



Sheboygan Transition Process

IMAC 01/21/16

Pre-project approval Activity

o Preliminary Discussion

- Initial approach. New consortium okay with adding another county?
- Why moving? Is it a good fit with the new consortium's philosophy of customer service and operational model?
- Are there fiscal implications?
- What are the workload implications?
- Approval from the consortium directors.

Pre-approval

- Letters of intent from the directors to the state.
- Establish county workgroup to go over a framework of what the counties will need to do.
- Rough overview of what we know the state will need to do as part of the transition.
- Commitment to the process; planning, meetings, training, changes, etc.

Post project approval Local workgroup

- o Develop timeline and determine/assign significant projects.
 - Website updates
 - Training needs
 - Communication plan
 - Determine new CCA flow and changes to request.
 - Local IT changes

Local workgroup cont.

- Changes in workflow?
- Child care changes?
- Fraud changes?
- Case leveling
- Identify new county resources, both supervisory and staff wise.

Incoming county specific

- Message on CCA call flow about the change to direct traffic.
- Make any necessary adjustments to outgoing consortium -Operational lead, fiscal lead, committees, consortium specific assignments.

Post approval State/Joint

- Participation in planning meetings with DHS and Deloitte
 - CCA, Communication, CWW, Fiscal, Notices, Reports, Webl, Security, Training
- Lead workers assist in UAT
- Supervisors assist in validation of changes

Sheboygan joins Capital 1/1/16

- Tracked hours of Capital and Sheboygan staff for project.
- Between 7/29/15 and 12/31/15.
 - 205 Manager hours
 - 339 Supervisor hours
 - 126 Lead worker hours
 - 669 total planning hours
- Follow-up report to help develop the county portion of the “playbook” for future moves.

In summary

- o Moving Sheboygan to Capital consortium was a huge under-taking for all involved.
- o Having a model for future moves should help to ease the transition.
- o It is recommended that future transitions be done over a longer period of time to allow for staffing and workload considerations (8-11 months).