



Presentation to ITAC

CHILDS Replacement Program (Guardian)

State of Arizona – Department of Child Safety

October 26, 2016

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Program Overview

Solution	<ul style="list-style-type: none">• Guardian will be a usability-centric, CCWIS compliant solution built upon a single technology platform that readily facilitates process driven DCS work activities and delivers more contemporary collaboration with all DCS partners.• After August 1, 2018 CHILDS SACWIS cost allocation ends. CHILDS cannot be transitioned effectively to a CCWIS. The Guardian solution will meet these requirements completely, and therefore be eligible for CCWIS cost allocation. (Title IV-E)
Procurement Strategy	<ul style="list-style-type: none">• A mobile first strategy will generate efficiencies by adding capability to a field worker's existing toolbox.• Concurrently selecting and implementing a technology platform will enable a more consistent data model upon which all process driven functionality components will be built.
Cost and Funding	<ul style="list-style-type: none">• State funding through JLBC appropriations subject to ITAC oversight. (APF)• ACF approved 50% Federal match funding for development and maintenance costs through IAPD.• Annual IAPD updates to maintain Federal match funding. (Title IV-E)
Timeline	<ul style="list-style-type: none">• Capabilities and benefits of Guardian will become available starting with the case worker mobile solution functionality, and continue with incremental procurements and implementations through Q2 FY20.

Comprehensive Child Welfare Information System (CCWIS)



- The CCWIS final rule was published on 6/2/2016
- The ACF Value Proposition
 - Supports state or tribal child welfare policies and practices – it should be built to meet agency, not federal needs
 - Provides child welfare staff with information to make informed decisions and take action
 - Encourages program innovation
 - Supports collaboration with other human service, health and education programs/systems
 - Facilitates communication with courts
 - Promotes continuous quality improvement
 - Uses new technology to support the child welfare team
- Technology Implications
 - Data platform to support data exchanges, requires standards and data governance
 - Component architecture, also supports access such as portals and mobile solutions
 - Functional components configured to support program operations processes, deployed with organizational change management



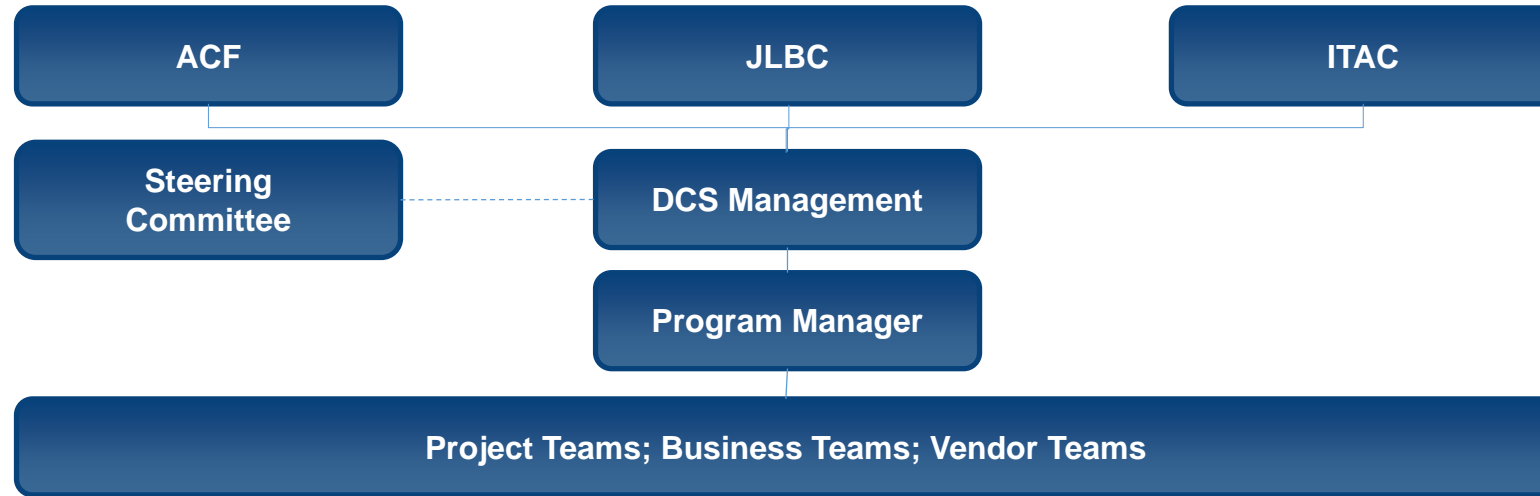
Impact of CCWIS on DCS

- After August 1, 2018 CHILDS SACWIS cost allocation ends,
- CHILDS cannot be transitioned effectively to a CCWIS:

CCWIS rule paragraph	CHILDS situation
1355.52(a) – Efficient, economical, and effective	CHILDS is becoming increasingly difficult and expensive to operate and maintain
1355.52(b) – CCWIS data	CHILDS does contain much of these data but in an ineffective data model for reporting
1355.52(c) – Reporting	As above, CHILDS reporting is ineffective for evolving reporting needs
1355.52(d) – Data quality	CHILDS data model is duplicative, there is limited data entry validation, and the system contributes towards duplicative data
1355.52(e) – Bi-directional data exchanges	CHILDS is not based on technology effective or efficient enough to support the significant data exchanges specified
1355.52(f) – Data exchange standard	CHILDS does not support a standardized model for specified data exchanges, or an effective model for data exchange maintenance, enhancement, or addition
1355.52(g) – Automated eligibility determination	CHILDS does not support a standardized model for eligibility rules, or an effective model for rules maintenance, enhancement, or addition

- Guardian will meet these requirements completely, and therefore be eligible for CCWIS cost allocation

Program Governance



Program Projects

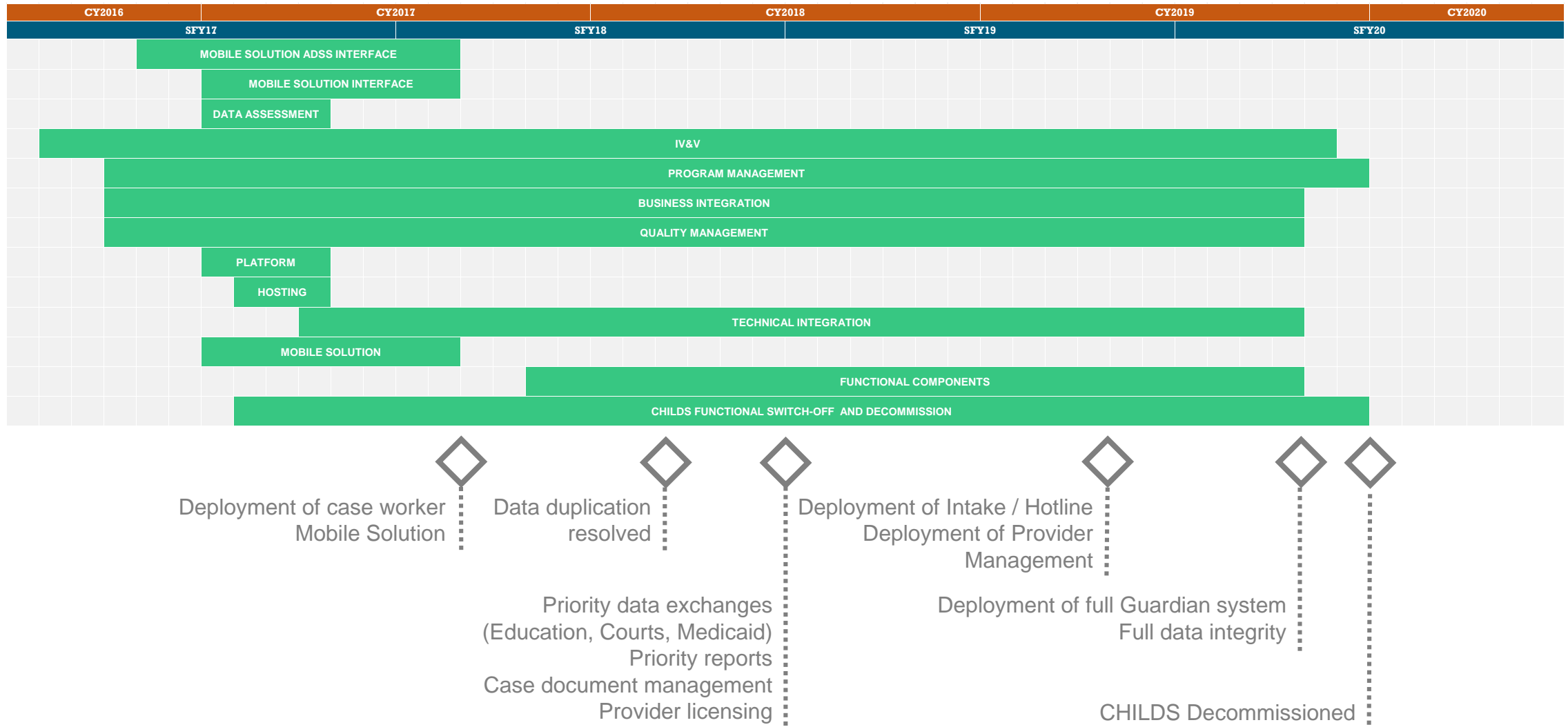
- Mobile Solution
- Platform
- Hosting
- Technical Integration
 - Includes Data Exchanges, Data Warehouse, and Functional Components
- CHILDS Decommissioning

Program Support and Services

- Planning and Procurement
- Feasibility Study
- Data Management Assessment
- Program Management
- Business Integration
- IV&V
- Quality Management



Program Milestones





Program Milestones: SFY17

	July	August	September	October	November	December	January	February	March	April	May	June
	CY2016						CY2017					
	SFY17											
DCS Separation Project - Mobile Solution ADSS Interface					DEPLOY ADSS		PROJECT SET-UP	PLAN	DESIGN	IMPLEMENT		ACCEPT
CHILDS Maintenance - Mobile Solution Database Interface							PROJECT SET-UP	PLAN	DESIGN	IMPLEMENT		ACCEPT
Pre-PIJ CH17001: Data Management Assessment							PROJECT SET-UP	DATA DICTIONARY	DATA CLEANSING	MS ACCESS & BI		
PIJ CH17002: Guardian Phase 2												
IV&V		IV&V REPORT				IV&V REPORT				IV&V REPORT		
Program Management				PROJECT SET-UP	FORM PMO & CROSS-MANAGEMENT PROCESSES		PMO PLANS					FUNCTIONAL MODULES PROCUREMENT PLAN
Business Integration				PROJECT SET-UP	FORM PMO & CROSS-MANAGEMENT PROCESSES		OUTREACH PLAN				MOBILE UAT PLAN	MOBILE READINESS REPORT
					CW POLICY & PRACTICE MODEL			MOBILE BI PLAN	MOBILE BI ACTIVITY			
Quality Management				PROJECT SET-UP	FORM PMO & CROSS-MANAGEMENT PROCESSES		QM PLAN		MOBILE QA PLAN			MOBILE READINESS REPORT
Platform							PROJECT SET-UP	PLATFORM FUNCTIONAL COMPONENTS PLAN				
								ENVIRONMERNT SETUP	TESTING & TRAINING	TRANSITION & CLOSE-OUT		
Hosting								ENVIRONMERNT SETUP	TESTING & TRAINING	TRANSITION & CLOSE-OUT		
Technical Integration										PROJECT SET-UP	FUNCTIONAL MODULES PLAN	
Mobile Solution							PROJECT SET-UP	PLAN	DESIGN	CONFIGURE	INTEGRATE	ACCEPT
CHILDS Decommissioning								FUNCTIONAL SWITCH-OFF AND DECOMMISSIONING PLAN				

Program Management and Oversight contracts awarded

Program Management and Oversight Plans complete

Functional Component Plan complete

Mobile Solution ready to deploy



Program Costs and Deliverables Forecast: by SFY

As of: 10/12/2016

		CY2014	CY2015	CY2016	CY2017	CY2018	CY2019	CY2020	CY2021	CY2022
item	total	SFY15	SFY16	SFY17	SFY18	SFY19	SFY20	SFY21	SFY22	
Build Costs (Phases 1 and 2)	\$85,648,076	\$236,627	\$1,019,688	\$12,374,344	\$30,729,173	\$32,476,678	\$8,811,565	\$0	\$0	
O&M Costs	\$32,515,478	\$0	\$0	\$0	\$440,000	\$667,673	\$9,107,835	\$11,149,985	\$11,149,985	
Total FY	\$118,163,553	\$236,627	\$1,019,688	\$12,374,344	\$31,169,173	\$33,144,351	\$17,919,400	\$11,149,985	\$11,149,985	
Deliverables			- RFP Requirements			- Quarterly IV&V Reports		- Full Operational Service Model		
			- Alternatives Analysis			- Program Management				
			- Cost Benefit Analysis			- Business Integration				
			- Feasibility Study			- Technical Integration				
			- IAPD	- Program PIJ		- Mobile Solution	- Data Cleanup	- Intake / Hotline		
				- Program Roadmap; Cost Model; Management Plans		- Data Deduplication	- Intake / Hotline Assessments	- Provider Management		
				- RFPs and SOWs based on Program Roadmap		- Technology Roadmap	- Provider Licensing	- Data Warehouse / Reporting and Analytics		
				- IV&V Reports		- RFPs and awards based on Technology Roadmap	- Placement Tracking	- Document Management		
				- Data Management Assessment Report		- Platform in Hosting Environment	- Priority Reports and Data Exchanges	- Case Management		
				- Quality Management Plan		- Initial Components Design, Test, and Training Plans	- Later Components Design, Test, and Training Plans	- Financial Management		
				- Mobile Solution Design and UAT Plan		- CHILDS Decommissioning Plan	- Case Management Assessments	- CHILDS Decommissioned		
				- Platform Design			- Case Management TDM			
				- Hosting Design						



Mobile Solution Overview

Solution	<ul style="list-style-type: none"> • The mobile solution will be utilized by case workers in the field. This solution will enable them to work both offline and online from a prescribed mobile device. • It will provide task management, case note creation, assessments – and take advantage of mobile device features such as camera, voice-to-text / text-to-voice and GPS. • Security features include multi-factor user authentication. All data is encrypted during storage on the device and in transit. • This mobile solution will interface with the existing CHILDS database. CHILDS will persist as the agency System of Record until the build of the CHILDS Replacement solution is complete.
Procurement Strategy	<ul style="list-style-type: none"> • DCS is engaged with SPO to navigate the RFP process from response to award.
Cost and Funding	<ul style="list-style-type: none"> • Projected cost is: \$2.2m for licensing and implementation; \$440k annual O&M • Proposed ask is: Within an acceptable range for implementation and O&M costs
Timeline	<ul style="list-style-type: none"> • Projected timeline is: 10 months - implementation planned to be completed by 9/30/17 • Proposed timeline is: Within an acceptable duration range to complete implementation • Dependencies include: DCS AD implementation; CHILDS Data Dictionary; PMO/Business Integration / Quality Management work started

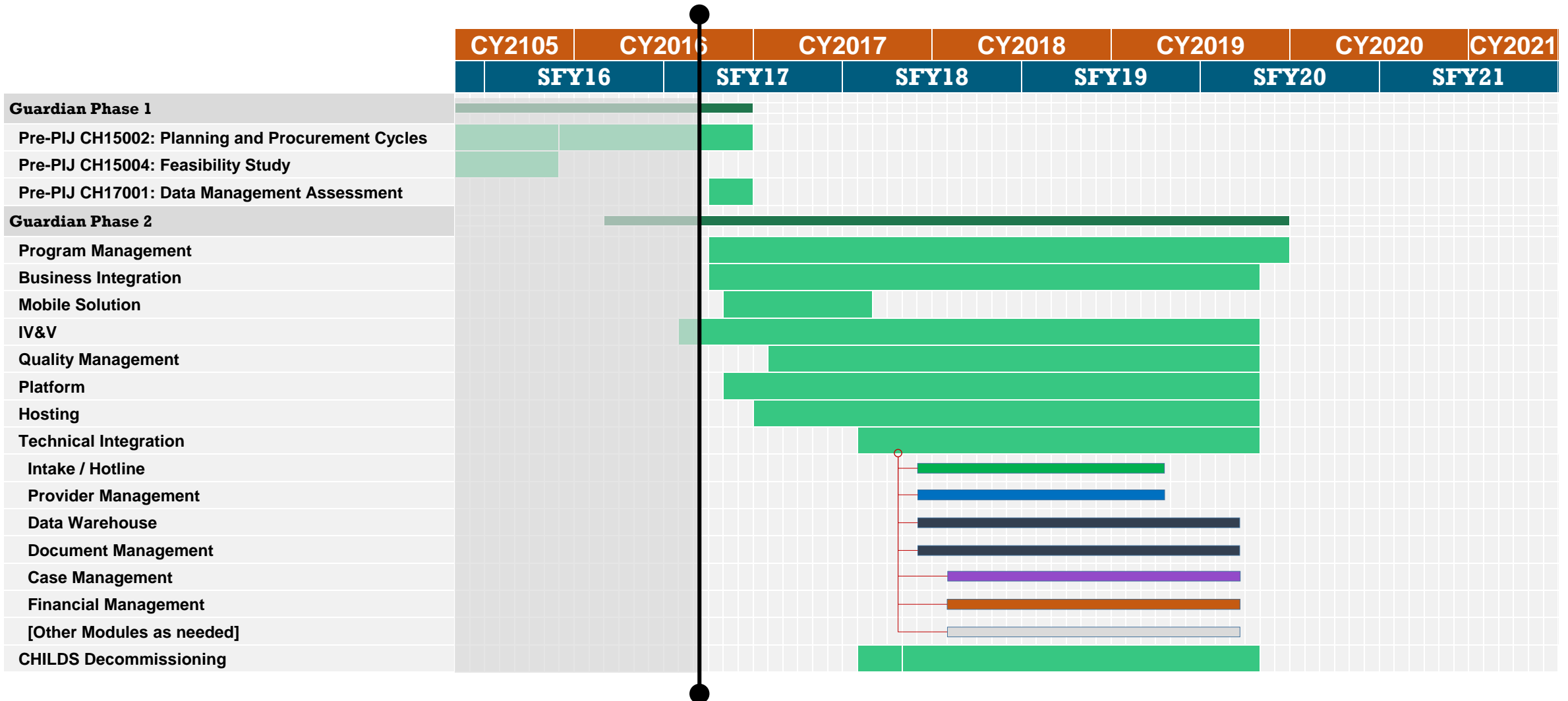
Q&A



Further Information

- Program Roadmap
- Program Cost Forecast by Project: SFY17/18
- Program Risks
- Program Management Risks
- CHILDS Replacement (Guardian) Solution Model

Program Roadmap





Program Cost Forecast by Project: SFY17/18

	SFY17	SFY18
Planning and Procurement Cycles	\$ 422,724	\$ -
Feasibility Study	\$ -	\$ -
Data Management Assessment	\$ 654,708	\$ -
Planning and Procurement Cycles	\$ -	\$ -
Program Management	\$ 2,018,093	\$ 2,665,020
Business Integration	\$ 1,603,600	\$ 1,481,525
Mobile Solution	\$ 1,357,907	\$ 767,322
IV&V	\$ 506,733	\$ 552,800
Quality Management	\$ 1,794,417	\$ 2,353,000
Platform	\$ 3,136,618	\$ 4,093,267
Hosting	\$ 879,544	\$ 1,060,175
Technical Integration	\$ -	\$ 3,608,128
Intake / Hotline	\$ -	\$ 1,889,207
Provider Management	\$ -	\$ 2,001,407
Data Warehouse	\$ -	\$ 2,001,627
Document Management	\$ -	\$ 3,019,347
Case Management	\$ -	\$ 2,142,883
Financial Management	\$ -	\$ 2,236,383
CHILDS Decommissioning	\$ -	\$ 1,297,083
Total	\$ 12,374,344	\$ 31,169,173

Program Risks



risk	response
Executive Sponsorship <ul style="list-style-type: none"> Impact on agency organization, budget, and resources 	<ul style="list-style-type: none"> Reorganize Steering Committee to enable quicker decision making Form specialized work groups to advise the Steering Committee
Project Complexity <ul style="list-style-type: none"> Incremental benefit delivery requires coordination Data management between CHILDS and Guardian 	<ul style="list-style-type: none"> IV&V vendor to maintain oversight during the full span of the project Schedules with dependencies and contingency Coordination of CHILDS decommissioning
System Complexity <ul style="list-style-type: none"> Integration and configuration complexity 	<ul style="list-style-type: none"> Industry standards, using a Platform foundation DCS oversight of vendors
Funding <ul style="list-style-type: none"> DCS and Federal budgets 	<ul style="list-style-type: none"> Agreed funding to complete solution Buy-in from State, Federal, and DCS management
Program Procurement <ul style="list-style-type: none"> Multiple procurements to meet business needs 	<ul style="list-style-type: none"> JLBC and ITAC approval of program model for multiple projects
Procurement Strategy <ul style="list-style-type: none"> Limited vendor and evolving product market 	<ul style="list-style-type: none"> Identify known vendors, specializing in each component or service Ensure experience criteria included in RFPs or state service contracts
System Acceptance <ul style="list-style-type: none"> Management need for reporting and analytics Changing DCS processes while configuring system Busy caseworkers with limited time for training 	<ul style="list-style-type: none"> Attention to data integrity Business process redesign informs configuration Incremental delivery provides early successes and program champions Communication and training provides awareness



Program Management Risks

risk	response
Stakeholder Management Communications Management <ul style="list-style-type: none"> • Create Communications Plan 	<ul style="list-style-type: none"> • Creation of Communications Plan in progress, due November 14, 2016
Financial and Contract Management <ul style="list-style-type: none"> • Finalize Funding and Reporting Structure 	<ul style="list-style-type: none"> • ITAC has approved Program PIJ • FY17 Ask was presented to JLBC on September 21, 2016 • DCS Program Management is working with ITAC on reporting structure for a program, due October 30, 2016
Risk Management <ul style="list-style-type: none"> • Create Risk Management Plan 	<ul style="list-style-type: none"> • Initial Risk Management Plan and Register will be created for mobile solution, due December 2016
Scope Management Schedule Management <ul style="list-style-type: none"> • Create WBS and Schedule • Identify Procurement Plan 	<ul style="list-style-type: none"> • Initial WBS in progress based on early work in the program, due November 14, 2016 • WBS will be elaborated after technical integration design results, due December 2017 • Initial procurements being progressed • Further procurements will be identified after technical integration design, due December 2017
Resource Management <ul style="list-style-type: none"> • Create Staffing Plan 	<ul style="list-style-type: none"> • Initial Staffing Plan will be created for mobile solution, due November 14, 2016 • Staffing Plan will be elaborated after technical integration design, due December 2017
Organizational Change Management <ul style="list-style-type: none"> • Identify Business Integration Plan 	<ul style="list-style-type: none"> • Initial Business Integration Plan for mobile solution will be created after Business Integration contractor procured, due December 2016
Quality Management <ul style="list-style-type: none"> • Create Quality Management Plan 	<ul style="list-style-type: none"> • Quality Management Plan will be created after Quality Management contractor procured, due March 2017



Child Welfare Information System

