



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

Milestone	Baseline Finish Date	Actual Finish Date	Status	Notes
Procure Intake Implementation Contract	Dec 2016	-	In Progress	Routing for contract approval
Complete Certification, Approval, and Licensing Services (CALs) initial user stories (requirements)	Dec 2016	-	Completed	
Procure CALs Development Contract	Dec 2016	-	In Progress	Routing for contract approval
Procure Tech Platform 2 Contract	Feb 2017	-	In Progress	Request for Offer (RFO) released 12/15/16
Release 1 (R1)	Mar 2017		In Progress	Planning completed
Procure DevOps 1 DevOps Services Contract	May 2017	-	In Development	RFO drafted and in review
Procure DevOps 2 Help Desk Support Contract	May 2017	-	In Development	RFO drafted and in review
Procure Case Management Development Contract	May 2017	-	In Development	RFO drafted and in review
Procure Tech Platform 3 Contract	May 2017	-	In Development	RFO drafted and in review
Release 2 (R2)	Jun 2017		In Development	Initial planning completed
Procure Implementation 2 Implementation Services Contract	Jul 2017	-	In Development	RFO in development
Procure Implementation 2 Organizational Change Management Services Contract	Jul 2017	-	In Development	RFO in development
Procure Implementation 2 Training Development Services Contract	Jul 2017	-	In Development	RFO in development
Procure Implementation 2 Training Delivery Services Contract	Jul 2017	-	In Development	RFO in development

BUDGET

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

PROCUREMENTS / STAFFING

Intake Implementation: The negotiation phase of the procurement was completed. The contract is being prepared so that it can begin the routing process for approval.

Digital Service 2 – CALS (Licensing): The assessment of the offers was completed by the evaluation team. The contract was submitted to the Administration for Children and Families (ACYF) and approved. The contract is currently in

review with the California Department of Technology (CDT) Statewide Technology Procurement (STP) and awaiting approval to execute.

Tech Platform 2: The Request for Offer (RFO) was released to the Agile Development Pre-Qualified Vendor Pool on December 15, 2016. Responses to questions received from the vendors are currently being developed.

Case Management: The Case Management digital service will provide state and county staff and managers with a simple and efficient tool for recording, reviewing, and monitoring activities relating to the provisions of child welfare casework. The procurement will leverage the Agile Development Pre-Qualified (ADPQ) Vendor Pool, and estimated contract execution is in March 2017. The RFO was developed and is currently in review.

DevOps 1 – DevOps Services: The scope of this Agreement is to provide DevOps Services in collaboration with the existing CWS-NS DevOps Engineering team to support the ongoing development of the CWS-NS. The RFO was developed and is currently in review.

DevOps 2 – Help Desk Support: The project intends to 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 developed and is currently in review.

Tech Platform 3: The Technical Platform 3 will extend and enhance the existing Technology Platform currently being developed by Taborda Solutions. The development of the RFO has been completed and is currently under review by CDT.

Implementation 2 – Implementation Services: The Implementation Services will prepare counties and tribes for the rollout of at least two Digital Services (CALS and Case Management).

Implementation 2 – Organizational Change Management (OCM) Services: 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.

Implementation 2 – Training Development Services: The Training Development Services will develop the required training materials to successfully train the county, State, and Tribal Child Welfare Services (CWS) agencies for the transition from the current legacy Child Welfare Services/Case Management System (CWS/CMS) to the CWS-NS.

Implementation 2 – Training Delivery Services: 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.

Support/County Procurements	Baseline Finish Date	Actual Finish Date	Status	Notes
Stakeholder Communications	June 2016	-	In Progress	Evaluations are in process.
Licensing County Consultant	Sept. 2016	-	In Progress	Candidate identified. Project currently working with county to develop contract.
Legacy Services 1 – Natural/ADABAS (Formerly FAS/LIS Interface)	Dec. 2016	-	In Progress	Evaluations have been completed.
Legacy Services 2 – Dominos/Notes (Formerly FAS/LIS Interface)	Dec. 2016	-	In Progress	Evaluations have been completed.
Legacy Services 3 – Scrum Master (Formerly FAS/LIS Interface)	Dec. 2016	-	In Progress	Evaluations have been completed.
Legacy Services 4 – C#/VB.Net (Formerly FAS/LIS Interface)	Dec. 2016	-	In Progress	Evaluations have been completed.
Agile Coach II	Jan. 2017	-	In Progress	Evaluations are in process.
Data Conversion Project Manager	Jan. 2017	-	In Progress	RFO released Dec. 2016.
Case Management County Consultant	Jan. 2017	-	In Progress	Contract currently at DGS for review and estimated contract execution is January 2017.
Case Management County Consultant (one positions)	Jan. 2017	-	In Progress	Interviews in process.

Support/County Procurements	Baseline Finish Date	Actual Finish Date	Status	Notes
Platform County Consultant	Jan. 2017	-	In Progress	Project continues to recruit for all vacant county consultant positions.
Case Management County Consultant (two positions)	Apr. 2017	-	Not started	Project continues to recruit for all vacant county consultant positions.
Security Consultant	Apr. 2017	-	Not started	Project continues to recruit for all vacant county consultant positions.
Case Management County Consultant	Jun. 2017	-	On schedule	Candidate identified. Project currently working with county to develop contract.
Resource Management County Consultant	Oct. 2017	-	Not started	Project continues to recruit for all vacant county consultant positions.
Court Processing County Consultant (two positions)	Oct. 2017	-	Not started	Project continues to recruit for all vacant county consultant positions.
Financial Management County Consultant (two positions)	Apr. 2018	-	Not started	Project continues to recruit for all vacant county consultant positions.
Eligibility County Consultants (two positions)	Apr. 2018	-	Not started	Project continues to recruit for all vacant county consultant positions.
CWDA-29 Count Consultant	Until Filled		In Progress	Project continues to recruit for all vacant county consultant positions.

STAFFING VACANCY

Current Vacancy rate: 13 %

Current Vacancies: 18 of 138 CWDS positions (includes consultant positions)

Entity	Classification/Title	Date Vacant	FFD	# of Days Vacant	Efforts / Notes
OSI-Procurement	Sr. ISA / Analyst	11/01/15	10/05/16	426	Job offer was made. Start date is pending.
OSI-DevOps Engineering	SSS III	04/01/16	07/21/16	274	Revising duty statement to Data Architect
OSI-BFR	Sr. ISA	04/01/16	08/05/16	274	Difficulty in getting qualified candidates. Revising duty statement.
OSI-Legacy Application Design	Data Processing Manager I	07/01/16	TBD	213	Working with human resources to upgrade the position.
OSI-Bus Services	SSM I / Manager	06/24/16	07/21/16	170	Position has been filled effective 12/12/16
OSI-Legacy Web	APA	07/25/16	10/21/16	159	No viable candidates from interviews. Continuing recruitment efforts.
OSI-Legacy Web	Student Assistant	09/01/16	Until filled	121	Job offer was made. Start date is pending.
OSI-Legacy Web	Student Assistant	09/01/16	Until filled	121	No viable candidates from interviews. Continuing recruitment efforts.
CDSS-Business Services	OT	09/30/16	10/21/16	92	Continuing to review applications
OSI-Procurement	SSA (.5 position)	10/10/16	08/03/16	82	Pending ELT discussion/approval
OSI-Communications	Staff Information Systems Analyst	12/01/16	TBD	30	Pending ELT discussion/approval
CDSS-Business Services	OT	06/01/15	09/02/16	579	Last candidate did not pass the background test. Position will be re-advertised.
CDSS-Communications	AGPA	07/18/16	TBD	166	Last set of candidates did not meet the minimum qualifications. Position will be reposted.
CDSS-Program/Policy	SSC III	10/15/16	TBD	77	Pending ELT discussion/approval
CDSS – Program/Policy	SSM II	10/21/16	11/18/16	71	Job offer was made and position will be filled effective 1/1/17.
CDSS-Business Services	AGPA	11/01/16	TBD	60	Routing for executive approval prior to posting.
CDSS-CALS	SSM II / Performance Analyst	11/30/16	TBD	38	Duty statement in progress
CWDA-29	County Consultant / Social Services - Foster Care / Eligibility	07/01/16	Until Filled	183	No viable candidates from interviews. Continuing recruitment efforts.

RISKS

For this reporting period, there are currently two (2) high priority risks to report.

Risk Description	Impact Description	Response Plan
The API team will make changes to mainframe data when new applications are deployed to production. These changes may result in some part of the new system impacting current system functionality or operations.	<p>Potential system outage or broken functionality within the CWS/CMS application.</p> <ol style="list-style-type: none"> Existing contract requires IBM to support system availability including problems introduced by integrating CWS-NS into the legacy CWS/CMS database. This means they are already contractually required to assist in the triage and repair of issues (data or other) introduced by CWS-NS. A contract amendment will be signed in January 2017 that includes a new "technical support" bucket that will replace the existing interim agreement providing 6,000 consulting hours, and removing the cap. 	DGS has signed off on a non-competitive bid (NCB) for the IBM contract which is expected to be signed by 01-09-2017. This will free-up \$2.5 million for CWS-NS related support if needed.
The 4-6 week delay of Business Rules Extraction (BRE) and Data Audit contract.	The CWDS Platform vendor (yet to be procured), who will develop an API to Licensing Information System (LIS) and Field Automation Support (FAS) legacy systems, will not have critical information in time to provide the backend support to the CALS frontend development team in time for first release.	Both the Tech and CALS teams need to work with ISD and the BRE contractor to prioritize their focus such that it supplies the platform team with the necessary information to support the CALS release plans and product roadmap in correct priority order.

ISSUES

For this reporting period, there are currently three (3) high issues being tracked and managed on the project.

Issue	Impact	Status
CWS-NS Implementation Advance Planning Document (IAPD) does not describe a Statewide Automated Child Welfare Information System (SACWIS) compliant Title IV-E Eligibility determination process.	If the State chooses not to describe or become SACWIS compliant, the CWS-NS project will receive a reduced level of Federal funding as a non-SACWIS project.	<p>The State is taking the following steps with the intent to become SACWIS compliant:</p> <ul style="list-style-type: none"> Formed a state/county workgroup comprised of CWS-NS project team members, and staff of OSI's Consortium Management Unit (CMU), representatives of Leader Replacement System (LRS), Consortium IV (C-IV), and California Work Opportunity and Responsibility to Kids Information Network (CaWIN), and affected counties Conducted workgroup kickoff meeting on May 2016 Conducted workgroup meetings from May through August 2016 Prepared Foster Care Eligibility Determination (FCED) solution specifications template Prepared FCED solution evaluation criteria <ul style="list-style-type: none"> Will be reviewed by SAWS consortia staff to facilitate refinement of cost estimate Currently conducting a gap analysis to compare current SAWS business processes against the minimum level of automation required to support end-to-end FCED business processes.

Issue	Impact	Status
Inconsistent WIFI Connection at Gateway Oaks	Loss of productivity, rework, and quality issues.	The vendor (Aruba) to install their system as a trial run before purchasing. We expect this system to fix most of the issues.
Microsoft Credentialing Issue for Outlook for CDSS staff.	Approx. 50 CDSS staff started experiencing this issue when migrated to Office 365. They are unable to perform work and communicate effectively.	Continue to work with CDT on resolution.

TEAM ACCOMPLISHMENT/UPCOMING MILESTONES

Team Name	Major Accomplishments	Upcoming Milestones
Case Management	<ul style="list-style-type: none"> Began product strategy and user design activities Completed gap analysis between CALS and Intake digital services Completed vision statements 	<ul style="list-style-type: none"> Complete framing document for four out of seven feature sets Host and participate in framing reviews with other digital services to ensure accuracy and clarity
Certification, Approval, and Licensing Services (CALS)	<ul style="list-style-type: none"> Planned and conducted Core Constituent Kick Off meetings at the following counties; Orange, Los Angeles, San Francisco, San Mateo, plus CDSS Community Care Licensing Division (CCLD) in Sacramento Began work with Business Rules Extraction Vendor for CDSS Legacy Systems used for CCLD Licensing workers Prepared for Quarterly Stakeholder Forum breakout session to be held 1/10/17 	<ul style="list-style-type: none"> Draft Framing document in preparation for on-boarding the CALS Vendor Prepare for Core Constituent SMEs on-boarding including training on Agile and User Research Prepare for Vendor on-boarding after contract execution
Change Configuration Release	<ul style="list-style-type: none"> Supported all Release 7.5 post implementation activities and project close out. Supported Release 7.5.1 activities. Finalized the business requirements for Release 8.1. Initiated development of the Release 8.1 statement of work. Supported ELT in the re-prioritization of the Continuum of Care Reform portion of Release 8.1 Received authorization for Release 7.6 and Release 7.7 Initiated the development of the Release 7.6 work authorization document. 	<ul style="list-style-type: none"> Support Sprint 5, Release 7.5.1 activities Complete the Release 7.6 work authorization document. Support activities to complete the Release 7.6 Project Planning and Schedule phase. Support activities to complete the Release 7.6 Design phase. Initiate development of the Release 7.7 statement of work.
Stakeholder Relations	<ul style="list-style-type: none"> Advertised and coordinated attendance (both in-person and online) for the January 10th CWDS Quarterly Stakeholder Forum Publicized the Agile Development Pre-Qualified (ADPQ) vendor pool refresh on the CWDS website and through social media. Updated the CWDS website to include both monthly and quarterly Legislative reports as well as other reports. Provided communication planning and support for December CALS Core County Kickoff sessions. 	<ul style="list-style-type: none"> Assistance with and coordination of the upcoming January 10th CWDS Quarterly Stakeholder Forum. Record new Agile education video and publish to CWDS YouTube account

Team Name	Major Accomplishments	Upcoming Milestones
Data Management	<ul style="list-style-type: none"> Conducted CWS/CMS County Data Workgroup Meeting on 12/22/16. 	<ul style="list-style-type: none"> Deployment of work authorization 1601 to all counties. Planning for BI4.2 Patch 3 upgrade for Business Object Training server.
DevOps Engineering	<ul style="list-style-type: none"> Deployed first integration environment (INT01) in AWS cloud. Executed work order to connect CWDS cloud environment (AWS) to California Department of Technology (CDT) data center via leased circuits (strategic network connectivity). 	<ul style="list-style-type: none"> Deploy Performance environment in AWS cloud. Continue work on strategic network connectivity solution.
Interfaces	<ul style="list-style-type: none"> Conducted Courts Interfaces Kick-Off meeting Submitted DSA to California Department of Corrections and Rehabilitation (CDCR) for sign-off Finalized the list for all external systems and submitted to Intake team for review 	<ul style="list-style-type: none"> Conduct meetings with County Counsels, Judges, Court CIOs and County CW Directors for Courts Interfaces
Implementation / Training	<ul style="list-style-type: none"> Created additional Organizational Change Management artifacts Created first draft of Implementation 2, Organizational Change Management (OCM) 2, Training Development 2, Training Delivery 2 contracts Aligned implementation activities with Release 1 Continued work on Intake Implementation Request For Proposal evaluation Created first draft of Contractor Onboarding Playbook Researched Training Environment Needs Created first draft of Implementation/OCM/Training Roadmap for the Intake Digital Service Researched Testing Strategy for the Intake Digital Service 	<ul style="list-style-type: none"> Complete second drafts of the Implementation 2, OCM 2, Training Development 2, and Training Delivery 2 contracts Continue work on the Training Plan Finalize staffing needs for the Implementation 2 contract
Intake	<ul style="list-style-type: none"> Participated in a two-day Release Planning session with all digital service teams and Intake core county partners. Scheduled core county partners for usability testing to take place at the beginning of 2017. Identified interfaces necessary for Intake. Agreed upon the approach for address validation. 	<ul style="list-style-type: none"> Complete Sprint 8. Complete the Usability test Plan for History & Participants. UX/UI team to complete site visits to core counties for usability testing.
CWS/CMS (Legacy) Design, Development and Testing	<ul style="list-style-type: none"> Completed all Release 7.5 post implementation activities. Closed out the Release 7.5 project. Reviewed 90 test cases in support of Release 8.0. Assisted the Change Configuration Release Service Team to finalize the business requirements for Release 8.1 Supported the Continuum of Care Reform release planning activities. Received authorization to execute Release 7.6 and Release 7.7. Supported the development of the Release 7.6 work authorization document 	<ul style="list-style-type: none"> Complete Sprint 5, Release 7.5.1. Complete the Release 7.6 Project Management Plan and Schedule phase. Complete the Release 7.6 Design phase. Support the completion of the Release 7.7 statement of work.

Team Name	Major Accomplishments	Upcoming Milestones
CDSS Legacy Service	<ul style="list-style-type: none"> CDSS legacy systems Business Rules Extraction team on board and kick-off complete. Completed CALS RFO review and selection of a vendor. Reviewed RFO responses, chose vendors for CALS team support of CDSS legacy systems. Defined both physical and logical network architecture for AWS connection to CDSS legacy systems. 	<ul style="list-style-type: none"> Establish Java Database Connection (JDBC) to the Licensing Information System (LIS) and the Field Automation (FAS) data for CALS development. On board CALS support team for CDSS legacy systems BRE team to complete credential Roles and Access rules extraction.
Project Management Office (PMO)	<ul style="list-style-type: none"> Completed initial agile alignment of Test Management Plan Completed Stakeholder Management Plan Completed planning for onsite Quarterly Stakeholder Forum 	<ul style="list-style-type: none"> Complete Test Management Plan Complete Cost Management Plan Hold Quarterly Stakeholder Forum
Program Policy	<ul style="list-style-type: none"> Participated in Assembly Bill 1911 Workgroup Completed policy analysis on collecting race and ethnicity in support of the Intake Digital Service Created list of Indian Child Welfare Act (ICWA) terms and definitions 	<ul style="list-style-type: none"> Hold breakout sessions for Quarterly Stakeholder Forum Begin tracking and analyzing 2017 State legislation Complete policy analyses in support of the Intake and Case Management Digital Services
System Administration / Infrastructure	<ul style="list-style-type: none"> Completed upgrading the DB2 sandbox test environment on the Mainframe to prepare for the production upgrade in April 2017. Completed install of new security (vanguard RACF) interface for mainframe environment. Began testing of new systems for CWS training environment. Began work on coordination of releases of the CWDS application and the Legacy application. 	<ul style="list-style-type: none"> Complete coordination of IBM and State staff and equipment move to new CWDS office location. Continue testing of new DB211 mainframe database upgrade. Continue coordination planning of first CWDS release with Legacy system.
Technical Delivery Services	<ul style="list-style-type: none"> Completed moving all but one test environment system to the new CDT managed location. Completed splitting the network to allow access to Project Office resources from new CWDS office location. Began work on setting up first new server connection to the Mainframe test environment for the new CWDS application. 	<ul style="list-style-type: none"> Complete network and server move to new office location for CWDS. Complete implementation of new training environment systems. Complete first new test environment server connection to mainframe.
Technical Platform	<ul style="list-style-type: none"> Completed person search definition from 12 DB2 source tables Completed creating loading scripts for search engine (Elasticsearch) Implemented RESTful API for Person Search Assisted in DevOps work on new integration environment Research conducted and prototypes created for user authorization Began work on security API 	<ul style="list-style-type: none"> Complete search functionality needed for Release 1 Continue working with CDSS to ensure the SAF identity management solution for login is ready for R1 Assist the DevOps team in getting the first integration environment operable
Web Management	<ul style="list-style-type: none"> Implementing new features in the rails site Detailed planning for web content migration to rails site Moved team to new CWDS location 	<ul style="list-style-type: none"> Complete Migration Plan Complete migration of GitHub content to the new rails site by March 2017