



Challenge:

State of Vermont's Child Development Division is committed to improve the childcare within the state. As part of that effort, they want to upgrade their legacy system that provided childcare reimbursements to providers and calculated fee for the eligible families. The purpose of this program is to alleviate the burden on the parents for childcare.

CDD had received significant portion of funding at Federal level and their outdated system was failing on some of the audits.

CDD wants to build a reliable system that can handle all co-payment nuances for the families and making sure to calculate right amount of reimbursements to be paid to childcare providers. CDD also wants to move away from a percentage-based reimbursement payment to a flat co-payment method for families.

Brite Systems Work:

Child Development Division transformation program required unprecedented change in numerous ways of how business calculates and execute the childcare subsidy program itself. With our extensive experience in Childcare system and Digital transformation activities, we partnered with CDD to deliver a world-class technology solution.

Brite systems followed Agile methodology approach for this program. During Discovery process, we partnered with all stakeholders to understand the functionality needed for the new system including invoicing process, co-payment calculation logics and integration with their financial systems that sends money to the providers.

One of the herculean tasks is to build the system with complex logical formulae to derive at the co-payment that family need to pay. CDD also decided to let families pay to their provider directly and state will take care of the subsidy portion. This activity was mission critical since it involves accurate calculation while handling millions of dollars.

CDD got a data model from health and insurance which was not a direct fit for a Childcare service, so we had to transition their data model to fit in to the modern system. Not only, Brite build out an entire Salesforce system, but we also did so with Public Sector Foundation, integrating it with On Base, Vermont's state-wide document management system. We implemented Single Sign-On for their identity management, which can now be extended to another program for another agency seamlessly, as well as with On Base. In addition, we set up MuleSoft and configured it so that any new agency coming on board has a seamless transition.

The State of Vermont wanted to adopt Salesforce universally so that all the agencies could use it. As a result, we had two parallel threads running while we were developing. First, we needed to develop a system for CDD while also creating Salesforce components that could be used universally to fulfil the broader state-wide vision that was not there previously.



In addition to developing the system in Salesforce and MuleSoft End to End, we also implemented complex processes for attendance submission, claim generation, eligibility determination, application creation, and pay cycle generation.

Integration Focus:

Newly developed system will also need to integrate with lot of other systems that was relied by CDD for various activities including their payment to providers. So, it's crucial to develop a solution which takes care of seamless integration and works without glitch every single instance.

Brite Systems identified the needs of various integrations during the Discovery phase and starts planning for a picture- perfect integration right from initial design itself. We have developed integrations from Salesforce to: -

1. State of Vermont's Financial System to initiate payment to Providers
2. Sync Provider information from internal system to Salesforce
3. OnBase system to migrate documents from Salesforce
4. Sending User information to Okta system to enable Single Sign-on functionality
5. Other database integration
6. Flat file integration and automating it to run daily

Value Addition: -

Brite Systems began working on the project in April 2021 and created, developed, implemented, and launched the new system in July 2022. We were able to accomplish a project of this magnitude in such a short timeframe because we embraced Agile methodology. We did both the discovery process and the development of the new system in parallel so that we could maintain the project timeline.

On July 3rd, 2022, CDD's new childcare system was launched. As of launch, the application total is 13,308 with around 5,500 active applications. The Application Member totals 38,999 and there are 1,199 Providers. The families who could have benefited under the old system were not able to benefit because of the limitations of the CDD's old system. As a result, their government wasn't reaching the people; however, with the new system and utilizing all the new business rules and logic and the complex formulas to calculate the co-payments, more families are going to be benefitting from the new system. Through Brite's partnership with the State of Vermont, the new system will make a bigger impact on the community and families.

Brite didn't just deliver a piece of software. We also helped the agency improve its business processes, which we accomplished by spending ample time talking to the agency about its needs. We didn't just suggest software solutions but rather suggested ways in which they could improve their business process to achieve their desired goal.



Brite finished building and implementing the new system on time and on budget. Just as important, Brite was able to impact the community in innovative and monumental ways. We truly are out our best when we are positively impacting our communities and providing solutions to challenges facing our clients.