CSG
Government Solutions

EXPERTISE IN ACTION

CHILD WELFARE

ABOUT CSG

CSG Government Solutions is a national leader in planning, managing, and supporting complex projects that modernize the information technology and business processes of large government programs. We provide high-value strategy, planning, management, and project assurance services that lead your most challenging modernization projects to successful outcomes.

CSG GOVERNMENT SOLUTIONS "AT-A-GLANCE"

BUSINESS:
Government Operations Consulting

HEADQUARTERS:
Chicago, IL

FOUNDED:
1997

EMPLOYEES:
250

CHIEF EXECUTIVE:
John Walsworth

CLIENTS:
47 state and territory governments
U.S. Department of Health and Human Services
U.S. Department of Labor
Large municipal governments

SERVICE OFFERINGS:
Strategy by CSG℠   *OCM by CSG℠*
PMO by CSG℠   *QA by CSG℠*
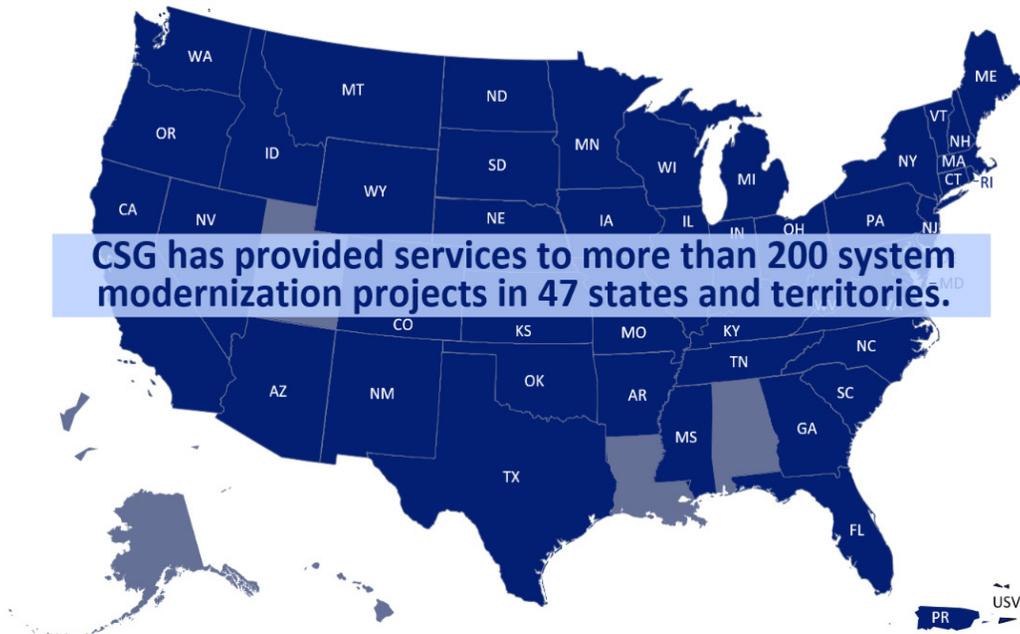*IV&V by CSG℠*

PROGRAM EXPERTISE:

Child Welfare	Healthcare	Motor Vehicle	Workers' Compensation
Child Support	Human Services	Revenue/Tax	Unemployment Insurance

OUR EXPERIENCE

CSG is at the forefront of child welfare system modernization efforts. Our experience includes more than 200 modernization projects across the nation, spanning the entire system development life cycle from planning through implementation.

CSG has provided services to more than 200 system modernization projects in 47 states and territories.

OUR SERVICES

STRATEGY by CSG℠

CSG is your trusted advisor in crafting program modernization strategies and addressing foundational aspects of your projects. From enterprise IT strategy and technical architecture, to business process reengineering, requirements definition, procurement support, and other critical functions – CSG's high-value resources provide insight into best practices and practical recommendations to help guide your modernization efforts.

READ MORE ABOUT *STRATEGY by CSG℠*

PMO by CSG℠

CSG brings you all the expertise and experience you need to establish and operate a "full-service" PMO, including project management, risk and issue management, requirements management, architecture assessment, business process reengineering, organizational change management, testing support, and other functions. These services utilize CSG's unmatched expertise in program operations and technology architectures to maximize the value of your PMO.

READ MORE ABOUT *PMO by CSG℠*

IV&V by CSG℠

CSG serves as your "eyes and ears" into the inner workings of your program modernization effort. Independent of implementation vendors and others, we provide insight into all aspects of the project, with a focus on risk identification, analysis, and mitigation. Our Life Cycle and Periodic IV&V methods are based on IEEE standards and provide a structured approach to assessment, analysis, review, evaluation, and testing throughout the modernization life cycle.

READ MORE ABOUT *IV&V by CSG℠*

OCM by CSG℠

CSG's OCM methodology operates on the principle that people are the key to realizing the benefits of program modernization. Our approach begins with thorough planning to achieve effective sponsorship, stakeholder engagement, proactive communication, targeted learning and development, and reinforcement of the change. Throughout, we use meaningful metrics to measure change adoption progress to assure our OCM strategies and plans sustain the change needed to achieve your modernization objectives.

READ MORE ABOUT *OCM by CSG℠*

QA by CSG℠

CSG deploys highly experienced teams and innovative methods, knowledge, and tools to assure that complex projects are completed on time and achieve your program objectives. Our quality assurance methodologies are based on industry standards and best practices, and provide a structured approach to quality management, quality assurance, quality control, testing, privacy and security, and operations/maintenance.

READ MORE ABOUT *QA by CSG℠*

STRATEGY *by CSG*℠

PREPARING FOR CCWIS IMPLEMENTATION IN NEW MEXICO

The New Mexico Children, Youth and Families Department (CYFD) is modernizing its child welfare information system to support effective case management practices within the Child Welfare and Children's Behavioral Health programs. The new system will comply with federal Comprehensive Child Welfare Information System (CCWIS) requirements with foundational components including Foster Care Placement, Eligibility, Payment, and Licensing modules hosted in a cloud environment.

DDI READINESS SERVICES

CSG supported design, development, and implementation readiness activities as CYFD prepared for the start of the CCWIS modernization project. The CSG team led the development of project management plans and processes related to project governance, including organizational structures, roles and responsibilities, and the project charter, ensuring strong documentation and governance plans were in place prior to the onboarding of a DDI vendor. Our team reviewed the CCWIS RFP requirements to ensure they were clear and aligned with federal requirements, developed the DDI RFP, and provided procurement support including recommendations for the creation of clearly defined Service Level Agreements. The team also provided a technical readiness assessment, business process reengineering, and organizational change management services, and supported CYFD in obtaining federal funding through a multi-agency APD for the effort.

New Mexico is implementing a system to serve its children and families into the future. CSG is here to ensure CYFD is prepared for the major changes associated with this project.

SANTA FE

CHILD WELFARE MODERNIZATION PLANNING IN ILLINOIS

The Illinois Department of Children and Family Services administers child welfare services for the residents of Illinois. CSG was engaged to lead multiple HHS Enterprise level initiatives, including a business and technology assessment for the Illinois Child Welfare Agency.

STRATEGY *by CSG*℠

The CSG team performed an Integrated Performance Management Assessment of key child welfare business processes and the agency's case management, SACWIS, and data warehouse systems. We conducted site visits, interviewed child welfare staff, and analyzed agency business processes to identify opportunities for improving the program outcomes. Our team developed a modernization roadmap and procurement strategy, and also planned and executed a master data management pilot to create a 360 degree view of a child. The resulting prototype data sharing services platform involved the creation of web services developed using an Agile SDLC methodology and Atlassian (Jira) tools to track requirements, user stories, testing artifacts and results, and tasks for project progress. The CSG team also worked with ACF and CMS to support funding and approval processes.

Illinois is committed to modernizing its systems and data processes to best serve the children and families of the State. CSG supports the State in charting the best path forward to achieve these goals.

SPRINGFIELD

PMO by CSG℠ and OCM by CSG℠

CCWIS MODERNIZATION IN CONNECTICUT

The Connecticut Department of Children and Families (DCF) is replacing its legacy child welfare system with a modern CCWIS to support staff and community partners in service to children and families across the state.

PMO by CSG℠ and *OCM by CSG℠*

DCF selected CSG to provide PMO and OCM services for the CCWIS modernization project. CSG's first task was to assess the project and provide DCF leadership with recommendations for advancing the project forward. As a result, the CSG team developed a roadmap that included establishing a project governance structure, developing and executing a procurement plan for a CCWIS vendor, and evaluating the impact of DCF's Families First implementation on the CCWIS requirements. CSG established a PMO to serve as a central hub for all project management activities, including the development and execution of a detailed Project Management Plan. The CSG team executes project activities including risk management, issue resolution, change control, and project communications. The CSG team also conducted an Organizational Change Readiness Assessment and develops and executes an Organizational Change Management Plan.

DCF is committed to improving the lives of children and families by implementing an effective, modernized system. CSG works collaboratively with the State to ensure this impactful goal is achieved.

HARTFORD

NEW MEXICO'S CCWIS-COMPLIANT IMPLEMENTATION

The New Mexico Children, Youth and Families Department (CYFD) is modernizing its child welfare information system. The new system, which is part of the State's larger HHS IT Enterprise Project, will comply with federal CCWIS requirements.

PMO by CSG℠ and *OCM by CSG℠*

CSG established and is operating a PMO to provide day-to-day project management and coordination of the CCWIS project. The CSG team establishes the structure and controls to ensure the project stays on schedule, within budget, adheres to defined scope, and effectively manages risks and issues. Our team creates and maintains the Master Project Schedule, establishes and enforces quality management processes and tools, monitors project performance using performance metrics, and reports on project leadership as to the progress and health of the project. CSG leads Organizational Change Management activities and supports internal and stakeholder communications. In addition, CSG provides business and technical expertise ensuring CYFD leverages innovative technical solutions that bring efficiencies to business processes.

New Mexico is committed to modernizing its IT system to serve children and families across the State. CSG supports the State in achieving its goals.

SANTA FE

FLORIDA'S CCWIS IMPLEMENTATION

The Florida Department of Children and Families (DCF) is implementing a CCWIS-compliant solution to modernize their technology ecosystem in a phased approach, beginning with the intake and investigation functional modules. The State is also building foundational enterprise architecture components for the new system.

IV&V by CSG℠

CSG is providing IV&V services for Florida's CCWIS implementation to ensure the project is executed successfully, on schedule, and within budget. We observe, monitor, and report on the progress of the project, providing objective observations and recommendations to mitigate project risks and improve processes. The CSG team assesses all aspects of the project including system requirements, design documentation, security, data, and infrastructure. CSG is also performing independent testing and quality assurance services, adding an additional layer of testing to verify and validate the solution delivered by the CCWIS vendor is fully functional, stable, and secure. Throughout the project, CSG ensures that DCF considers, addresses, and incorporates requirements for CCWIS compliance established by ACF.

Florida is modernizing its child welfare system to better serve children and families across the State. CSG is here to support DCF in this important initiative.

TALLAHASSEE

NEW MEXICO'S CHILD WELFARE SYSTEM MODERNIZATION

The New Mexico Children, Youth and Families Department (CYFD) is modernizing its child welfare information system to handle case management of the IV-E program. The project is part of the State's HHS IT Enterprise Project to transform its health and human services programs to an integrated, flexible framework that supports service provision and stakeholder interaction across programs.

IV&V by CSG℠

CSG provided comprehensive IV&V services for CYFD's new child welfare system implementation to help ensure compliance with federal CCWIS standards. The CSG team completed an Initial IV&V Assessment and developed a report that provided observations and recommendations for improvement. Building upon the Initial Assessment, the CSG team conducted regular assessments to analyze processes and procedures against industry standards and best practices and provided recommendations to gain efficiencies. CSG's IV&V assessments focused on project management practices, security standards, and operational readiness. The CSG team met weekly with State leadership to discuss project progress and provided monthly project status reports with trending information related to risks and overall project health.

New Mexico is working toward its vision of a person-centric model for child welfare as part of its transformational enterprise approach to HHS programs. CSG's IV&V services supported the State in achieving that vision.

SANTA FE

TeamCSG℠ TOOLS

TeamCSG℠ PLATFORM

CSG deploys our automated suite of high-value TeamCSG℠ tools on all of our projects. These integrated tools maximize the quality of CSG's services and the productivity of our teams. Our tools incorporate CSG's accumulated knowledge and experience on similar projects around the country, enhanced by our own research. CSG deploys TeamCSG℠ tools on a SharePoint, web-based collaboration platform that is supported by our internal technology organization, CSG Tech.

TeamCSG℠ TOOLS

✓ **TeamCSG℠ Project Management**

Provides full-featured tracking and reporting on scope and change management, issues, risks, key decisions, and action items. Includes multiple dashboard and trending reports that provide deep insight into key areas such as schedule, budget, scope, quality, and organizational readiness.

✓ **TeamCSG℠ Risk Assessment Tracking and Reporting**

Provides the ability to capture and track risks, observations, and recommendations across all assessment efforts and to determine increasing or decreasing risk levels and project health not only at an item level, but also within categories. Provides configurable real-time management reports reflecting the status of all project risks, as well as powerful trending reports for analyzing the ongoing progress and effectiveness of risk response plans.

TeamCSG℠ Risk Assessment Tracking and Reporting

✓ **TeamCSG℠ Risk Assessment Model**

Assures complete identification, tracking, and reporting of project risks and issues and is fully integrated with TeamCSG℠ Project Management. Contains nearly 450 potential risks across 22 risk categories. Also contains IV&V checklists, based on industry standards and federal requirements, that are customized for the system modernization project. The IV&V checklists guide IV&V assessments and support the identification of project risks.

✓ **TeamCSG℠ Requirements Management**

Provides a requirements repository that supports capturing and approving business and technical requirements and traceability to multiple RFPs, contracts, and ultimately to the deployed solutions.

✓ **TeamCSG℠ Deliverable Review**

Offers the ability to graphically capture and report on quality of products and processes across the SDLC. Provides an information for reporting project status, including identifying the high-risk areas as they related to project quality.

✓ **TeamCSG℠ Artifact Reviews**

Facilitates review and tracking of vendor artifacts and deliverables, including key artifact attributes such as due date, delivery date, reviewing authority, review status, and final sign-off.

✓ **TeamCSG℠ Operational Readiness**

Provides tracking and reporting capabilities for monitoring and assessing readiness for operations and implementation of a system, including powerful dashboard reporting capabilities to support decision-making.

TeamCSG℠ Project Management and TeamCSG℠ Operational Readiness

✓ **TeamCSG℠ CCWIS Compliance**

Supports readiness and compliance reviews specifically focused on the CCWIS requirements.

OUR CLIENTS

The CSG story is the story of our clients. We are totally dedicated to their success. For more than 20 years, we have applied our expertise, innovation, and results-oriented mindset to the most complex program modernization projects of over 200 government and other organizations. We work with our clients in a spirit of partnership and collaboration to deliver the right results at the right time, for the right price.

"*CSG helped us develop a comprehensive strategy and plan for the implementation of a modernized system. CSG's continued DDI readiness, external PMO, and OCM support has given us the momentum needed throughout procurement. This project would not be where it is without the CSG team.*"

Barbara Lacina, Child Support Director
Virginia Department of Social Services

"*I rely on CSG to guide me on delivering the right messages at the right time to Program staff. The CSG team is creative in their approach to OCM, understand and adapt to the environment operate in, identify effective resistance management strategies, and are key to the success we have experienced to date.*"

Cathy Kaplan, NVKIDS Project Sponsor
Nevada Division of Welfare and Supportive Services

"*CSG staffed a highly qualified team providing forward-looking Quality Assurance reviews for our project. The CSG team's emphasis on communication, coordination, and collaboration has proved valuable as we move forward.*"

Karen Coleman, Project Executive
Oregon Division of Child Support

"*CSG's expertise enabled the modernization of our system and moving to shared-services in a Service Oriented Architecture. Their knowledge of requirements definition, alternatives analysis, and feasibility studies positioned them well to help us achieve our goals. I recommend CSG as a strong partner in modernization strategy and planning.*"

Debra Meier, Program Manager
Minnesota Department of Human Services

PUT CSG TO WORK FOR YOU TODAY.

For more information or to discuss the challenges you face and how CSG can help, e-mail us at info@csgdelivers.com.