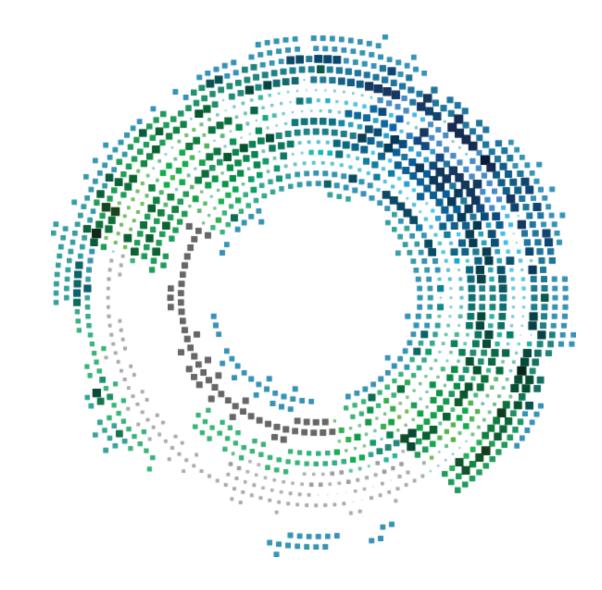
Deloitte.





Travis County HHS

Deliverable Expectations – Sense Phase APRIL 29, 2020

Agenda

- 1 Project Pulse Check
- 2 Sense Phase Deliverables
- **3** Program Priority for ECMS
- Formal Deliverable Submission Process

Where we are in the project

DECIDE **SENSE ASPIRE** Months 1-3 Months 7-11 Months 3-7 Continue project management and **Project** ✓ Establish Project Governance Continue project management and launch governance ✓ Develop Project Management Plan Capture lessons learned and conduct Management governance Deliver Ambitions Lab project closeout ✓ Perform Stakeholder Interviews Assess Improvement Opportunities & Plan • Incorporate Future State Business Process **Business Process** ✓ Review Procedural and Operational Future-State Maps into Recommendations • Develop Future-State Business Process Assessment Documentation Finalize Future-State Recommendations • Develop As-Is Business Process Maps Maps ✓ Explore CABA System Functionality & • Document CABA System Inventory Document ECMS data elements and **Understand Technical Components System Discovery** Hold Discovery Sessions to Map ECMS reporting ✓ Hold Discovery Sessions to Map CABA **Future-State Functionality** • Document ECMS System Requirements Functionality ✓ Perform User Research & Center Service Design Planning **Service Design** Observations • Draft Service Blueprint Prototype ECMS Design • Develop Modes/Mindsets & Journeys ✓ Project Kick-off Data Mapping & Reporting Requirements ✓ PM Plan Efficiency Assessment & **Deliverables** • System Requirements & Design Document • Insight Report/Business Process Review & Recommendations Project Closeout **Documentation**

Deliverable: Process Review and Documentation

Overview

Divisions	Inputs and Activities					Process Review and Documentation	
	Stakeholder Interviews	Center Observations	Modes & Mindsets	Worker Journeys	Policy & Procedures Review	Business Process Flows	Insights Report
Family Support Services	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Community Services Division	\bigcirc		\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Office of Children Services	\bigcirc		\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Finance	\bigcirc		\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Human Resources*	\bigcirc				\bigcirc		
Research & Planning*	\bigcirc				\bigcirc		

Prioritizing Divisions & Programs by ECMS Rollout

ECMS Phase 1 All FSS Programs

- Utility Assistance/CEAP
- Clothes
- Food Pantry
- Rent/Mortgage
- Burial
- Supportive Case Manager/ Social Worker Services

ECMS Phase 2 Remaining CABA Programs

- Housing/Weatherization
- Neighborhood Conference Committee (NCC)
- Services for the Deaf and Hard of Hearing

ECMS

Family FIRST

ECMS Phase 3 or Not Included

Non-CABA Programs

- Summer Youth Employment Program
- Coming of Age
- Healthy Families
- · Community Partners for Children/ Children's Partnership/TRIAD
- Youth & Family Assessment Center
- Parenting in Recovery
- CPS Reintegration Project

ECMS

ECMS

Confirm Formal Deliverable Submission Process

Submit deliverable electronically to begin Review and Acceptance period (see email below)

- **Conduct Deliverable Expectations meeting**
- Conduct high-level walkthrough of Deliverable prior to Submission
- Submit Deliverable electronically to begin Review and **Acceptance** period
- ITS has 5 days to review and Deloitte has 5 days to return edits/resubmit
- Once accepted, Deloitte will submit an invoice per contract guidelines

Deliverable submission email I would like to submit the following deliverable for your approval: • Task 1: Process Review and Documentation Once you provide comments and/or approve, our Project Controller, copied here, will submit the invoice. Thank you and please don't hesitate to let me know if you have any questions. Additional Comments about the Customer's Acceptance: Recorded Shortfalls (if any): As the business user, I have agreed to: Approve the Document(s) Approve the Document(s) with conditions (see above) Disapprove the Document(s) Revise as described above and resubmit Title: Travis County Project Signature Date Manager Mayra Marquez Title: Deloitte Project Manager Date Signature

Appendix

Deliverable: Process Review and Documentation

Part 1: Current-State Insight Report

Section

RESEARCH APPROACH

Discusses our approach of combining traditional business process reengineering with Human-Centered design to generate insights highlighting the worker experience at HHS.

DATA COLLECTION & FINDINGS

Detailed view of the data collection approach, centers visited, programs reviewed, as well as initial findings into what is working well, what are some areas of improvement, and pain points.

SYNTHESIS

Analysis of patterns, themes, truths, and tensions from data into insights to understand the HHS worker experience when supporting clients and engaging in business processes.

MODES, MINDSETS, & JOURNEYS

Translates the findings obtained during our research into opportunitydriven, user-focused insights regarding how HHS staff work and what they do, including potential behaviors and motivations of ECMS end-users

CENTER SPOTLIGHTS

Stories highlighting some best practices or procedures documented from our center observations that may be of interest to other Community Centers.











Deliverable: Process Review and Documentation

Part 2: Business Process Flows

FSS

Appeals

Application Processing (CEAP)

Application Processing (Funded Services)

Billing

Burial

Enterprise-Wide (Level 0)

Finance

Intake (Funded Services)

Intake (Non-Funded Services)

Social Worker

Supportive Case Manager

Vendor Procedures

NOTE: Flows in *italics* are still in-progress or in-review

CSD

Deaf Services

Housing/Weatherization

NCC

Coming of Age

Summer Youth Employment

CSD

Children's Partnership

Community Partners for Children

CPS Reintegration Project

Family FIRST

Parenting in Recovery

TRIAD

Youth & Family Assessment Center

Travis County

ITS

Audit

