



October 16, 2023

State of Illinois Child Support Modernization CS AIM IFSEA Conference

Peoria, IL



Agenda

Introductions

Project Purpose & Guiding Principles

General Timeline

Completed Activities

In Process

Training Development

Stakeholder Communication

Future Work

User Acceptance Testing & Training

Pilot Operations & Training

Go-Live & Training

Federal Certification

Q/A



Meet the Panelists



Sean Rosenthal
State Project Manager



Christine Towles
External Stakeholder
Communications



Jessica Parlier
Business & Functional
Design/UAT Manager



Khelan Patel
DDI Manager



Debbie Packard
Implementation Lead
and OCM Manager



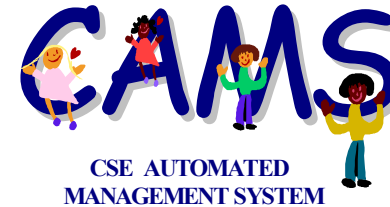
Mary Beth Duffy
TIS Manager

CS AIM Purpose

Illinois Child Support Automation and Innovation for Modernization Training & Implementation Support Engagement is to enable DCSS workers to be able to use the new EPIC System to efficiently and effectively deliver services to Illinois' children and families.



CURRENT SYSTEM
KIDS



DONOR SYSTEM
FROM FLORIDA
CAMS



EPIC
Enforcement & Paternity
for Illinois Children

FUTURE SYSTEM
EPIC



Guiding Principles

WE WILL

OBJECTIVE: To provide a framework for all members of the project team to guide their approach, actions, and decision-making related to the Project

1. Deliver mission-critical features before nice to have features.
2. Communicate with our system users and stakeholders; carefully consider and respond to their assessments and concerns.
3. Invest in our people as we undergo organizational change and acknowledge they are essential to the success of the project.
4. Emphasize quality and ensure project timelines are met while making necessary course corrections promptly.
5. Use project management controls to steer the project and direct participants.
6. Adequately staff the project while we maintain sufficient staffing for the program's business needs.
7. Emphasize importance of results delivered and accepted and conform contracts to meet these requirements.
8. Test early and often to identify and fix problems.
9. Develop and execute a sound and proven implementation strategy.
10. Use functionality from the transfer system unless there are compelling reasons to modify.
11. Succeed by working together as a single project team made up of system development and state staff.
12. Value information security over ease of access.

Overall Project timeline to getting started

How did this project start?

HFS seeks new system

To update the KIDS system HFS completes an assessment and determined the best solution was to purchase the FL CAMS system and modify it for IL.

Contractors hired for DDI and TIS contracts

Contracts are awarded to vendors to assist with the Child Support Automation and Innovation for Modernization((CS AIM) Project. Vendors include CSG (Quality Assurance), Deloitte (DDI, TIS) and Maximus (PMO).

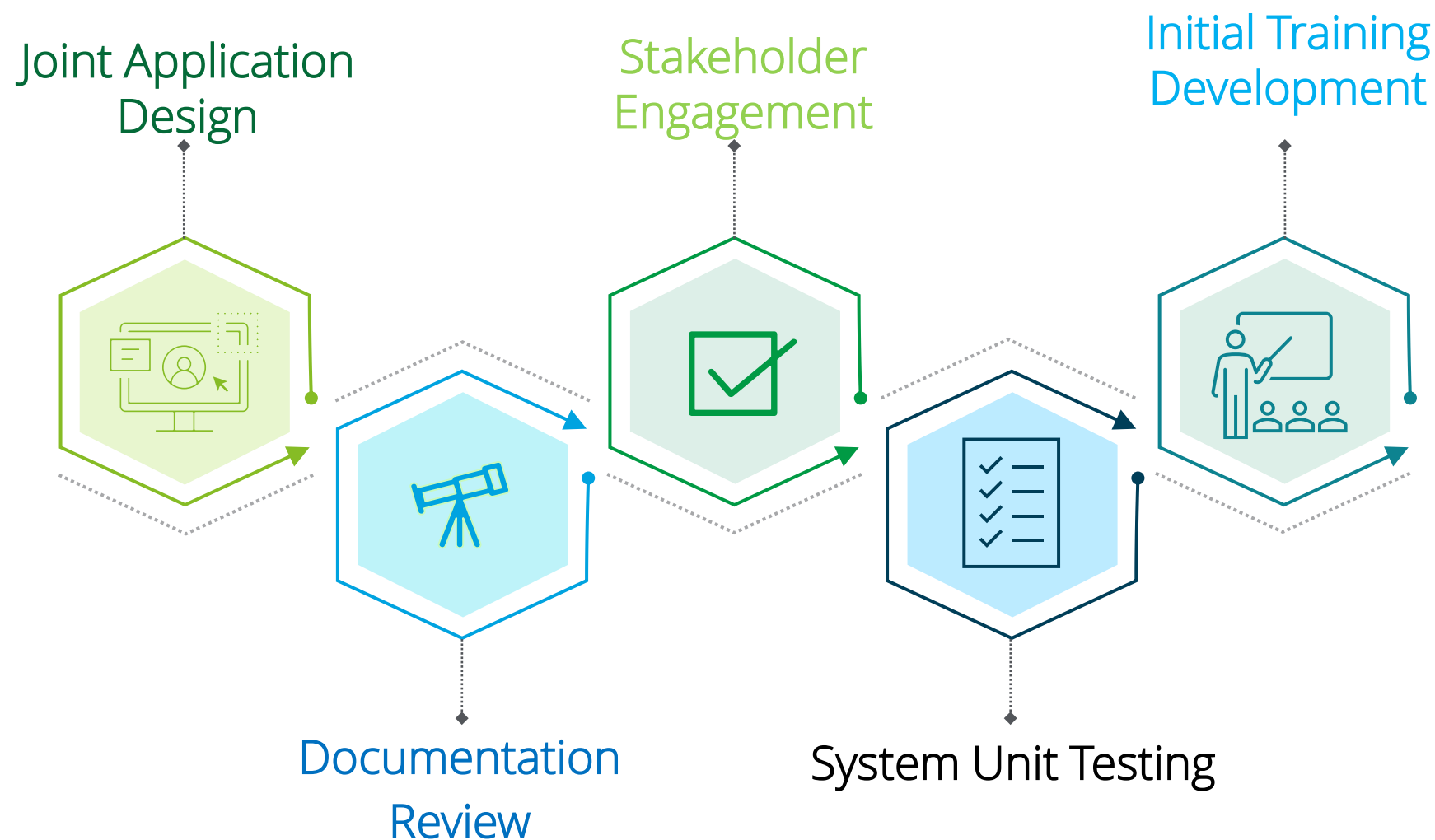
DDI begins work

In March 2022 the DDI team begins work to transfer the FL CAMS, an SAP system, to IL. BPR work and pre-JADs begin.

TIS kicks off

The team begins work on the initial planning documents and begins work on the Business Process Documentation, Learning Management System and Training Delivery.

Key activities so far



EPIC Case and eService Portal

EPIC

Home

Activities

Task Instruction Srch

Attachment(s)

Business Partners

BP Cleansing

BP Exclusion

BP Reverse Merge

Cases

Case Cleansing

Case Exclusion

Service Contracts

Full Services

Limited Services

Guideline Calculations

Guidelines (Schedule)

Online Forms

CRM Reports

Employer Processing

Enforcement Override

Member History

Checklist Assignment

Employer Create/Update

Case Specific Questions

Case Id: 9300000010 / Ext. Ref: 9300000010

Save

Cancel

Print Preview

Refresh

Back

Case Details

Edit

General Data

Dates

Type: Inbound Quick Locate Service Request

Created On: 06/21/2023

External Reference: 9300000010

Changed On: 06/21/2023

Level of Service: Locate Only

Closing Date:

FCR Query Indicator: ☐

Service Req. Exp. Dt:

Status

Change Info

Status: Open

Created By: JAYAPRAKASHS

Status Eff. Date: 06/22/2023

Changed By: JAYAPRAKASHS

Closure Reason:

Closed By:

CMgCase not bound

Parties Involved

Edit List

Filter:

Actions	ID	Name	Link Reason	Effective Date	End ...	End ...	CP C ...	NCP ...	Unkn ...	Appl ...	NC ...	Judi ...	Ad ...
	82	Allen Hall	NCP	06/22/2023					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	127	Texas	OTHER STATE C...	06/22/2023					<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

Activities

Activity

Activities to be Created(0)

Filter:

No result found

Open Tasks

Notes

Transactions

Legal - Judgement

Home

Payments

Cases and Orders

Personal Info

User Profile

Contact Us

Help

Welcome SANDRA CRAWFORD

Last login: 9/26/2018 12:22:23 PM

Sign Out

We are missing information on the case(s) marked with an below. If you have information, please provide it. If not, you can close this message.

Payments

Help

Child support payments have not been received through the Child Support Program on this case. You currently receive your payments by direct deposit. [Learn more](#)

Payment Details

Cases and Orders

Personal Info

Edit

Applications

User Profile

Home

Child Support Home

Contact Us

Help Us Improve eServices

Help

Help with Downloading Files

Browser Security

Privacy Notice

What are the key activities in the coming years?

DEVELOPMENT TO IMPLEMENTATION
AND CERTIFICATION

- User Acceptance Testing & Pilot Operations
- Training Delivery and Evaluation
- Go-Live & Implementation Support
- Federal Certification

Questions





Resources

Have a question? Reach out to the EPIC email address.
hfs.dcssteamepic@illinois.gov

About Deloitte

Deloitte refers to one or more of Deloitte Touche Tohmatsu Limited, a UK private company limited by guarantee (“DTTL”), its network of member firms, and their related entities. DTTL and each of its member firms are legally separate and independent entities. DTTL (also referred to as “Deloitte Global”) does not provide services to clients. In the United States, Deloitte refers to one or more of the US member firms of DTTL, their related entities that operate using the “Deloitte” name in the United States and their respective affiliates. Certain services may not be available to attest clients under the rules and regulations of public accounting. Please see www.deloitte.com/about to learn more about our global network of member firms.

Copyright © 2023 Deloitte Development LLC. All rights reserved.