

Post Implementation Evaluation Report

Kansas Department for Children and Families – Customer and Provider Portal (CAPP) Project

Project Dates: 10/2010 through 10/2012

Project Cost: \$2,598,222

Project Objectives:

The primary objective of this project was to implement a public facing web portal which provided customers a user friendly tool to apply and register for agency programs. This tool should significantly contribute to the Department for Children and Families' (DCF) overarching goals stated in the DCF strategic, KECCS and ECAC plans: Customer Centered - Agencies must place the customer at the center of its planning, policy, program and practice efforts; and Workforce Efficiencies - Agencies must create an environment where employees can achieve success leveraging tools, such as technology and improved processes, to work 'smarter, not harder' to meet agency objectives with diminishing resources.