*July 26, 2019 through**August 25, 2019*

## 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.”*

Child Welfare Digital Services (CWDS) is a collaboration of California State and local government agencies that support our shared stakeholders through technology to assure the safety, permanency and well-being of children at risk of abuse, neglect or exploitation. CWDS is responsible for maintaining and operating the existing Child Welfare Services / Case Management System (CWS/CMS) and the development of the Child Welfare Services – California Automated Response and Engagement System (CWS-CARES). We are dedicated to building a child welfare information system that is compliant with the federal Comprehensive Child Welfare Information System (CCWIS) regulations and responds to users’ needs while maintaining the best standards for security and data integrity to aid child welfare professionals in the vital assistance, oversight and case management of our most vulnerable populations.

## HIGHLIGHTS

The Administration on Children, Youth and Families (ACYF) conducted their annual on-site review of the Project from August 5 - 8, 2019. During their visit, ACYF held various meetings with CWDS team members and key stakeholders to obtain information about the Project, answer questions, and provide feedback. ACYF provided feedback on the Planning Advanced Planning Document (PAPD) that was formally submitted on June 26, 2019. The Project took into consideration ACYF’s feedback to allow adequate time for planning, and on August 16, the Project resubmitted the PAPD. ACYF approved the PAPD on August 20, which secures federal funding for the planning phase through June 2020.

The Special Project Report 3 (SPR) was formally submitted to the California Department of Technology (CDT) on August 23, 2019. The Project will collaborate with CDT to incorporate suggested feedback as appropriate, with a goal to finalize the document for formal approval in fall 2019. The Project is also working closely with CDT Statewide Procurement (STP) in support of the Project’s PaaS procurement strategy. A detailed schedule is shared with STP to report procurement task status. The Project has established a frequent communication cadence with STP to discuss risks, decisions, dependencies and ongoing scheduled tasks.

The ElasticSearch 6.8. upgrade was released on July 27, 2019; however, due to issues with the deployed code, the release was not successful and ElasticSearch was rolled back to the previous version. The teams worked with the ElasticSearch vendor to solve the problem and subsequently as part of CARES 2.5.1 on August 3, 2019, ElasticSearch version 6.8 was successfully deployed to production and has been live since August 4, 2019.

On August 12, 2019, the Executive Leadership Team (ELT) approved using the name “CARES-Live” when speaking about the CARES tools in production (Snapshot, Facility Search and Child and Adolescent Needs and Strengths Assessment (CANS). This new “CARES-Live” name is an effort to provide clear and concise communication with Core Constituents regarding CARES products in production versus the future PaaS-based solution. The current count of production registered users of CARES-Live is 3,236[[1]](#footnote-2); 1,727 of which are users of the CANS features. The total number of completed CANS[[2]](#footnote-3) assessments is 879, with 1,448 assessments pending. In August 2019, 376 CANS assessments were completed which is 194 more than the number of CANS assessments completed in July 2019. The next planned release (CARES 2.6) is in the final stages of testing and is anticipated for release in early September 2019. On August 26, 2019, the Implementation Team presented the plan to ELT for a statewide, phased rollout of Snapshot 1.7 as part of the CARES 2.6 release.

## KEY PROJECT MILESTONES

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Milestone** | **Planned Finish Date** | **Actual Finish Date** | **Status** | **Notes** |
| Planning Advanced Planning Document Submission to ACYF  |  | 06/26/2019 | Completed | Formal submission to ACYF occurred on June 26, 2019. Following feedback from ACYF, the Project resubmitted the PAPD on August 16. On August 20, the Project received formal approval of the PAPD.  |
| Special Project Report 3 (SPR)  | 7/15/2019 | 08/23/2019 | In Progress | The SPR has been circulated to CDSS and OAIO for signature on July 12. Formal submission to CDT was planned for the end of July. On August 23, the SPR was formally submitted to CDT.  |
| Release CARES 2.5 | 07/20/2019 | 07/20/2019 | Completed | CARES 2.5 was released on July 20, 2019 and included Snapshot 1.6, Facility Search 1.3, and IDM 1.5 |
| Product Roadmap (First iteration) | 07/30/2019 | 06/27/2019 | Completed | The first Product Roadmap iteration, starting with Screening and leading to Emergency Placement over 6 Testable Increments, was completed and approved by ELT on July 11, 2019. |
| Data Architecture and Engineering Services Awarded  | 09/30/2019 | N/A | Cancelled | This procurement milestone has been cancelled and repurposed with other procurement milestones.  |
| Quarterly Product Roadmap Update (FY 2019/20 Q2) | 10/01/2019 |  | In Progress  |  |
| Implementation Advance Planning Document Submission to ACYF | 05/1/2020 |  | In Development  | The Planned Finish Date has been updated from 11/01/2019.  |
| PaaS Integration Services Vendor Awarded | 12/30/2019 |  | In Progress  | The Planned Finish Date has been updated from 11/30/2019. |
| CWS-CARES Digital Service Playbook Complete | 11/30/2019 |  | In Progress | The first draft of the CARES Service Delivery Playbook (Executive Summary) was completed on July 18, 2019. Detailed Playbook “plays” (tactical instructions) for Phase 3 (Discover) are currently under development by Delivery Central.  |
| PaaS Licenses Procurement Complete | 03/25/2020 |  | In Progress | The Planned Finish Date has been updated from 12/30/2019.  |

## July 26 through August 25, 2019

## CARES-LIVE RELEASE STATUS

| **Product Feature/Service - Progress to Date** |
| --- |
| With the Project's decision in May to move to a Customer Relationship Management (CRM) based PaaS solution, the Project is no longer actively managing the backlogs/work queues for various digital services to introduce new features. The Project, however, is committed to evaluating enhancements and features that would increase adoption of CARES-Live (CANS, Snapshot and Facility Search). All feature requests will be evaluated against adoption goals, and in December 2019, the Project will reassess the costs and benefits to determine whether it will continue supporting CARES-Live in production. If it is determined that the existing CARES system should no longer be supported, the Project will evaluate how the information in the system will be converted to the new PaaS solution.At this time, CARES-Live has only one release fully defined, developed, tested for release in early September 2019. The table below lists the changes planned in detail. Similar to other statewide releases, a phased implementation plan has been developed to roll out the changes to all county and state users, following a September through November 2019 wave schedule. |

| **CARES-Live Release 2.6** | **Notes** |
| --- | --- |
| **Snapshot 1.7 Features*** Search criteria
* Search results in table format
* Attach & remove feature
* Side navigation
* Audit logs
 | **Implementation Activities*** Facilitated CARES-Live Monthly Implementation Meeting
* Contacted organizations to get updated implementation contacts
* Continued planning for statewide release of Snapshot:
	+ Logging survey results about estimated Snapshot user counts
	+ Started compiling CARES and CWS/CMS user lists by organization
* Participated in weekly discussions for Implementation’s role in Sandbox development and operations.

**Organizational Change Management** * Published *Working in CARES* Newsletter, Volumes 13 and 14
* Updated CARES 2.6 Features Enhancements Slide, Change Readiness Plan and Snapshot Infographic
* Drafted CARES-Live slides, Demo Request

**User Training*** Analyzed features for CARES-Live 2.6
* Updated training materials for CARES-Live 2.6
 |

## STAFFING VACANCY

Current Vacancy Rate: 21%



Current Vacancies - 22 of 104 CWS-CARES positions. The CWS-CARES vacancy rate increased by 2%, from 19% to 21%, since the last report.

| **EntityCWS-CARES** | **Classification** | **Service Team** | **Date Vacant** | **# of Days****Vacant** | **Efforts/Notes** |
| --- | --- | --- | --- | --- | --- |
| OSI | Office Technician | Administration Services Section | 8/16/2019 | 9 | RPA Under construction |
| OSI | Information Technology Associate | Developer | 7/1/2017 | 785 | Position on hold. |
| OSI | Information Technology Manager I | Product Planning Chief | 7/1/2017 | 785 | Position on hold.  |
| OSI | Information Technology Specialist I | Developer | 7/1/2017 | 785 | Position on hold. |
| OSI | Information Technology Specialist I | Procurement and Contract Management Analyst | 8/8/2019 | 1 | Final Filing Date 8/3/2019. |
| OSI | Information Technology Specialist I | Information Security Analyst | 7/1/2017 | 785 | Position on hold. |
| OSI | Information Technology Specialist I | Developer | 7/1/2017 | 785 | Position on hold. |
| OSI | Information Technology Specialist I | DevOps Engineering | 7/1/2019 | 55 | Position on hold. |
| OSI | Information Technology Specialist I | Application Architect | 7/1/2017 | 785 | Position on hold. |
| OSI | Information Technology Specialist I | Developer | 7/1/2017 | 785 | Position on hold. |
| OSI | Information Technology Specialist I | Product Owner | 8/1/2019 | 24 | Position on hold. |
| OSI | Information Technology Specialist I | Product Owner | 8/20/2019 | 5 | Position on hold. |
| OSI | Information Technology Specialist II | DevOps Engineering | 7/1/2017 | 785 | Position on hold. |
| OSI | Information Technology Specialist II | DevOps Engineering | 7/1/2017 | 785 | Position on hold. |
| OSI | Information Technology Specialist II | Application Architect | 7/1/2017 | 785 | Position on hold. |
| OSI | Information Technology Supervisor II | Data Management | 7/1/2017 | 785 | Position on hold. |
| CDSS | Office Technician | Administrative Support | 2/27/2019 | 179 | Candidate has been identified. Appointment packet is in process. 8/16/19 |
| CDSS | Associate Governmental Program Analyst | Program Policy | 9/25/2018 | 334 | Candidate has been identified. Appointment packet is in process. 8/16/19 |
| CDSS | Associate Governmental Program Analyst | Program Policy | 4/15/2019 | 132 | Position was reposted on 8/14/19 |
| CDSS | Associate Governmental Program Analyst | Administrative Services Unit | 1/5/2018 | 597 | Candidate has been identified. Appointment packet is in process. 7/23/19 |
| CDSS | Associate Governmental Program Analyst | Licensing Program | 6/28/2019 | 58 | Need information about recruitment |
| CDSS | Information Technology Specialist I | Licensing Program Specialist | 7/12/2019 | 44 | Need information about recruitment |
|   | **Filled Positions** |   |   |   |   |
| CDSS | Associate Governmental Program Analyst | Administrative Services Unit | 10/13/2018 | 316 | Position filled. Formal start date 8/21/19 |

## RISKS

For this reporting period there are no High Priority risks open. Two High Priority risks were downgraded to Medium, and one High Priority Risk was downgraded to Low, thus removing them from this report. No new risks were added for this reporting period.

## ISSUES

For this reporting period, there are no High Priority issues open. Two High Priority issues were downgraded to Low, thus removing them from this table. One Issue was closed in this reporting period. No new issues were added for this reporting period. The below table provides details for the closed issue.

Closed Issues

| **Closed Issues** | **Impact** | **Resolution** |
| --- | --- | --- |
| CARES is currently using a version (5.5.2) of ElasticSearch that is no longer supported. Ver 5.5.2 was de-supported on April 10, 2019.RI-120Closed Date August 7, 2019Reason for Closure:*The Project released Elastic Search 6.8.0 Upgrade to production 8/3. The release to production was successful and has been live since 8/4/19. The Project received feedback from Security Team that they “verified the vulnerability is not reflecting as currently active from security team's daily Tenable scans of all environments”. Will proceed with closing this Issue.* | The vendor is no longer providing support and there are known security vulnerabilities with the version (5.5.2) currently being used by CARES. | Work on ES 6.8.0 and CARES 2.5 in parallel with a 7/20/19 release date for CARES 2.5 and a future release date (e.g., 8/3) for ES 6.8.0Progress as of 7/10/2019:ES 6.8 is planned to go into production on July 27, 2019. Once this is in production and running successfully, this issue will be closed. |

## BUDGET/EXPENDITURES

 as of AUGUST 23, 2019

**2018-19 CWS-CARES Budget/Expenditure Report Summary**

| **OSI Spending Authority Budget Item** | **2018-19 Budget1** | **Actual Expenditures** | **Projected Expenditures** | **Total Actuals/ Projections** |
| --- | --- | --- | --- | --- |
| Personnel Services\* | 9,935,256  | 7,136,446 | -  | 7,136,446  |
| Other OE&E\*\* | 5,717,563  | 3,199,260  | 284,351  | 3,483,611  |
| Data Center Services\*\* | 3,910,543  | 3,852,650  | 412,188  | 4,264,838  |
| Contract Services\*\* | 51,581,244  | 31,264,736  | 896,385  | 32,161,121  |
| Enterprise Services\* | 5,420,394  | 1,802,586  | -  | 1,802,586  |
| **OSI Spending Authority Total** | **76,565,000**  | **47,255,678**  | **1,592,924**  | **48,848,602**  |

| **CDSS Local AssistanceBudget Item** | **2018-19 Budget** | **Actual Expenditures** | **Projected Expenditures** | **Total Actuals/ Projections** |
| --- | --- | --- | --- | --- |
| Contract Services\*\*\* | 587,180  | 670,041  | 60,80  | 730,841  |
| Other OE&E\*\*\* | 3,492,074  | - | 2,170,410  | 2,170,410  |
| County Participation Costs\*\*\* | 19,157,746  | 2,351,121  | 600,000  | 2,951,121  |
| **CDSS Local Assistance Total** | **23,237,000**  | **1,584,533**  | **2,831,210**  | **5,852,372**  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **CDSS State OperationsBudget Item** | **2018-19 Budget** | **Actual Expenditures** | **Projected Expenditures** | **Total Actuals/ Projections** |
| Personnel Services\*\*\*\* | 1,930,359  | 1,933,216  | 178,059  | 2,111,275  |
| Facilities\*\*\*\* | 568,000  | 62,743  | 17,693  | 80,437  |
| Other OE&E\*\*\*\* | 224,497  | 54,717  | 23,250  | 77,967  |
| **CDSS State Operations Total** | **2,722,856**  | **2,050,676**  | **219,002**  | **2,269,678**  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **CWS-CARES Project Total** | **102,524,856**  | **52,327,416**  | **4,643,136**  | **56,970,652**  |

1 2018-19 Budget reflects amount in FY 2019-20 Governor's Budget

\* Actuals through April 2019 per FI$Cal Report

\*\* Actuals from April 2019 Fi$CAL Reports, in addition to processed invoices through July 25, 2019

\*\*\* Actuals from CDSS as of December 2018

\*\*\*\* Actuals through May 2019 per CalSTARS Report

**Note:** The adjustments to the OSI line item spending authority was made to better align with the Project’s focus of one product feature set at a time.

1. The current count of registered CARES users has been adjusted to reflect accurate totals. Incorrect data had been inadvertently used in prior month(s). This data removes testers and State users. CARES counts are as of August 12, 2019. [↑](#footnote-ref-2)
2. CANS assessment counts as of August 29, 2019. [↑](#footnote-ref-3)