



August 2009

Public Private Partnership Summit

Diverse Perspectives on Using Technology to Move Child Welfare Forward

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...experience the commitment™

Florida's Child Welfare Model and System

Distributed service delivery model

- DCF – legal and investigations
- State Attorney and Office of Attorney General – legal
- 7 County Sherriff's Offices – investigations
- 20 Community Based Care Lead Agencies - services

Attempted SACWIS many times over many years

Challenges for Florida Safe Families Network (FSFN)

- Minimal consensus re: common business model prior to design efforts
- Statue and Administrative Code drove design

FSFN System Design

Single repository of information

- Improves quality of service delivery to transient population

Smaller pieces of work that are independent

- Education, ILP, Placements, Adoption
- Enables local design of workflows and approvals

One Family – One Case construct

- Multiple service delivery captured
- Improved communication across providers

Reinforces commonalities and case practice standards



FSFN Lessons Learned

Early engagement supports system ownership

- Business process reengineering (BPR) and organizational change management (OCM)
- Training and implementation support

Local executive sponsorship is critical

- Early negotiation/acceptance to use statewide solution

Local agencies are business experts in operations

- Technology to support local practice

Proactive communication is required throughout

- Direct relationships are key to success

Technology Moving Forward

Service-Oriented Architecture



Service-Orientated Architecture

Service Orientation

- Use of “open” interoperability protocols to facilitate service interaction

Architecture

- A *process* of putting together components to achieve an overall goal
- A *blueprint* that comprises the components organized by layers; their properties, relationships, interactions, and constraints
- A *discipline* that addresses cross-cutting concerns to manage complexity and encourage holistic thinking



SOA - From Functional to Process-Driven

Today

An information society
centered on processing information

Traditional roles and responsibilities aligned by functional area
now aligned by business process

Reorient business leaders from thinking functionally to thinking
end-to-end business processes

Business rule changes move from IT to business process
owners

Tomorrow

A knowledge society
centered on using information



What, Why SOA?

Technical implementation used to solve a business problem

Account for impact on existing organizational structure, processes, and IT policies/procedures

Requires executive sponsorship and commitment

Services and application integration must be addressed during application design time, not after the system is completed

Adopt a phased approach to SOA, develop prototypes to experiment with newer tools and technologies

Encourage shift in thinking from application-centric to process-centric



Benefits of SOA

Agility

- Separation of business process logic and business rules from applications
- Business processes can be changed easily
- Shorter time-to-market for changed processes

Opportunistic

- Existing services can be used to create newer (value add) services and business processes

Higher Quality

- Eliminating redundancy reduces inconsistent data and inconsistent behavior
- Use of open standards and well-defined architectural constructs leads to better understanding

SOA Governance

A SOA introduces a number of elements that demand a stronger need for governance

- A new operational entity – the “service”
- A diversity of new participants (service authors and consumers)
- The ability to easily make changes
- A dynamic environment
- New technology
- The need for new forms of contract and trust
- Increased complexity and # of decisions to be made
- Dangers of service stove piping
- Diversity of financial and human motivations

Public Private Partnership

My Top Drawer
(soon to be renamed)

My Top Drawer

The screenshot shows a web browser window displaying the 'My Top Drawer' application. The browser's address bar shows the URL: <http://75.101.157.189:8080/IL/flex-app/application/welcome.html>. The page header includes a welcome message for 'Shaun Anderson' and a last login time of 'Jun 08, 2009 04:38:50 PM'. Below the header, there is a large image of a group of diverse young people. To the right of the image, a welcome message reads: 'Welcome to "My Top Drawer" This site was developed just for you - youth transitioning out of Foster Care. On the site you will find general population notices that may be of interest to you and links to helpful resources and organizations. You will find your secure personal health and education records and your personal address book. The "My Account" tab is all about you and can be updated at any time. We hope you find this site helpful.' Below this message, a support contact is provided: 'For support during the Pilot, email your questions to Michael.Whitlock@cgl.com or call Michael at 303-913-7238.' The main content area features a navigation menu with tabs for 'Resources', 'My Account', 'Education', and 'Health'. The 'Resources' tab is active, displaying a section titled 'Important links and contacts' with the following list: Foster Youth Education Fund (nitch3@aol.com), California Youth Connection (www.cal-youthconn.org), Child and Family Policy Institute of California (www.cfpic.org), Renaissance Scholars in San Francisco (wwsa.csueastbay.edu/renaissance), Public Health Dept in Sacramento (www.sacdhhs.com), and Common College Application (<https://www.commonapp.org/CommonApp/DownloadForms.aspx>). On the right side of the page, there is an 'Address Book' section. It shows contact information for 'Conifer Medical Center' (Name, Phone: 303-967-2424, E-Mail: CMC@yahoo.com) and a list of contacts: Fred Williams, Mary Smith, and Michael Whitlock. At the bottom of the page, a footer note states: 'This site has been developed for the sole use of each youth who registers on the site. The accuracy of the information found on each page is the sole responsibility of each registered youth.'

My Top Drawer

Initiated by Joni Pitcl, President, Foster Youth Education Fund

Many local organizations and emancipated youth participate in design

- California Youth Connection
- Child and Policy Institute of California
- Renaissance Scholars
- Sacramento State and San Francisco State

Launched at APHSA ISM in San Francisco, 8/2008

In pilot now, implementation anticipated in late Fall 2009





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our commitment to you
We approach every engagement
with one objective in mind:
to help clients win and grow.



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