140+ integrated, but independent, products to a scalable infrastructure and a domain-driven microservices architecture, using .Net, Core, Angular, bootstrap technologies, low-code platforms, and COTS tools like Tableau and RapidMiner. The EHBs system interfaces with HHS's Grants Management Systems and helps HRSA meet strategic goals and objectives. Under this contract, REI Systems strengthens HRSA's performance reporting capabilities and provides data analysis and dashboard solutions for greater visibility that enhances overall decision-making. These improvements enable HRSA to better utilize the EHBs investment in response to legislative, policy, management, and technology changes.



## APPLICATION MODERNIZATION

### *FDA Criminal Investigations, Administrative, Imports, and Labs (SCAIL)*

REI is supporting the Food and Drug Administration's (FDA) Office of Regulatory Affairs (ORA) in the development, modernization, and operations of the SCAIL mission-critical systems that helps protect consumers from risks such as dangerous, unacceptable quality, or mislabeled products, including foods, veterinary medicines, drugs, other medical products, and tobacco. REI is implementing innovative and Agile technology approaches that leverage DevSecOps and containerization, FEDRAMP cloud, strengthened



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security measures, and new analytic capabilities to support FDA's essential mission of protecting public health and safety. REI is managing, modernizing, migrating to the cloud, consolidating and integrating more than 30 applications within SCAIL to improve data sharing, increase system capabilities, incorporate emerging technologies, and address changing regulatory mandates.

### ***ACF's Shepherd Case Management System***

REI created a user-centric solution to automate the Administration for Children and Families' (ACF) certification of human trafficking victims to deliver services more quickly such as counseling, healthcare, housing, and asylum. REI used an Agile approach to build the case management solution, which was critical to enable real-time collaboration and unification between multiple federal agencies serving the same victims. A modern microservices architecture enabled system flexibility and increased resource efficiency in the event a governing law or regulation changes. REI's automation helped ACF cut the time needed to provide benefits to victims by 50% and increased ACF's capacity to serve nearly twice as many victims, despite no increase in authorized staffing. As a result, ACF's Shepherd Case Management System won the 2020 Government IT Executive Council's "Digital Experience Award," the 2021 ACT-IAC "Ignite Innovation Award," and the "2021 FedHealthIT Innovation Award."



### ***FDA's Foreign Inspection System***

We developed a web-based inspection system for the FDA's Office of Regulatory Affairs to more effectively plan and manage inspections of foreign firms that produce food, medicines, and



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medical devices for importation into the US. Without this system, these imports present a health risk for Americans who depend on them. During the project, REI implemented the first CI/CD DevSecOps pipeline at FDA, overcoming barriers and setting the example for FDA to automate code promotion and deployment. REI's solution helped the FDA enhance inspection-related data quality, increase efficiency of inspections, reduce burden on inspected firms, decrease human error, and cut risk from foreign foods and medicines.



## **DATA AND ANALYTICS**

### *HRSA's Modern Data Analytics Platform (MDAP)*

HRSA asked REI to help “democratize” the access and use of the agency’s data beyond just a few technologists while at the same time enabling users to combine related information from different sources. With REI’s analytic expertise, HRSA gained meaningful information in minutes rather than weeks. For example, our data solution helped health clinics discover best practices for lowering maternal and infant mortality rates. As a result, HRSA’s MDAP won first place over more than 150 other innovations during ACT-IAC’s Igniting Innovation Awards. Additionally, REI has helped HRSA with groundbreaking work analyzing grantee provided data to identify factors that predict depression among disadvantaged patients at HRSA-funded health centers.



## Partnership Achievements

HHS and REI partner team members have won independent recognition for our work together:

- 2021 **Igniting Innovation Award** for ACF's Shepherd Case Management System
- 2021 **FedHealthIT Innovation Award** for ACF's Shepherd Case Management System
- 2020 IT Executive Council's "**Digital Experience Award**" for ACF's Shepherd Case Management System
- 2018 **Igniting Innovation Award** for HRSA's Modern Data Analytics Platform (MDAP)



## About REI Systems

REI Systems provides reliable, effective, and innovative technology solutions that advance federal, state, local, and nonprofit missions. Our technologists and consultants are passionate about solving complex challenges that impact millions of lives. We take a Mindful Modernization® approach in delivering our application modernization, grants management systems, government data analytics, and advisory services. Mindful Modernization is the REI Way of delivering mission impact by aligning our government customers' strategic objectives to measurable outcomes through people, processes, and technology. Learn more at [REIsystems.com](https://REIsystems.com).