Request for Information (RFI) Response
CRFI BSS2300000001

Web-based communications system designed to facilitate communication between designated stakeholders who provide services to foster children for the West Virginia Department of Health and Human Resources

Provided by

servicenow

BIZSOLUTIONS.TECH®

04/11/23 13:28:39
WV Purchasing Division

Presented by

Larry Coune, Enterprise Account Executive

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(240) 793-4419

Mike Stockman, Founder / CEO of BizSolutions.Tech

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4.2.4. Responses: All responses must be submitted to the Purchasing Division **prior** to the date and time stipulated in the RFI as the opening date. All submissions must be in accordance with the provisions listed in Section 2: Instructions to Vendors Submitting Information.

4.2.5. Response Delivery: Vendor's response must be delivered by the opening date of 04/11/2023 at 1:30 PM ET to the West Virginia Purchasing Division at:

2019 Washington Street, East
Charleston, WV 25305

By signing below, I certify that I have reviewed this Request for Information in its entirety; understand the requirements, terms and conditions, and other information contained herein; that I am submitting this information for review and consideration;

ServiceNow

Larry Coune

Enterprise Account Executive

Larry.Coune@servicenow.com

(240) 793-4419

April 11th, 2023

BizSolutions.Tech

Founder / CEO

Mike.Stockman@BizSolutions.Tech

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April 11th, 2023

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April 11, 2023

Crystal Hustead
2019 Washington Street, East
Charleston, WV 25305
Email: crystal.g.hustead@wv.gov

RE: CRFI BSS2300000001 ServiceNow Response

Dear Crystal Hustead:

ServiceNow sincerely thanks you for the opportunity to provide the State of West Virginia Department of Health and Human Resources with this response to your request for a Child Welfare Information system RFI.

Our goal with this submission is to help you gain a more comprehensive understanding of a different approach, a new business model using industry best practices to complement your CCWIS solution development and implementation. We do believe the ServiceNow solution is going to be of interest to you and your team.

We would welcome an opportunity to demo the ServiceNow solution, and review and discuss this response in more detail. When time allows, please contact me at (240) 793-4419 or Larry.Coune@servicenow.com with questions, for additional information, discussion, and next steps. Thank you for your time and consideration.

Sincerely,

Larry Coune

Larry Coune
Enterprise Account Executive
Larry.Coune@servicenow.com
(240) 793-4419

Response to RFP Specific Questions

3.1. General Information Being Sought

3.1.1. A description of a web-based communications system which shall facilitate communications between individuals providing services to foster children, including, but not limited to, requests from foster parents and responses to requests from staff of the Bureau for Social Services and its contractual designees; updates regarding foster child movement, visitation, and travel; schedules for court hearings, guardian ad litem meetings, and multidisciplinary team meetings; and other communications that may improve care for the foster child amongst designated parties with legal responsibilities to care for the foster child.

ServiceNow is pleased to propose a comprehensive yet modular solution for the West Virginia Department of Health and Human Resources which not only achieves the strategic initiatives laid out in the RFI but also complies with CCWIS requirements.

Built on ServiceNow's Platform for Digital Government, a robust yet fully configurable case management system will deliver the modern child welfare solution West Virginia desires while providing agility and flexibility to meet future objectives and needs.
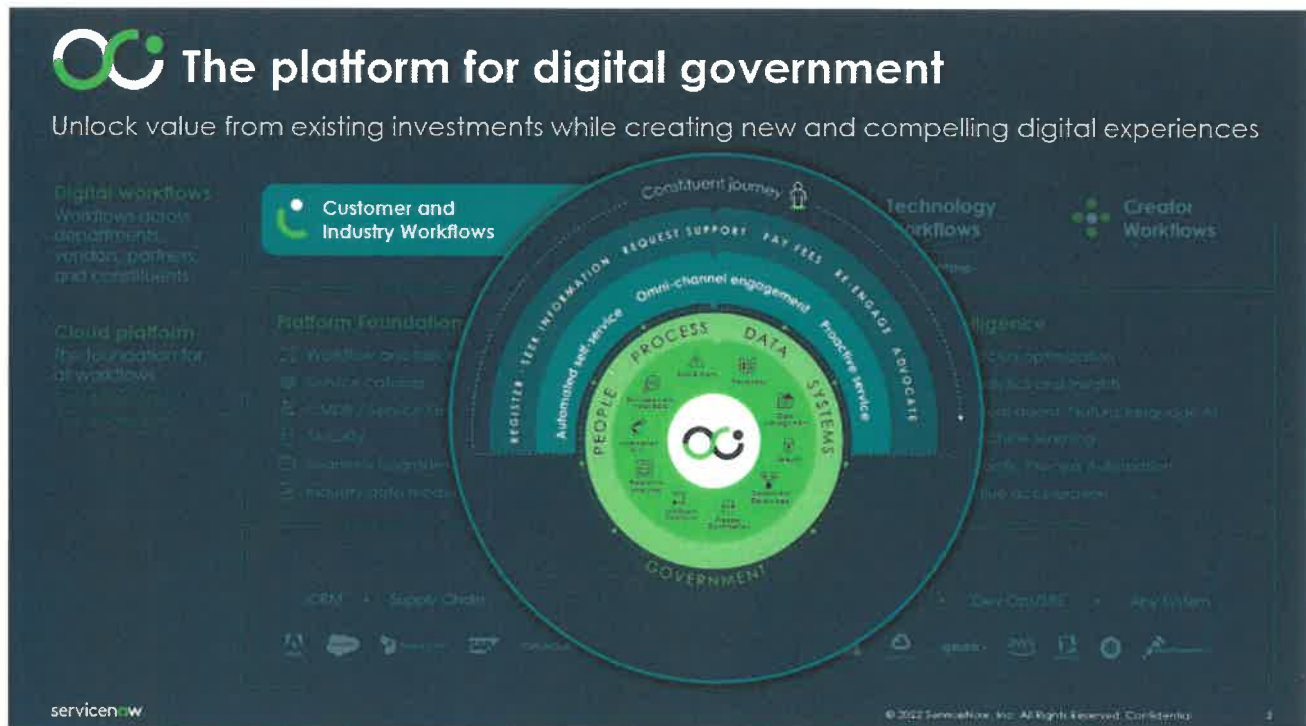
The ServiceNow platform is unique in that it unlocks value from existing systems without cumbersome custom-coded or complex integration. Our Public Sector Digital Platform is pre-built for government agencies with out-of-the-box digital workflows, service catalogs, configurable business rules, and workspaces on a single platform with a single architecture.

What does that mean for West Virginia? It means by utilizing ServiceNow's core capabilities, West Virginia can digitize and automate the complex and manual Intake and Investigations processes, allowing work to flow more effortlessly across the multitude of personas in the field, related units, and across the entire eco-system to serve and protect the children of West Virginia.
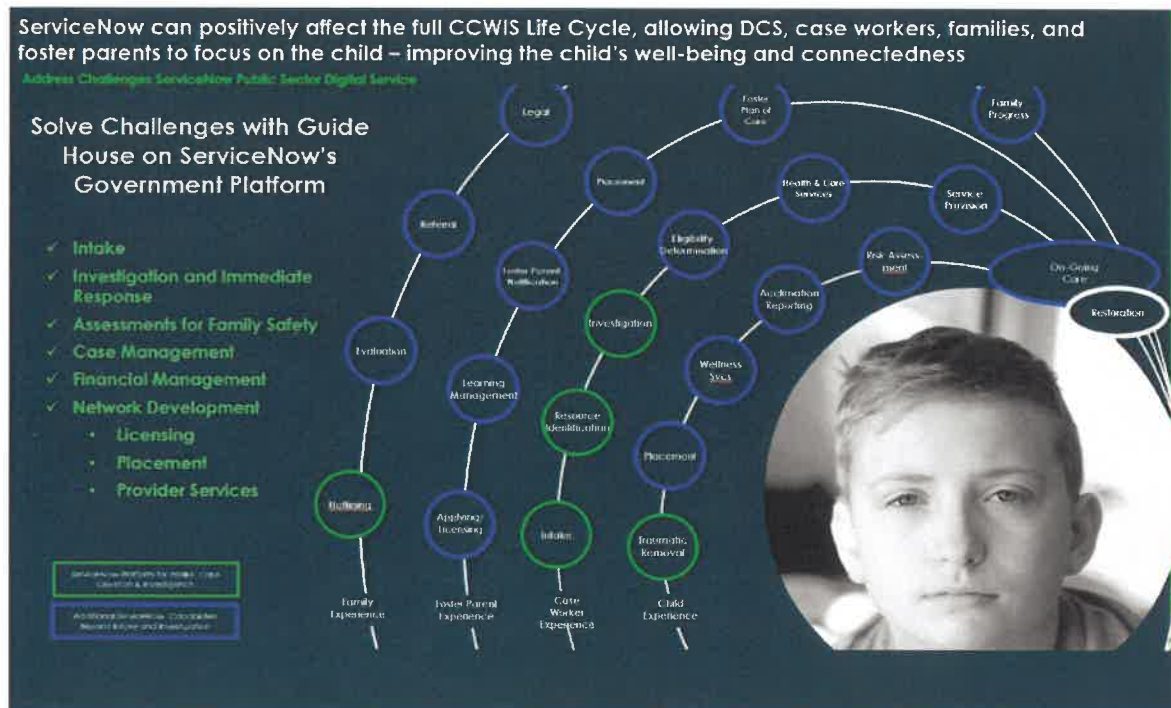
We recognize this initial phase focuses on Intake and Investigations; however, utilizing ServiceNow's Government Data Model and single architecture, West Virginia can define the complex relationships and processes, including personas, business roles, services, and related parties during the initial design. The benefit to the agency is by defining these case types, data collected, and tables utilized by Intake and Investigations, the same constructs apply when onboarding Assessment, Service Planning, Case Management, Financial Management, and all the modules included in a complete CCWIS solution.

By taking the full life cycle of foster care into consideration up front, the implementation will minimize effort for all stakeholders of any given process and apply modern technology in continual short sprints for immediate gains. The value of reducing technical debt while operating at scale across organizational boundaries is compounded as the agency brings on additional modules across the agency.
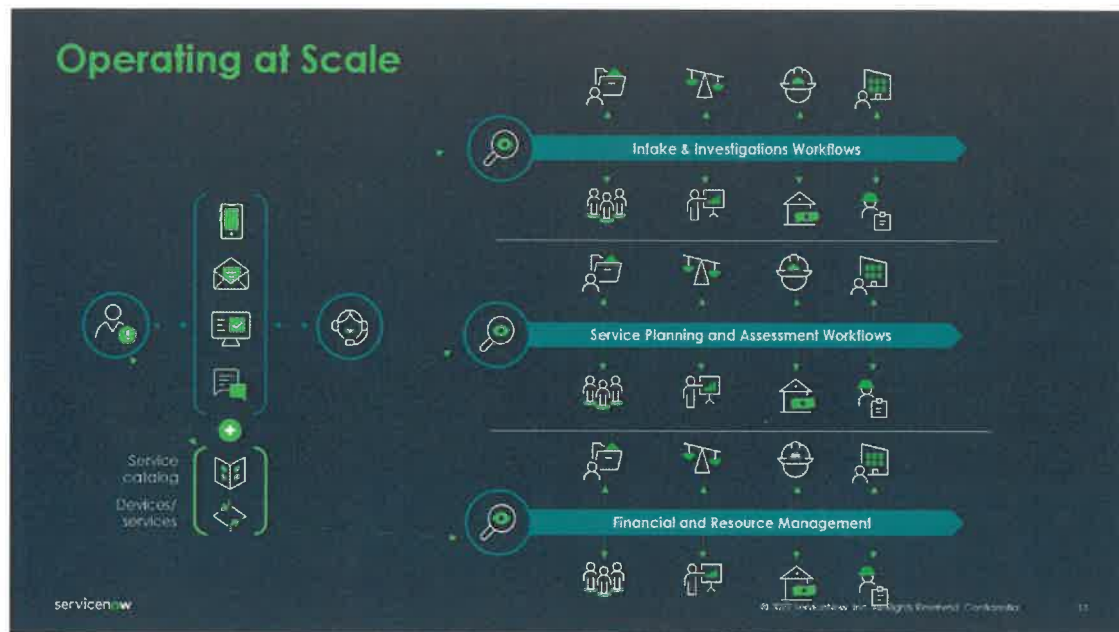
Innovation for Child Welfare

While ServiceNow's platform is proven as a world-class leader in Gartner's MQ and Forrester's Wave in multiple categories, we're not creating feature/functionality for the sake of having cool technology. ServiceNow's investment in public sector solutions is meant to positively impact the daily work life of government employees and the constituents they serve.

We strive to deliver solutions that improve access and visibility for constituents; help agencies reach the underserved; measure the effectiveness of programs; and build trust with the government through transparency and reliability.
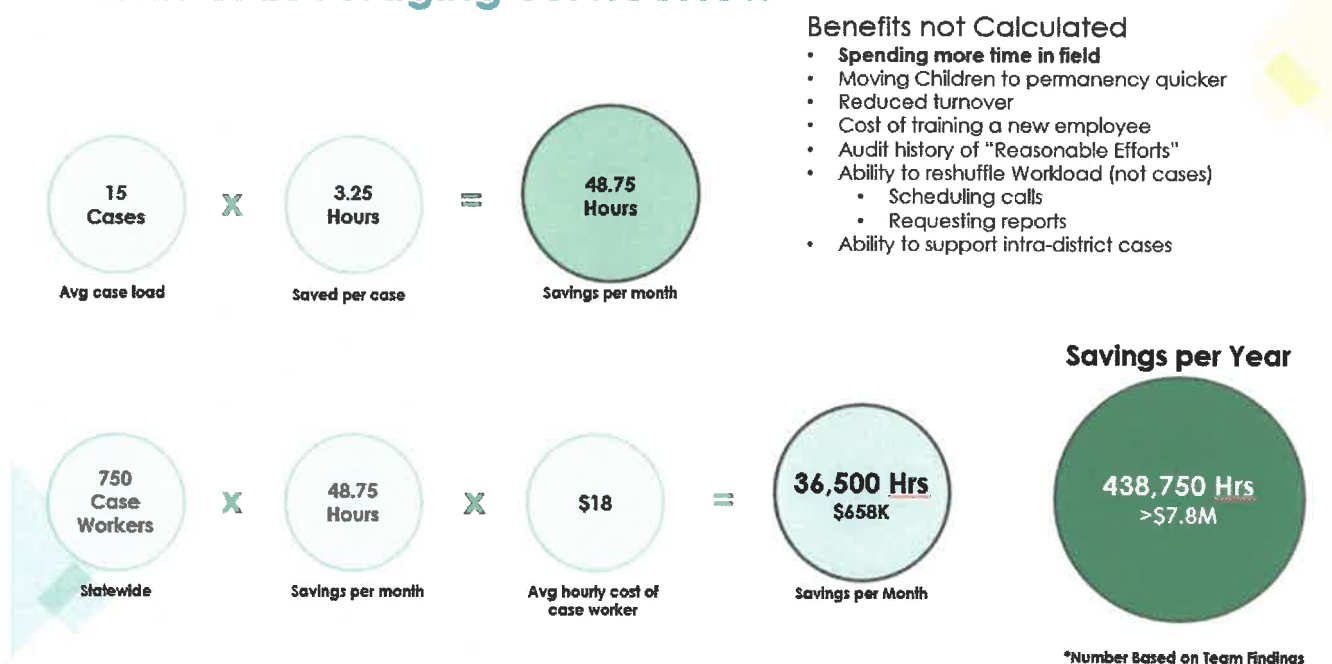
We work with agencies globally to leverage technology to lessen the burden of menial, manual, repetitive work so that, in the case of Foster Care Case Workers and CPI's, more time is spent with children and families versus inputting data, searching for reports, scheduling appointments, and determining resources.

Statistics show Case workers spend approximately 20% of their time with Families and 80% on paperwork and reporting.

- Given the high rates of caseworker turnover (80%) in child welfare, per-worker costs accumulate quickly
- Ineffective in practice, the analysis identifies significant subjectivity in the use of structured decision-making tools because the information entered into a child welfare assessment tool is derived from caseworkers' case documentation and interpreted by the caseworker
- Caseworker-completed well-being assessment tools which are costly and time-consuming may be a suboptimal approach for improving child well-being
- Data compiled by the case workers can provide critical cues about a child's well-being that are not manipulatable and place no additional documentation burden on caseworkers but only if that data is easily consumed via dashboards or visual trending scores so that agency staff and care providers can make informed decisions real-time

Recently, during a workshop with the Department of Children and Family Services in a midwestern state, when analyzing the amount of time their case workers spend in scheduling and rescheduling the multitude of appointments required per child, the agency's team determined they could conservatively save 439k hours per year by automating the scheduling using task assignments. Their findings didn't include the improved collaboration across departments, the digitization of forms, the use of portals for related parties and service providers to upload reports, or any of the typical benefits of modern case mgmt. system would provide. The return on investment is projected at 9 months and those results are not uncommon.

Benefits of Leveraging ServiceNow

Benefits not Calculated
- **Spending more time in field**
- Moving Children to permanency quicker
- Reduced turnover
- Cost of training a new employee
- Audit history of "Reasonable Efforts"
- Ability to reshuffle Workload (not cases)
  - Scheduling calls
  - Requesting reports
- Ability to support intra-district cases

ServiceNow's Public Sector Digital Platform is uniquely positioned to deliver the "Government of Tomorrow" to West Virginia. Highly customized or point solutions will not be able to address the interoperability necessary to scale across the front, middle, and back office applications.

ServiceNow is excited to demonstrate how our proposed solution would significantly reduce the administrative burden on Case Workers and CPIs, and provide potential cost savings for the West Virginia Department of Health and Human Resources with payback in a matter of months.

Core Components of ServiceNow Public Sector Digital Services:

Government Data Model

Includes relationships between governments and individuals (households) and businesses employees), as well as service delivery relationships between agencies.

Service Catalog

Exposes the set of services that are available, so that they may be actioned directly from a portal. Allows for the quick introduction of new services.

Government Case Type

References the government data model and can be extended to meet specific needs.

Government Services Portal

Allows requests from a catalog of services, leveraging digital channels and virtual agents, with visibility to the ongoing status of their requests.

Omni-Channel

Supports customers across the web, phone, chat, email, in-person, and social media. Messaging: expands omnichannel service by engaging customers through their preferred messaging channels.

Walk-up Experience for Customer Service

Provides an efficient in-person and self-service scheduling and check-in experience for both constituents and agents/staff.

Playbooks

Manages case flows across teams by digitizing and automating service processes.

Agent Workspace

Enhances agent productivity with guided resolution in a single pane of glass.

Knowledge Management

Provides instant access to relevant knowledge for customers and agents.

Communities

Connects customers (or employees) with peers to find answers and solve problems.

Visual Workflow& (Low-code) Automation

Automates service processes, tasks, and assignments with Flow Designer, Integration Hub, and Automation Engine.

Configurable Workspace

Is the space from which employees manage profiles, create and service cases with contextual support in a simple User Interface.

Performance Analytics

Unlocks insights to anticipate trends, prioritize and drive service improvements.

Automation and Predictive Intelligence

Uses machine learning to route issues, recommend solutions, identify knowledge gaps, and provide guided decisions with contextual recommendations.

Task Assignment

Routes work automatically based upon criteria or affinity; assigns tasks to other departments using visual task boards.

Surveys and Dashboards

Measures the voice of the customer and generates reports and dashboards on demand.

Service Mapping

Identifies the IT systems that support each workflow so that automatic notifications are triggered in the event of an outage or system maintenance.

3.2. Specific Questions

3.2.1. **How would the web-based communication system ensure that access to utilize the child welfare information technology system is available to only those parties with legal responsibilities to care for and support the foster child? Access must be automated with the existing comprehensive child welfare information system**

3.2.2. **(CCWIS) in order to avoid information being entered into two separate systems.**

ServiceNow can integrate with most existing user directories so that user authentication and authorization do not need to be duplicated. Additionally, ServiceNow supports API between various systems allowing for bi-directional updates thus allowing information to be where it needs to be without duplicate entries.

3.2.3. **How would the web-based communication system archive communications for the purpose of running reports on responsiveness by parties utilizing the system?**

ServiceNow's cloud-based platform is designed to store the historical records of interactions including messages received, messages sent, and internal notes. These can be viewed at any time and reports can be viewed based on this data including reports based on the last interaction, frequency of interactions, and many more.

3.2.4. **How would the web-based communication system complement the existing CCWIS for the purposes of controlling access to those parties with legal responsibilities to care for and support the foster child and to archive the communications for purposes of discovery or other reasons?**

The ServiceNow platform can (and often does) act as the user experience layer for those needing access. Users can use our mobile app via any smart device or computer to interface with our platform. The end user will interface with ServiceNow, and ServiceNow will be integrated into your CCWIS for bidirectional updates.

Our platform has role-based security to allow access to the correct individuals within the correct groups. The platform provides access down to the field level, with edit or view, or no-view, allowing granular role-based permissions. All communications and interactions including messages received, messages sent, and internal notes are stored in the platform and can be viewed at any time and reports can be created.

3.2.5. In what jurisdictions is this software currently being utilized?

ServiceNow currently services the vast majority of states across our country in various capacities. We look forward to the opportunity to connect you with your peers in other states when the time is right for both parties.

3.3. Documents Being Sought

3.3.1. Training materials, preferably viewable online.

ServiceNow provides private instructor-led, public instructor-led, and on-demand training courses plus various sources for information.

BizSolutions.Tech is an Authorized Training Partner and can provide various formats for training and training materials.

All ServiceNow documentation is available online at https://docs.servicenow.com/

Additionally, the ServiceNow community is available for customers to discuss their particular needs and best practices. https://www.servicenow.com/community

The ServiceNow YouTube channel is also very helpful for video learning. https://www.youtube.com/channel/UCLukrOQYSgsHUR_NSiVZndQ

ServiceNow maintains a Customer success center to share best practices, checklists and other helpful information. https://www.servicenow.com/success.html

ServiceNow training an certifications are available online. https://www.servicenow.com/services/training-and-certification.html

The ServiceNow developer site allows customers to explore hands on labs and learn more about the ServiceNow platform. This includes the ability to create a personal developer instance to try and test new ideas or work on the learning labs. https://developer.servicenow.com/dev.do

Corporate Background and Experience

ServiceNow was founded in 2004. Since that time, ServiceNow has grown from a small company to now one of the leading technology companies in America. This was made possible by a unique combination of proven technologies, constant innovation, and a passionate focus on customer success and satisfaction. Here are just a few of the differentiators that matter to the West Virginia Department of Health and Human Resources:

1. Intuitive and responsive user experience available on any device (computer, tablet, or mobile).
2. Flexible cloud platform and forms-based workflow engine that automate service processes across the enterprise.
3. Single system of engagement
4. Enterprise cloud infrastructure designed for the highest level of availability, scalability, resilience, and security.
5. World-class support services including customer-specific real-availability dashboards, online product documentation, knowledge base with prescriptive how-to articles, and a community of thousands of IT pros and customers that contribute content every day.

ServiceNow Customers

Every state surrounding West Virginia uses the ServiceNow Platform in some capacity. Over 40 states leverage our platform along with hundreds of counties and agencies. Our customers are in almost every industry and the government is home to many marquee clients. ServiceNow is also successful in the healthcare space, serving many of our country's largest healthcare systems and payer providers. Approximately 200 customer success stories are available at: https://www.servicenow.com/customers.html

Customer Satisfaction and Retention

At ServiceNow, customer service is our #1 priority, and we have a robust Voice-of-the-Customer program that monitors customer delight and feedback throughout the company. Perhaps the best indicator of satisfaction is that customers stay with the platform; ServiceNow had a 98% retention rate in 2022.

About BizSolutions.Tech, your West Virginia-based ServiceNow Partner

We are seasoned IT professionals, who focus on providing thoughtful, well-designed, value-driven solutions for our customers.

Our experts have been driving Digital Transformation on the Now© Platform since 2009. Our experience includes over 60 implementations in industries ranging from Aerospace and Banking to Data Centers and Healthcare. We will facilitate your organization's digital transformation, using a collaborative approach to plan, design, develop, deploy, and support your immediate and long-term objectives. As a Veteran-owned business and a ServiceNow Authorized Training Partner, we teach public and NextGen courses, develop custom training materials, and can deliver intact training for your organization. We look forward to building a strong working relationship with your team.

Thank you for the time you took to read about how ServiceNow could become your trusted partner to better service child welfare in West Virginia. We look forward to the opportunity to meet with you in person.

Best,

Larry Coune and Mike Stockman