

1.5.2 18F Case Study Summary Points

 [courses.edx.org/courses/course-](https://courses.edx.org/courses/course-v1:USMx+ENCE607.1x+3T2019/courseware/eacf1c65220b48bdaa22de2734fc2bf5/68d1f7dbfe0e4a8b87cacd36a3b12200)

[v1:USMx+ENCE607.1x+3T2019/courseware/eacf1c65220b48bdaa22de2734fc2bf5/68d1f7dbfe0e4a8b87cacd36a3b12200](https://courses.edx.org/courses/course-v1:USMx+ENCE607.1x+3T2019/courseware/eacf1c65220b48bdaa22de2734fc2bf5/68d1f7dbfe0e4a8b87cacd36a3b12200)

Agile in Government: GSA's 18F Delivers!

The California Social Services group needed an application for case management of child welfare services. These services were used by 200,000 social workers. The services provided support for children suffering from abuse and neglect. Over 500,000 cases were managed annually by the CA Social Services group.

For almost ten years the organization had been stuck doing paper exercises on the design of an application, never getting out of the requirements and design phase.

18F was brought in and used a number of Agile techniques to drive the process forward:

- Modular Contracting
- Agile Development
- User-Centered Design
- Open-source practices

The result was the release of a functioning system within one year of kickoff. Ten years of paper compared to one year to deploy a working system - now that's Agile! The project is still in its early stages, but the results have been:

- Greater vendor competition
- Cost Savings
- Improved Contracting
- Improved Customer Experiences

You can learn more about the techniques used by 18F here:

<https://modularcontracting.18f.gov/strategies/>

You can also see the blog of successful 18F modular contracting stories here: <https://18f.gsa.gov/tags/modular-contracting/>

And you should take time to watch this video of Kevin Gaines, from Digital Services director at the Child Welfare Digital Services for California. Listen to his story here: [CWDS Digital Services Director Kevin Gaines Discusses Project's Progress](#).