Washington State Department of
CHILDREN, YOUTH & FAMILIES

Summary for ACORN State, County, and Local Organizational Readiness Forums

Forum Topic	Notes/Themes
Setting the Stage ➕ What is something you are looking forward to with ACORN?	Appreciation was shared with participants. Gratitude was expressed for all that participants do each and every day on behalf of families, communities, and their staff teams. Shared Themes: • Easier documentation • More reliable and secure system • Easier access with 1 log in and use of multiple browsers • Improved reporting features.
Working Timeline for Go-Live	A working timeline was projected for participants---the third week in May was identified for a "blackout" window with full cut-over targeted for June 1st. It was noted that information and dates will be finalized and "locked in" through the formal GovDelivery communication system. **Note: The working timeline will be adjusted as the System Readiness Benchmarks progress, as identified below. The ACORN Readiness Assessment Team commits to continued timely communication.**
System Readiness Benchmarks Full Resolution of Identified Bugs/Glitches; Customization Tasks Completed; Development Task Completed; Existing Data Exchange Testing & Resolution Confirmed; Resolution of Readiness Verification Checklist Results; IFSP Mapping & New Child Record Set-Up Benchmark; Post Launch Statewide Safety Net Strategies	There are seven system readiness benchmarks identified and being tracked to help ensure a successful cut-over to the new ACORN statewide data management system. **All seven benchmarks need to be completed prior to the ACORN go-live date. We will update the field frequently on the progress that is being made toward benchmark completion. Users will receive a 60 day notice of the ACORN launch.**

	Progress monitoring is an active and continuous process led by Kim Hopkins, ESIT Data Systems & Analysis Manager.
Preferences on Training, Communication, & Engagement Activities ⬦ Are there Users in the local agency that might be interested in volunteering to be a part of a User Experience pilot during the final 90-days? ⬦ What are the lessons learned in previous experiences that might be applicable to ACORN?	The User Experience Pilot has begun with more than 33 volunteers representing local early support agencies across the state. User roles represented in the pilot include FRCs, Lead FRCs and Data Entry. Test scripts are being developed for specific functions within the system. There have been five test scripts release and introduced to date. Kim Hopkins, Data Systems & Analysis Manager is leading this work. She can be reached at kim.hopkins@dcyf.wa.gov.
Pre-Launch: Readiness Activities ⬦ What has your agency previously done or doing now to prepare for ACORN launch?	Participants identified readiness activities they have been engaging in to get ready for the cut-over to ACORN. Activities included: Shared Themes: • Completed training, both individually and as teams. • Shared learning within teams and sharing information with school district partners. • Scaffolded learning/trainings per role, i.e. assign training to key staff like leadership and FRCs; assign a "train the trainer" or local "ACORN expert" to support learning of entire staff. • Developed strategies to back up data/files/IFSPs. Shared Suggestions: • Use Adult Learning Principles to diversify training: o One on One training, possibly onsite and in person

	o Detailed visuals o Recordings of actual use (start to finish of completing a user activity like entering a referral or completing and IFSP) o Train the Trainer approach • Assure access to ACORN accounts to everyone
Post Launch: Planning and Designing Support Needs 🍁 What support is needed at the local and/or regional levels after ACORN is launched? 🍁 What are some ideas you may have to support individual learning curves at your agency after ACORN is launched?	Three identified safety net strategies were shared including holding a Joint Incident Command (Daily), Hypercare: Focus on Benchmarking, and a Two-Tiered Help Desk (DCYF & PCG) platform. Additional strategies were identified by forum participants: • Ongoing attention to transparency with communication about implementation process and movement through phrases. • Trainings on running reports. • Written manual or handbook for quick reference. • Ongoing TA such as Community of Practice for Peer Support and office hours with DCYF staff. • Agency level considerations for user support with structured system of supervision/mentoring and caseload management adjustments due to challenges with learning a new system.
Wrap-Up	A thank you was expressed for participating in the ACORN Readiness Forum. **A Readiness Survey is in the process of being designed and will be sent out to the field as another method for gaining insights and reflections to guide final steps leading up to the formal identification of a Go-Live date.**