CHILD WELFARE DIGITAL SERVICES UPDATE

August 2016

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.

KEY PROJECT MILESTONES

Project Milestone	Baseline Finish Date	Actual Finish Date	Status	Notes
Release Request for Offer (RFO) - Certification, Approval, and Licensing Services (CALS)	Sept. 2016		On Target	Changed from an RFP to an RFO Baseline finish date updated to reflect this**.**
Intake Contract Award	June 2016	August 2016	Complete	Awarded to: Case Commons
Last Day to Submit Final Proposals – Intake Implementation	June 2016	August 2016	Complete	Proposals submitted. Proposals in evaluation.
Release Request for Offer (RFO) – Platform	October 2016		Ahead of Schedule	**Anticipated Finish Date: September 2016**

BUDGET

The Project FY 2016-17 budget was approved by the Legislature in June.

PROCUREMENTS / STAFFING

CALS RFO – The CALS team has completed the Statement of Work (SOW) and has submitted it to ACF and STPD to review and release. The current target date for release of the RFO in September 2016.

Intake RFP – The Project finished conducting the negotiation phase of the procurement. The contract was awarded at the end of this month to Case Commons.

Intake Implementation Services RFP – The Project released Addendum 3 in response to additional questions received during the question and answer period. The last day for vendors to submit final proposals is estimated to occur in August 2016.

Platform RFO – The procurement vehicle for Platform was changed from an RFP to an RFO to leverage the ADPQ Vendor Pool. The Platform procurement was moved up in the schedule with the release of the RFO anticipated for September 2016, so that earlier API development and support can be provided to the CALS digital service vendor. The Technical Platform team is developing its Statement of Work requirements.

Procurement	Baseline Finish Date	Actual Finish Date	Status	Notes
Stakeholder Communications	June 2016	-	Behind schedule	Project did not receive any offers and are assessing other procurement options.
User Research and Design	June 2016	-	Behind schedule	Procurement vehicle revised and RFO will be released again.
Business Rules Extraction Services	Oct. 2016	-	On schedule	Project is targeting an RFO release date of September 2016 and contract execution of October 2016.
FAS Interface	Dec. 2016	-	Behind schedule	Project is targeting an RFO release date of November 2016 and contract execution date of December 2016.
LIS Interface	Dec. 2016	-	Behind schedule	Project is targeting an RFO release date of November 2016 and contract execution date of December 2016.
Probation County Consultant	June 2016	-	Behind schedule	Contract completed and submitted for processing and approval. Projected execution date in September 2016.
ACYF Advisor Consultant	July 2016	-	On schedule	Contract currently being finalized by State.
Licensing County Consultant	Sept. 2016	-	On schedule	Recruitment efforts continue.
Case Management County Consultant	Sept. 2016	-	On schedule	Candidate selected. Contract package in review by OSI.
Case Management County Consultant (three positions)	Jan. 2017	-	Not started	-
Platform County Consultant	Jan. 2017	-	Not started	-
Public Health Nurse	Jan. 2017	-	Not started	-
Case Management County Consultant (three positions)	April 2017	-	Not started	-
Security Consultant	April 2017	-	Not started	-
Resource Management County Consultant	Oct. 2017	-	Not started	-
Court Processing County Consultant (two positions)	Oct. 2017	-	Not started	-
Financial Management County Consultant (two positions)	Apr. 2018	-	Not started	-
Eligibility County Consultants (two positions)	Apr. 2018	-	Not started	-

STAFFING VACANCY

Current Vacancy rate: 14 %

Current Vacancies: 19 of 133 CWDS positions

Entity	Classification/Title	Date Vacant	FFD	# of Days Vacant	Efforts / Notes
OSI-Dev/Ops	SSS II / Operations Lead	04/01/16	07/21/16	152	
OSI-PMO	Sr. ISA / Case Management Scrum Master	04/17/16	Until filled	136	OPF review complete. Formal offer made/accepted. Planned start date Sept. 2016.
OSI-PMO	Sr. ISA / PM Analyst	04/17/16	Until filled	133	**Filled 8/29/16**

OSI-Platform	SSS II	05/06/16	Until filled	117	Pending HR approval for interviewing.
OSI-BFR	Sr. ISA Supv	06/02/16	07/12/16	90	Interviews held in August. Tentative offer pending.
OSI-Procurement	Sr. ISA / Analyst	11/01/15	07/28/16	304	Applicant's cancelled. Reviewing pool again.
OSI-Procurement	AGPA	07/01/16	08/03/16	61	Interviews conducted in August. This position was reclassified from a .5 SSA to a 1.0 AGPA. Interviews continuing.
OSI-BFR	Sr. ISA	04/01/16	08/05/16	152	Awaiting clearance for offer.
OSI–M&O	DPM I	06/01/16	Until filled	91	In process of upgrading to DPM II
OSI-Bus Svcs	SSM I / Manager	06/24/16	07/21/16	68	Recruitment on hold per Agency.
CDSS-Bus Svcs	OT	06/01/15	9/2/16	457	Re-advertised in August. Originally posted in April, Interviews in May/June. No viable candidates. Reposted in June. Working on recruitment.
CDSS-Case Mgmt	SSM III / Service Mgr	05/01/16	05/20/16	122	Interviews in June. 2nd interviews in July. Tentative offer made.
CDSS-Program/Policy	SSC III	07/01/16	08/03/16	61	Editing duty statement.
CDSS-CALS	SSM III / Service Mgr	07/01/16	07/21/16	61	On hold.
CDSS-Comm/CR	AGPA	07/18/16	Until filled	44	Recruitment package in review/approval process
CDSS-Program/Policy	AGPA	8/15/16		16	Position will be converted from CDSS to OSI.
CWDA	Intake Service Manager / County Consultant	05/01/16	5/10/16	122	Position changed from State employee to county consultant. See CWDA – C13 below.
CWDA–CC06	San Mateo County Consultant / Probation / Case Management	07/01/13	Until filled	1157	Offer Accepted - Contract in process - start date Sept. 2016.
CWDA-C13	County Consultant / Child Welfare Services / Intake Service Mgr	05/01/16	Until Filled	122	Offer accepted – contract in process with Sacramento County for the Service Manager – estimated start date 11/1/2016
CWDA-29	County Consultant / Social Services - Foster Care / Eligibility	07/01/16	Until Filled	61	In Recruitment

R I S K S   &   I S S U E S

The Project has revised the Risk and Issue Management process flow in order to align with the agile approach. The Project reports high priority Risks and Issues in this section.

RISKS

For this reporting period the Project does not have any high priority risks to report.

ISSUES

Description
IV-E Eligibility determination in proposed CWS-NS solution: According to the Administration on Children, Youth and Families (ACYF), the IV-E eligibility determination of the proposed CWS-NS solution – which envisions using three existing State Automated Welfare Systems (SAWS) – fails to be Statewide Automated Child Welfare Information Systems (SACWIS) compliant

Resolution Plan	Status
1. Form a state/county workgroup comprised of CWS-NS project team members, and staff of OSI's Consortium Management Unit (CMU), representatives of LRS, C-IV, and CalWIN, and affected counties.	• Formed a state/county workgroup comprised of CWS-NS project team members, and staff of OSI's Consortium Management Unit (CMU), representatives of LRS, C-IV, and CalWIN, and affected counties • Conducted workgroup kickoff meeting on May 2016
2. Define and develop consensus for the minimum level of automation in SAWS that is needed to support end-to-end Foster Care Eligibility Determination (FCED) business processes.	• Conducted workgroup meetings from May through August 2016 • Prepared FCED solution specifications template and • Prepared FCED solution evaluation criteria • for review by SAWS consortia staff, to facilitate refinement of cost estimates
3. Conduct a gap analysis to compare current SAWS business processes against the minimum level of automation required to support end-to-end FCED business processes.	• In progress (August)
4. Work with OSI CMU as it coordinates the design, acquisition, development, and implementation of a FCED business rules engine that will be consumed by LRS and CalWIN, AND identify opportunities to incrementally bring the SAWS' end-to-end FCED business processes to an acceptable level of automation.	• Future Activity
5. Decide how to fund changes to the SAWS.	• Future Activity
6. Advocate with ACYF, Centers for Medicare and Medicaid Services (CMS) and Food and Nutrition Service (FNS) for consensus on an "acceptable" level of automation that is most efficient, effective and economical for California.	• Future Activity

TEAM ACCOMPLISHMENTS

Team Name	Major Accomplishments	Upcoming Milestones
API	• Began documenting the business rules used in the Referral screens in the legacy workstation environment. • Extracted data for Intake tables to create development database 2 image. • Created a virtual machine with test data for referral development that will help API developers be more productive in their local environments. • Exposed Referral Summary Screen database tables with read/write functions against a working database. • Started work on improved search capabilities, which will allow more complete search for case workers.	• Create product architecture vision. • Create first business service - "create" and "update" functions on a referral.
Budget, Fiscal and Reporting	• Finalized the draft Data Clean-Up County Letter. Currently in the formal review process with CDSS Fiscal.	• Release of the Data Clean-Up Letter to counties.
Certification, Approval, and Licensing Services (CALS) [formerly licensing]	• Worked with Procurement team to complete Request for Offer (RFO) document as the first procurement for design and development services from the California Health and Human Services Agency Development Agile Pre-Qualified (ADPQ) for the CALS New System module. • Submitted RFO for review by internal and external agencies. • Continued work to define CALS epics, to enable organization of user stories by category of functionality that will be delivered. • Created approximately 100 draft user stories to describe users' required features and the criteria that must to be met for each story to be accepted as delivered; refined approximately 35 of the stories to clarify and prepare them for use by a future vendor in software development. • Updated Bidder's Library materials, which will include CALS personas, materials to identify the offices conducting CALS work statewide, training materials provided to CALS	• Release of the CALS RFO to the ADPQ Vendor Pool • Respond to potential vendors' questions about the RFO • Publish materials to the Bidder's Library to support the RFO process • Definition of all CALS epics • Onboarding for the Core Counties and state constituents who will support the CALS development • Creation of a draft Product Roadmap, identifying a proposal for the release of functionality, dependent upon consultation with the CALS development team

	workers to help characterize the work, and updated metrics for characterizing scope and impact.	
Change Configuration Release	• Reviewed and accepted Release 8.0 Revised Business Requirements document. • Initiated Release 8.1 planning activities. • Note: The CCR team continues to provide support to all release related activities.	• Review and accept Release 8.0 Statement of Work. • Initiate Release 8.0 Business Requirements development. • Identify Release 8.1 theme.
Communications	• Completed communication support of Intake Core County Kickoff meetings • Began development of Core County Kickoff meeting video highlights • Continued to support existing internal and external communication vehicles (Blasts, Social Media posts, Legacy and New System meetings, CWS/CMS webpage) • Coordinated the publication of CWDS Pivotal Tracker access to external stakeholders	• Coordinate announcement of Intake Contract award • Coordinate announcement of Licensing Contract award
Data Management	• Executed agreement for vendor to do placement home data cleanup in legacy system. • Built production server to address County Access to Data (CAD) system upgrades.	• In September/October 2016 the team will lead an initiative that involves manual data clean-up activities within counties.
Implementation / Training	• Released Addendum 4 for the Intake Implementation RFP • Started evaluations of bids for the Intake Implementation RFP • Continued development of the Implementation Plan • Continued development of the Organizational Change Management Plan	• Complete review of bids for the Intake Implementation RFP
Intake	• Completed the backlog and prioritization of the Intake User stories. • Developed a Pivotal Tracker environment for all user stories to be used by the Intake vendor.	• Complete preparation to onboard representatives from the 6 Core Counties participating as members of the Intake Team. • Complete development of web content and processes to engage and accept feedback on user stories from the stakeholder community.
CWS/CMS (Legacy) Design, Development and Testing	• Initiated Release 7.4.1 code enforcement. • Completed Release 7.5 Development Phase. • Completed Release 7.5 County Test Workshop. • Initiated Release 7.5.0 sprint 3 testing. • Completed review of Release 8.0 Revised Business Requirements.	• Receipt and project close of Release 7.4.1 Source Code. • Initiate Release 7.5 Code Freeze. • Complete Release 7.5.0 sprint 3. • Review/Accept Release 8.0 Statement of Work.

	• Initiated Release 8.1 planning support.	
PMO	• Completed first draft of the CWDS Digital Service Playbook • Completed initial agile alignment of the Requirements Management Plan • Created sub-website for collaboration tools with description of each tool and user guides • Trained OSC on Pivotal • Formed new oversight scrum team, called Checks & Balances (a collaboration of PMO, IV&V and IPOC)	• Complete agile alignment of the Document Management Plan • Create project dashboard on Github (public repository) • Complete agile alignment of the Governance Plan
Program Policy	• Completed follow-up tasks from Advocates Convening, including distribution of notes to attendees and documenting lessons learned. • Created a liaison position to support the Intake Team. • Completed analysis on 'System of Record'.	• Initiate process to manage stakeholder feedback
System Administration / Infrastructure	• Started Pivotal Tracker database for expansion project requests. • Completed draft version of office move requirements for CWDS move to Gateway Oaks location. • Responded to API vendor request for IBM GS consulting time on legacy system components.	•
Technical Delivery Services	• Continued to implement work order requests for IBM Consulting. • Provided Platform and API team direct access to DocTools Database. • Assisted System Administration and Platform Teams in replicating existing CWS FST Database Structures • Provided additional VPN accounts to allow Dev Teams continued access from Gateway Oaks after their move from North Freeway • Opened requests for IBM support for PKzip compressed files for the API Team • Submitted Request to Dept. of Technology to move entire North Freeway environment (CWS Test and Yellow Domains) to TMS – Rancho Cordova.	• Complete VPN requests for API Team • Obtain ATT/Verizon confirmation of new circuit drops @ Gateway Oaks. • Awaiting OSI procurements of software tools for CWDS (Solarwinds Dev Tools) • Complete Tech Delivery Training to support RACF requests.
Platform / Integration	• Continued work on Foster Care Eligibility Determination (FCED) via workshops with stakeholders. • Continued work on designing and implementing CWS-NS system infrastructure within the CalCloud environment. • Completed first draft of the Platform RFO.	• Complete conceptual data model for Intake. • Conduct Privacy Impact Assessment (PIA) for CWS-NS project.

	• Kicked off work on DevOps RFO • Contributed to CDSS CCLD (Licensing) Statement of Work for Business Rules Extraction. • Started evaluations and research of IT Service Management and Configuration Management tool to support DevOps transition.	
Web Management	• Added a customer feedback feature to New System web page.	• The team will roll out a stakeholder feedback application for the Intake team. • The tea will participate in a CWDS-wide planning to choose a Content Management System. • Move web development to an open source platform.