



VISION STATEMENT

"We will establish and maintain an innovative statewide 21st century information technology application that aids child welfare stakeholders in assuring the safety, permanency, and well-being of children at risk of abuse and neglect."

The agile approach to software design and development adopted in November 2015 has fundamentally changed how the Child Welfare Services New System (CWS-NS) Project, hereinafter referred to as "Project", will approach its goal of ensuring the safety, permanency and well-being of California's children. Rather than procuring a single monolithic, one-time solution, we will instead develop and integrate a suite of digital services through which we can deliver continually-improving support and assistance, that will aid state and county workers to effectively engage and assist children and families.

HIGHLIGHTS

On April 11, CWDS held its Quarterly Stakeholder Forum where the executives briefed county users and the IT community on the project's status. At the forum, the Intake Digital Service team introduced a new "sandbox" environment that will help designated core county users preview new functionality of the intake module, as developers and designers continue to iterate on versions of the new system.

The purpose of sandbox is to provide county staff the opportunity to preview new functionality developed by each of the digital service teams every two weeks as part of each digital service team's sprint. The standalone sandbox uses test data to give users a sense of workflow and usability, without any security risks. The sandbox went live for the Intake core county users on April 13, with an updated version released to users on April 25.

To increase competition among the vendors supporting CWDS development and other State agile projects, the California Department of Technology selected 13 additional vendors who are now part of the State's expanded Agile Development Pre-Qualified (ADPQ) vendor pool. Along with 11 companies that were previously selected in 2016 when the vendor pool was initially created, there are now 24 vendors eligible to bid on opportunities for agile and user-centered design services. Read more about the establishment of the ADPQ vendor pool on our website: <https://cwds.ca.gov/vendors>.

CWDS stakeholders can now follow the project's weekly progress on new a blog site: <https://blog.cwds.ca.gov>.

KEY PROJECT MILESTONES

Milestone	Baseline Finish Date	Actual Finish Date	Status	Notes
Release 1 (R1)	Mar 2017	03/16/17	Completed	The project reached a major milestone on March 16, 2017 with its first release for testing and technical feasibility to a small subset of county users. The Login and Search functionality was made available to the 12 core county participants.
Procure Technology Platform 2 Contract	Apr 2017	04/10/17	Completed	The Technology Platform 2 vendor will provide design and development services to extend and enhance the CWS-NS application program interface (API) and provide data access services to legacy and new data stores, common business services (e.g., business rules, workflow), and information exchange interfaces to the customer facing digital services (e.g., CALS). The contract was awarded to EngagePoint, Inc.

Milestone	Baseline Finish Date	Actual Finish Date	Status	Notes
Procure DevOps 1 - DevOps Services Contract	Jun 2017	-	In Progress	The DevOps 1 vendor will provide DevOps services with the existing CWS-NS DevOps Engineering team to support the ongoing development of the CWS-NS. The Request for Offer (RFO) was released to the ADPQ Vendor Pool on 2/6/17. An offer was submitted by a vendor and is being assessed.
Procure Case Management Development Contract	Jun 2017	-	In Progress	The Case Management Development services will design and develop solutions for maintaining case records. The RFO was released to the ADPQ Vendor Pool on 2/7/17. Offers were received and are being assessed.
Program Increment 2 (PI-2)	Jul 2017		In Development	CWDS continues to conduct feature development planning sessions each quarter (approximately 90 days). Program Increment 2 (previously referred to as "Release 2") is scheduled for July 2017.
Procure Technology Platform 3 Contract	Jul 2017	-	In Progress	The Technology Platform 3 services will extend and enhance the existing technology platform currently being developed by Taborda Solutions. The RFO was released to the ADPQ Vendor Pool on 2/8/17. In response to more questions from the vendors, Addendum 2 to the RFO was released which extended the Key Action Dates.
Procure DevOps 2 - Help Desk Support Contract	Oct 2017	-	In Development	The Help Desk Support services will develop a new Service Desk support model that provides quicker response times to user problems, with clear procedures for whom to contact when a service is unavailable. The RFO was released to California Multiple Award Schedule (CMAS) vendors on 2/3/17. The RFO was cancelled. The project is making revisions to the scope of work in order to re-release a new RFO.
Procure Implementation 2 - Organizational Change Management (OCM) Services Contract	Oct 2017	-	In Development	The OCM Services will assist end users at the state, county, and tribal levels to make the transition from existing legacy to the new CWDS digital service environments. OCM will prepare individuals to successfully adopt and utilize changes to their system functionality and environments. The RFO is in development.
Procure Implementation 2 - Implementation Services Contract	Nov 2017	-	In Development	The Implementation 2 services will prepare counties and tribes for the rollout of at least two Digital Services (CALs and Case Management). The RFO is in development.
Procure Implementation 2 - Training Development Services Contract	Dec 2017	-	In Development	The Training Development Services will develop the required training materials to successfully train the county, state, and tribal CWS agencies for the transition from the current legacy CWS/CMS to the CWS-NS. The RFO is in development.
Procure Implementation 2 - Training Delivery Services Contract	Jan 2018	-	In Development	The Training Delivery Services will provide training to county, State, and Tribal CWS agencies to assist them in making the transition from the current legacy CWS/CMS to the CWS-NS. The required services include providing "Train-the-Trainer" (TTT) services which will provide the knowledge necessary for county trainers to deliver training to other end users. The RFO is in development.

DIGITAL SERVICE UPDATE

Digital Service	Progress to Date
<p>The Technology Platform digital service encompasses the delivery of system software, security, cloud-based technical infrastructure, and communications infrastructure to support all CWDS digital services. The API digital service will also establish development, continuous integration, and testing standards for all other digital service teams to follow.</p>	<ul style="list-style-type: none"> • Added Address search capability for Screening needs. • Continued working with IBM to review the design for saving a referral (and other associated data) to the mainframe. • Continued working on software associated with saving a screening as a new referral into the mainframe environment. • Began working on API functionality to support the Intake "History of Involvement" functionality. • Enhanced the Perry security service. • Supported licensing data needs for the CALS development team.
<p>The Intake digital service will provide county Child Welfare Agencies an easy to navigate and efficient way to record and access information regarding child abuse, neglect, exploitation allegations, investigative findings and outcomes.</p>	<ul style="list-style-type: none"> • Released Hotline features to Sandbox Environment for Core Counties. • Presented at the Quarterly Stakeholder Forum 4/11/17 (Hotline Demo). • Conducted Usability Testing on site in Butte County 4/10/17 – 4/11/17.
<p>The Certification, Approval and Licensing Services (CALS) digital service will provide state and county licensing and approval staff and managers with a simple and efficient tool for facility licensing, certifying and resource family home approval.</p>	<ul style="list-style-type: none"> • Convened Core Constituents 4/10/17 for a day of user research validation, and agreements on the governing business values for prioritizing features. • Led a Breakout Session at Quarterly Stakeholder Forum 4/11/17 to communicate product strategy, project progress, and roadmap for the coming year. • Onboarded four EngagePoint Inc. Backend Web Developers into the CALS team for the creation and delivery of the CALS specific API. • Continued site visits, including San Francisco County and San Jose Community Care Licensing. • Continuing to enhance facility and home search and profile. • Continued research of legacy data structure and quality.
<p>The Case Management digital service will provide county Child Welfare Agencies a comprehensive, automated case management system that fully supports the child welfare practices and incorporates the functional requirements mandated by federal regulations.</p>	<ul style="list-style-type: none"> • Identified county external systems that will be include in the digital services scope. • Completed vendor bid assessments and interviews. • Conducted joint site visits with the CALS team. • Finalized placement framing documents.
<p>The Resource Management digital service will provide caseworkers a single, integrated database to search for goods or services that have been purchased or contracted out so clients can receive proper assistance in the most efficient and effective manner.</p>	<ul style="list-style-type: none"> • Pending
<p>The Court Processing digital service will enable CWDS to exchange data with court systems.</p>	<ul style="list-style-type: none"> • Pending
<p>The Eligibility digital service will provide an automated solution to determine Title IV-E eligibility.</p>	<ul style="list-style-type: none"> • Pending
<p>The Financial Management digital services will provide an automated solution necessary to ensure accurate and timely financial record and transaction authorization, processing and reconciliation.</p>	<ul style="list-style-type: none"> • Pending

STAFFING VACANCY

Current Vacancy Rate: 13 %

Current Vacancies: 18 of 137 CWDS positions (includes consultant positions)

Entity	Classification/Title	Date Vacant	FFD	# of Days Vacant	Efforts / Notes
OSI-PMO	Staff Information Systems Analyst	3/5/2017	TBD	52	Duty statement in review.
OSI-DevOps Engineering	Systems Software Specialist III	04/01/16	TBD	392	HR reviewing package edits.
OSI-Legacy Budget and Reporting	Senior Information Systems Specialist	04/01/16	TBD	392	Hiring manager is reviewing applications.
OSI-Legacy Application Design	Data Processing Manager I	06/01/16	TBD	331	Duty statement in review.
OSI-Legacy Web	Associate Programmer Analyst	07/25/16	Until filled	277	Interviews scheidued.
OSI-Legacy Web	Student Assistant	09/01/16	Until filled	239	No viable candidates from interviews. Continuing recruitment efforts.
CDSS-Business Services	Office Technician	09/30/16	01/23/17	210	Service manager reviewing applications.
OSI-Communications	Staff Information Systems Analyst	12/01/16	TBD	148	Position to be posted 5/1/2017.
OSI-Legacy	Senior Information Systems Analyst	1/11/17	TBD	107	Hiring package submitted to HR for review.
OSI-Legacy	Data Processing Manager III	1/17/17	TBD	101	Position to be posted 5/1/2017.
OSI-Legacy	Data Processing Manager IV	1/30/17	TBD	88	Position was posted 4/27/2017.
OSI-Legacy	Career Executive Assignment	1/9/17	TBD	109	Hiring manager reviewing applications.
CDSS-Business Services	Office Technician	06/01/15	09/02/16	671	Position filled effective 4/3/17.
CDSS-Communications	Associate Governmental Program Analyst	07/18/16	2/21/17	284	HR reviewing minimum qualifications.
CDSS-Program/Policy	SSC III	10/15/16	TBD	195	Project responding to inquiry from Department of Finance (DOF).
CDSS-Business Services	Associate Governmental Program Analyst	11/01/16	TBD	178	Recruitment package in review.
CDSS-CALS	Staff Services Manager II / Performance Analyst	11/23/16	TBD	154	Project responding to inquiry from DOF.
CDSS-Budget/Reporting	Staff Services Manager I	12/31/16	TBD	116	Considering reclass or reallocation.
CWDA-29	County Consultant/Social Services-Foster Care/Eligibility	07/01/16	Until filled	301	No viable candidates from interviews. Continuing recruitment efforts.

RISKS

For this reporting period, there is currently one (1) high priority risk to report.

Risk	Impact	Response Plan
As a result of the Agile development approach, business flows have been interrupted and require data to be entered into two systems. This interruption promotes the potential for imposing barriers to accessing and recording comprehensive data.	<p>The bifurcation of data entry between CWS-NS and CWS/CMS presents challenges to county processes designed to ensure high practice standards.</p> <ol style="list-style-type: none"> 1. Business documentation critical to child welfare practice must encompass feature sets that reside entirely in one system in order to eliminate the need to modify business processes to accommodate parallel systems. 2. Requiring social workers to toggle back and forth and sign on and potentially re-sign on to each system. 3. Challenges to data quality as it increases the possibility for data entry errors resulting in data loss and/or incomplete processes. 4. User will not be able to access or enter critical information. 	<p>Service Managers need to ensure that the MVP includes logical break points that do not split feature sets and allows for a complete process to reside in one system. We recommend we mitigate the risk by doing the following:</p> <ol style="list-style-type: none"> 1. Each feature set is not split and remains intact in one single system. 2. Service Managers are to ensure that the MVP includes logical break points that do not split feature sets. 3. Providing the functionality within a feature set to allow a social worker to complete an entire workflow within one system to eliminate data integrity concerns. 4. Therefore, it is imperative that feature sets are not split and remain intact in one single system.

ISSUES

For this reporting period, there are currently two (2) high priority issues being tracked and managed on the project.

Issue	Impact	Next Steps
Flexible (agile) digital services completion dates may limit or delay the ability of the users to prepare for the new functionality from an OCM, training and implementation readiness perspective	Users may not have adequate time to prepare for or execute OCM, training, and implementation activities. This may result in users delaying the adoption of digital services functionality. This may also increase the number of users needing support within a given timeframe, potentially exceeding the implementation team's ability to provide concurrent support to users while they transition from CWS/CMS to the Intake Digital Service.	CWDS project mitigation options include: 1. Estimated dates for delivery of Hotline and Investigations have been established. 2. Implementation changes the model of delivering implementation services (contract modification). 3. Delay start of implementation services until full Hotline and Investigations functionality has been developed and identified as ready to release to the Orgs. 4. Intake Implementation contract terms and conditions are updated to reflect the project's change in strategy.
CWS-NS Implementation Advance Planning Document (IAPD) does not describe a Comprehensive Child Welfare Information System (CCWIS) compliant Title IV-E Eligibility determination process.	If the State chooses not to describe or become CCWIS compliant, the CWS-NS project will receive a reduced level of Federal funding as a non-CCWIS project.	The State is taking the following steps with the intent to become CCWIS compliant: 1. Formed a state/county workgroup comprised of CWS-NS project team members, Office of Systems (OSI) Consortium Management Unit (CMU), Leader Replacement System (LRS), Consortium IV (C-IV), California Work Opportunity and Responsibility to Kids Information Network (CalWIN), and affected counties. 2. A project charter document has been developed which outlines the plan for development and implementation of a single, statewide foster care eligibility determination (FCED) service, to be consumed by all public workers performing foster care eligibility determinations. It was reviewed by key stakeholders, and approved by CWDS, CWDA, and leaders of the consortia operating automated welfare systems. 3. The state has engaged the federal Administration for Children, Youth and Families regarding the FCED proposal; this engagement is expected to culminate in a plan that is eligible for federal approval and investment in federal fiscal year 2018.

BUDGET/EXPENDITURES

CWDS FY 2016-17 Projections Summary As of April 25, 2017

CWDS FY 2016-17 Summary Comparison of Budget Authority to Expenditures							
Budget Item	Budget Authority (A)	Expenditures				Unexpended	
		Total Actual YTD (B)	Projected (C)	Total (D) = (B) + (C)	Utilization Rate (E) = (D)/(A)	Total (F) = (A) - (D)	Utilization Rate (G) = (F)/(A)
Staff (Salaries and Benefits)	\$ 7,223,117	\$ 4,200,253	\$ 1,785,719	\$ 5,985,972	82.87%	\$ 1,237,145	17.13%
Hardware Purchase	\$ -	\$ -	\$ -	\$ -	0.00%	\$ -	0.00%
Software Purchase/License	\$ 874,000	\$ 425,484	\$ 45,000	\$ 470,484	53.83%	\$ 403,516	46.17%
Telecommunications	\$ 2,000	\$ 5,520	\$ -	\$ 5,520	276.00%	\$ (3,520)	-176.00%
Contract Services	\$ 27,462,568	\$ 7,222,608	\$ 11,472,943	\$ 18,695,551	68.08%	\$ 8,767,017	31.92%
Data Center Services	\$ 1,153,516	\$ 291,453	\$ 449,638	\$ 741,091	64.25%	\$ 412,425	35.75%
Agency Facilities	\$ 3,754,545	\$ 670,901	\$ 2,953,277	\$ 3,624,178	96.53%	\$ 130,367	3.47%
Other	\$ 17,920,121	\$ 452,682	\$ 14,078,841	\$ 14,531,523	81.09%	\$ 3,388,598	18.91%
Total	\$ 58,389,867	\$ 13,268,901	\$ 30,785,418	\$ 44,054,319	75.45%	\$ 14,335,548	24.55%

Note: Expenditures may not be all inclusive due to the delay in receiving financial reports from FISCAL. Financial reports from FISCAL have not been received for FY 2016/17.