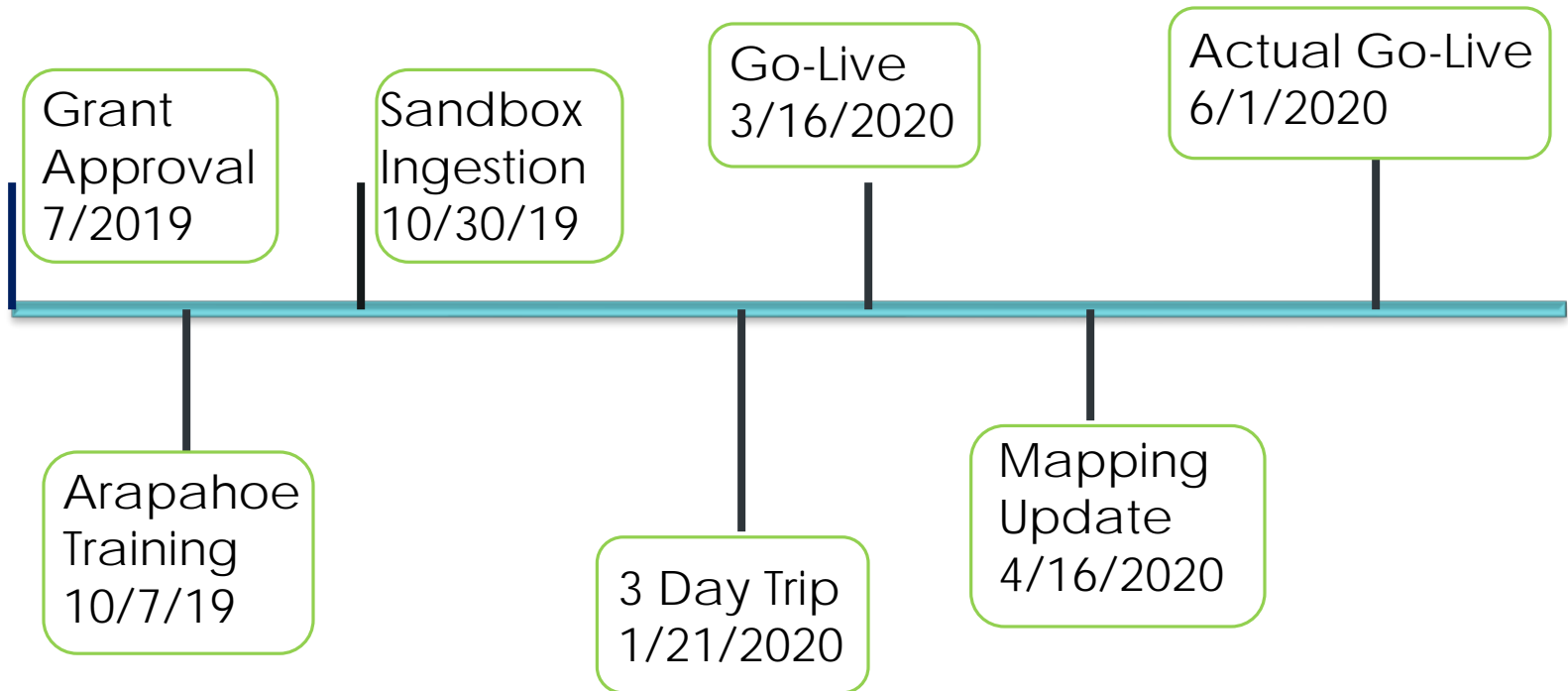




HSCconnects

Fremont
County

Getting Started



Budget



Grant \$25,998.74

Utilized \$23,443.07

Only \$2555.67 Left!

Training

- Prepping for training session
- 1 day of training
- User guides and material



Time to play in the Sandbox!



Round 2

- Back to Arapahoe
- 7 units, 3 meetings, and 1 call center later



Smaller workforce

Our units were not in sync with HSC

More business process adjustments

Time to train the Teams

- Every Unit is different
- Focused on functionality
- One on one
- Overcoming change



Supervisor Roles in HSC

- More experiments
- Screen share with Arapahoe
- Changing tactics

**Ready
Set
Go Live!**



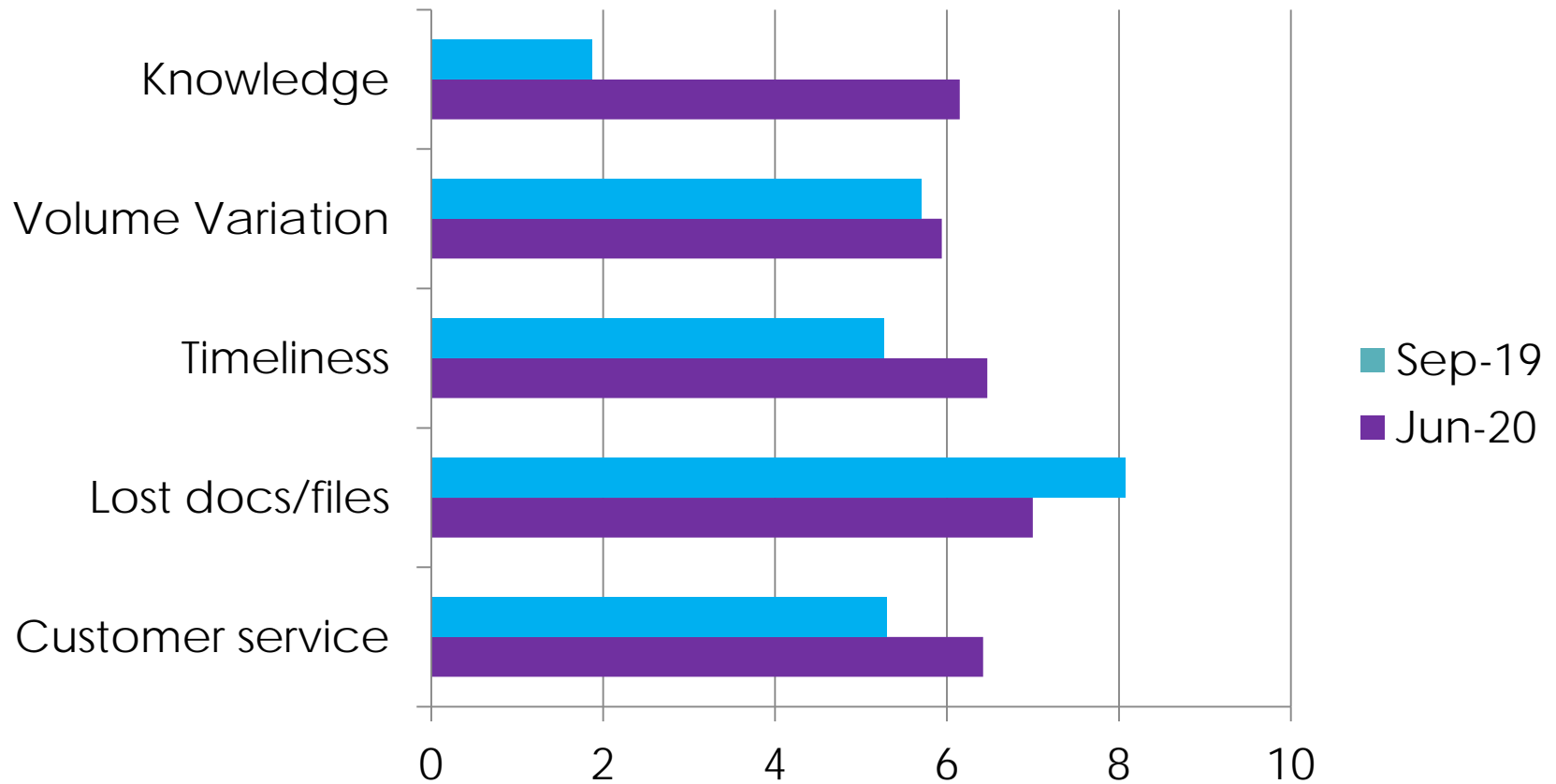
Obstacles

- Knowledge of HSC
- Changes to business processes
- Participation
- Customer Service
- Timeliness



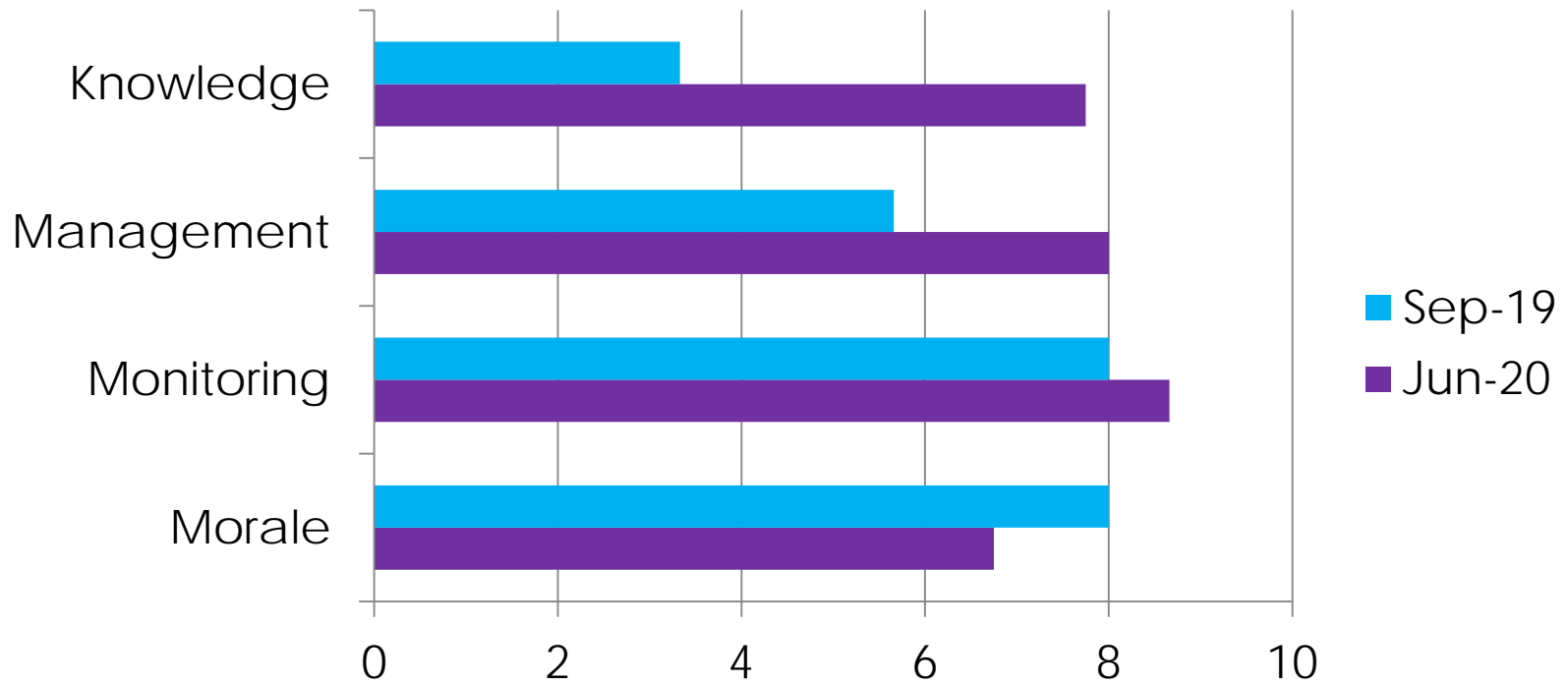
Measurement of Success

General User Survey Results



Measurement of Success

Supervisor Survey Results



Concerns

- Sept. Concerns: 14
- June Concerns: 9

Correct Task assignment
Attaching to wrong case
Learning HSC
Stress Levels



Looking Forward

- Sept. Looking Forward to: 9
- June Looking Forward to: 7

Faster case research
Less paper work
Tracking made easier
No more Filing





Work in
progress!!

check back soon...