



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)

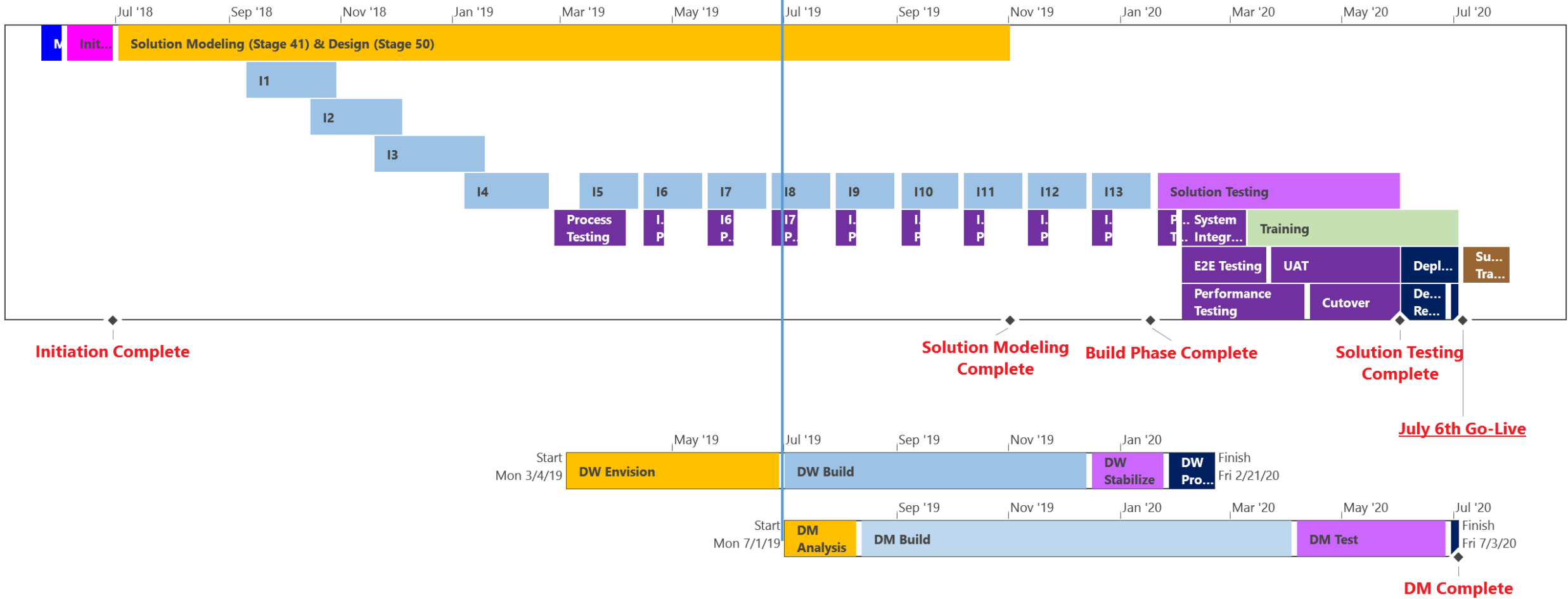
What are we concerned about:

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

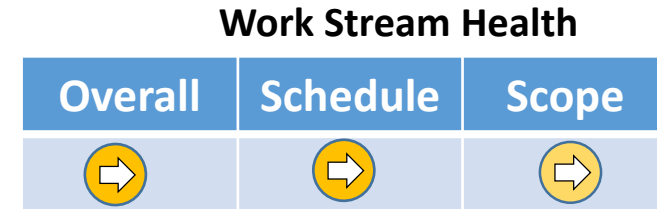
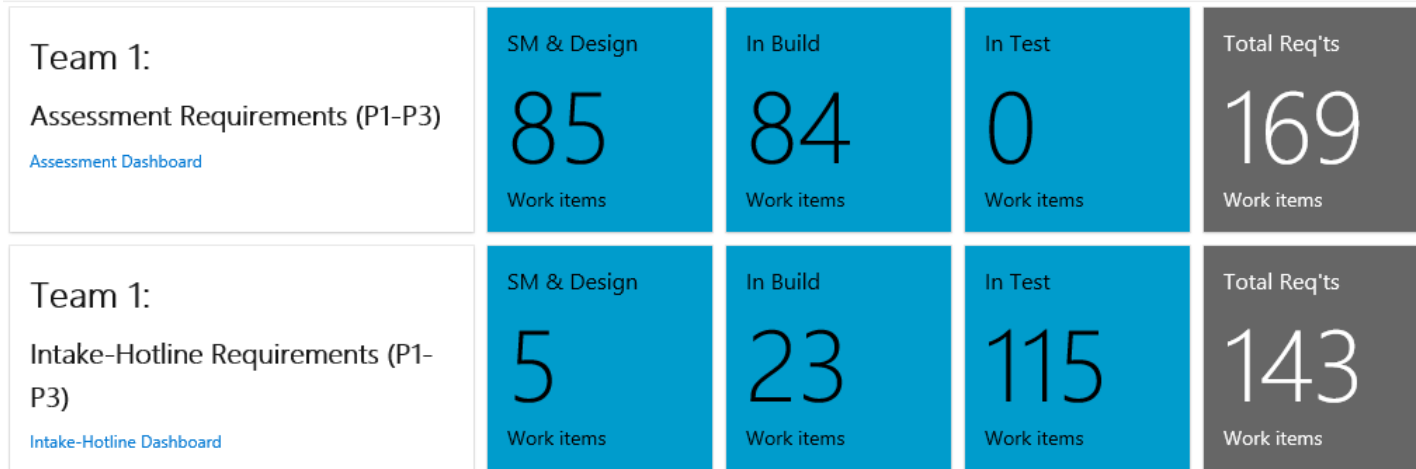
Program Roadmap



Date As of 6/28



Workstream 1: Intake/Hotline and Assessment



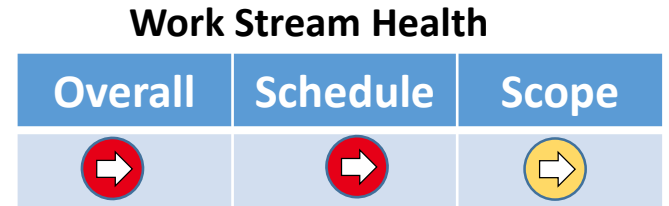
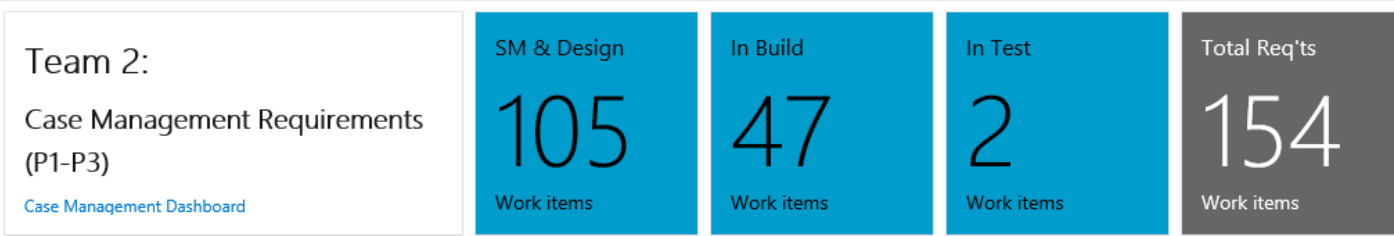
- **Status:**

- 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



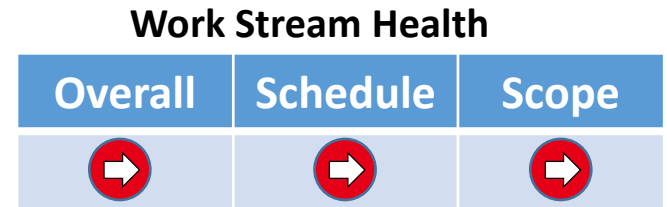
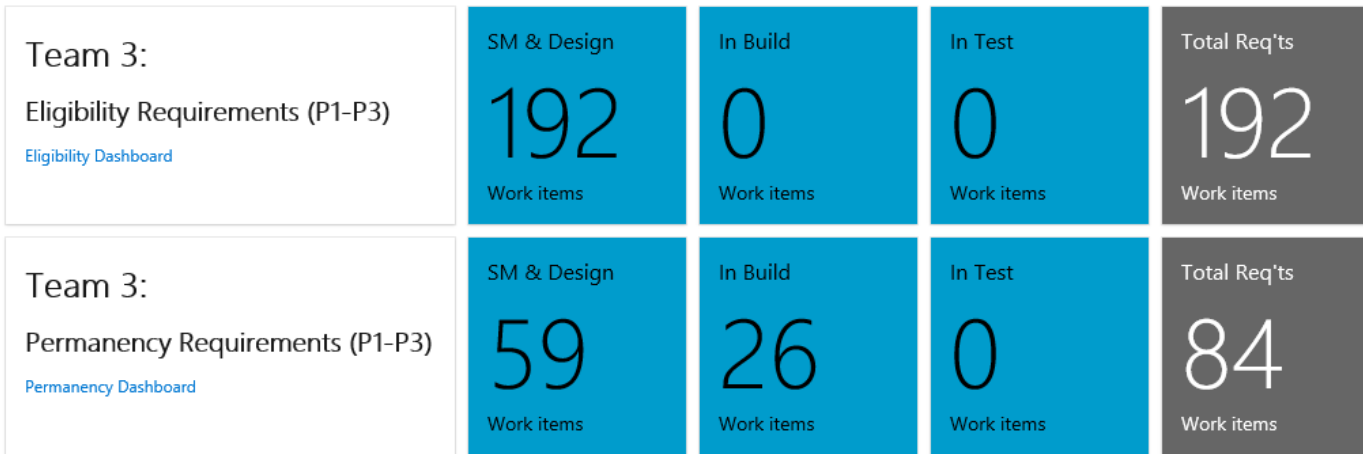
- **Status:**

- 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



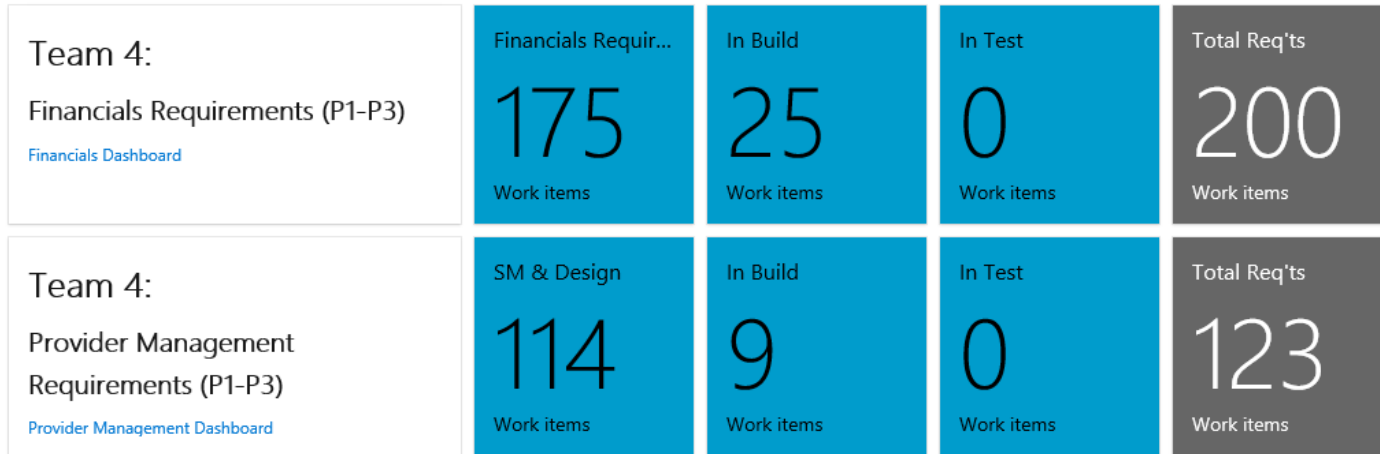
- **Status:**

- 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

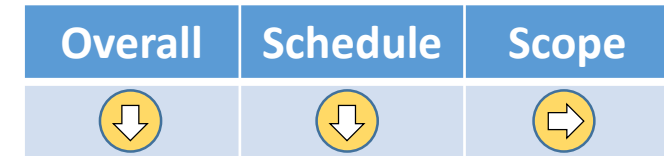
- **Key Issues or Risks**

- 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



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

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

