

DCSS ATLAS Replacement

State of Arizona – DES

Informational Update

April 16th, 2025

Project # DE20023



Agency Vision
A Thriving Arizona

Agency Mission

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



Project 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 Jan 2021 - Jan 2025 with a development costs of \$58,738,366 which was updated to the current timeline of Jan 2021 - July 2026 and a budget of \$65,426,248 in July 2024.

Project Introduction

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.

Why we are returning

- Provide quarterly informational updates to members of the Information Technology Authorization Committee (ITAC) for the committee's review, comments or questions.

Project Status

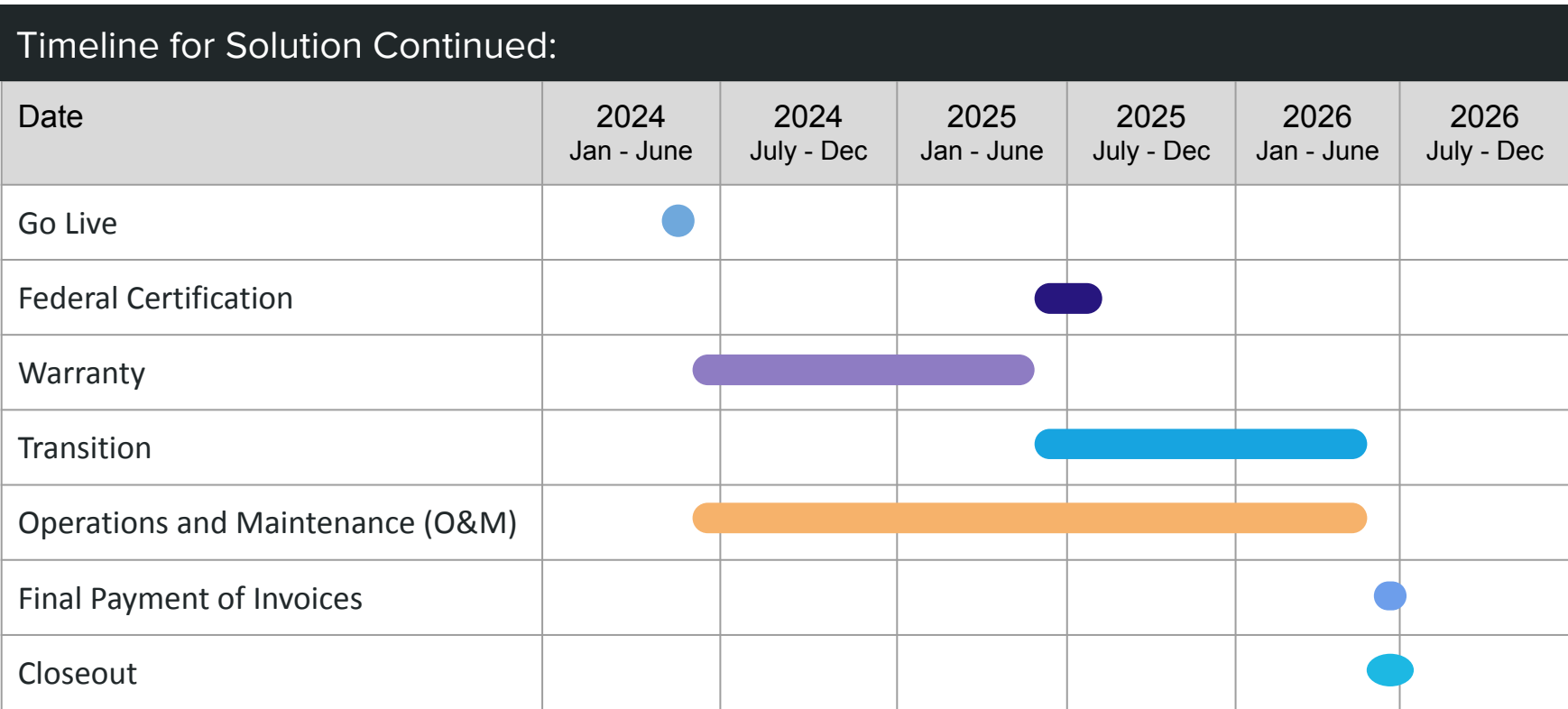
High Level Project Accomplishments and Issues

- System statewide Go Live happened on May 9, 2024
- As of 03/13/2025, there were a total of 82 production defects open
- Federal Certification preparation activities started in April 2024
- Submitted Federal Certification Demonstration material to OCSS in early February 2025
- Started planning for OCSS Phase I certification review visit, anticipated around June 2025
- Started Technical Training and Knowledge Transfer (TTKT) sessions with assigned ADES resources
- Over the past 10 months post statewide implementation of AZCARES:
 - Approximately \$533M has been disbursed to support recipients

Current Overall Project Health: Green

Budget		<ul style="list-style-type: none">• Managed within the approved budget
Schedule		<ul style="list-style-type: none">• Burndown resolution has resulted in resolving more defects, than are opened for the last 5 consecutive months, and bringing down the overall open defects to 82 of which 10 are low, 57 medium, and 15 high severity
Scope		<ul style="list-style-type: none">• Managed within the approved scope
Milestones		<ul style="list-style-type: none">• Submitted Federal Certification Demonstration materials to OCSS• Identified Federal Certification Demonstrators and Supporters• Held kickoff meeting for Federal Certification Demonstration team• Established Technical Training & Knowledge Transfer (TTKT) program• Held kickoff meeting for TTKT participants• Started TTKT workshops
Risks		<ul style="list-style-type: none">• No high priority Project Risks to report
Issues		<ul style="list-style-type: none">• No high priority Project Issues to report

Project Timeline



Financial Burndown Chart

Current burndown for Solution

Project Budget: \$65,426,248
Expenditure to date: \$46,535,991
Budget Remaining: \$18,890,257

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

SFY	2021	2022	2023	2024	2025
Baseline Projection	\$7,872,012	\$13,569,301	\$13,272,724	\$19,878,373	\$10,833,838
Actual	\$4,916,660	\$5,071,915	\$21,078,720	\$4,587,129	\$10,881,567
Variance (\$)	-\$2,955,352	-\$8,497,387	\$7,805,996	-\$15,291,244	\$47,729
Variance (%)	-38%	-63%	59%	-77%	0%

Notes:

PIJ Development costs only
SFY 2025 Actual data is only through February 2025

Latest IV&V Findings Report

- Complete resolution of QA Sample Code Review Findings
- Continue to Prioritize Financials and Case Management: Maintain focus on resolving critical issues within the Financial and Case Management areas to improve system stability in these priority areas.
- The implementation vendor should conduct a thorough internal quality review before submission of deliverables, focusing on content and formatting consistency to reduce the likelihood of extensive revisions.
- Involve all relevant stakeholders in the development of the knowledge transfer plan to avoid gaps in communication of Knowledge Transfer Plan
- Monitor the Latest Release: Track and analyze issues reported in the most recent version of the arrears calculator. Implement improvements below if problems persist.

Notes:

Reflecting February 2025 IV&V Report Results

Q & A Session