

DE20023 DCSS ATLAS Replacement (AZCARES)

State of Arizona – Department of Economic Security
Informational Update

October 16, 2024



Agency Vision
A thriving Arizona

Agency Mission

To strengthen individuals, families, and communities for a better quality of life.



Team Introduction

Roles Present at ITAC:

- Mark Darmer – ADES/DTS Chief Information Officer
- Heather Noble – ADES/DCSS Assistant Director / AZCARES Project Sponsor
- Durga Pattela – ADES/DTS Chief Technology Officer / AZCARES Technical Sponsor

Project Introduction

High-level overview of the approved original project investment justification (PIJ):

On December 21, 2020, ADOA ASET approved the original project investment justification (PIJ) to procure the DCSS ATLAS Replacement (AZCARES) solution.

This solution shall provide the following benefits:

- Service Enhancement
- Increased Efficiency
- Problem Avoidance
- Increased Collections
- Modernized 21st Century System

Prior to purchase, a Feasibility Study / Cost Benefit Analysis was conducted in 2017 to identify an alternative solution recommended for replacing the legacy ATLAS system. The replacement of the legacy ATLAS system would alleviate the below critical deficiencies.

- Technical Platform and System Security
- Usability and Efficiency/Inflexibility
- Data Reliability and Reporting
- Customer Access

The original PIJ spanned January 2021 - January 2025 and had development costs of \$58,738,366 which was updated to the current budget of \$65,426,248 in July 2024.

Project Update

Description of Project

- Replacement of the Legacy ATLAS system to collect and distribute child support payments with a modern solution giving the ability to automate workflows and add efficiencies. The new AZCARES system allows case managers to better serve the public.

Status Updates

- System statewide Go Live happened on May 9, 2024
- Project overall status is in yellow due to the number of outstanding defects
- As of 09/23/2024, there are a total of 206 defects open (54 High, 133 Medium and 19 Low)
- Federal Certification preparation activities started in April 2024 and the review phase is scheduled to begin in late 2024 after the submission of certification demonstration materials to Federal OCSS
- Over the past 4 months post statewide implementation of AZCARES:
 - Approximately \$218M has been disbursed to the support recipients
 - Approximately 26,000 customers gained access to customer portal and 500 employers gained access to the employer portal

Project Health Card

Overall Project Health - Yellow

Schedule	<ul style="list-style-type: none">• Timeline delays in the Federal Certification phase of the project
Scope	<ul style="list-style-type: none">• Managed within the approved scope
Budget	<ul style="list-style-type: none">• Managed within the approved budget

Financials

Through August 2024:

Category Type	Total	Federal	Other
Development Budget	\$65,426,248	\$43,181,324	\$22,244,924
Operational Budget	\$17,868,451	\$11,793,178	\$6,075,273
Total Approved Budget	\$83,294,699	\$54,974,501	\$28,320,198
Development Expenditures to Date	\$36,300,893	\$23,958,589	\$12,342,303
Remaining Development Budget	\$29,125,356	\$19,222,735	\$9,902,621
Development % Spent to Date	55%		

Financial Burndown Chart

Current burndown for Solution

Project Budget: \$65,426,248
Expenditures to date: \$36,300,893
Budget Remaining: \$29,125,356



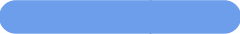




Project Start Date: 01/04/2021
Project Est. End Date: 07/07/2026

SFY	2021	2022	2023	2024	2025
Baseline Projection	\$7,872,012	\$13,719,214	\$13,272,724	\$19,878,373	\$10,833,838
Actual	\$4,916,660	\$5,071,915	\$21,078,720	\$4,817,164	\$416,434
Variance (\$)	-\$2,955,352	-\$8,647,299	\$7,011,909	-\$15,061,209	-\$10,417,404
Variance (%)	-38%	-63%	59%	-76%	-96%



Notes:

PIJ Development costs only
SFY 2025 Actual data is only through August 2024

Project Timeline 1 of 2

Timeline for Solution:						
Date	2021	2022	2023	2024	2025	2026
Initiation & Planning						
Requirements & Validation						
Design						
Development						
System Testing						
User Acceptance Testing						
Implementation						

Project Timeline 2 of 2

Timeline for Solution Continued:						
Date	2021	2022	2023	2024	2025	2026
Go Live						
Federal Certification						
Warranty						
Transition						
Operations and Maintenance (O&M)						
Final Payment of Invoices						
Closeout						

Q & A Session