

BACK TO BASICS

Child Welfare Information Technology Systems Managers and Staff
Webinar Series

A Focus on the End User

Friday, September 27, 2013
2:00 – 3:30 p.m. EDT

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Karen Faulk, LA Mary
Kernander, NH
Colleen Mousinho, GA

Presented by ICF International under contract with the U.S. Department of Health and Human Services
Administration for Children and Families, Children's Bureau

Back to Basics Series

- One webinar per month between April and September, 2013
- Target audience
 - Child welfare IT systems managers and staff
 - New and experienced
- Recorded webinars
 - <http://www.acf.hhs.gov/programs/cb/research-data-technology/state-tribal-info-systems/training>

Back to Basics Series (continued)

- Webinar 1 : What is a Child Welfare Information Technology Systems Manager (April)
- Webinar 2 : The Child Welfare Information Technology System Project Lifecycle, Part 1 (May)
- Webinar 3 : The Child Welfare Information Technology System Project Lifecycle, Part 2 (June)
- Webinar 4 : Common Pitfalls and How to Avoid Them (July)
- Webinars 5: The Impact of Development Methodologies, Software Frameworks and Platform Choices on Release Management (August)
- Webinar 6: A Focus on the End User (September)

Participating in Today's Webinar

- Questions and comments by telephone
- Questions via chat
- If you have additional questions, please contact Joyce Rose after the webinar

Joyce@kassets.com

Attendee Poll

Who is attending today's webinar?

- State Child Welfare Information System (CWIS) Project Manager
- State Child Welfare Information System (CWIS) Program Manager
- State Child Welfare Information System (CWIS) Technical Manager
- State Child Welfare Information System (CWIS) Project Staff
- ACF/Children's Bureau Personnel

Today's Agenda

- Format
- Introductions
- State participant discussion
- Attendee Q & A
- Wrap up

Introductions of Participants

- Tomy Abraham, MA
- David Ayer, MD
- Karen Faulk, LA
- Mary Kernander, NH
- Colleen Mousinho, GA
- Joyce Rose, ICF

Review: The State Child Welfare Information Systems

- Georgia (SHINES)
 - Colleen Mousinho
- Louisiana (ACCESS)
 - Karen Faulk
- Maryland (CHESSIE)
 - Dr. David Ayer
- Massachusetts (i-FamilyNet)
 - Tomy Abraham

System Implementation: Involving and Preparing the End User

- Involve end users from the beginning
 - Requirements definition, test scripts, use cases, acceptance testing
- Departmental preparation
 - Create “One voice”
 - Synchronize policy and practice with support
- Local office preparation
 - Create champions in the field and the “go to” people
 - Super users
 - Screen for program, policy and IT competencies

System Implementation: Involving and Preparing the End User (cont.)

- Training
 - Just in time
 - By job responsibilities
 - Interactive learning management systems
 - Embed help topics within the application
 - Make sure supervisors understand the system
 - Conduct onsite follow up training program
 - Integrate system training with program and policy
- Gauging effectiveness
 - End user surveys
 - Review common topics emerging from Help Desk

System Responsiveness: Does it Meet the End User Needs and Expectations

- Ticklers
 - How do we know if they work
 - Can we determine if they are well-timed
 - What is problematic about ticklers
 - What is the resolution
- End user emerging needs
 - Methods of identifying and responding
 - User groups, advisory boards, tiger teams
 - Coordinator meetings
 - Call Center or Help Desk
 - Surveys

System Enhancements: Keeping the End Users Engaged

- Change control processes
 - Selection and prioritization
 - Change control board
 - Local agency system coordinators
 - Frontline supervisors and workers
 - Validate requirements against design
 - Help Desk
 - Incident reports
 - Controlled testing group
- Defining business and technical requirements
 - End user focus groups to define business requirements
- Keeping end users informed
 - Post build touch points or “Where do we go from here”
 - Stakeholder “Go/No Go” meetings
 - End user access to change request system

The Help Desk: Monitoring End User Communication and Responsiveness

- Best practices
 - Structure
 - Staffing levels
 - Staff training
 - Help Desk software
 - Monitoring wait time and abandoned calls
 - Tracking problems resolution timeliness and quality of responses
 - Knowledge database
 - Quality of service metrics
 - End user surveys

User Documentation: Keeping it Current

- Types of end user documentation
 - Job aides and/or user guides
 - Weekly quick tip sheets
 - Data from help desk, exception reports and coordinator feedback
 - Help text on screens or pages
 - Online help pages
 - CWIS support website
- Tying the “why” with the “how”
 - Link policy and program instruction to the automated system

Lessons Learned

- Understand that program and policy drives the system
- Essential to have clear roles and boundaries among program/policy, operations, information technology and a vendor
- The software end product should be the result of end user design and development feedback
- Focus on supervisors to ensure they understand the system and how to use it
- Special care for technology challenged users

Lessons Learned (cont.)

- Create training opportunities beyond roll out and first exposure to the system
- Engage super users for the life of the system
- Involve technical staff from the beginning to avoid rework and rehashing of requirements
- Provide end users the ability to track help desk incidents and change requests
- Users become frustrated when the large changes always supersede smaller changes

Attendee Discussion



Today's Conclusion

- What was accomplished today?
- Reminders:
 - Follow-up
 - Joyce@kassets.com
 - Recorded versions of each of the six webinars are being made available at:
<http://www.acf.hhs.gov/programs/cb/research-data-technology/state-tribal-info-systems/training>

What's Next

- The second series
 - Theme
 - Topics
- Webinar 1: October
 - “Requirements for Requirements”