



OneDCFS Transformation Project

Common Access Front End (CAFÉ)

Proposer Conference

September 22, 2010



Common Access Front End (CAFÉ) Agenda

Message from the Secretary.....	Ruth Johnson
Introductions.....	Richard Howze, Undersecretary CAFÉ Project Director
CAFÉ Overview.....	Peter Austin, CAFÉ Project Deputy Director
Announcements.....	Peter Austin, CAFÉ Project Deputy Director
Questions and Answers.....	All
Adjourn.....	All



Common Access Front End (CAFÉ)

Message from the Secretary



Common Access Front End (CAFÉ)

Introductions



Common Access Front End (CAFÉ) Overview

Current Environment

CAFÉ Implementation

CAFÉ Implementation with Imaging and Call Center

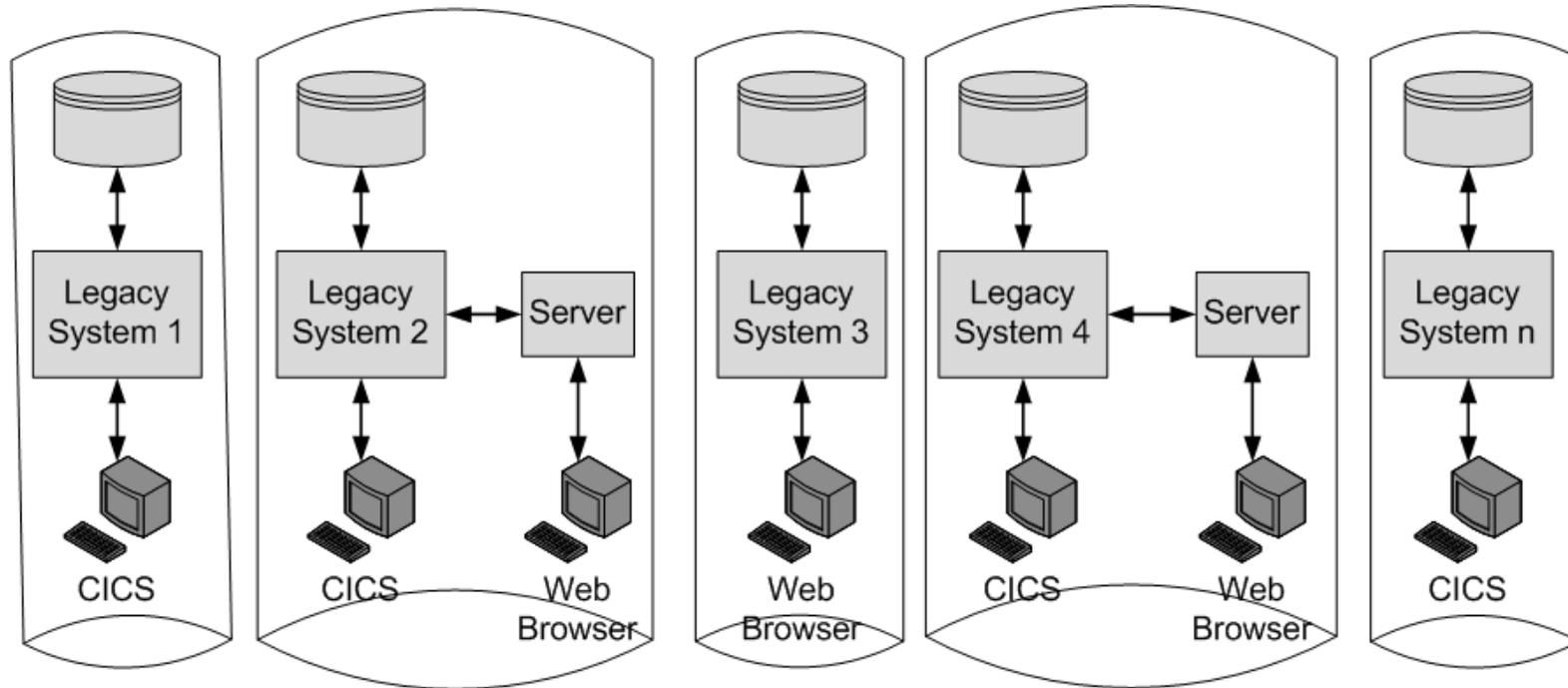
Functional Requirements

Technical Requirements

Vendor Responsibilities

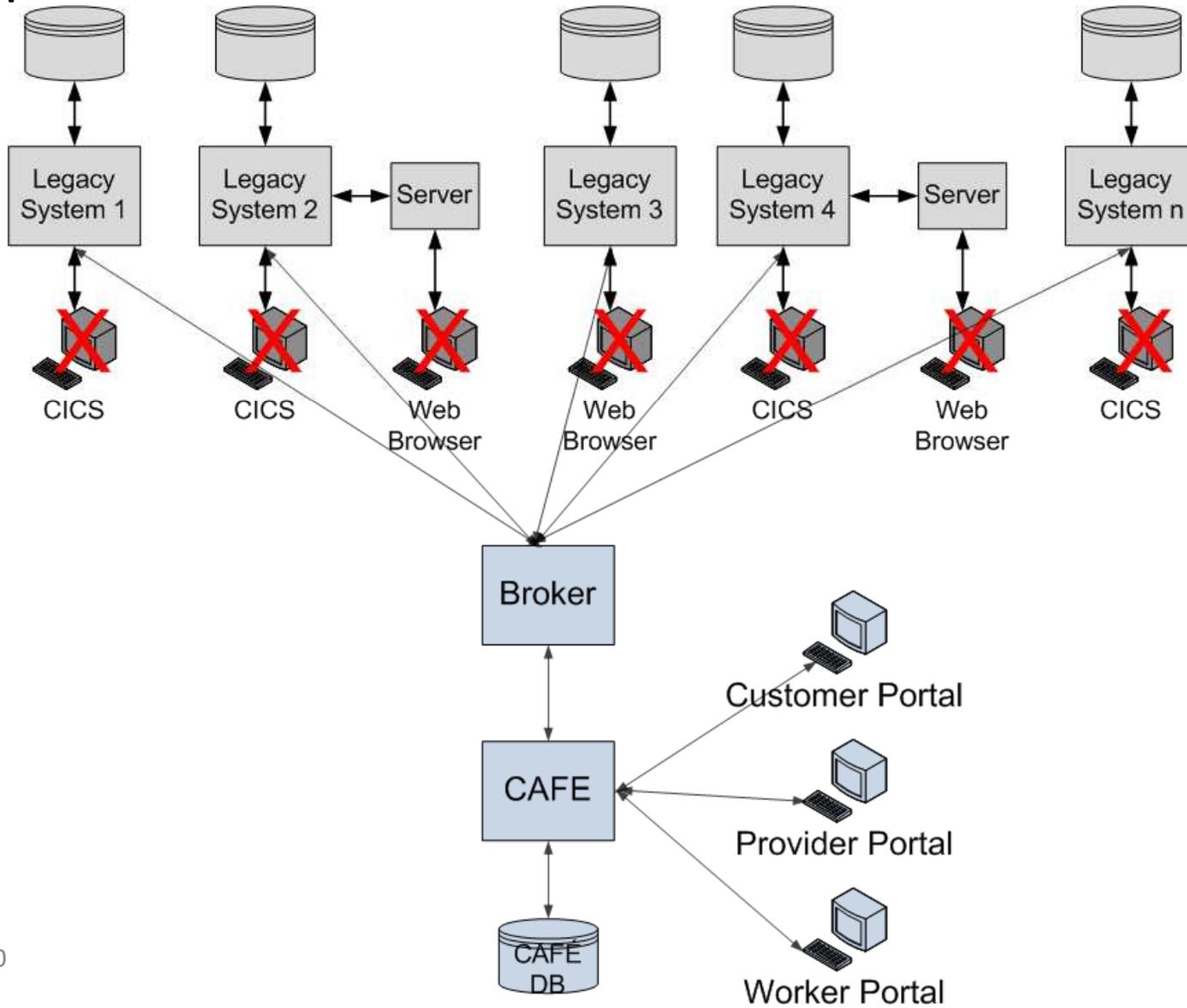


Current Environment



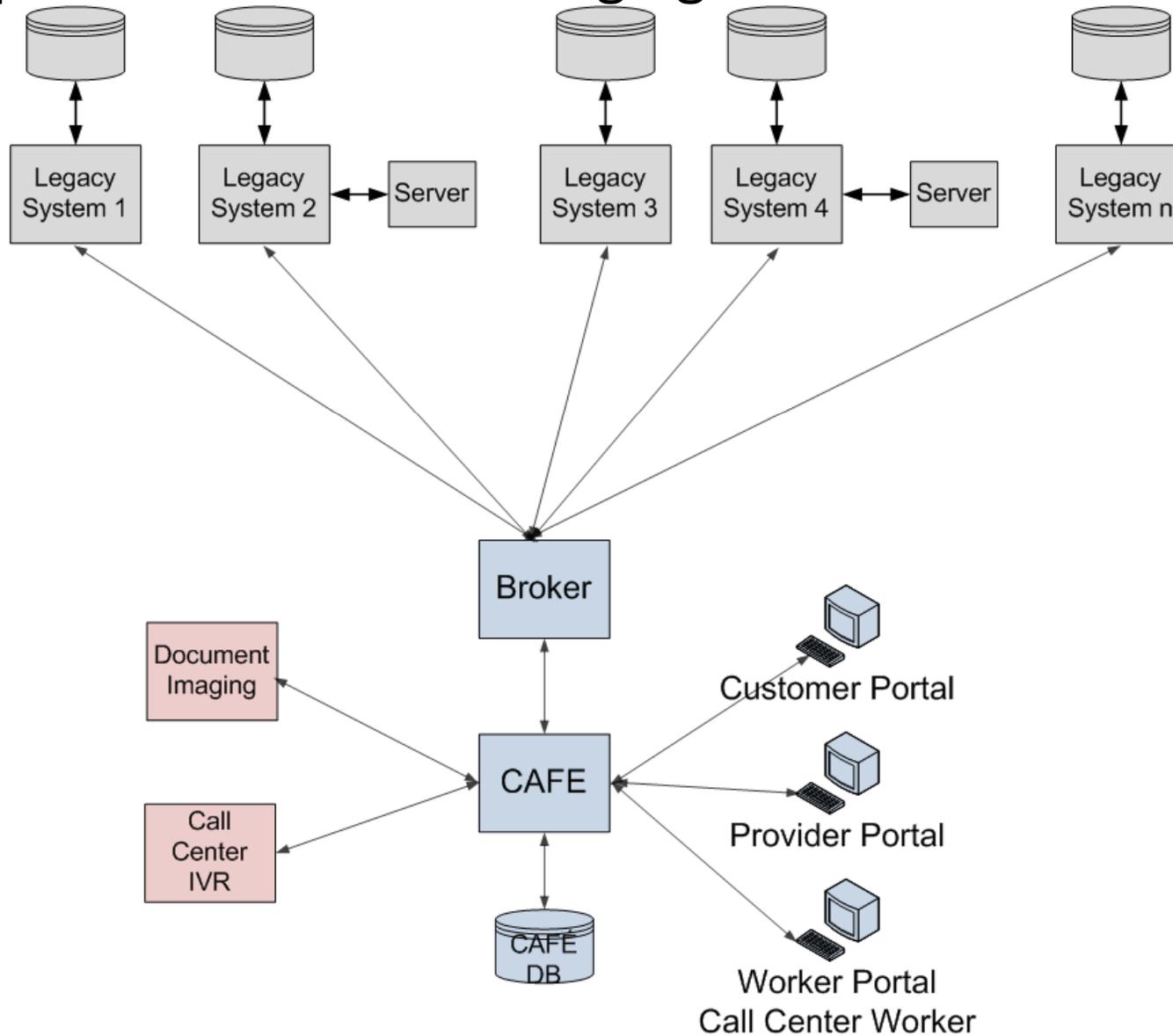


CAFÉ Implementation





CAFÉ Implementation with Imaging and Call Center





Common Access Front End (CAFÉ)

Functional Requirements



Common Access Front End (CAFÉ) Customer Portal

Search for Services (Screening)

Frequently Asked Questions

Reference Library

Resource Directory

Registration (User ID/PIN)

Request for Services (Online Application)

Secure Mailbox

Upload/Download Documents

View case information and update customer data

E-Payments



Common Access Front End (CAFÉ) Provider Portal

Search for Services

Frequently Asked Questions

Reference Library

Registration (User ID/PIN)

Request for Services (Online Application)

Secure Mailbox

Upload/Download documents

View information and update data

E-Payments and Invoicing

Licensing and Certification



Common Access Front End (CAFÉ) **Worker Portal**

Worker “Home Page” with integrated workflow

Tasks

Alerts

Ticklers

Notifications

Calendaring

Secure communication with customers, providers

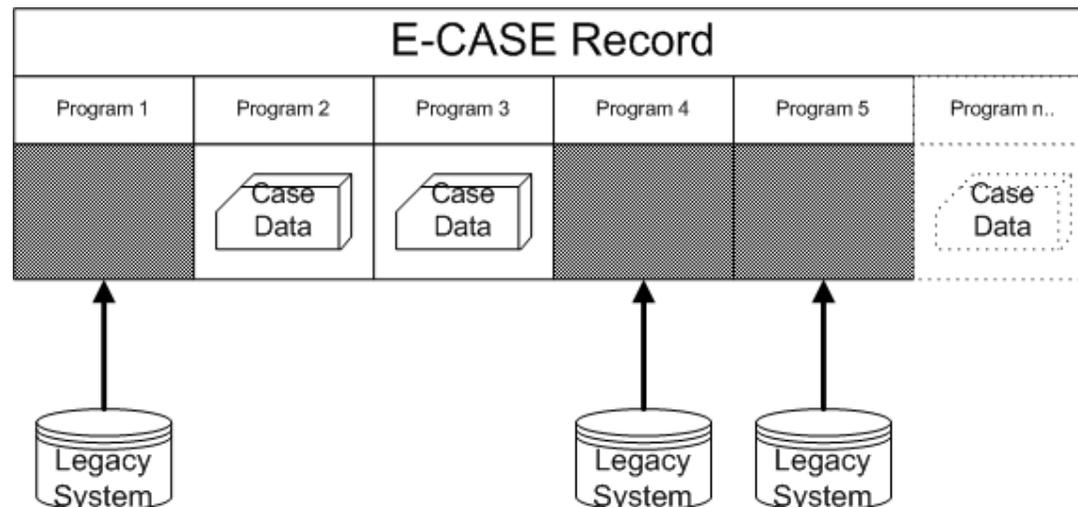
Single sign-on for DCFS workers



Common Access Front End (CAFÉ) Worker Portal

Integrated E-Case Record

- Provides a consolidated view of electronic case information across all DCFS programs
- Maintained in CAFÉ for systems without robust case information
- Dynamically built from legacy systems with electronic case information





Common Access Front End (CAFÉ) Worker Portal – User Type

Case Worker

Call Center Worker

Support Worker

Provider Management

QA Worker

Supervisor

- Administer worker assignments
- Monitor productivity and performance
- Manage skills and training



Common Access Front End (CAFÉ) **Worker Portal – Case Worker/Call Center Worker**

Intake

Assessment

Eligibility

Case Management

Case Plans

Legal (Court related activities)

Waiting List

Training



Common Access Front End (CAFÉ) Worker Portal – Provider Worker

Recruitment

Licensing

Eligibility

Inspections

Incentives

Assessments

Payments

Quality Scales

Training



Common Access Front End (CAFÉ) Worker Portal – Support Worker

Contract Management

Financial

- Invoices
- Payments
- Claims

Clerical Functions

Staff Management

Staff Training

Administrators



Common Access Front End (CAFÉ) **Worker Portal – Quality Assurance Worker**

Automated Sampling

Maintain QA Reviews

Trend analysis

Timeframe Compliance

Report on program effectiveness and outcomes



Common Access Front End (CAFÉ) Master Client Index

- Unique across all DCFS programs
- Initially built through conversion process
- Duplication of data within each legacy system and duplication across legacy systems must be addressed
- Cross reference must be built between CAFÉ and legacy systems
- Currently maintained in the CLIENT system which will be replaced by CAFÉ



Common Access Front End (CAFÉ) Master Provider Index

- Unique across all DCFS programs
- Built through conversion process
- Currently maintained in the BLAS system which will be replaced by CAFÉ
- Centralized repository for all providers



Common Access Front End (CAFÉ) Legacy Interfaces (Batch)

- Interfaces needed to synchronize data between legacy systems and CAFÉ
- Data needed by the Customer Portal and Provider Portal must be interfaced to CAFÉ after batch processing on the legacy systems
- Full list of interfaces described in the RFP



Common Access Front End (CAFÉ) Integration (Real-time)

Legacy

- Real-time integration with legacy systems to perform worker portal functions
- Some functions in CAFÉ could result in several functions being performed on legacy systems
- Integration messages must be queued when legacy systems are not available due to batch window

Imaging

- Integrate “index”, “link”, “store” document management functions with the imaging system from Customer, Provider and Worker portals

Call Center (IVR)



Common Access Front End (CAFÉ)

Technical Requirements



Common Access Front End (CAFÉ) Client

Web Browser based

Section 508 Compliant

SSL Connections

User Profiles with multiple roles

Single Sign On must be compatible with Novell LDAP

Extensive Audit Trails

Multiple language support

Portals

- Customer Portal – available 24x7
- Provider Portal – available 24x7
- Worker Portal – available 24x7 (with legacy down-time considerations)



Common Access Front End (CAFÉ) Server

Must meet response time considerations from RFP

Must be scalable as workload increases

Use the DCFS Wide Area Backbone

Fault tolerance and fail-over

Load Balancing

Workflow Engine

Generate Alerts, Tasks, Ticklers and Notifications

Synchronization for mobile users

OLAP tools for decision support data analysis



Common Access Front End (CAFÉ) Middleware (Broker)

Integration support for legacy systems

Must support ADABAS/NATURAL, JAVA/DB2

Content based routing

Must support queuing for systems that are unavailable

Message transformation as required

High availability with fail-over

Logging and audit trails

Debugging facilities



Common Access Front End (CAFÉ)

Vendor Responsibilities



Common Access Front End (CAFÉ)

Project Initiation and Management

- Project Office
- Staffing
- Change Control

System Requirements Analysis and Design

- Confirm and refine requirements
- JAD Sessions
- Detailed Systems Design
- Case Workflow and Procedural Specifications



Common Access Front End (CAFÉ) System Development and Unit Testing

Develop CAFÉ Application Components

Conversion, Interfaces and Integration

Unit Testing

Security Tables

Documentation

- Operations
- User
- Technical

System Testing

Certify for User Acceptance Testing



Common Access Front End (CAFÉ)

User Acceptance Testing

- Training and Mentoring UAT Team on deliverables
- Support User Acceptance Testing
- Resolve Defects

Change Readiness

- Identify practices, processes, procedures and organizational units that will be affected by deliverables
- Design and implement campaign to enhance readiness



Common Access Front End (CAFÉ) Training

Develop Training Material

Conduct Training

- End Users
- Administrator/Manager
- Technical Training
 - Developers
 - User Acceptance Team
 - Help Desk
 - Systems Administrators
 - DBA's
 - System Managers
- “Train-the-Trainer”



Common Access Front End (CAFÉ)

Conversion

- Define data conversion/purification/transformation strategy
- Develop Conversion Plan
- Prepare Conversion Design Document
- Develop conversion programs or utilize third party software
- Test conversion

Pilot

Statewide Implementation

Post Implementation Support

Support for Federal Approval Process



Common Access Front End (CAFÉ)

Proposed Schedule

- Three year project
- Five Software Releases
 - First release in September, 2011 with components to help reduce case worker workload

Current Status

- Call Center..... Vendor Selected, Project Started
- CAFÉ..... Vendor Selection Pending
- Document Imaging..... In Federal Review
- Quality Assurance..... In Federal Review



Common Access Front End (CAFÉ)

Key Dates

Deadline for final questions.....	09/29/10
Responses available.....	10/06/10
Proposal submission.....	10/25/10
Oral presentations scheduled.....	11/22/10
Best and final offer.....	12/06/10
Notification of intent to award.....	12/13/10
Contract Negotiations begin.....	12/28/10
Contract Begin Date.....	03/17/11



Common Access Front End (CAFÉ) **Proposal Submission**

Proposals may be mailed through the U. S. Postal Service or may be delivered by hand or courier service to:

CAFÉ Proposal

Department of Children and Family Services

627 North Fourth Street, Room 5-232

Baton Rouge, LA 70802



Common Access Front End (CAFÉ) Reference Materials

CAFÉ Bidders Library

[http://www.dcfslouisiana.gov/index.cfm?md=pagebuilder&tmp=home
&pid=303](http://www.dcfslouisiana.gov/index.cfm?md=pagebuilder&tmp=home&pid=303)

OIT Standards

<http://doa.louisiana.gov/oit/Standards.htm>



Common Access Front End (CAFÉ)

Contact Information

Submit inquiries regarding the CAFÉ RFP in writing to:

CAFÉ Project

Department of Children and Family Services

627 North Fourth Street, Room 5-232

Baton Rouge, LA 70802

FAX: 225-342-5558

E-mail: DCFS-CAFE-RFP@LA.GOV



Common Access Front End (CAFÉ)

Announcements



Common Access Front End (CAFÉ)

Questions and Answers



Common Access Front End (CAFÉ)

Adjourn