

**State POSSESS Technology Committee Report
Prepared on September 20, 2011
for
Fall Conference Business Meeting**

Information Technology Operations Committee (ITOC)

COV Account Center:

- Password reset feature will be ready to deploy on September 26th
- There will be an icon on desktops that will enable users to reset their password without having to call the VCCC

PC Refresh:

- There have been some complications with vendors
- Old docking stations are not compatible with the newer laptops
- There have been communication issues with scheduling installs

Child Care Automation:

- October 3rd will be the first wave of implementation
- It is recommended that localities have mandatory meetings with their vendors
- Parents will start swiping in December
- VACIS cases are being converted
- VACMS will not allow an agency to encumber more funds than are available
- Final VACMS policy to be posted on Spark by the end of September
- Lessons learned from pilot agencies will also be posted on Spark
- At least Internet Explorer 8 and Acrobat 9 will be needed to run VACMS

Family Services:

- **OASIS 3.9:**
 - User acceptance testing planned for October 17-18 at VDSS

Note:

ITOC meeting minutes are now available on SPARK at <http://spark.dss.virginia.gov/divisions/dis/itoc/index.cgi>. Feel free to contact me if you have technology issues that you would like addressed in the ITOC and/or VLSSE Technology Committee meetings.

Respectfully Submitted,

Crystal M. Thomas

Committee Chairperson
POSSESS State Technology Committee
(804) 501-5269
tho43@co.henrico.va.us

Sub-Workgroups Membership

1. Citizens / Customers Involvement

This workgroup will be tasked with the responsibility for developing a process that introduces and allows opportunity for citizen testing of the Customer Portal. The group will also identify business partners where testing by citizens can take place before the Customer Portal goes live.

Deliverables

- a. Develop material to be used. Example: Introduction statement to partners explaining purpose and expectations; FAQs for customers.
- b. Identify what customers are expected to do.
- c. Identify business partners with available computers and/or lab space.
Examples: DSS offices, VEC sites, Food Banks, One-Stops, Libraries, etc.
- d. Develop means to measure outcomes. Example: Brief exit questionnaire for customers.
- e. Research and present perceptions and realities of self-service.

Potential members: Zandra Relaford (co-lead)
Cathy Trimble (co-lead)
Eileen Guertler
Michelle Cowling
Alma Griffin
Juani Diaz
Brenda Mines
Esperita Bullard
Stephanie Napper
Sherry Sinkler-Crawley
Nan Foster

2. Develop Models

This workgroup will be tasked with the responsibility of developing a series of models for local departments of social services. These models will include processes for agencies with minimum resources to agencies with available resources.

Deliverables

- a. Look at proposed Customer Portal (CP) processes – review design documentation
- b. Vendor & DIS walk-through of proposed processes.

Sub-Workgroups Membership

- c. What is the local impact (may have several models developed based on this information.) Some criteria for consideration: design models based on business process flow (how it's done and who does what; business model is the driving force for the process flow.)
 - i. Worker
 - ii. Supervisors
 - iii. Management
 - iv. Customers (walk in customers, manual applications, online applications, combination of manual & online, etc.)
- d. What processes would be changed and how (processes and system functionality)? What is being done?
- e. Model(s) Documentation
- f. KSAs for model roles
- g. Best practices
 - i. What is needed for implementation (roadmap)
 - ii. Ongoing evaluation process
 - iii. Local implementation assistance
 - iv. Continuous feedback
 - v. Designated POC for each agency

Potential members:

Jeanne Rock (co-lead)
Mary Ellen Roberts (co-lead)
Melanie Fenwick
Dana Oldaker
Sherry Sinkler-Crawley
Cathy Trimble
Stephanie Napper
Nan Foster
Angie Beachy
Alma Griffin
Michelle Cowling/Rachel White
Juani Diaz
Brenda Mines
Michele Johnson
Esperita Bullard
Jonelle Boyd
Sandy Smith

Sub-Workgroups Membership

Fay Cumby
Delores Veal
Chris Bishop

3. Program/Policy Considerations

This workgroup will be tasked with the responsibility of reviewing guidance and recommending changes, waivers, etc., that will assist in strengthening program policy that will make the process uniform for the customer and local agencies.

Deliverables

- a. Any program changes required or recommended? Waivers? Other?

Potential members: Sherry Sinkler-Crawley (co-lead)
Chris Bishop (co-lead)
Melanie Fenwick
Dana Oldaker
Cathy Trimble
Stephanie Napper
Nan Foster
Michele Johnson
Robert Moody

4. Public Relations – How to Inform Customers

This workgroup will be tasked with the responsibility of introducing the Customer Portal to the Commonwealth. This group will also develop and provide continuous information (stages) to local departments of social services.

Deliverables

- a. Develop materials for communication, i.e., brochures, pamphlets, etc.
- b. Announcements
 - i. When
 - ii. How
 - iii. Who
- c. Local agency support – communicate how local agencies will implement models
- d. Notifications - Changes to CP, use of Tutorials, etc.
- e. Feedback and updates
- f. Addressing resistance to change and overcoming it.

Sub-Workgroups Membership

Potential members: Eileen Guertler/Melissa Perdue (co-lead)
Stephanie Napper (co-lead)
Cindy Sparkes
Sandy Smith
Cathy Pemberton
Edna Davenport
Jane Crawley

**** More members needed

5. Model Testing & Review (Model Validation)

This workgroup will be tasked with the responsibility of ensuring each model successfully accommodates all business processes for the Customer Portal and legacy applications.

- a. Test, Review & Document the Business Processes against each Model

Potential members: Delores Veal (co-lead)
Fay Cumby (co-lead)
Jeanne Rock
Michele Johnson
Chris Bishop
Nan Foster
Elaine Burgess
Esperita Bullard
Gloria Walker

6. Implementation – Post Implementation Review Team

This workgroup will be tasked with a complete review and monitoring of workgroup deliverables, functional system implementation deliverables, schedules and recommendations.

- a. Review of Models
- b. Review of Communications
- c. Review of Worker / Legacy system interaction

Potential members: Mary Ellen Roberts (co-lead)
Fay Cumby (co-lead)
Esperita Bullard
Michele Johnson
Chris Bishop
Cathy Trimble
Stephanie Napper
Delores Veal

Sub-Workgroups Membership

Sherry Sinkler-Crawley
Nan Foster
Gloria Walker
Jeanne Rock