

Accenture Case Insight Solution (ACIS) Telestration

Hi. I'm Molly Tierney and I'd like to talk with you about how, here at Accenture, we think about our CWIS solutions for child welfare.

We believe that every child deserves a safe and permanent family they can call their own. And we focus on ways in which technology can help states leverage that result for vulnerable families and their children. And whenever we design or build, we start by asking people with experience in the field of child welfare the following question: what is it that you need your tech to do for you?

This approach informed Accenture's investment the Accenture Case Insights Solution, or ACIS -- a unique approach to CWIS. You can think about as a mathematical equation:



Let's start with **Salesforce**

- It's an award-winning platform
- It's set apart because it hosts a process that has a beginning, a middle and an end. It positions users to be thinking about permanency from the moment a child comes to their attention and enables them to have a case in motion instead of it getting stuck.
- It's also set apart because of how easy it makes configuration.
 - o Configuration is the opposite of coding. Coding is slower, harder to do, harder to change and more expensive.
 - o Configuration is faster, cheaper and a far more effective way of putting together a system. You configure every time you add an app to your smart phone. It's that easy.

Next, we add **Accenture**:

- We bring our own child welfare expertise to this solution. This includes not just technical expertise—which we've developed over decades—but also expertise our team members developed on the frontline as child welfare practitioners prior to joining Accenture.
- In terms of ACIS We focused on the universal processes that child welfare uses – things that are basically the same all over the country
- We oriented salesforce to manage those processes. For example:
 - Screening

- Investigations
- Placement
- Case Management
- Finance
- We did it in a way that stays in alignment with our stated purpose: leveraging better outcomes for kids.
- This solution, configured as it stands, is ready. We can turn on the lights and get this thing humming right away.
- We've given you something robust to start with.

But we're not done yet. The final piece of the puzzle is **you**:

- We understand that, although there are universal processes in child welfare, each jurisdiction is in some ways unique. Salesforce and Accenture components get us about 80% of the way toward a complete CWIS solution. We bring you to the table for co-creation of the last 20%.
- This means that you don't have to have exactly what other states have. **You can have exactly what you need.** We work together with you to make your CWIS solution unique to your regulations, your practice model, your preferences, and your priorities.

This is what CWIS should do for you.

We'd be remiss in this moment if we left it at that. We have the opportunity right now to re-imagine child welfare. This is important work and we see it in the CWIS rules, in the promise of Families First and the new national Thriving Families initiative. There is a drum beat for the idea that in addition to protecting children we can also focus on stabilizing families *before they need a child protection intervention*. Getting that done in this day and age will require technology: for data sharing, for communicating in real time, for deriving insights from information.

You should be demanding this of your tech now.

Want to learn more? Visit us at www.accenture.com/ACIS