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## Core Services & Representative Experience

### Core Services

#### Healthcare Program Support and Continuous Improvement (HPSCI)

Team Commonwealth Strategic Solutions (CW-SS) has an extensive experience in HPSCI. CW-SS Specialists follow the traditional Plan-Do-Check-Act (PDCA) methodology along with lean-six sigma and advanced data analysis methods to make lasting improvements for our clients in the healthcare space

#### Business Analytics

Team CW-SS has extensive experience in software development-related business analytics. Our business analysts work effectively and efficiently to ensure all stakeholder requirements are met and each project reaches its objectives and goals. Our team is responsible for eliciting, analyzing, specifying, and validating business needs while collaborating with stakeholders to provide the best solutions to various business issues.

#### Program & Project Management & Support

Team CW-SS has an organizational depth of knowledge in project management utilizing agile and waterfall methodologies. In addition, CW-SS' senior leadership not only believe strongly in the approach and outcomes of sound project management, but two of them hold PMP certifications through PMI and manage the firm with the rigor and discipline taught in the Project Management Book of Knowledge (PMBOK).

Waterfall project management – CW-SS' waterfall project managers and analysts follow Project Management Institute's (PMI) Project Management Book of Knowledge (PMBOK) methodologies and practices. Our project managers and analyst are very proficient in developing and executing:

- Schedule development and management
- Stakeholder analysis and management
- Quality management and control
- Risk analysis and management
- Cost analysis and management

Agile project management – CW-SS' agile project managers utilize Scrum and Kanban agile methodologies to manage software-related projects.

## Executive Communications

The CW-SS communications team provides strategic guidance on internal and external communication methods and messaging that is most effective for their division and audience. Our main priorities include engaging with customers, sharing meaningful information, and disseminating that information through effective communication channels. In addition, we focus our communications on providing clear, concise messaging tailored to our customers' needs.

CW-SS communications specialists follow a structured approach as outlined in the steps below:

- **Plan** – It is crucial to fully understand our clients' needs to deliver compelling content. Planning early helps us identify potential issues or concerns and any opportunities we can address. In this stage, we determine milestones and goals to achieve, how we will communicate key messages
- **Develop** – Once we determine our key stakeholders, we can develop our communications approach. We provide a Stakeholder Power/Interest analysis to understand the audience in our developmental stage. This helps determine our communications messaging and objectives by developing specific content, determining stakeholder priorities, and providing the best format for relaying information.
- **Deliver** – Delivering effective communications products requires input from our clients. We ensure our clients are satisfied with the results, confirm the content is accurate, and then disseminate the information through the most appropriate and effective delivery channels for our target audience to receive the best results. We evaluate and assess the product's effectiveness in achieving our desired objectives post-delivery.

## Strategic Management, Facilitation and Training

CW-SS has professional strategic management & facilitation subject matter experts (SME) who plan and deliver strategic planning sessions in virtual and in-person modalities. Our team of SMEs have perfected the virtual collaboration facilitation and training methodology by using commercial-based virtual facilitation platforms such as Mural, Miro, Webex, Adobe Connect, and Microsoft software systems such as Whiteboard, Teams, and Live Event. Additionally, to plan and deliver compelling events, Team CW-SS uses an automated agenda development platform, Session Lab, for interactive agenda development.

## Software Development Lifecycle (SDLC) and Automation

Team CW-SS has relevant industry experience in full-stack software development. CW-SS' software developers are proficient in developing web applications with appealing visual design and robust back-end functionality. Furthermore, CW-SS developers are skilled in process automation utilizing RPA robots. In addition, CW-SS has certified UiPath RPA developers on staff qualified to analyze and implement enterprise RPA solutions.

# Representative Experience

CW-SS supports Veteran and Defense missions, with delivering multidisciplinary services across many of our projects, as Depected in Exhibit 1 and summarized below.

Representative Experience	Core Services					
	Healthcare Program Support	Business Analytics	Project Management	Executive Comms	Strategic Management, Facilitation & Training	SDLC & Automation
Veterans Health Administration (VHA) Supply Chain & Logistics Project Management Support	★	★				★
VHA Patient Advocate Tracking System Replacement (PATS-R)	★	★	★	★		★
United States Department of Veterans Affairs (VA) Veterans Experience Office (VEO) Executive Strategic	★	★	★	★	★	
VA Veterans Experience Action Center (VEAC)	★	★	★	★	★	
VA Unified Desktop Optimization (UDO)		★		★		★
VA MCT Executive Communications			★	★		
Defense Industrial Base Logistics Information Search Tool (DIBLIST)		★		★		★

**Exhibit 1 – Experience & Core Services Crosswalk**

## VHA Supply Chain & Logistics Project Management Support Services

Team CW-SS Healthcare program support process improvement specialists utilize advanced data analytics techniques to track and predict medical device and personal protective equipment shipments throughout VHA hospital warehouses across the country. In addition, our process improvement specialists create complex algorithms designed to automatically populate data from the shipping vendor website resulting in a more accurate tracking system for VHA logisticians.

## VHA Patient Advocate Tracking System - Replacement

The PATS-R tool facilitates better communication between patient advocates and health care teams for faster responses and resolutions to Veterans' issues. With integrated access to enterprise data, care teams can better coordinate care plans, record feedback, and spend more time with Veterans. In addition, national real-time reporting provides opportunities for improving service recovery across the United States Department of Veterans Affairs (VA).

Our team is instrumental in achieving VA's goal of modernizing its customer service delivery to ensure Veterans have a positive experience at VA. Team CW-SS business analysts currently gather user requirements and develop user stories supporting the PATS-R feature upgrades. CW-SS business analysts also perform UAT to ensure that the functionality requested from the stakeholder is accurate, functioning as intended, and reliable. CW-SS agile project managers utilize an agile project management approach on PATS-R to ensure all aspects of the project are completed according to the anticipated functionality requested by the stakeholders. CW-SS agile project managers utilize the best practices found in the Agile Practice Guide using an iterative framework of two-week sprints with daily scrum meetings to ensure the team is productive and performing according to sprint plans.

## **VA Veterans Experience Office Executive Strategic Facilitation**

CW-SS has successfully planned and delivered several high-profile, in-person and virtual strategic facilitation events that span all directorates within VA and other events that were an intergovernmental effort. Some of the high-profile events include:

- VHA Member Services - Other than Honorable (OTH) Virtual Summit
- VHA Caregiver Support Program (CSP) in-person Summit
- Unclaimed Veterans Remain (UVR) OIG Response Recommendation Reporting
- VHA/VBA – Environmental Exposure VSO Listening Session
- Veteran Treatment Court (VTC) Listening Session
- Multichannel Technology (MCT) Leadership Off-Site

## **VA Veterans Experience Action Center**

VEAC events are a prime example of how Team CW-SS manages projects directly impacting the Veteran community. The VEAC is a VA service that allows Veterans to get the help they need to get started with their VA benefits in one visit. Veterans and their family members, service members, caregivers and survivors make an appointment online and get hands-on help from representatives from Veterans Health Administration (VHA), Veterans Benefits Administration (VBA), National Cemetery Administration (NCA), Board of Veterans' Appeals (BVA), the appropriate state department of Veterans Affairs, and local partners within the state the event is taking place. In addition, they can receive assistance for VA benefits, VA health care, crisis resources, memorial affairs, community services, and peer-to-peer connections.

The CW-SS waterfall project manager oversees the training, development, and outreach initiatives utilizing waterfall project management techniques. CW-SS follows waterfall project management best practices in PMI's PMBOK, including scope, schedule, quality, resource, communication, risk, and stakeholder management. The VEAC pilot program has shown remarkable results, as over 94% of those who have attended recommend these events to other Veterans.

## **VA Unified Desktop Optimization**

Team CW-SS supports the Unified Desktop Optimization (UDO) team for VA contact centers. This process ensures all contact center employees have the caller's background information, such as status, date of birth (DOB), and social security number (SSN), readily available and most up to date. In addition, VA's Unified Desktop allows VA employees to view different databases simultaneously with little to no delay. This effort provides the best customer experience and high satisfaction ratings.

Team CW-SS business analysts currently gather user requirements and develop user stories to support the integration of VA Profile into the VA Unified Desktop. CW-SS business analysts also perform user acceptance testing (UAT) to ensure that the functionality requested from the stakeholder is accurate, functioning as intended, and reliable.

## **VA MCT Executive Communications**

Team CW-SS has extensive experience supporting VA's VEO MCT communications team. Team CW-SS communications specialists plan early to determine milestones, target audiences, delivery channels and desired outcomes for critical executive messaging. Additionally, CW-SS' Comms team is responsible for MCT's executive updates and newsletters spanning all directorates within MCT.

## **Defense Industrial Base Logistics Information Search Tool**

CW-SS is developing a proprietary web application hosted on the Amazon Web Services (AWS) platform designed to auto-locate information from one website and return the results to the end-user on a new streamlined user interface. Essential techniques and tools used to develop this application include:

- Virtual machines
- Web scrapers
- Custom Python scripts for robotic process automation
- Front-end development tools on AWS