



***Experts in Child Welfare  
System Modernization***



[www.CSGdelivers.com](http://www.CSGdelivers.com)



# Our Services

## Strategy

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, DDI readiness, and other critical functions – CSG’s high-value resources provide insight into best practices and practical recommendations to help guide your modernization efforts.

## Project Management

CSG brings you all the expertise and experience you need to establish and operate a “full-service” Project Management Office, including project, portfolio, and program 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.

## Quality Assurance

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.

## Organizational Change Management

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.

## Independent Verification and Validation

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.

# Expertise in Action



## New Mexico Children, Youth and Families Department CCWIS Implementation

CSG supported design, development, and implementation (DDI) readiness activities for New Mexico's CCWIS modernization. CSG led the development of project management plans and processes including organizational structures, roles and responsibilities, and the project charter, ensuring strong documentation and governance plans were in place prior to onboarding 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 OCM services, and supported obtaining federal funding through a multi-agency APD for the effort.

**Strategy**

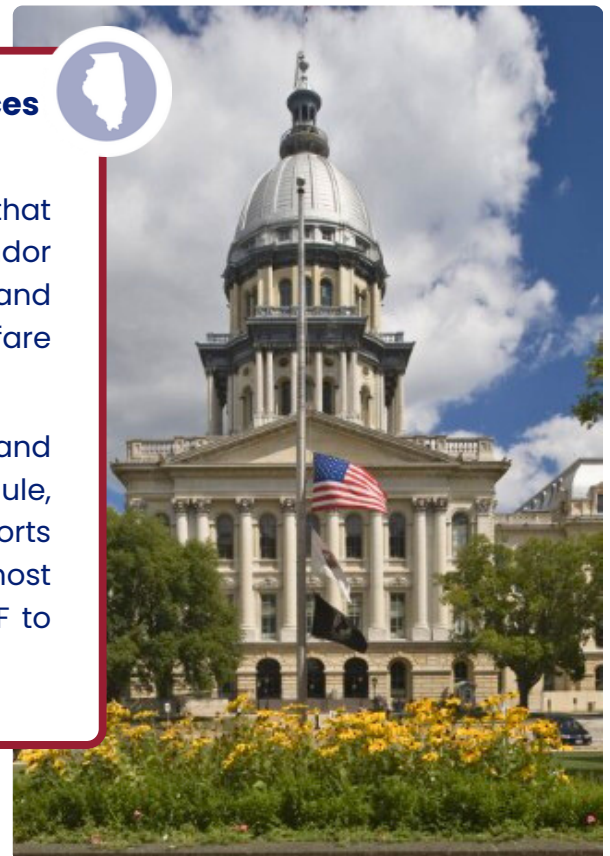
## Illinois Department of Children and Family Services CCWIS Implementation



CSG is performing a broad spectrum of PMO services that encompass program and project management, vendor coordination, schedule and scope management, and business analysis support to ensure Illinois' new child welfare system meets State and federal requirements.

CSG implements project management standards and processes designed to ensure the project stays on schedule, within budget, and results in a modern system that supports the delivery of critical services to some of Illinois' most vulnerable children. The CSG team also worked with ACF to support funding and approval processes.

**PMO**





## Connecticut Department of Children and Families CCWIS Implementation

CSG provides PMO and OCM services for Connecticut's CCWIS modernization project. CSG's assessed the project and provided leadership with recommendations for advancing the project. Our team developed a roadmap that included establishing a project governance structure, developing and executing a procurement plan, and evaluating the impact of DCF's Family First plan on 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 OCM Plan. With CSG's support, the new system went live in summer 2025.

**PMO and OCM**



## North Dakota Children and Family Services CCWIS Modernization

CSG is providing planning and procurement support for the CCWIS project, beginning with a needs assessment. Our team applied our project vision understanding to confirm system requirements and analyze solution alternatives. We completed an alternatives and cost benefit analysis and supported the State in the development and submission of a feasibility study with a recommendation for the best fit system to ACF. We also developed a high-level implementation plan defining the long-term strategy for CCWIS procurement and implementation.

The CSG team also developed a Data Quality Plan, which defines the goals and priorities for data quality and management in the future CCWIS environment. We supported the development, submission, and approval process of the Implementation APD to obtain federal funding and the RFP for a DDI vendor. We will continue to provide services through the full DDI procurement life cycle, including DDI readiness support, release of the RFP, evaluation, and contracting.



**Strategy**

# Expertise in Action



## Florida Department of Children and Families CCWIS Implementation

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 also performed 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.

**IV&V and QA**

## New Mexico Children, Youth and Families Department Child Welfare System Modernization

CSG established and is operating a PMO that provides 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 the progress and health of the project to leadership.

CSG also leads OCM activities, supports stakeholder communications, and provides business and technical expertise to help the State leverage innovative technical solutions that bring efficiencies to business processes.

**PMO and OCM**



# Automated TeamCSG<sup>SM</sup> Tools

CSG deploys our automated suite of high-value TeamCSG<sup>SM</sup> 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<sup>SM</sup> tools on a SharePoint, web-based collaboration platform that is supported by our internal technology organization, CSG Tech.



Our TeamCSG<sup>SM</sup> CCWIS tools include:

**TeamCSG<sup>SM</sup> 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<sup>SM</sup> 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. It also provides configurable, real-time management reports reflecting the status of project risks, as well as powerful trending reports for analyzing the ongoing progress and effectiveness of risk response plans.

**TeamCSG<sup>SM</sup> Risk Assessment Model:** Assures complete identification, tracking, and reporting of project risks and issues and is fully integrated with TeamCSG<sup>SM</sup> 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<sup>SM</sup> 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<sup>SM</sup> 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<sup>SM</sup> 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 nearly 30 years, we have applied our expertise, innovation, and results-oriented mindset to the most complex program modernization projects of hundreds of government organizations. We work with our clients in a spirit of partnership and collaboration to deliver high-quality results.



"CSG's organizational change management and implementation readiness services have helped our team proactively address the major changes that come with a CCWIS implementation. Our team feels prepared for this major undertaking thanks to CSG's partnership and expertise."

Julie Flemmig, Program Director  
Connecticut Department of Children and Families



"CSG's assessment of system requirements, design documentation, security, data, and infrastructure throughout Phase 1 of the project has identified lessons learned and best practices that they are applying to help guide our team as we move further into Phase 2. CSG has provided excellent performance throughout their contract."

Cole Sousa, Former Chief Information Officer  
Florida Department of Children and Families



"The CSG team has brought great value to our modernization project, ensuring our documentation and processes are of high quality and align with the goals for our new system. Their expertise and collaborative approach have been key as we move forward."

Sean Rosenthal, Deputy Administrator and Project Manager  
Illinois Department of Healthcare and Family Services,  
Division of Child Support Services



"CSG has been an excellent partner for our system modernization. They staffed a highly qualified team that was easy to work with, responsive to our needs, and proactive in planning for upcoming project phases. Our collaboration has been key to the success of the NVKIDS project."

Robert Thompson, DSS Administrator and NVKIDS Project Executive Sponsor  
Nevada Division of Social Service



**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@csghelivers.com](mailto:info@csghelivers.com).

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