



COLORADO

Department of Early Childhood

Joint Technology Committee

April 20, 2022

Engagement Overview

*The Colorado Digital Service is advising on the **structure, hiring, and development of their technology team** and **creating a human-centered product strategy** for the Universal Preschool Program grounded in the constraints of our state systems.*

PARTNER:



COLORADO
Department of Early Childhood

[Colorado Department of Early Childhood](#)

[Engagement Scope](#) (ended: 4/22/2023)

CDS TEAM MEMBERS:



Ploy Buraparate
*Human-Centered
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Director, CDS





Our mission in the first year is to build trust.

With our community members

We need to create strategies to integrate insight from Coloradans into our understanding of any new roles or processes that our technology support.

With each other

We need to ensure that members who are currently supporting preschool initiatives in the state are leveraged for their experience and expertise.

With our technologies

We need to ensure our usage of technology does not overcomplicate the work that needs to be done to support families and providers.


Creating services is an organizational experience

Let's say you want to grab a cup of coffee while you're on your way somewhere.


First, you head to the coffee shop. Then, you stand in line. Eventually, you order your drink. Finally, the barista calls your name and you receive your order.

So much goes into what is a seemingly straightforward and simple experience.



A photograph of two women sitting at a wooden table in a cafe. They are both smiling and looking at a laptop. One woman is writing on a notepad. There is a coffee cup on the table. The background is filled with lush green plants.

There is also the **front of house** experience for customers - the decor, seating, and ambiance that is a part of ordering the coffee.

A close-up photograph of a barista's hands. One hand is holding a black handle of a coffee machine, and the other is holding a stainless steel pitcher. Steam is rising from the machine, and coffee is being poured into the pitcher.

And there is the **back of house** experience for employees - ordering and managing supply, actually making the coffee orders, and supporting the end customer experience to ensure satisfaction.

Discovering & Understanding

Determining Eligibility

Receiving

Modifying & Extending



We examined the **front of house** experience for our user...

Families enroll their children at a provider that meets their particular family circumstance.



Matching



The user selects the service provider that best meets their particular family circumstance.

PEAK System



Click on the image above to search full chart

Two red rectangular boxes with white text, likely representing error messages or system alerts.

FRONT OF HOUSE
BACK OF HOUSE

Local Leads Portal

1 Parent Enrollment Portal

2 Provider Portal

3 Payment Portal

4



...And there is the **back of house** experience that include the applications and systems.

Tech Solution: New Technology

Tech Solution: New Technology

Tech Solution: ProviderHub

Tech Solution: CORE

Parents

Create login for the application. Submit application for each child.

Provider

Get through onboarding process. Maintain available services and program enrollment.

Provider

Submit necessary information to receive payment from the State.

Data Variables

Review and update rules for matching to new enrollment categories.

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Parent or
Guardian



Preschool
Provider



Local
Coordinating
Organization

FRONT OF HOUSE

BACK OF HOUSE



Department of
Early Childhood
Staff

Utilize existing systems/resources

Look at systems that currently support the Office of Early Childhood and other Department of Human Services systems to understand the lift into a single entry point and where the best place for that entry point to be.

Between these two extremes, we want to explore possible options that may combine these approaches to best serve the needs of families, EC professionals and their communities, and the department.


Build from a new system

Take a look at the costs of building a new single point of entry to support the Department of Early Childhood and Universal Pre-K from the ground up, assuming we are not using existing data systems or resources.

WE'VE LOOKED AT:

CHATS & ATS	DCFS
Child care assistance program and attendance tracking	Family focused support
DECL	CORE
Licensing for child care facilities	Fiscal management
PEAK	DEPT. OF ED
Public assistance programs relevant to families with young children	Colorado preschool program

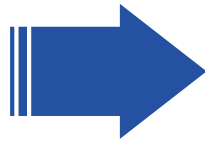
Legend

 CDHS SYSTEM

 NON-CDHS SYSTEM

Connecting this process

We create these by understanding our users, their workflows, and our systems to inform an end-to-end strategy to achieve outcomes for all our users.



Service Blueprint

Understand the service as a whole, looking at the people we serve and the systems that support them.

Product Roadmap

Creating a way to deliver technologies that meet the needs of our users incrementally and with agility.

Procurement Strategy

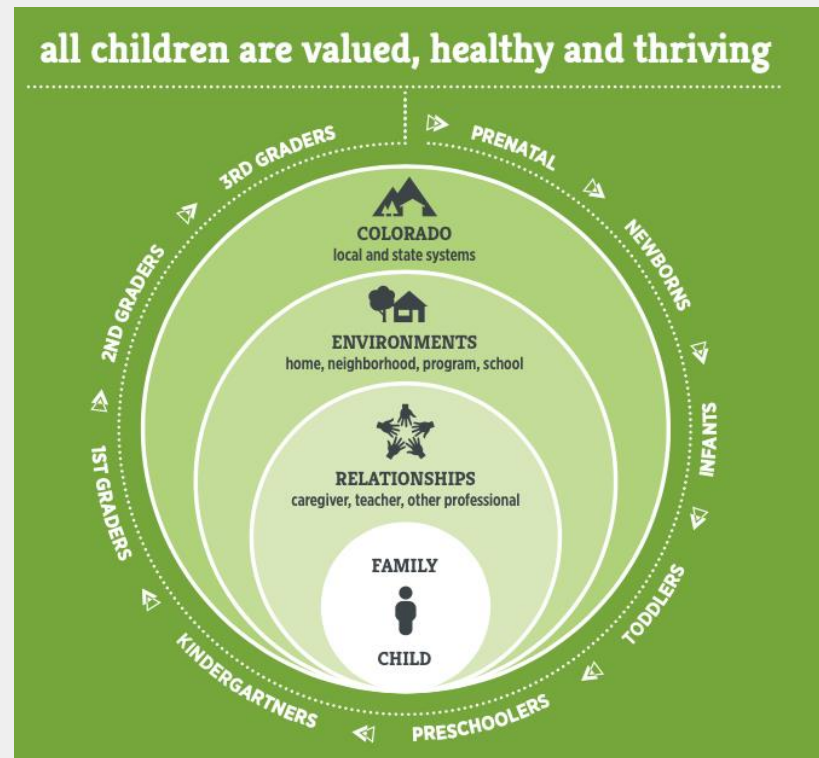
Select ways to build or buy technological solutions that support the outcomes of the program.

UPK PRODUCT ROADMAP

Combining the goals for the program, the users, and an understanding of our technical landscape, we can help to shape a realistic product vision.

We drew from many resources including the Transition Plan, UPK Recommendations, and learnings from community conversations including the Early Childhood Leadership Commission.

We are using these as the guiding principles for our decision making and measures for success.



An ideal workflow



Parent or
Guardian



Local
Coordinating
Organization



Preschool
Provider

A parent/guardian is able to enroll a child in a UPK slot that meets the need of their family circumstances.

A local coordinating organization is able to support the administration of UPK that is reflective of region.

A UPK provider is able to support child care for families who use their services.

Success for parents means:

- Universal eligibility for this 10 hours of preschool services
- Access to child care services that both meets the needs of a family's circumstances and the family's preferences
- Access to 10 hours of preschool child care and support services.

Success for local coordinating organizations means:

- Effectively communicate their region's needs to meet the demand for the service
- Maximizing both family and provider engagement in the program
- Eligible children are fully supported for their developmental needs inclusive of wraparound services

Success for providers means:

- More providers are available to support the state's UPK needs
- Incentivized to offer UPK slots consistently year over year
- Increase workforce capacity to support UPK needs



A parent/guardian is able to apply for a UPK slot that meets the need of their child and family circumstances.

A parent can easily make choices that meet their family's needs.

A parent can enroll their child to a preschool provider without worrying about funding.



A UPK provider is able to support child care for families who use their services.

A preschool provider can offer their services as a UPK provider.

A preschool provider can receive payment for providing UPK services.



A local coordinating organization is able to support the administration of UPK that is reflective of region.

A person, group, or organization can apply to be an LCO

An LCO can support UPK services administration in their region.

An LCO can update the requirements for UPK services administration in their region.



A parent/guardian is able to apply for a UPK slot that meets the need of their child and family circumstances.

A parent can easily make choices that meet their family's needs.

A parent can enroll their child to a publicly funded preschool provider without worrying about funding.

Interface for parents

Integration for parent choices

Integration for provider availability

Integration for LCO



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A preschool provider can receive payment for providing UPK services.

Interface for providers

Integration for provider availability

Interface to pay providers for UPK services



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Interface for LCOs

Integration for parent choices

Integration for provider availability





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Interface for parents

Integration for parent choices

Integration for provider availability

Integration for LCO

NEW TECHNOLOGY

Parent Portal



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Interface for providers

Integration for provider availability

Interface to pay providers for UPK services

ENHANCEMENT

Provider Portal



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Interface for LCOs

Integration for parent choices

Integration for provider availability

NEW TECHNOLOGY

Local Coordinating Organization Portal



NOW

APRIL 2022

LAUNCH

JANUARY 2023



Parents

BUILD + ITERATE

A parent can easily make choices that meet their family's needs.

A parent can enroll their child to a preschool provider without worrying about funding.

BETA RELEASE

Iterate and quality control



Preschool Providers

BUILD + ITERATE

A preschool provider can offer their services as a UPK provider.

A preschool provider can receive payment for providing UPK services.

BUILD + ITERATE

An Local Coordinating Organization can support parents enrolling children in their region.



Local Coordinating Organizations



COLORADO
Governor's Office of
Information Technology

OIT Support

OIT is engaging multiple teams within the office to ensure that the department is set with necessary supports for program delivery.

OIT Partners

Customer Office

Customer Delivery
Customer Engagement

Finance Office

Contracts and Procurement

Technical Office

Platform Services (Salesforce)
Data Office
Solutions Delivery & Support

Security Office

Security Architecture
Security Risk & Compliance

Colorado Digital Service

Cross-Functional Product



COLORADO
Governor's Office of
Information Technology

Procurement: Parent Application Portal

Invitation to Negotiate (ITN)

R-24-103-208-03

Procurement vehicle added in 2018.

Allows for the state to simultaneously negotiate with multiple vendors during the selection process.

By negotiating during the selection, we hope to be able to be contract-ready by the award stage of the procurement process.



Next Steps



Parent Application Portal ITN
Complete Provider Portal SOW



Recruiting for Key Personnel



Planning for Comprehensive Analysis



Connecting with Advisory Group

Thank you

Attributions:

Icons by the Noun Project

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