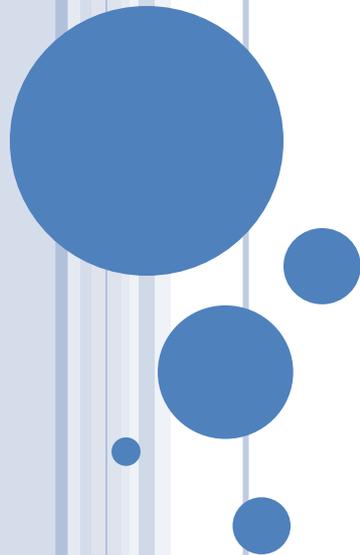




VIRGINIA DEPARTMENT OF
SOCIAL SERVICES

VIRGINIA'S AUTOMATION OF CHILD CARE SUBSIDY



AGENDA

- Business Drivers
- Roadmap to Automation
- Local Department Participation
- Facilitating a Smooth Transition
- Benefits
- Challenges & Surprises
- Wish List
- If we were to do it all over again...

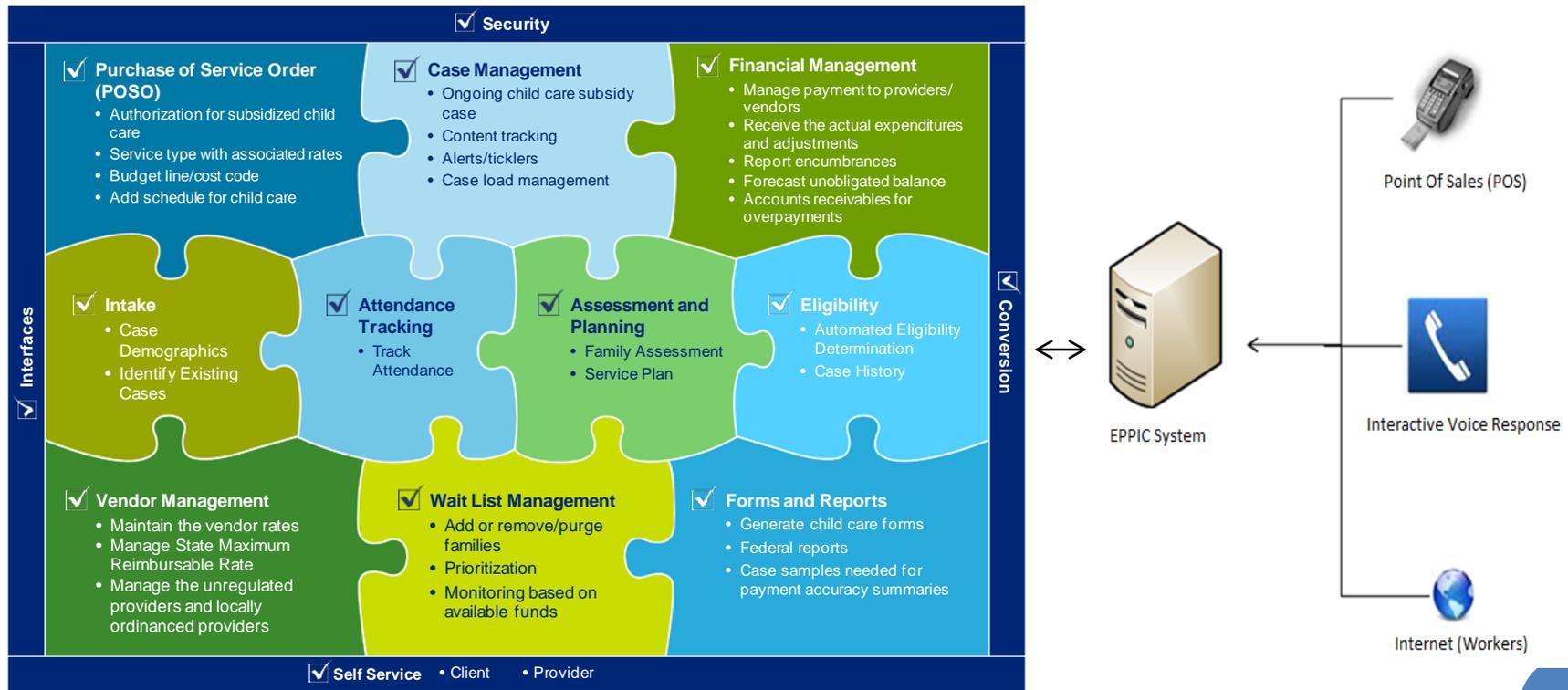
BUSINESS NEEDS

Virginia's Social Services System is state supervised and locally administered by 120 cities and counties.

- Consistent and standard statewide operations
- Precise and timely tracking of child care authorizations and payments
- Automated eligibility determination
- Provides data needed for efficient case management and reporting
- Ability to collect and track provider-specific information
- Reporting capabilities for business analysis or forecasting of funds disbursement
- Payments are made to legally operating providers only
- Automates child care processes and has extensive system checks to reduce fraud

ROADMAP TO AUTOMATION

To achieve service integration, improved efficiency, and most importantly, improved outcomes for the citizens of Virginia, DSS decided to implement a Case Management System and Attendance tracking system



LOCAL DEPARTMENT PARTICIPATION

Requirement Validation

Local Department and Central Office staff spent six weeks validating that the transfer solution meets the system requirements detailed in the RFP.

Design / Development

Local Department and Central Office staff spent six months working with the Vendor on the system design.

User Acceptance Testing

Local Department and Central Office staff wrote and executed test scenarios to confirm the system is operating as designed.

Implementation

Local Department and Central Office staff participated in business process workshops to identify business process impacts that will result from using the new system. The results of these sessions are included in an Implementation Handbook that each local department received.

FACILITATING A SMOOTH TRANSITION

- Phased Implementation - Implementation Included a Pilot and Three Waves
- Training and Implementation Support needs to be included as part of the Scope
- Providing Field Support in the Local Departments after Go-Live
- You may not get everything you want right away. (80/20 Rule)

BENEFITS

- ✓ Consistent and standard statewide operations
- ✓ Precise and timely tracking of child care authorizations and payments
- ✓ Automated eligibility determination
- ✓ Provides data needed for efficient case management and reporting (801)
- ✓ Ability to collect and track provider/vendor specific information
- ✓ Reporting capabilities for business analysis or forecasting of funds disbursement
- ✓ Payments are made to legally operating providers/vendors only
- ✓ Automates child care processes and has helped the Department save dollars

CHALLENGES & SURPRISES

- Transitioning from a manual process to full automation
- Willingness of providers to document attendance
- Availability of State and Local Department staff
- System Changes are expensive
- More accurate attendances

WISH LIST

- More efficient and easy to use Attendance tracking system
- Data Analytics and Additional Reporting Capabilities
- Integrate Quality Rating with Subsidy System
- Integrated Program Integrity and Anamoly Detection

IF WE WERE TO DO IT ALL OVER AGAIN..

- Allow time for staff to become comfortable with one system (case management) before adding a second (attendance tracking).
- If it is Enterprise System – Bring all parties together at the very beginning –Align eligibility requirements
- Assign dedicated resources for the project
- **Provide adequate training for providers and parents for using the attendance tracking system**
- Involve Fiscal Staff from throughout the process
- Have Business Analyst who learn the program
- Assign a Librarian for Document Management
- Talk with other states who have implemented systems. Visit if possible.
- Work with staff experienced with contracting.
- NO CHOCOLATES during Design Sessions☺