*November 16, 2019 through**December 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 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

CARES-Live 2.7 was released on November 16, which included bug fixes and enhancements to the user metrics tool (New Relic) to identify the number of users actively using Snapshot, as well as security related identity management fixes. These user enhancements will allow the Project to further understand organizational use case scenarios and determine how CWDS can better support organizations as they continue to adopt CARES-Live as part of their existing workflows. For further details regarding these enhancements and fixes, please refer to the *CARES-Live Release Status* section below. Following the successful statewide rollout of Snapshot 1.7 in November 2019, the Counties requested another opportunity to add a large quantity of additional users (bulk load) to CARES-Live. As a result, the bulk load requests from the Counties were divided into three waves on November 18, November 25 and December 3, and the users were granted access to CARES-Live.

The Project met with the Board of Directors on November 21, 2019 and provided a product update that covered the CWS-CARES Product Roadmap, Platform as a Service (PaaS) planning highlights and the proposed Service Delivery Lifecycle Governance Model. The Project also shared the CWDS Project Roadmap and plans to publish it on the CWDS Website next month. The Project Roadmap includes key milestones, such as CARES-Live Releases, CWS-CARES Product Development work, CWDS Project Approvals, Procurements and Communications through State Fiscal Year 2020/21.

During the month of November, the Project aggregated and analyzed the results from the CARES-Live User Survey distributed in the month prior. One of the prominent trends identified in the survey was that full roll-out of the active CARES-Live feature sets is dependent on the various County program schedules and resource allocations. The Project plans to send out a follow-up survey in January 2020 to obtain additional feedback.

The Product Delivery Team continues to conduct planning and discovery activities, including testing against the recently developed Service Delivery Lifecycle documentation, identifying gaps or items that need further clarity and refining the process and documentation as needed. On December 5, a kick-off meeting was held to start developing the Value Hypothesis for the first Screening building block. This approach will be used in developing each building block, which also links process, program, and practice elements (and supporting metrics) to child and family outcomes.

The Project continues to collaborate with the California Department of Technology (CDT) and Department of Finance (DOF) to finalize Special Project Report (SPR) 3. On December 9, the updated SPR 3 began circulation for signatures.

## KEY PROJECT MILESTONES

| **Milestone** | **Planned Finish Date** | **Actual Finish Date** | **Status** | **Notes** |
| --- | --- | --- | --- | --- |
| Special Project Report 3 (SPR 3) Submission | 11/30/2019 |  | In Progress | The Project continues to collaborate with the California Department of Technology (CDT) and Department of Finance (DOF) to update the Special Project Report (SPR) 3 for final review and approval in Fall 2019. On December 9, the updated SPR 3 began circulation for signatures. |
| Release CARES-Live 2.7 | 11/16/2019 | 11/16/2019 | Completed | On November 16, 2019 the Project released CARES-Live 2.7. This release included bug fixes and enhancements to the user metrics tool (New Relic) reporting capabilities for Snapshot, as well as security related identity management fixes. |
| Release CARES-Live 2.7.2 | 12/19/2019 |  | In Progress | CARES-Live 2.7.2 is scheduled for release on 12/19/19. This hotfix release includes enhancements to the user metrics tool (New Relic) reporting capabilities for Facility Search. This will assist the Project with trend analysis by county, for the continued refinement and development of feature-set reporting. |
| Release CARES-Live 2.8 | 1/11/2019 |  | In Progress | CARES-Live 2.8 is scheduled for release on 1/11/19. This release will provide backend infrastructure improvements. |
| Product Roadmap Updated Quarterly (FY 2019/20 Q2 | 10/01/2019 | 09/26/2019 | Completed | The Quarterly Product Roadmap was updated on September 26, 2019. The update reflects recent Product Blueprint refinement sessions that reshape/rename some of the Product Building Blocks. |
| Project Roadmap  Updated Quarterly  (FY 2019/20 Q2) | 12/31/2019 |  | In Progress | The Quarterly Project Roadmap was last updated on November 13, 2019. The update reflects recent Project Roadmap refinement sessions that realign upcoming key milestone dates with the pending SPR 3 approval. |
| CWS-CARES Playbook | 11/30/2019 | 10/15/2019 | Completed | The CARES Service Delivery Playbook was completed on August 19, 2019. Detailed Playbook “plays” (tactical instructions) were completed on October 15, 2019. |
| Decision on Continuation of CARES-Live | 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 CARES-Live. |
| Implementation Advance Planning Document Submitted to ACYF | 04/2020 |  | In Progress |  |
| PaaS Integration Services Procurement | 08/11/2020 |  | In Progress | The Solicitation was released on November 7, 2019. |
| PaaS Licenses Procurement | 06/02/2020 |  | In Progress | The Project is collaborating with CDT STP to develop the RFO. |
| CARES Data Infrastructure Procurement | 10/02/2020 |  | In Progress | ACYF approved the CDI solicitation for release; however, this procurement is strategically scheduled to take place later in 2020 due to resource constraints who are dedicated to the PaaS Integration Services Procurement. |
| Product Value Services Procurement | 06/15/2020 |  | In Progress | The Project is collaborating with CDT STP to develop the RFO. |

## November 16 through December 15, 2019

## CARES-LIVE RELEASE STATUS

### Product Feature/Service - Progress to Date

With the Project's decision in May 2019 to pursue a Customer Relationship Management (CRM) based PaaS solution, the Project is no longer actively managing the backlogs/work queues for the team to introduce new features to CARES-Live. 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 2.7

**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

**Implementation Activities**

* Completed activities for statewide rollout of Snapshot 1.7 and as of 10/28/2019 the statewide rollout is complete.
* Preparing to bulk load users. Offering to bulk load users to counties can gain access to one or all of the CARES-Live feature sets: Snapshot, CANS Facility Search
  + 3 Waves of bulk loading: Wave 1 on 11/18/2019, Wave 2 on 11/25/2019 and Wave 3 on 12/3/2019.
* Analysis of CARES-Live user metrics and track county feedback to provide ELT with weekly updates about CARES-Live adoption and county feedback

**Organizational Change Management**

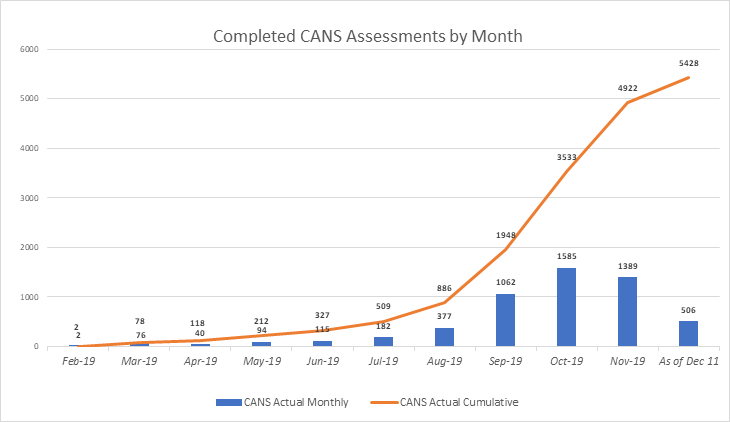
* Identified a strategy and plan for county outreach efforts in support of county level implementation and adoption of CARES-Live tools.
* CARES-Live survey conducted to gather user feedback. Conducted analysis of survey results.
* Attended several Regional User Group meetings and Children's outreach meetings to provide implementation and release updates

**User Training**

* Finalized web-based training (interactive learning video) for Snapshot 1.7 and posted to the CWDS Implementation Portal
* Updated training material to support the CARES 2.7 release, scheduled for 11/16/2019
* Participated in discussions and facilitated next steps for the Training Environment regarding user access and data validation
* Created data for the training environment

## CARES-Live METRICS

| **Month** | **FACILITY SEARCH  # Sessions** | **SNAPSHOT**  **# Users Actively Using** | **CANS**  **# Completed Assessments** |
| --- | --- | --- | --- |
| May | 97 | 12 | 94 |
| June | 232 | 12 | 115 |
| July | 210 | 21 | 182 |
| August | 264 | 22 | 377 |
| September | 235 | 74 | 1061 |
| October | 326 | 487 | 1585 |
| November | 272 | 291 | 1389 |
| Thru – December 11 | 122 | 161 | 506 |



**STAFFING VACANCY**

Current Vacancy Rate: 22%

**CWS-CARES Vacancy Rate & Staff Hired - 22% (OSI & CDSS)

July 2019, Vacancy Rate 2 / Staff Hired 19%
August 2019, Vacancy Rate 2 / Staff Hired 21%
September 2019, Vacancy Rate 1 / Staff Hired 21%
October 2019, Vacancy Rate 1 / Staff Hired 22%
November 2019, Vacancy Rate 3 / Staff Hired 21%
December 2019, Vacancy Rate 0 / Staff Hired 22%**

Current Vacancies - 23 of 104 CWS-CARES positions. The CWS-CARES vacancy rate has decreased from 21% to 22% since the last report.

| **Entity CWS-CARES** | **Classification** | **Service Team** | **Date Vacant** | **# of Days**  **Vacant** | **Efforts/Notes** |
| --- | --- | --- | --- | --- | --- |
| OSI | Associate Governmental Program Analyst | Procurement and Contract Management Analyst | 11/27/2019 | 18 | RPA under construction |
| OSI | Information Technology Associate | Developer | 7/1/2017 | 897 | Position on hold. |
| OSI | Information Technology Manager I | Product Chief | 7/1/2017 | 897 | Position will be posted for recruitment by end of year |
| OSI | Information Technology Specialist I | Developer | 7/1/2017 | 897 | Position on hold. |
| OSI | Information Technology Specialist I | DevOps Engineering | 9/30/2019 | 76 | RPA under construction—justification being routed for approval. |
| OSI | Information Technology Specialist I | Information Security Analyst | 7/1/2017 | 897 | Screening applicants 12/4/19 |
| OSI | Information Technology Specialist I | Information Security Analyst | 12/4/2019 | 11 | Screening applicants 12/4/19 |
| OSI | Information Technology Specialist I | Developer | 7/1/2017 | 897 | Position on hold. |
| OSI | Information Technology Specialist I | Configuration Analyst | 7/1/2019 | 167 | RPA and Duty Statement under development—justification being routed for approval. |
| OSI | Information Technology Specialist I | Product Delivery Lead | 8/1/2019 | 136 | Position on hold. |
| OSI | Information Technology Specialist I | Product Delivery Lead | 8/20/2019 | 117 | Position on hold. |
| OSI | Information Technology Specialist I | Lead OCM Analyst | 8/30/2019 | 107 | Screening applicants 12/4/19 |
| OSI | Information Technology Specialist II | DevOps Engineering | 7/1/2017 | 897 | Waiting for applications to be released by OSI HR 12/4/19 |
| OSI | Information Technology Specialist II | Information Security Analyst | 9/14/2019 | 92 | Duty Statement being reviewed by OSI HR for posting. |
| OSI | Information Technology Specialist II | DevOps Engineering | 7/1/2017 | 897 | Waiting for applications to be released by OSI HR 12/4/19 |
| OSI | Information Technology Specialist II | Application Architect | 7/1/2017 | 897 | RPA and Duty Statement under development. |
| OSI | Information Technology Supervisor II | Data Management | 7/1/2017 | 897 | Position on hold. |
| OSI | Staff Services Manager II | Financial Manager | 10/30/2019 | 46 | Applicant selected and sent to HR for approval. |
| CDSS | Associate Governmental Program Analyst | Program Policy | 11/1/2019 | 44 | Position posted, final filing date 12/22/19 |
| CDSS | Associate Governmental Program Analyst | Business Requirements Unit | 4/15/2019 | 244 | Candidate is selected and start date is 1/2/20. |
| CDSS | Associate Governmental Program Analyst | Licensing Program | 1/5/2018 | 709 | Position on hold. |
| CDSS | Associate Governmental Program Analyst | Licensing Program | 6/28/2019 | 170 | Position on hold. |
| CDSS | Information Technology Specialist I | Licensing Program Specialist | 7/12/2019 | 156 | 12/6/19 - Candidate selected and package sent to HR for approval. |

## RISKS

For this reporting period there were no new High Priority Risks. No High Priority risks were closed.

### Continued Risks

| **Continued Risks** | **Impact** | **Resolution** |
| --- | --- | --- |
| Lack of Resource Overlap and Knowledge Transfer  RI-141 | By losing key contracted staff without the proper knowledge transfer to either state staff or other contracted vendors could cause a delay in the schedule due to new resources having to learn on the job. This could also impact the development of the CARES-Live and CRM-based PaaS solution, as the resources may not be available to assist with the development. | The Project plans to rehire key contracted resources and fill vacant positions within the Project.  *Progress as of 12/10/2019:*  *Project Leadership is currently working with the Procurement and Contract Management team on the resolution process.* |

## 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 December 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** |