



REI Systems' Long Partnership with Health Agencies

We build modern technology solutions for health agencies to support their work to improve health for all Americans. We have been a trusted partner at the Department of Health and Human Services (HHS) for over 20 years. REI has more than 400 project personnel supporting various mission-critical functions such as managing and enhancing the Health Resources and Services Administration's (HRSA) grant management system. Our grants management system helped HRSA disperse billions in grant dollars in just weeks to health providers during the beginning of COVID.

REI has over 200+ employees working now to modernize more than 30+ Food and Drug Administration (FDA) systems to ensure the safety of American consumers. The Administration for Children and Families (ACF) accelerated service delivery to victims of human trafficking by 50% with our modern case management system. These are just a few examples of how REI Systems is committed to impacting millions of lives in public health through technology. Our success stories below offer additional details about the technology, innovation, and services we offer that advance healthcare 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 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.



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FDA Automated Laboratory Information System (ALIS)

ORA's laboratories play a major role in protecting consumers from unsafe, ineffective, and mislabeled products. The laboratories test thousands of product samples annually via a manual, paper-based process. ORA was ready to modernize collection, processing, sharing, and compliance of analysis data of field office operations and information sharing across the agency. ORA looked to help the Microbiology Analyst Program first by creating a cloud-native Automated Laboratory Information System (ALIS). REI built an AWS cloud-native application in under 8 months using human-centered design, agile and DevOps, a microservices architecture, and emerging technology like AWS X-Ray that collects data about ALIS service requests to gain insight into issues and opportunities for optimization. ORA analysts now work much faster and conduct more testing with fewer errors. An ALIS user said, "The ability to generate work packages in a click of a button is great. It took hours before to do this manually." ORA plans to build ALIS into a one-stop shop for all sample-related programs.

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FDA System for Entry Review and Import Operation (SERIO)

The growth of imports into the U.S. is steadily increasing, approximately 10% year over year. These factors necessitate more regulatory operations without an increase in regulatory staff. One approach to solving the lack of manpower is to create tools that will make an Investigator's work more efficient and effective. To meet this need, the REI team collaborated closely with FDA ORA to implement the System for Entry Review and Import Operation (SERIO) application. SERIO provides inspectors with a consolidated inspections database, it enforces repeatable business processes across all ports of entry, and it reduces human error with automation. SERIO is a web-based and mobile application. The SERIO mobile component is a platform-agnostic native mobile application that can be installed on iPads/tablets/cell phones and used by Consumer Safety Officers at the point of inspections. In addition, SERIO integrates with the Customs and Border Protection (CBP) to move FDA-regulated entry/lines over to the FDA for review. SERIO is a user-centric application that automates processes and reduced data entry and provides better interoperability with other federal agencies.



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

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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 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:

- 2023 **FedHealthIT Disruptive Tech Award** for the FDA Automated Laboratory Information System (ALIS)
- 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.