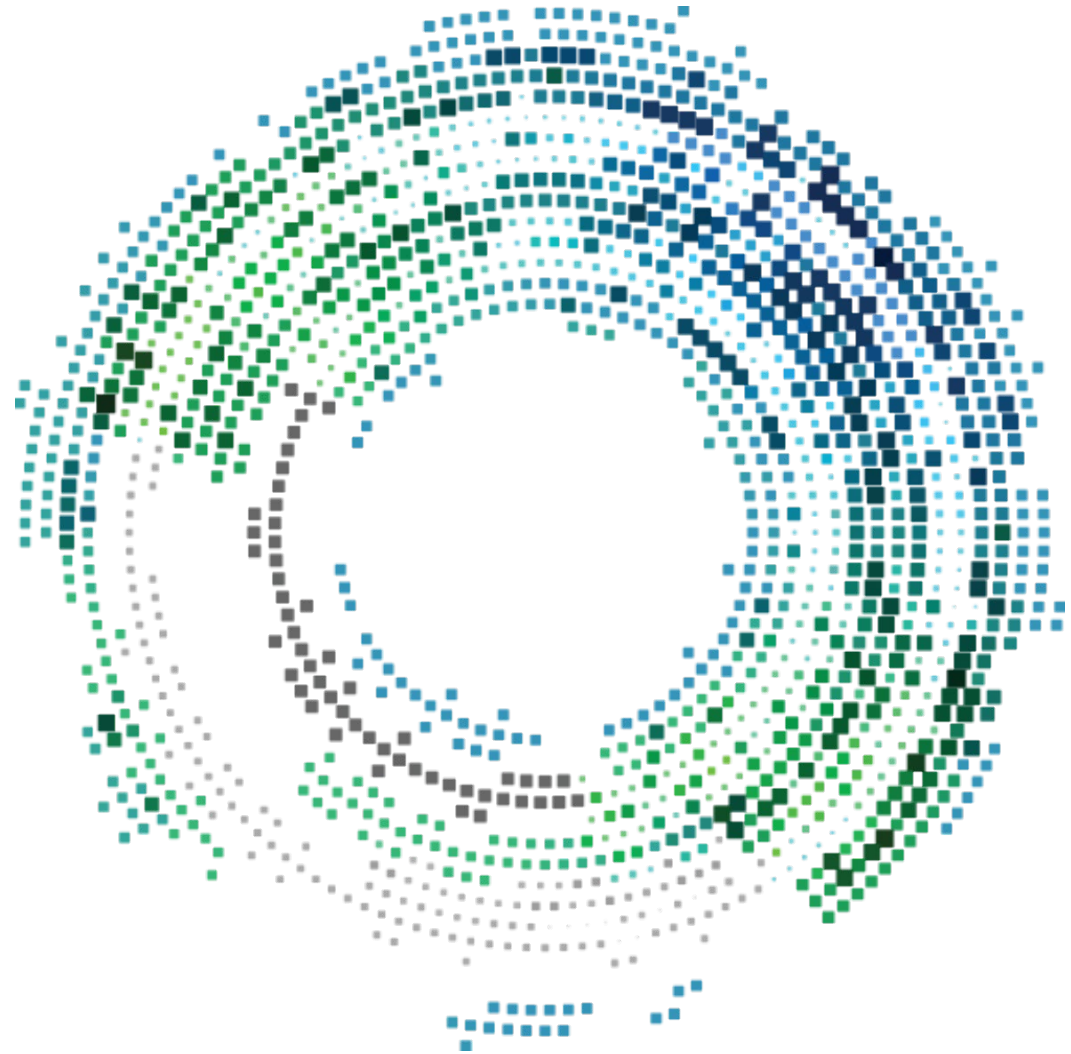


Deloitte.



Travis County HHS

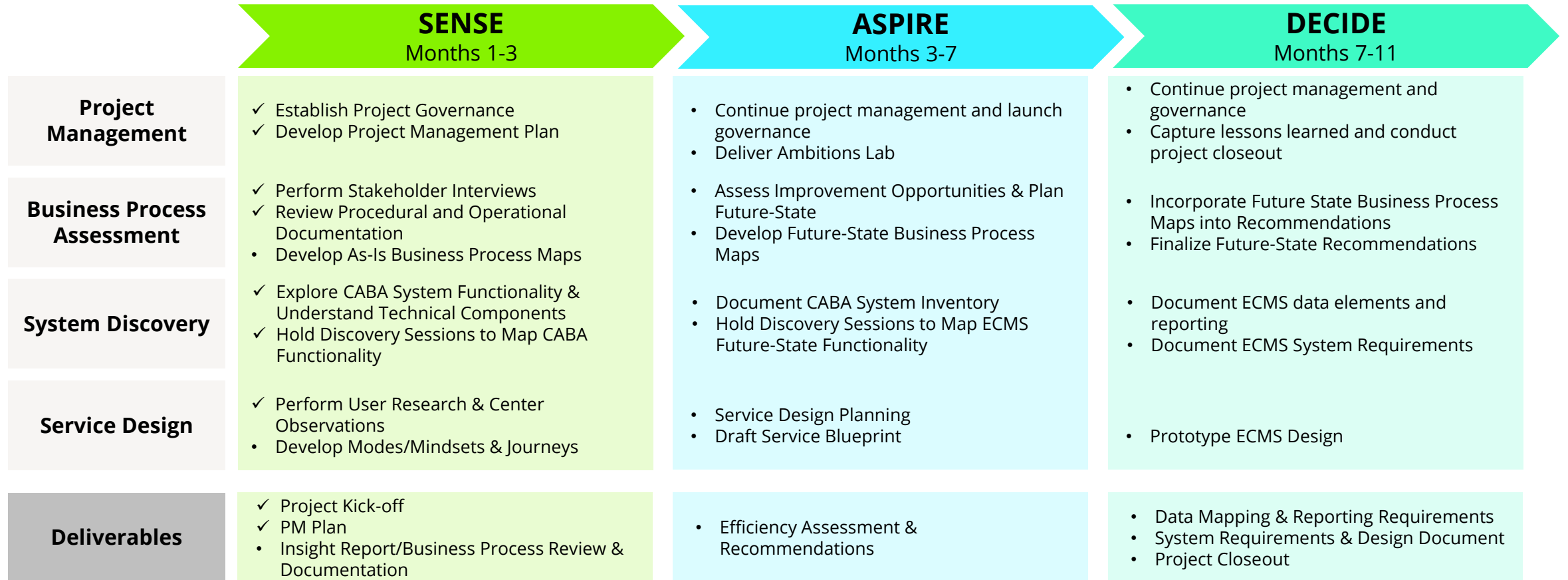
Deliverable Expectations – Sense Phase

APRIL 29, 2020

Agenda

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

Where we are in the project



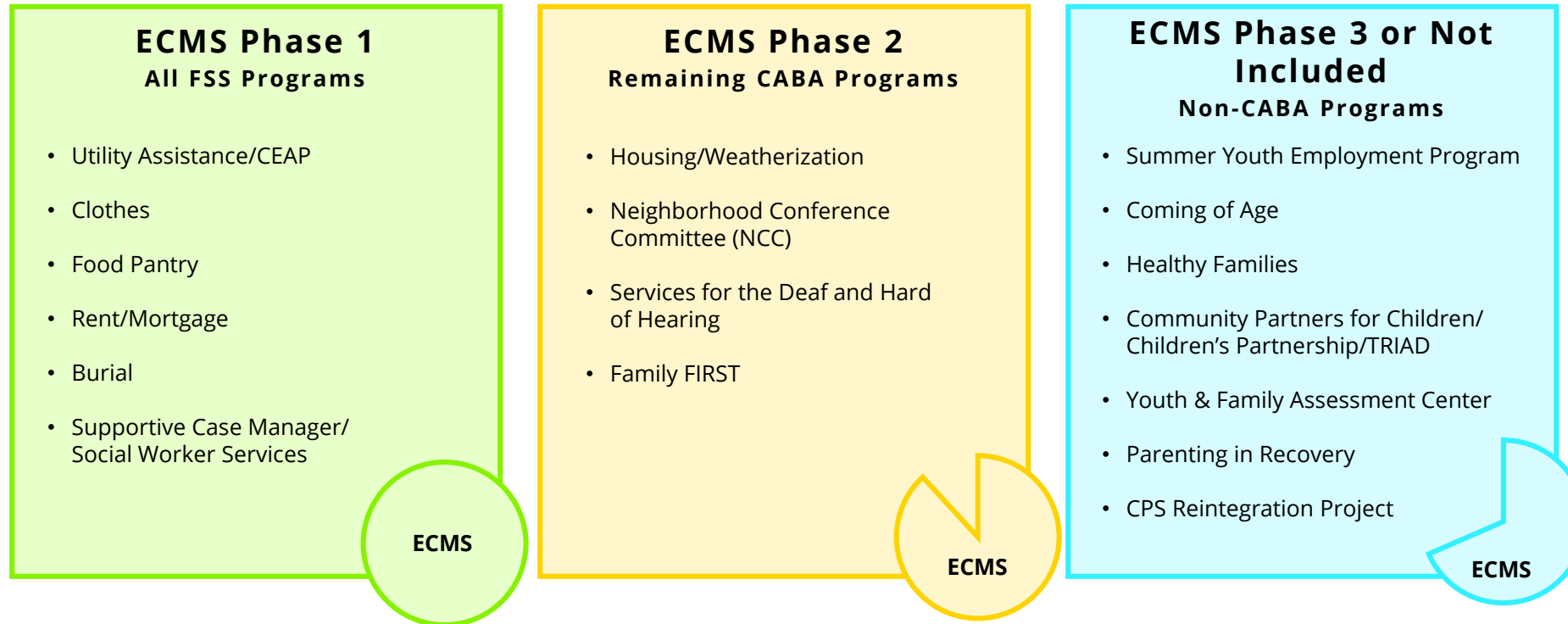
Deliverable: Process Review and Documentation

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	✓	✓	✓	✓	✓	✓	✓
Community Services Division	✓		✓	✓	✓	✓	✓
Office of Children Services	✓		✓	✓	✓	✓	✓
Finance	✓		✓	✓	✓	✓	✓
Human Resources*	✓				✓		
Research & Planning*	✓				✓		

*not originally include in RFP scope

Prioritizing Divisions & Programs by ECMS Rollout



Confirm Formal Deliverable Submission Process

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

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

Deliverable submission email

Molly,

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
Manager

Signature

Date

Mayra Marquez
Title: Deloitte Project Manager

Signature

Date

Appendix

Deliverable: Process Review and Documentation

Part 1: Current-State Insight Report

Section

Description

Preview

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

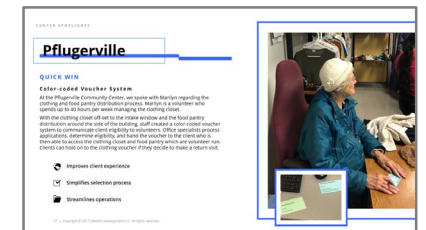
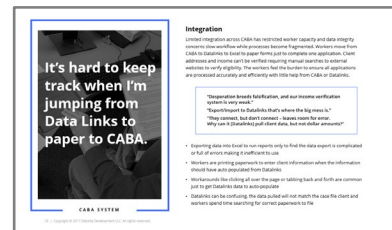
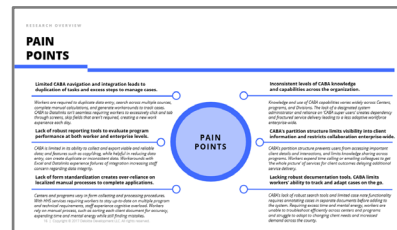
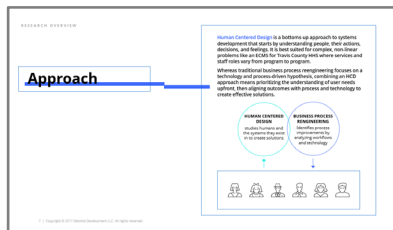
Analysis of patterns, themes, truths, and tensions from data into insights to understand the HHS worker experience when supporting clients and engaging in business processes.

MODES, MINDSETS, & JOURNEYS

Translates the findings obtained during our research into opportunity-driven, 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

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

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

