*September 16, 2019 through**October 15, 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

During September and October, the CWS-CARES Project successfully implemented the statewide rollout of Snapshot 1.7, as part of the CARES-Live 2.6 release, as follows:

* Phase 1 - Intake Core Constituent Representatives, 34 users (September 9th)
* Phase 2 - Intake Core Constituents, 380 users (414 total users) (September 16th)
* Phase 3 – Remaining Core Constituents, 1,063 users (1,477 total users) (September 30th)
* Phase 4 - All Remaining Organizations (3 Waves):
	+ Wave 1 - 738 users (2,215 total users) (October 7th)
	+ Wave 2 - 1,444 users (3,659 total users) (October 14th)
	+ Wave 3 - 2,420 users, (6,079 total users) (October 21st)
	+ Wave 4 – 1,212 users, (7,291 total users) (October 28th)

Phase 4 (Wave 4) is scheduled for implementation on October 28 and will conclude the Project’s statewide rollout of Snapshot 1.7. As mentioned previously in the September CWDS Update, the CARES-Live 2.6 Release resolved the search pipeline latency issue and now provides search results in near real-time synchronization with CWS/CMS. Additional Snapshot feature enhancements include the ability to attach information regarding related clients, use a left navigation menu, and use multiple search criteria resulting in more refined results when searching for information. The enhanced functionality also includes the ability to provide reports from User Trace Log Files.

On October 15, the Project held a CARES-Live County Workshop Demo to review the new Snapshot 1.7 enhancements and features. In support of this release, CWDS Project representatives continue to attend the various stakeholder meetings, which include Regional Childrens Director’s meetings, Regional User Group meetings and California Department of Social Services (CDSS) meetings, to provide CARES and CARES-Live project status updates and demonstrations. The next Regional User Group meeting is scheduled for October 25, 2019.

Implementation activities include providing support and learning opportunities to increase awareness and adoption of the CARES-Live features (Child and Adolescent Needs and Strengths (CANS), Snapshot, and Facility Search). This includes CARES-Live web-based training, demos, videos, and job aides addressing CARES-Live functionality. Through these efforts, CARES-Live users have a variety of ways to learn how to use CARES.

The Project continues to see a steady increase in user adoption of CANS in CARES-Live, and the number of completed CANS assessments is also rising. For further details regarding CARES-Live usage, please see the metrics table below.

On October 2, 2019, the Executive Leadership Team (ELT) approved the release of CARES-Live 2.7, with an anticipated release date of November 16, 2019. This release is targeted to include enhancements for New Relic (user metrics) reporting capabilities for Snapshot, bug fixes and enhancements for Snapshot, and security related identity management fixes.

The Project continues to further refine and verify the work represented in the Product Blueprint and Product Roadmap, also referred to as Level 2 Discovery work. The project is also reconfiguring and testing Jira (project’s tool to track development work) in anticipation of the need to better monitor and report progress of the upcoming transition to Platform as a Service (PaaS).

## KEY PROJECT MILESTONES

| **Milestone** | **Planned Finish Date** | **Actual Finish Date** | **Status** | **Notes** |
| --- | --- | --- | --- | --- |
| Special Project Report 3 (SPR 3) Approved | 11/30/2019 |  | In Progress | The SPR 3 was formally submitted to the California Department of Technology (CDT) on August 23, 2019. The Project received CDT critical partner review on the SPR 3 on September 15. The Project is addressing CDT’s feedback with a goal to circulate the final update for signatures and submission in Fall 2019.  |
| CARES-Live 2.6 Implemented Statewide | 11/04/2019 |  | In Progress | The Project released CARES-Live 2.6 and is following the phased statewide implementation approach as described above. The date of November 4th takes into consideration user adoption.  |
| Product Roadmap Updated Quarterly (FY 2019/20 Q2) | 10/01/2019 | 09/26/2019 | Completed | The Quarterly Product Roadmap Update was completed on September 26, 2019. The update reflects recent Product Blueprint refinement sessions that reshape/rename some of the Product Building Blocks.  |
| CWS-CARES Playbook Completed | 11/30/2019 |  | In Progress | The CARES Service Delivery Playbook was completed on August 19, 2019. Detailed Playbook “plays” (tactical instructions) are currently under development by Delivery Central.  |
| Decision on Continuation of CARES-Live completed | 01/2020 |  |  | The Project has released three CARES-Live feature-sets to date: CANS, Facility Search and Snapshot. After calendar year 2019, the Project will assess the costs and benefits of continuing to support those feature-sets as the Project transitions to the PaaS solution.  |
| Implementation Advance Planning Document Submitted to ACYF | 04/2020 |  | In Development |  |
| PaaS Integration Services Procurement Completed | TBD |  | In Progress | The Project is collaborating with CDT STP to baseline the detailed procurement schedule.  |
| PaaS Licenses Procurement Completed | TBD |  | In Progress | The Project is collaborating with CDT STP to baseline the detailed procurement schedule.  |
| CARES Data Infrastructure Procurement Completed  | TBD |  | In Progress  | The Project is collaborating with CDT STP to baseline the detailed procurement schedule. |
| Product Value Services Procurement Completed | TBD |  | In Progress | The Project is collaborating with CDT STP to baseline the detailed procurement schedule.  |

## September 16 through October 15, 2019

## CARES-LIVE RELEASE STATUS

### **Product Feature/Service - Progress to Date**

With the Project's decision in May 2019 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 enhancement requests will be evaluated against user adoption goals, and, the Project will continue to reassess the costs and benefits moving forward.

### **CARES-Live Release 2.6**

|  |  |
| --- | --- |
| **Snapshot 1.7 Features** * Search criteria
* Search results in table format
* Attach & remove feature
* Side navigation
* Audit logs
 | **Implementation Activities*** Continued readiness activities for statewide release of Snapshot 1.7:
	+ Compiling CARES and CWS/CMS users lists by organization
	+ Created and executed on a statewide implementation readiness plan
* Successfully completed Go-Live for: Phases 1 (Sept 9), Phase 2 (Sept 16), Phase 3 (Sept 30), Phase 4 Waves 1 (Oct 7) and Phase 4 Wave 2 (Oct 14)
* Preparing for the final Go-Live date for CARES-Live 2.6, Phase 4 Wave 3 (Oct 21)
* Participated in discussions for CARES-Live Learning Opportunities to support and encourage stakeholder adoption of products in CARES production
	+ Created spreadsheet to track ideas for CARES-Live Learning Opportunities to be shared during Implementation calls with stakeholders
* Created a spreadsheet to track stakeholder feedback related to CARES-Live tools and adoption

**Organizational Change Management** * CWDS Implementation added as a regular attendee on the Probation Committee Meeting to provide outreach to Probation stakeholders
* Attended several Regional User Group meetings and Children's outreach meetings to provide implementation and release updates
* Finalized the CARES-Live 2.6 Features Enhancements Slide, Change Readiness Plan and Snapshot Infographic
* Drafted CARES-Live slides for PowerPoint presentations

**User Training*** Finalized Snapshot 1.7 demonstration video and posted to the CWDS Implementation Portal
* Creating the Web Based Training (interactive learning video) for Snapshot 1.7
* Completed Snapshot 1.7 Train-the-Trainer (TTT) Training sessions on Oct 3, Oct 10, and Oct 15
* Performed analysis to determine training activities needed to support the CARES 2.7 release
* Participated in discussions and facilitated next steps for the Training Environment regarding user access and data validation
 |

### **CARES-Live Release 2.7**

|  |
| --- |
| **Snapshot Enhancements and Bug Fixes** * Configure and capture User Metrics for New Relic report
* Update search behavior to disable the ability to search when information previously entered into field is removed by a user
* Address the field constraints for SSN & Client ID
* Refactor GitHub repository for future releases of Snapshot

**Identity Management (IDM) Security Updates** * Remove HTTP caching software called “Varnish” from the Cognito code
* Remove all external requests to load Fonts, Style Sheets and JS files from non-trusted software repositories so that Cognito Login page cannot load them

**CANS Enhancements*** Update CANS items to match updated CANS Rating Form
* Update CANS Duplicate Client Reconciliation Report

  |

## CARES-Live METRICS

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| FACILITY SEARCH |  May | June | July |  August | September | Thru - Oct 15th |
| # of Sessions | 97 | 232 | 210 | 264 | 235 | 149 |
| SNAPSHOT |  **May** | **June** | **July** |  **August** | **September** | **Thru - Oct 15th** |
| # of Users | 12 | 12 | 21 | 22 | 74 | 155 |
| CANS  |  **May** | **June** | **July** |  **August** | **September** | **Thru Oct 15th** |
| # of Completed Assessments | 94 | 115 | 182 | 377 | 1061 | 685 |

## STAFFING VACANCY

Current Vacancy Rate: 21%



Current Vacancies - 22 of 104 CWS-CARES positions. The CWS-CARES vacancy rate has remained the same, since the last report.

| **EntityCWS-CARES** | **Classification** | **Service Team** | **Date Vacant** | **# of Days****Vacant** | **Efforts/Notes** |
| --- | --- | --- | --- | --- | --- |
| OSI | Information Technology Associate | Developer | 7/1/2017 | 836 | Position on hold. |
| OSI | Information Technology Manager I | Product Planning Chief | 7/1/2017 | 836 | RPA and Duty Statement under development. |
| OSI | Information Technology Specialist I | Developer | 7/1/2017 | 836 | Position on hold. |
| OSI | Information Technology Specialist I | Procurement and Contract Management Analyst | 8/8/2019 | 68 | 10/7/19 - Scheduling interviews |
| OSI | Information Technology Specialist I | DevOps Engineer | 9/30/2019 | 15 | RPA under construction. |
| OSI | Information Technology Specialist I | Information Security Analyst | 7/1/2017 | 836 | Position on hold. |
| OSI | Information Technology Specialist I | Developer | 7/1/2017 | 836 | Position on hold. |
| OSI | Information Technology Specialist I | DevOps Engineering | 7/1/2019 | 106 | RPA and Duty Statement under development. |
| OSI | Information Technology Specialist I | Application Architect | 7/1/2017 | 836 | Position on hold. |
| OSI | Information Technology Specialist I | Developer | 7/1/2017 | 836 | Position on hold. |
| OSI | Information Technology Specialist I | Product Owner | 8/1/2019 | 75 | Position on hold. |
| OSI | Information Technology Specialist I | Product Owner | 8/20/2019 | 56 | Position on hold. |
| OSI | Information Technology Specialist I | Implementation Team Member | 8/30/2019 | 46 | 10/7/19 - HR reviewing RPA and Duty Statement |
| OSI | Information Technology Specialist II | DevOps Engineering | 7/1/2017 | 836 | RPA and Duty Statement under development. |
| OSI | Information Technology Specialist II | Information Security Analyst | 9/14/2019 | 31 | RPA and Duty Statement under development. |
| OSI | Information Technology Specialist II | DevOps Engineering | 7/1/2017 | 836 | RPA and Duty Statement under development. |
| OSI | Information Technology Specialist II | Application Architect | 7/1/2017 | 836 | RPA and Duty Statement under development. |
| CDSS | Information Technology Supervisor II | Data Management | 7/1/2017 | 836 | Position on hold. |
| CDSS | Associate Governmental Program Analyst | Business Requirements Unit | 4/15/2019 | 183 | Second interviews started on 10/16/2019.  |
| CDSS | Associate Governmental Program Analyst | Licensing Program | 1/5/2018 | 648 | Position on hold. |
| CDSS | Associate Governmental Program Analyst | Licensing Program | 6/28/2019 | 109 | 10/7/19 - Scheduling interviews |
| CDSS | Information Technology Specialist I | Licensing Program Specialist | 7/12/2019 | 95 | 10/7/19 - Scheduling interviews |
|   | **Filled Positions** |   |   |  |   |
| OSI | Office Technician | CWS Support Unit | 2/27/2019 | 216 | Position filled. Official start date 10/1/19. |

## RISKS

For this reporting period there are no High Priority risks open. No High Priority risks were closed, and no new risks were added.

## ISSUES

For this reporting period, there are no High Priority issues open. No High Priority issues were closed, and no new issues were added.

**BUDGET/EXPENDITURES**

as of october 15, 2019

**2019-20 CWS-CARES Budget**

| **CWS-CARES Budget** | **2019-20 Budget** |
| --- | --- |
| **CWS-CARES Spending Authority Total** | **26,000,000** |

| **CDSS State Operations Budget Item** | **2019-20 Budget** |
| --- | --- |
| **CDSS State Operations Total** | **2,722,856** |

|  |  |
| --- | --- |
| **CWS-CARES Project Total** | **28,722,856** |