



Case Study: State of New Mexico, Children, Youth and Families Department (CYFD) - Staff Augmentation

CHALLENGE

The State of New Mexico, Children, Youth and Families Department (CYFD) is implementing a modern, modular Comprehensive Child Welfare Information System (CCWIS) that supports the effective administration of federal and state-compliant child welfare and children's behavioral health programs.

The new solution facilitates informed decision-making through the availability of timely, accurate, and relevant data and supports modern digital security, mobility, adaptability, and scalability while complying with federal regulations.

The Impact Project also includes the development of a framework and methodology to facilitate a seamless transition to the Maintenance and Operations (M&O) phase of the CCWIS implementation.

PROBLEM

In preparation for the implementation of the new CCWIS, the As-Is and To-Be business processes needed to be documented and significant data cleanup needed to be completed. CYFD staff members were occupied with their regular duties and did not have sufficient time available to perform the work.

SOLUTION

Our history of success with CYFD and several New Mexico Human Services divisions led CYFD to engage netlogx to complete many of the required tasks. Our consultants already understood the general requirements for the system implementation and the specific needs of CYFD and we could provide the guidance needed to accomplish them.

Our consultants:

- Created a CYFD-branded Visio template for business process maps, which allowed consistent documentation and provided insight into new business areas
- Developed more than 150 business process maps to document existing procedures
- Performed data clean-up activities to prepare existing data to be transferred to a new system
- Created a project document repository to streamline file structures and organization as well as developed and documented repository maintenance standards



SOLUTION (Continued)

- Created Standard Operating Procedures (SOPs) for multiple existing processes, including:
 - Invoicing and Purchasing
 - Background Checks
 - Training Requests
 - Travel
- Created standard Onboarding/Offboarding procedures through research and interviews with state and vendor staff, replacing the former process of allowing the team manager to determine onboarding and offboarding procedures. By following the new processes, people who joined the project became acclimated more quickly and people who left the project were appropriately transitioned from it

RESULT

netlogx assisted CYFD with mapping As-Is and To-Be business process flows, restructuring the information repository, data cleanup, and creating SOPs for project procedures, moving the department closer to implementing a federally compliant CCWIS. In addition, our work helped develop a framework and methodology to facilitate the transition to the M&O phase of the project.

ADVANTAGES

- netlogx' project knowledge enabled our consultants to develop detailed business process maps with minimal input from CYFD employees
- netlogx project knowledge allowed our consultants to develop SOPs with minimal staff input
- netlogx consultants used their knowledge of standard project methodology to reorganize the project repository to make it easier to store and retrieve information
- netlogx consultants created CYFD-branded templates for business process maps and SOPs to standardize project documentation
- netlogx development of onboarding and offboarding processes helped ensure uniformity across the project