



Our Vision

Children thrive in family environments free from abuse and neglect.

Our Mission

Successfully engage children and families to ensure safety, strengthen families, and achieve permanency.

GUARDIAN

(CHILDS Replacement Program)

State of Arizona – Department of Child Safety

July 17, 2019

Status Through: June 28, 2019



Agenda

- Program Summary and Snapshot
- Program Roadmap
- Individual Work Stream Updates
 - Workstream 1: Intake/Hotline and Assessment
 - Workstream 2: Case Management
 - Workstream 3: Eligibility and Permanency
 - Workstream 4: Financials and Providers
 - Workstream 5: Data Warehouse and Exchanges
 - Support
- Current Development Estimate at Complete by Fiscal Year
- Current Financial Position
- Update on E-Signature



Program Snapshot



Program Health

Overall



Current focus of the program:

- Increase the velocity of Solution Modeling + Design (Stage 50) in preparation for development
- Finalizing Program Restructure for component-focused delivery
- Iteration 7 Testing (Stage 74)
- Iteration 8 Build (Stage 70)
- Iteration 9 Solution Modeling + Design (Stage 50)
- Updates to Guardian Enterprise Architecture
- Create stage checklist to increase quality for stage transitions
- Onboard key team members

What's next:

- Developing Architecture Patterns
- Iteration 8 Build
- Iteration 9 Solution Modeling + Design
- Team 5 Data to identify and add to ADO the requirements for Data Warehouse, Reporting, and Enterprise Content Management (ECM)

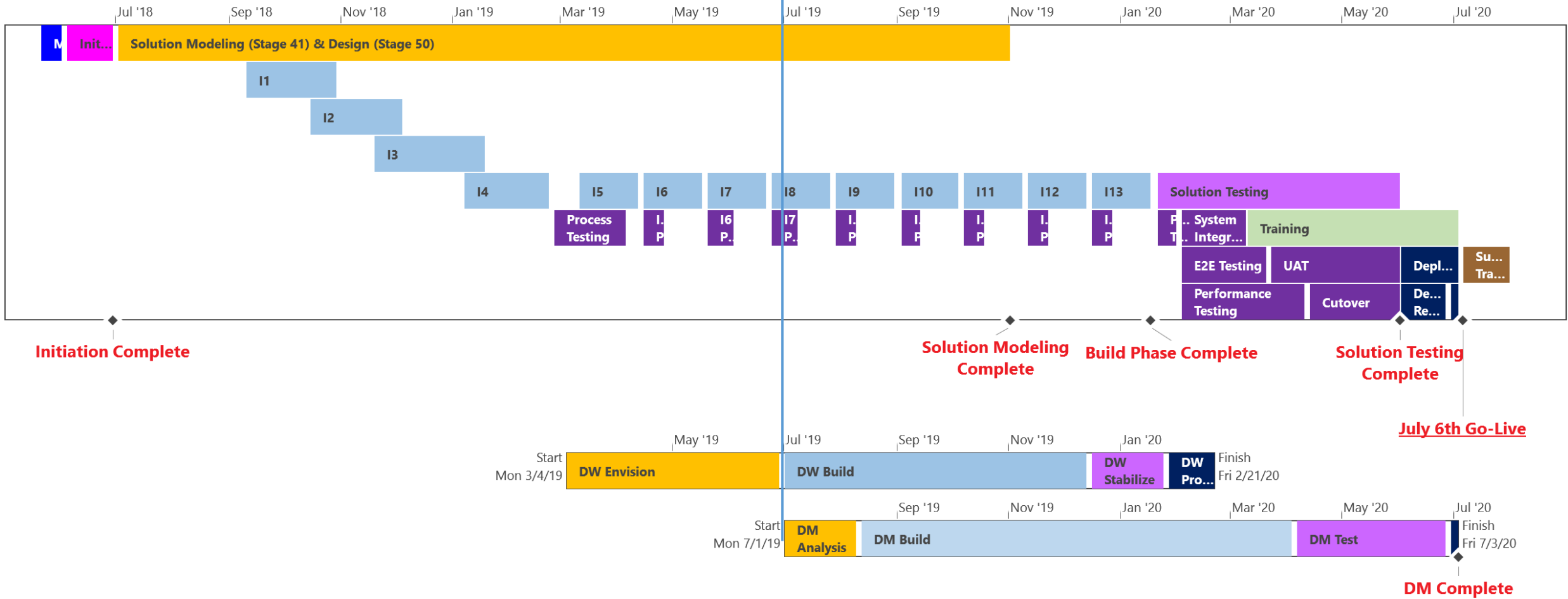
What are we concerned about:

- Increase Velocity for stage 50 (Development Ready) requirements
- Resourcing
- Interfaces and Exchanges

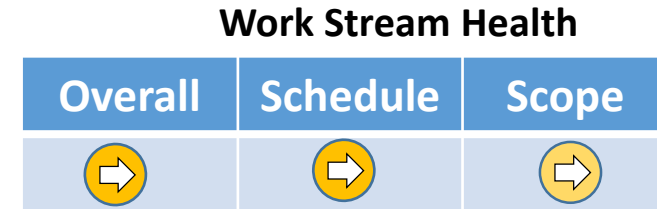
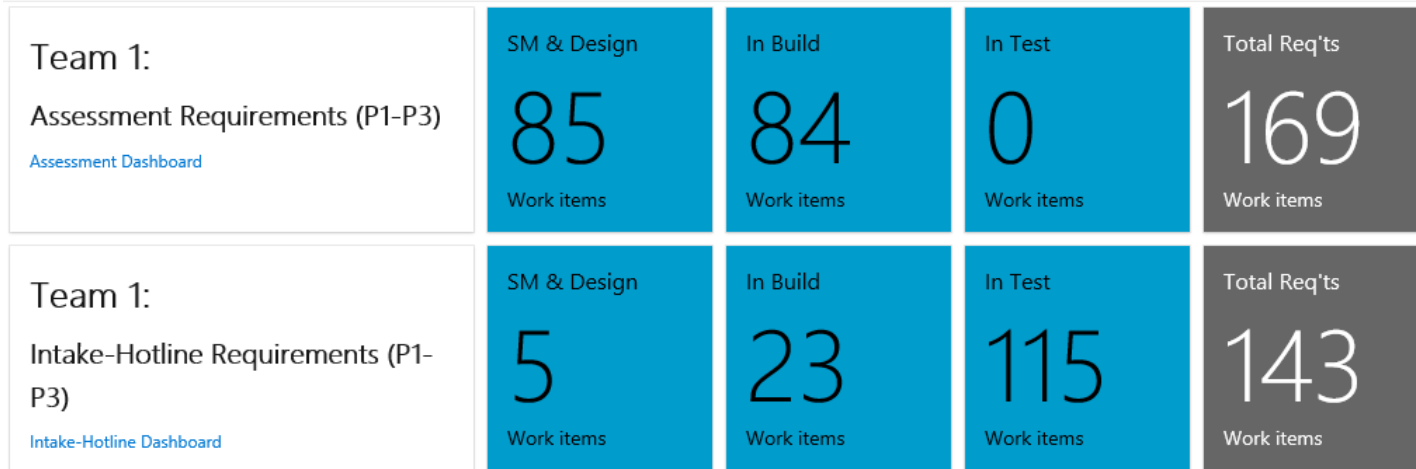
Program Roadmap



Date As of 6/28



Workstream 1: Intake/Hotline and Assessment



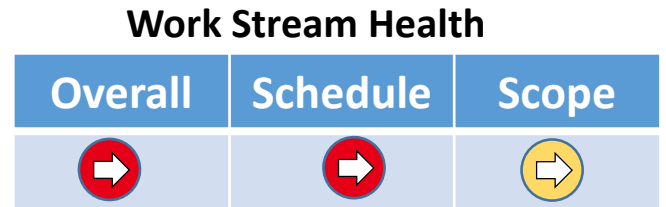
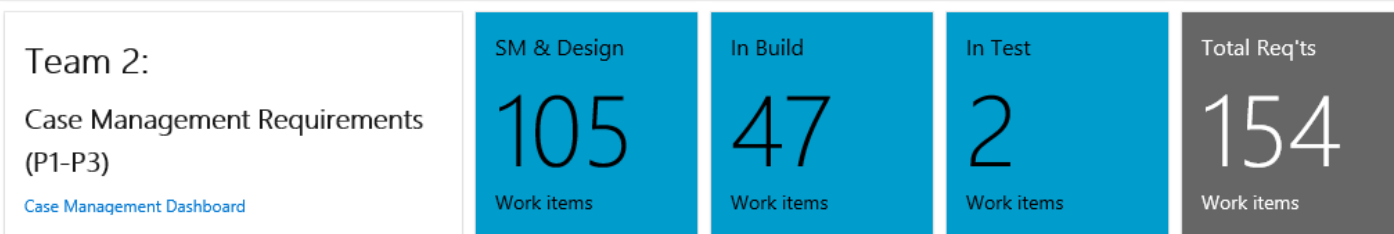
- **Status:**

- 90 requirements are currently in Solution modeling, down 126 from the previous month as 36 requirements moved to Build
- 115 requirements are in process testing

- **Key Issues or Risks**

- Increase the velocity of Solution Modeling to complete requirements

Workstream 2: Case Management



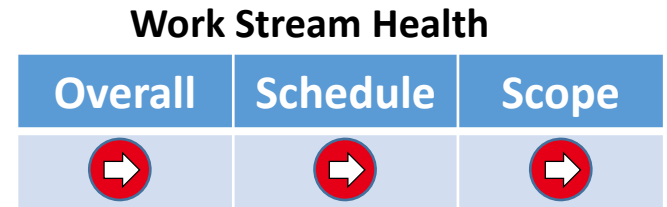
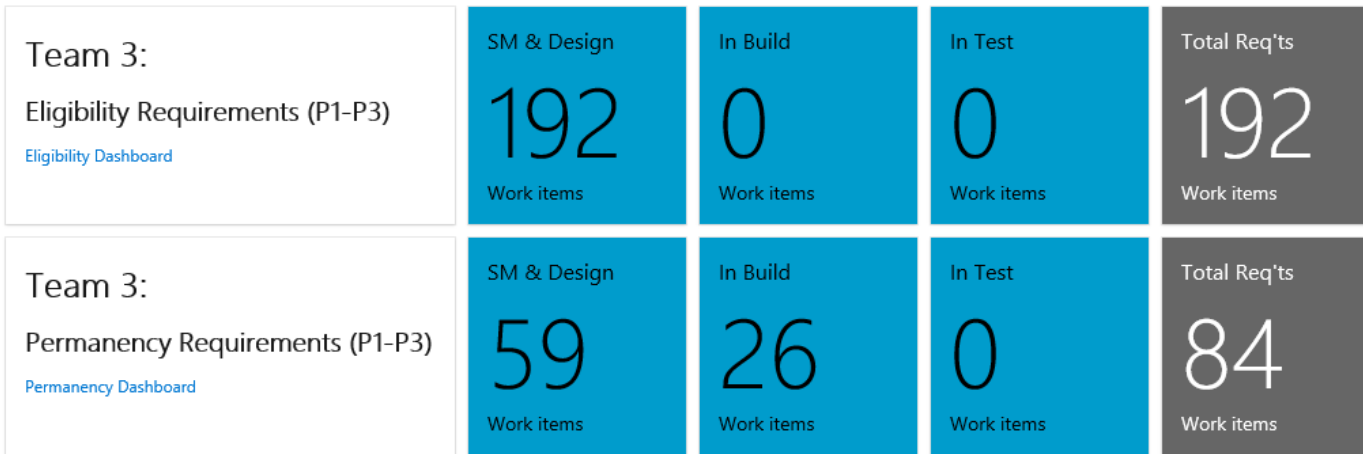
- **Status:**

- 105 requirements are currently in Solution modeling, up 96 from the previous month as 2 requirements moved to Build and the total number of requirements increased by 13
- 47 requirements are currently in Build
- 2 requirements are in process testing

- **Key Issues or Risks**

- Increase the velocity of Solution Modeling to complete requirements

Workstream 3: Eligibility and Permanency



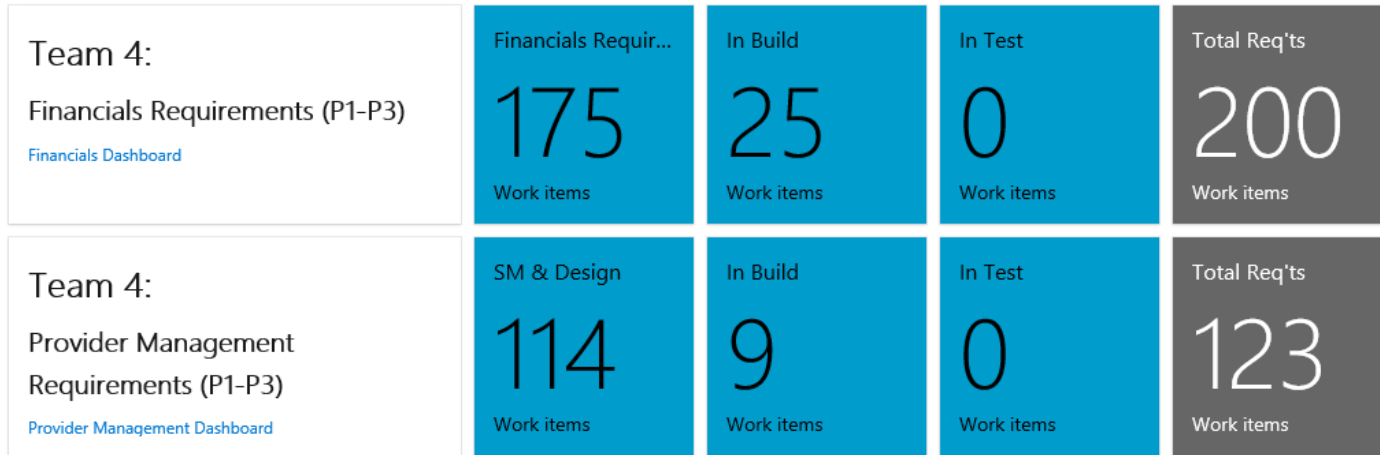
- **Status:**

- 251 requirements are currently in Solution modeling, down 29 from the previous month as 26 requirements moved to Build and the total number of requirements decreased by 4
- 26 requirements are currently in Build
- 0 requirements are in process testing

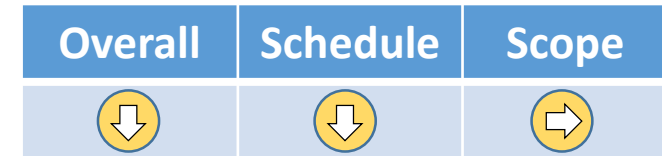
- **Key Issues or Risks**

- Increase the velocity of Solution Modeling to complete requirements

Workstream 4: Financials and Providers



Work Stream Health



- **Status:**

- 289 requirements are currently in Solution modeling, down 19 from the previous month as 22 requirements moved to Build and the total number of requirements increased by 3
- 34 requirements are currently in Build
- 0 requirements are in process testing

- **Key Issues or Risks**

- Increase the velocity of Solution Modeling to complete requirements

Workstream 5: Data



<p>Team 5: Integrated Share Services/ Exchanges Requirements (P1-P3) Exchanges Dashboard</p>	<p>SM & Design 41 Work items</p>	<p>In Build 0 Work items</p>	<p>In Test 0 Work items</p>	<p>Total Req'ts 41 Work items</p>
<p>Team 5: Data Warehouse Requirements (P1-P3) Data Warehouse Dashboard</p>	<p>SM & Design 0 Work items</p>	<p>In Build 0 Work items</p>	<p>In Test 0 Work items</p>	<p>Total Req'ts 0 Work items</p>
<p>Team 5: Data Migration Requirements (P1-P3) Data Migration Dashboard</p>	<p>SM & Design 195 Work items</p>	<p>In Build 0 Work items</p>	<p>In Test 0 Work items</p>	<p>Total Req'ts 195 Work items</p>
<p>Team 5: Reports Requirements (P1-P3) Reports Dashboard</p>	<p>SM & Design 0 Work items</p>	<p>In Build 0 Work items</p>	<p>In Test 0 Work items</p>	<p>Total Req'ts 0 Work items</p>

Work Stream Health

Overall	Schedule	Scope

- **Status:**
 - 236 requirements are currently in Solution modeling, up 195 from the previous
 - Increase in requirements were due to Data Migration requirements were scoped
 - Reports and Data Warehouse requirements are planned to be scoped in July
- **Key Issues or Risks**
 - Increase the velocity of Solution Modeling to complete requirements



- Status:
 - Visit from Federal Administration of Children and Families (ACF)
 - OCM – Completed Change Impact Sessions
 - OCM – Approved High Level Change Impact Assessment
 - OCM – Prepared for field office visits
 - Training – reviewing and preparing to onboard training team resources

Current Development Estimate at Complete by Fiscal Year



Total Program Estimate at Complete	SFY15	SFY16	SFY17 (Actuals)	SFY18 (Actuals)	SFY19 (Act + Fcst)	SFY20 (Forecast)	SFY21 (Forecast)	EAC (Estimate at Complete)
Planning and Procurement Cycles	\$ 236,627	\$ 314,593	\$ 599,942	\$ -	\$ -	\$ -	\$ -	\$ 1,151,163
Feasibility Study		\$ 616,998	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 616,998
Data Management Assessment			\$ 625,307	\$ -	\$ -	\$ -	\$ -	\$ 625,307
Program Management			\$ 1,185,035	\$ 2,799,270	\$ 876,741	\$ 763,471	\$ 150,443	\$ 5,774,959
Business Integration			\$ 1,070,367	\$ 2,450,314	\$ 1,948,942	\$ 3,651,279	\$ 1,858,881	\$ 10,979,783
Mobile Solution			\$ 1,433,114	\$ 1,611,003	\$ -	\$ -	\$ 312,927	\$ 3,357,044
IV&V			\$ 107,460	\$ 187,200	\$ 195,400	\$ 228,692	\$ 120,000	\$ 838,752
Quality Management			\$ 26,078	\$ 1,419,651	\$ 247,205	\$ 1,576,699	\$ 609,008	\$ 3,878,641
Platform			\$ 2,147,482	\$ 1,218,300	\$ 4,158	\$ 860,842	\$ -	\$ 4,230,783
Hosting			\$ 7,973	\$ 1,200,145	\$ -	\$ -	\$ -	\$ 1,208,119
Enterprise Content Management			\$ -	\$ 187,983	\$ 489,446	\$ 5,374,871	\$ 222,549	\$ 6,274,849
Integrated Shared Services			\$ -	\$ -	\$ 82,347	\$ 1,459,462	\$ 162,392	\$ 1,704,201
Data Management			\$ -	\$ -	\$ 567,544	\$ 2,077,741	\$ 386,676	\$ 3,031,960
Technical Integration			\$ 6,035	\$ 2,382,391	\$ 12,887,429	\$ 16,177,315	\$ 8,314,564	\$ 39,767,735
Training			\$ -	\$ -	\$ 244,610	\$ 1,133,915	\$ 1,020,391	\$ 2,398,916
Service Management Office			\$ -	\$ -	\$ 221,214	\$ 27,652	\$ -	\$ 248,866
CHILDS Decommissioning			\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Total	\$ 236,627	\$ 931,591	\$ 7,208,794	\$ 13,456,258	\$ 17,765,036	\$ 33,331,940	\$ 13,157,830	\$ 86,088,076
Program Approved Budget								\$ 86,088,076
(Over)/Under								\$ -

- At month end of June, the program estimate at complete was still within the program approved budget

Current Financial Position



State Funding			
APF			
	Appropriated	Favorably Reviewed	DOA Transferred
Total FY15 Appropriated	\$ 5,000,000	\$ 5,000,000	\$ 5,000,000
Total FY17 Appropriated	\$ 4,581,600	\$ 4,581,600	\$ 4,581,600
Total FY18 Appropriated	\$ 11,103,000	\$ 11,103,000	\$ 11,103,000
Total FY19 Appropriated	\$ 5,000,000	\$ 5,000,000	\$ -
Total APF	\$ 25,684,600	\$ 25,684,600	\$ 20,684,600
General Fund			
Fiscal Year	Planned		
FY15	\$ 236,627		
FY16	\$ 499,761		
Total General Fund	\$ 736,388		
Total of All State Funding	\$ 21,420,988		

Federal Funding			
	Appropriated	Approved to Spend	Available to spend
Federal Title IV - E Match available (50/50)	\$ 23,373,243	\$ 23,373,243	\$ 23,373,243

Actuals			
APF/GF Spent		Federal Spent	
CH15002 (Planning and Procurement)	\$ 851,192	CH15002 (Planning and Procurement)	\$ 299,971
CH15004 (Feasibility Study)	\$ 401,083	CH15004 (Feasibility Study)	\$ 215,915
CH17002 (Guardian)	\$ 18,915,069	CH17002 (Guardian)	\$ 18,915,077
Total APF/GF Spent	\$ 20,167,344	Total Federal Funds Spent	\$ 19,430,963

Total Fund Remaining	
Total Funds Available to Spend	\$ 44,794,231
Total Funds Spent	\$ 39,598,306
Total Funds Remaining	\$ 5,195,925

- Per DCS JLBC Legislative Liaison, the remaining \$97k from the feasibility study (CH15004), does not require favorable review to spend on the rest of the Guardian Program
- \$29 APF balance remaining from the Planning and Procurement project (CH15002)
- Current Actuals derived from all costs paid through 6/30/19
- FY20 Monies were appropriated, the amount will be added for next information update

Financial Health:

- The current financial position for the program is green. The program is funded through FY19

Updated Solution

E-Signature



- Defined what requires an e-signature vs a workflow approval
- The program identified the requirements needed in order to satisfy e-signatures
- 1.7M envelopes documented
- 15% have no volumes
- 1.99M envelopes estimated
- Large Use Cases
 - 252,000 envelopes needed for Supervisory Progress Reviews
 - 132,000 envelopes needed for Requests for Service
 - 15 use cases are over 20,000 envelopes

Common Uses on Guardian Use Case list



- Family and Home Evaluation
- Central Registry
- Background Checks
- Incident Reports
- Release of Information
- Applications
- Corrective Action
- Records Request
- Status Changes
- Court Related Changes/Reports
- Periodic Reviews/Assessments
- Reimbursements
- Home Study
- Notices (Revocations, Suspension, etc)



- DocuSign option includes e-Notary and e-Signature services.
- DocuSign connectors available for OnBase and D365.
- Currently In use at DCS today



Software - Annual: \$800,000

- Unlimited Envelopes, Users, and Storage
- FedRamp Envelopes
- Microsoft and Google connectors
- Technical Customer Success Manager (TCSM)
- 3 year commitment with no increase in price
- Upgrades
- Enterprise Premier Support
- APIs
- 99.999 uptime
- Service only for AZ DCS
- eNotary
- Sandbox Demo Environment
- OnBase integration

Professional Services : \$199,000

- Quarter time Customer Success Architect (CSA) for 1 year
- 120 hours of Professional Services

The program does have sufficient funds for the development costs of the selected solution

Definitions

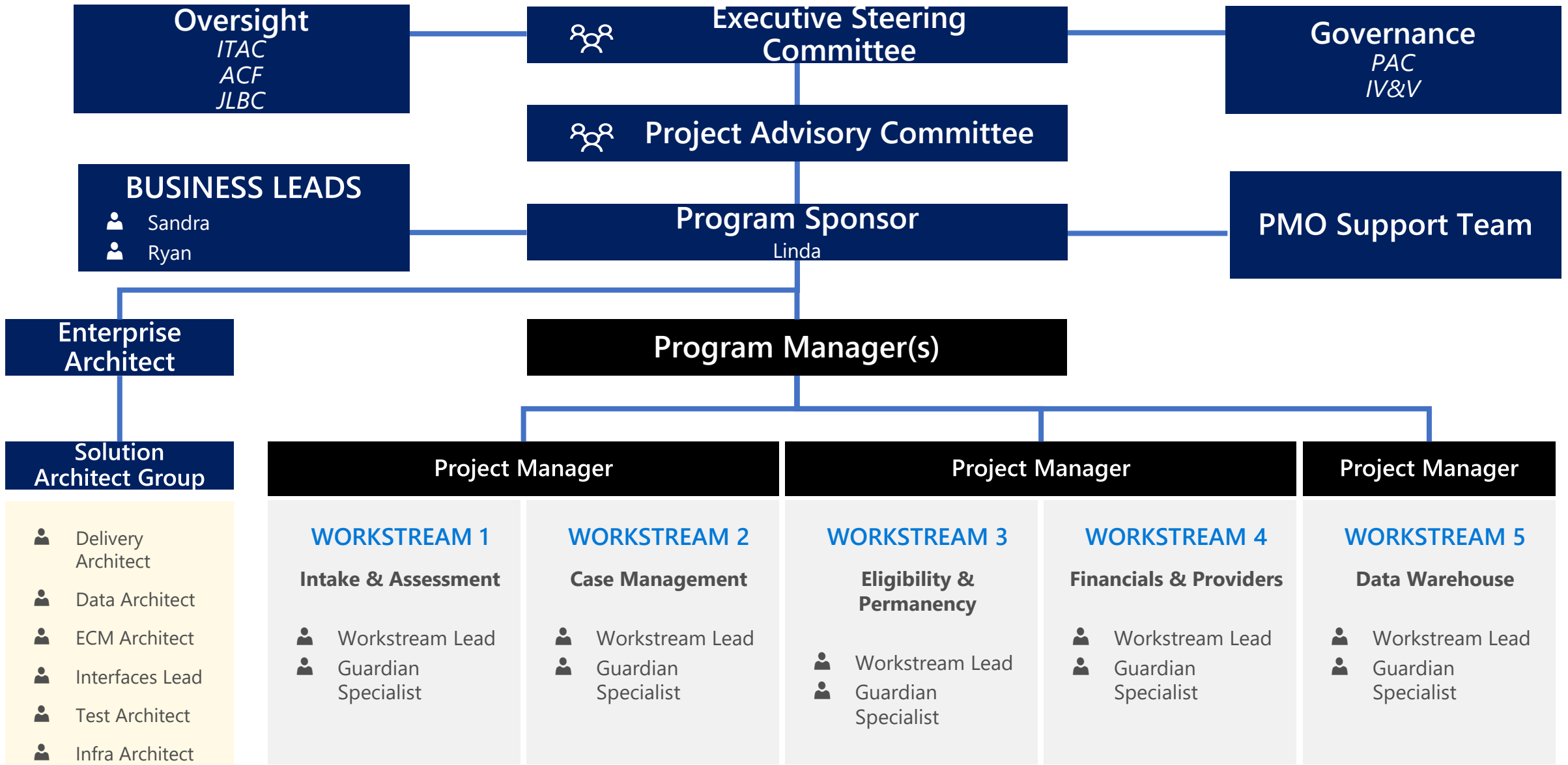


- TCSM - This is one person in support, assigned to the State of Alaska, that you will call every time you need help. They will know everything about your account and have a relationship with your users
- CSA - Technical resource providing assistance building templates, creating a roadmap, prioritizing projects, working with teams to determine the best business process for forms, etc.
- FedRamp Envelopes – Security of 325 controls from FedRamp Moderate
- Enterprise Premier Support – 2 hour initial response time, 30 minute emergency response time, 24x7 live phone support, Integration support, web application administrative course



Q & A Session

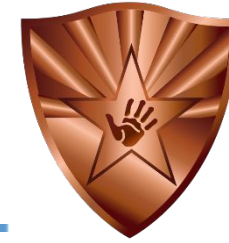
Program Structure



Updated Solution

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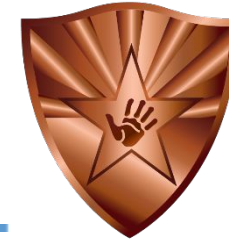
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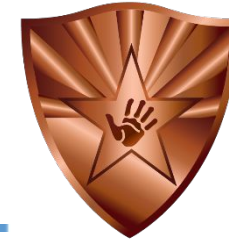
E-Signature Solution – Common Uses on Guardian Use Case List



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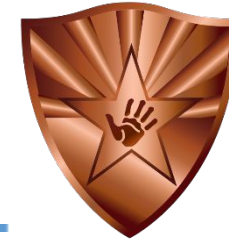
E-Signature Solution – Areas of Expected Growth, Not Documented



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- Foster Care:
- Other States Results
 - MA Department of Children and Families increased the number of foster family application by 200% within 2 weeks of rolling out DocuSign for their Application
 - MS Department of Child Protection licensed 55% more Foster Families over two years
- Kaila's Foster Forms = $506,556 \times 55\% = 278,605$ more envelopes (Jason and Josh had foster forms, too)
- Other Use Cases Missing:
 - Travel Voucher – MS case workers who see the foster families submit – 93,000 envelopes/year
 - Release of Information – AHCCCS expects 35,000 per year, DCS has no data for Authorization to Disclose Health Information
 - Internal Use Cases – ADOT sends 125,000 envelopes
 - Dental/Medical

E-Signature Solution - Pricing



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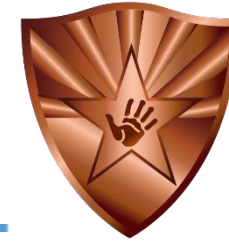
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