

## **Child Case Management System (CCMS)**

The Child Development Agency (CDA) is currently on track to procure and implement a Child Case Management System (CCMS) to better manage data pertaining to children and families who interface with, or come into the child protection system.

Currently, much of their business processes are done manually and are paper-based. This system will enable the CDA to introduce the use of technological solutions into its operations bringing about improvement in its:

- Ability to better track client information
- Manage case loads
- Overall productivity
- Standardization of service and processes; and
- General service delivery

A three-year contract valued at \$53 million has been awarded to Avocette (formerly TP Systems) Ltd. for the provision of this Child Case Management System (CCMS) following Cabinet's approval for its acquisition. This system will be implemented in three (3) phases, with the Phase 1 projected to be completed by March 2015.

Of note is the fact that the Office of the Children's Registry (OCR) will also be collaborating with the CDA on this project, giving them access to the system to carry out their functions of receiving and tracking reports of child abuse, as they too seek to improve the efficiency of their services.