Minnesota Family Support & Recovery Council Conference

MFSRC 2017

Minnesota Department of **Human Services**

PRISM BlueZone Scripts Collaborative

AGENDA

- 1st Year Accomplishments
- User Agency Scripts Demonstration
- Scriptwriters Roundtable
- Where We Are Going

WHAT'S NEW

PRESENTERS

- CSD: Melissa Fischer, Veronica Cary, and Rebecca Radcliffe
- County Teams:
  - Wright
  - Sherburne
  - Stearns
  - Scott
  - Anoka
  - Ramsey
- Scriptwriters: A group tells the story
- And you! Please chime in with your experience!

INTRODUCTION TO BLUEZONE SCRIPTS

- *BlueZone software helps users connect to PRISM*

- *Scripts are small code-strings or extensions*

- *Scripts automate repetitive, simple tasks:*

  - *Processing worklists*

  - *Adding/updating PRISM panels*

  - *Generating complex DORD documents*

  - *Started in counties*   *Jovan Knutson!*

  - *Note: MAXIS has used BlueZone Scripts (BZS) since 2014*

CSD's BLUEZONE SCRIPTS PROJECT

- *Counties requested collaborative development, testing, and verification of scripts*
  - *Better policy check*
  - *Uniformity and compliance*
  - *More creativity*
  - *Proven with MAXIS*

- *Goal: Start a PRISM collaborative—led by Veronica Cary*

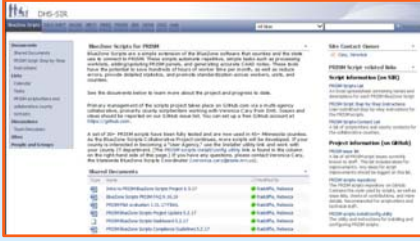- *Goal: Work with MAXIS coordinator—back-up each other*

GETTING STARTED

- *Discovery: Met with counties to identify needs*

- *Planning: Created "Roadmap" to guide project work*

- *Launch:*
  - *1. Set up infrastructure*
  - *2. Schedule hackathons*
  - *3. Review existing ~80 scripts*
  - *4. Create "step-by-step" instructions*

- *Pilot:*
  - *1. Create Installer*
  - *2. Recruit Counties*

1st: BUILD THE INFRASTRUCTURE

- **BZS tab on DHS SIR**   *(this PPT is there!)*
  - *Documents*
  - *Announcements*
  - *Installer Link*
  - *Scripts List*
  - *Power Pad*

Welcome to DHS-SIR!

INFRASTRUCTURE: GitHub

- **GitHub (GH): Collaborative Cloud-Based Space***
  - *Sign in—member of DHS scriptwriting team*
  - *Store work—in progress & completed*
  - *Uniform procedures (results = policy compliance)*
  - *Creative minds work together*

  *Wendy LeVesseur!   *No Client Data.....Approved by MN.IT*

GitHub FEATURES*

- **GitHub: scriptwriting easier & more fun**
  - *Issues List—track ideas and progress*
  - *Functions Library—commonly used coding strings*
  - *Change Log—tracks changes as a script develops*
  - *Change Log Master List—all changes for all scripts*

    Built by Veronica Cary, tested by scriptwriters

HACKATHONS: WORKING TOGETHER

- *Hackathons: scriptwriters meet together 1/month*
- *First Tasks:*
  - *Reviewed 87 scripts (duplication, errors, policy)*
  - *30 verified scripts*
  - *Accessible "step-by-step" instructions for each (template)*
  - *Uniform naming convention*
- *Continuous Improvement each meeting—review issues/enhancements*

Testimonial?   *Hack ="modify creatively"*

USER IS IN THE DRIVER'S SEAT: WITH A POWER PAD

*Chooses Script * Saves Favorites * Shows updates*

BLUEZONE SCRIPTS PILOT

- *Announced at MFSRC 2016—enthusiastic response*
- *Prerequisites:*
  - *Set of 30 verified scripts with "step-by-step" instructions*
  - *Power Pad tool for individual computers (build & test)*
  - *Installer ready—protocol for county IT to follow—link on SIR*
- *Goals:*
  - *Test installer protocol*
  - *Identify problems & solve*
  - *Small set of counties first, then expand*
- *User Agency Pilot : Oct 2016 through Jan 2017*

BECOMING A USER AGENCY

- *BZS—Child Support Officers, Specialists, Case Aides*

- *User Counties IT departments "install" BZS*

- *Users get a "Power Pad" feature on their computer to choose script options*

- *Receive the 30 tested, verified, and compliant scripts*

PILOT: LESSONS & RESULTS

- *Before pilot, 6 "fully deployed" (all users) agencies*
  - *Plus another 6 using scripts*

- *31 counties requested to join pilot*

- *Outcome 1/31:*

(Continued onboarding since then)

New Fully Deployed Agencies	5
New Agencies 1+ User	6
Agencies Request Link--No Reported Results	15
TOTAL COUNTIES W/ SCRIPTS	38

PILOT RESULTS: SUCCESS FACTORS

- *Managers and staff excited about the potential of PRISM scripts*

- *Positive experience with MAXIS scripts*

- *Dedicated time to deploy and learn*

- *IT support for the process*

PILOT: RESULTS & LESSONS

- *Issues Tracked on Issues List:*
  65 issues: 37 resolved

17	**BUGS- Problems with programming**
6	**New Script Ideas**
19	**Enhancement Requests**
9	**Housekeeping Issues (rename, comment, etc.)**

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SCRIPTS: SHOULD WE OR SHOUDN'T WE?

- *Will it be too hard, too complicated?:*
- *Is it secure?*
- *Why switch from what works?*
- *Do they really help?*
- *Do they match policy?*
- *Do we have to write scripts?*

Trish Skophammer!

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TOO HARD? COMPLICATED?   SECURE? WHY CHANGE?   MATCH POLICY?

- *Let's hear from County Users & Supervisors.*

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SCRIPTS: BEAUTIFULLY EFFICIENT

• *Demonstration: 4 counties / ~16 scripts*

Scott	**Heather Allan** *Power Pad Demo: Common Links, Calculator, Favorites,* *Script: Notes-Hearing Notes or FO104*
Sherburne	**Brittany Plude/ Mike Snicker** *Income Withholding (IW CAAD CAWT), Un-Un (unreimbursed/uninsured* *returned, Review Pay Plan-DL is Suspended, Notice of Continued Service*
Stearns	**Kallista Imdieke / Janell Boeckermann** *Failure POF RSDI DFAS, Failure to Withhold, Bulk OLPA*
Wright	**Jodi Martin / Karen Popken** *Non-Pay Letter, Case Transfer, General Invoice, Maintaining County*

If time or need: CSE NET info/ NOTES- Contempt Hearing , NOTES – Mod CAAD Note; Review QW info; ACTIONS: Dord
Memo Doc. Back-up demonstrators Wendy LeVesseur, Jovan Knutson
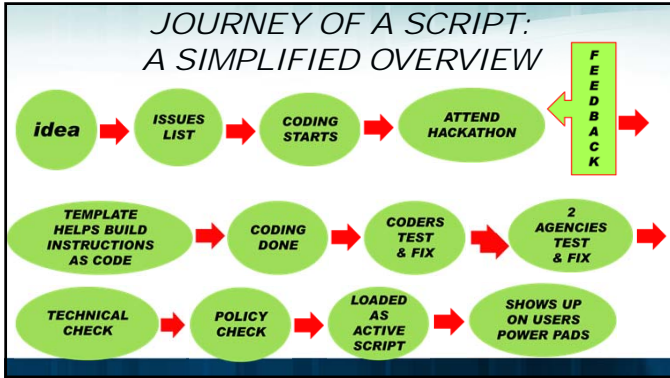

HOW DO WE GET OUR SCRIPTS?

Scriptwriting!

Currently, about 30 dedicated people statewide

DEVELOPING SCRIPTS

• *Ideal: 1 day/week work on scripts; 1 day/mo at hackathon*
  ▪ *Code scripts*
  ▪ *Learn new skills/practice*
  ▪ *Get feedback/help from other scriptwriters*
  ▪ *Help test new scripts*
  ▪ *Update instructions*
  ▪ *Discuss policy implications*
  ▪ *Coordinate testing at User Agencies*
  ▪ *Collaborate on ideas to improve scripts*
  ▪ *Ideas for new scripts*

• *Vision: A growing set of scripts useful to all counties*

JOURNEY OF A SCRIPT: A SIMPLIFIED OVERVIEW

idea → ISSUES LIST → CODING STARTS → ATTEND HACKATHON → FEEDBACK →

TEMPLATE HELPS BUILD INSTRUCTIONS AS CODE → CODING DONE → CODERS TEST & FIX → 2 AGENCIES TEST & FIX →

TECHNICAL CHECK → POLICY CHECK → LOADED AS ACTIVE SCRIPT → SHOWS UP ON USERS POWER PADS

MAKING SURE IT'S RIGHT: COMPLIANCE & CI

- Scripts go through a rigorous development, evaluation, and compliance process
- BZS Coordinator considers policy fit for every new script idea
- CSD Help Desk has designated Scripts Reviewer
  - Notified regarding new script ideas
  - Reviews "step-by-step" instructions against policy
  - Tests actions of scripts
  - Requests policy review with CSD if necessary
  - Any script requiring policy review goes on "hold" until cleared   Melissa!

SCRIPTWRITING: CREATING EFFICIENCIES

- Let's hear from Scriptwriters!

SCRIPTWRITING: Roundtable

- *How did you get started?*
- *What do you like about scriptwriting?*
- *What is most challenging?*
- *What is most satisfying?*
- *What is working together at hackathons good/fun?*
- *How do you balance case work and scriptwriting?*
- *Other thoughts?*

SCRIPTWRITING: HOW CAN I GET STARTED?

Any coding background

or

"Intro to Programming" at CodeCademy

(Do you like it? Have natural ability?)

then

Self-Study Training—need Supervisor approval
- *Nov 1 launch date for training*
- *Approval form on DHS SIR*
- *Need time (1 day a week) to code & time (1/mo) to come to hackathons*

WHERE ARE WE GOING?

The Future
NEXT EXIT

- *Windows 10 fix*
- *Sign-off protocol fix*
- *Launch self-study training*
- *Review scripts in pipeline*
- *DHS Hackathon 1/month*
- *3 WebEx coding Q/A / mo*
- *Notifier*
- *"Hover" updates*
- *Code-checker for code review*
- *Expand script set*
- *All/most counties use scripts*
- *Coordinate with MAXIS*
- *Install guidelines*

THANK YOU, CO-PRESENTERS!

Questions?

FEEDBACK: HELPFUL FOR US

- *How easy are scripts to install?*
- *How easy are scripts to use?*
- *What did it take to get going in your county?*
- *How many users actively use scripts in your county?*
- *What scripts are mandated and why?*
- *What are your top 10 favorite scripts?*
- *Any recommendations from users or managers?*
- *Is script documentation adequate? (Scripts list on SIR)*
- *Please let us know if you find a policy or function error.*
- *Please let us know if you have new scripts started or have script ideas.*

Questions? Issues? Please contact us:

Veronica Cary
Statewide PRISM BlueZone Scripts Coordinator
MN Child Support Division
veronica.cary@state.mn.us

Rebecca Radcliffe * *(In Veronica's absence)*
Operations Management
MN Child Support Division
Rebecca.radcliffe@state.mn.us
651-431-4409

Our goal is to get back to you within 24-48 hours if not sooner.
Please let us know if there is a problem.