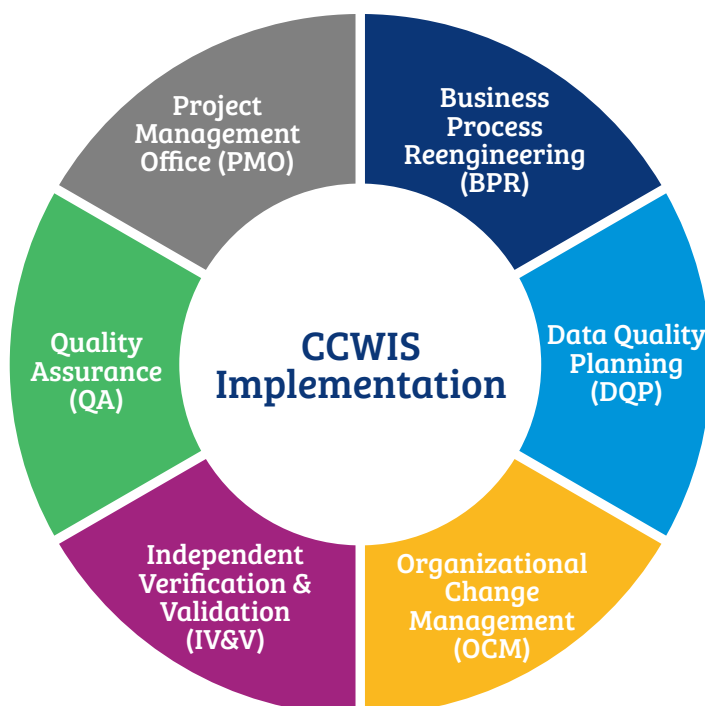


Comprehensive Child Welfare Information System (CCWIS) Planning and Support Services

Choose the right services for your CCWIS project to achieve successful implementation.

The desire to get to the finish line can cause organizations to overlook the need for critical analysis to help prepare them for what's to come. Feasibility studies are an important first step in planning to secure Federal Funds Participation (FFP) via Advanced Planning Documents (APDs). Designed by the Administration for Children and Families (ACF), APDs make sure states have adequately considered all the different elements that impact a planned project and are required to secure 50/50 FFP.

At this stage, agencies should be scoping and planning not only system integrator costs, but the constellation of costs associated with the implementation, maintenance and operations (M&O) of a new system. Framework workstreams, such as Project Management Office (PMO), Business Process Reengineering (BPR), Organizational Change Management (OCM), Data Quality Planning (DQP), Quality Assurance (QA), Independent Verification & Validation (IV&V) support implementation activities. State personnel resources—IT and program—will allow agencies to better understand the state's capacity to support the system implementation, M&O, and the different workstreams



Planning a Way Forward—Framework Workstreams

Framework workstreams are essential activities and tasks that converge to support CCWIS implementation, they help to mitigate risks that large-scale system implementations face. Each one plays an important role in CCWIS projects.

- **Project Management Office:** For large complex implementations, there can be a myriad of internal and external stakeholders involved. A PMO structure helps bring consistency in communication and the management of planned activities and schedules to keep a project on track.
- **Business Process Reengineering:** Agencies need to revisit the notion that the software must always reflect the existing business practices. This can be fault and sometimes fatal, in project terms, assumption. Agencies that cling to the way they do business today are often reticent to consider changes in workflow.
- **Organizational Change Management:** CCWIS projects are a big deal and represent a big change for an organization—don't expect change to occur in a positive fashion "organically."
- **Data Quality Planning:** Ownership of data management is often absent. Many states do not have an enterprise data management program, and the concepts are unfamiliar.
- **Quality Assurance:** For large-scale implementations, like CCWIS, agencies often do not have the staffing to support validating that the software being delivered meets their requirements and specifications. Having dedicated QA resources can help alleviate the amount of time that is required to create and execute testing to ensure what's delivered is meeting the expectations of the agency.
- **Independent Verification & Validation:** It's easy for stakeholders to state that an implementation project is meeting all its goals and requirements, but bias can play a role in that assessment. Having an independent, unbiased, third party to review the project throughout its lifecycle, can help identify high-risk areas as early as possible to allow for contingency and mitigation planning.

PCG CCWIS Projects

JUNE 2016

ACF Issues CCWIS Final Rule

JULY 2016

- Virginia CCWIS, Feasibility Study & Planning
- Arizona CCWIS, Feasibility Study

NOVEMBER 2016

Arizona CCWIS, Planning & Execution

JULY 2017

Illinois CCWIS, Feasibility Study

DECEMBER 2017

Manage implementation for Optum/West Virginia Department of Health and Human Resources

JANUARY 2018

Minnesota CCWIS, Feasibility Study

JANUARY 2019

Florida CCWIS, Feasibility Study

MAY 2019

D.C. CCWIS, APD Support

SEPTEMBER 2020

Kansas CCWIS, Planning, Procurement, & Execution Support

APRIL 2022

Pennsylvania CCWIS, Execution Support

AUGUST 2022

Rhode Island CCWIS, Planning, Procurement, & Execution Support

APRIL 2023

Missouri CCWIS, Planning

How We Can Help

Public Consulting Group (PCG) has extensive experience and has been a leader in child welfare technology planning and implementation support projects for over a decade.

The PCG team took the time to understand our state's capacity and infrastructure and crafted services to support the Kansas Department for Children and Families' CCWIS team. PCG guided our subject matter experts and walked alongside the entire CCWIS team in data governance, business process reengineering, and organizational change management. Thanks to the collaboration with PCG, we are well positioned to begin working with the implementation vendor.

—Toni Harryman, KS DCF, CCWIS Project Director

Contact us today to learn more!



(800) 210-6113



info@pcgus.com



www.publicconsultinggroup.com