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Change Management Process for the Case Management, Information and Payrolling System (CMIPS)

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CMIPS Change Management Process

The CMIPS Change Management Process ensures that standardized methods and procedures are used for efficient and prompt handling of all changes in CMIPS. The CMIPS Change Management Process focuses on:

• Agile Methodology
• An Inclusive and Structured Process with County Partners
• Transparent criteria that determines whether or not county requested changes are approved or denied, and how changes are prioritized
• Working in Partnership with CWDA to ensure counties are represented throughout the change management process
• Proactive communication with County Partners and Stakeholders
Agile Methodology

By moving to Agile, CDSS has been able to:

• Implement system changes faster by eliminating the 6-month lead time required for system changes.
• Change focus and priorities much quicker and add new changes into the queue
• Include more county-requested changes much easier by focusing on specific areas of the system
CMIPS County Change Process

CDSS has an established change management process for county-requested changes. CDSS meets quarterly with the County Welfare Directors Association (CWDA) Liaison and the CMIPS County Advisory Board (CAB) to review the new Change Requests submitted by the Counties. Counties, CWDA/CAB and CDSS key responsibilities include:

**Counties, CWDA & CAB**
- Identify potential changes and submit them to the CWDA Liaison
- CWDA Liaison tracks and coordinates county reviews for potential county change requests, including CAB, Long term Care Operations and the Adults Committee
- CWDA Liaison submits approved change requests to CDSS

**CDSS**
- Logs and tracks all County change requests
- Meets with the CWDA Liaison and the CAB to review the proposed county Change Requests.
- Approves/denies change requests
- Prioritizes and adds changes into the existing queue
- Communicates to counties and stakeholders when changes are implemented
CMIPS County Change Process (continued)

1. **County identifies a potential change and submits to the CWDA Liaison**
2. **CWDA Liaison presents change to CAB, LTCO and Adults**
3. **CWDA Liaison submits approved to CDSS**
4. **CDSS logs and reviews submitted changes**
5. **CDSS meets with CWDA Liaison & CAB to discuss requested changes**
6. **Approved changes are added to existing queue**
7. **Changes are implemented based on priority and identified effort**
8. **Once implemented, CDSS communicates changes to counties & stakeholders**
Approval/Denial Criteria for System Changes

All potential change requests are evaluated using the following criteria:

• What problem are we trying to solve with the requested change? Is it a system defect or can it be fixed through business process improvements at the county?
• Compliance with IHSS program statutes, regulations and policies
• Impact to IHSS recipients and providers
• Does the change benefit all counties?
• Cost benefit and magnitude of effort
Prioritization of System Changes

All approved change requests are prioritized and added to the queue based on the following criteria:

• **Priority 1** - Legislative & Federal Mandates
• **Priority 2** - Policy Changes & Regulations Updates
• **Priority 3** - System Enhancements that Improve County Business & System Processes, Technical Upgrades & Infrastructure
• **Priority 4** – All Other Changes

With the implementation of the agile methodology, CDSS has had a lot more flexibility with the implementation of system changes. As a result, lower priority changes can be implemented much faster.
Communicating Changes

The final step in the change management process is communicating the system changes to the counties and stakeholders. CDSS has been working to ensure all communications are timely and provide the necessary information counties need. These communications include:

- All-County Letters & All-County Information Notifications
- Program Manager Letters
- CMIPS Information Notices
- CMIPS Release Notes presented at County Regional Meetings
- Job Aids
- Training Materials
- CMIPS User Manual Updates