

DCF/DHS Cross-Department SWICA Initiative

IMAC Meeting • July 19, 2018

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Background

- DCF and DHS have heard feedback from local agencies regarding the overwhelming volume of SWICA matches
- DCF and DHS have had LAB findings pertaining to untimely processing of SWICA matches
- DHS has led efforts to address issues and concerns
- DCF OIG did a project with child care at MECA to identify solutions to SWICA issues at MECA
- DCF submitted a federal waiver request
- DCF and DHS decided to collaborate and devote resources to addressing this problem



Project Approach

- Assemble two cross-department groups:
 - Management Group
 - Subject Matter Expert Group
- Multiple Phases:
 - Phase One: Determine the current state
 - Phase Two: Problem Analysis
 - Phase Three: Potential Solutions
 - Phase Four: Decisions/Action

Timeline

SWICA Initiative Timeline

| | | | | | | | | | |
|--|---|-------|-------|-----|------|------|--------|-----------|---------|
| Phase One: Level Set and Determination of the Current State | Assemble management group to level set | March | April | May | June | July | August | September | October |
| | Assemble SME/program staff to kick off the initiative | March | April | May | June | July | August | September | October |
| Phase Two: Problem Analysis | Meet with identified program staff to describe the problem: Specify the problems. | March | April | May | June | July | August | September | October |
| | Identify potential causes | March | April | May | June | July | August | September | October |
| Phase Three: Potential Solutions | Taking the highest prioritized causes, determine potential solutions | March | April | May | June | July | August | September | October |
| | Evaluate solutions | March | April | May | June | July | August | September | October |
| | Develop initial solutions | March | April | May | June | July | August | September | October |
| Phase Four: Decisions/Action | Clarify the Purpose of the request: Produce decision materials | March | April | May | June | July | August | September | October |
| | Assess Risk | March | April | May | June | July | August | September | October |
| | Provide decision material and render decisions | March | April | May | June | July | August | September | October |
| Further details are available in the SWICA Approach document | | March | April | May | June | July | August | September | October |

Phase One- Complete

- Completed Phase One
 - Managers from DHS: Bureau of Enrollment and Policy, MiLES and Office of the Inspector General
 - Managers from DCF: Bureau of Early Learning and Policy (CC), Bureau of Program Integrity (CC), MECA, Bureau of Working Families (W-2), and Office of the Inspector General
 - Subject Matter Experts from all of the areas listed above
- Established desired outcomes



Phase One- Complete

- Desired outcomes
 - Reduce the volume of matches
 - Create better matches
 - Leverage the data that is being provided
 - Better define key terms
 - Streamline SWICA process and, where possible, align the process for all programs

Current Status- Phase Two

- Established a decision making matrix
- Established criteria for prioritizing the problems
- Over 45 problems have been identified
- Ranking the problems according to our criteria to identify which we will create solutions for

Phase Three

- Planned to begin in August
- Will break into groups and determine solutions
 - System solutions
 - Data solutions
 - Process solutions
 - Policy solutions
 - Training solutions
- Solution document preparation

Phase Four

- Planned to begin in September
- Provide management from both agencies with documentation and options to support selecting the problems to be fixed
- Options for implementation are selected and work is planned/begins

Questions, concerns, suggestions:

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