CWDS Roadmap

November 22nd, 2017

NOW

FY 2017-18 Q1 | Q2 | Jan | Q3 | Q4 | FY 2018-19 Q1 | Q2 | Jan | Q3 | Q4 | FY 2019-2020 Q1

| PAST | Program Increments (PIs) | FUTURE |

PI-4 | PI-5 | PI-6 | PI-7 | PI-8 | PI-9 | PI-10 | PI-11 | PI-12

DIGITAL SERVICES

Intake

- See Snapshot of CWS history
- Investigate abuse reports
- Receive Hotline reports
- Enable supervisor review of work
- Predict risk to children (PRM)
- Mental health (MIS/DSS)
- Criminal history and status (CDCR)
- Send & receive cross-reports directly (eSCARS portal)
- Structured screener interviews & decisions
- Structured investigation analysis & decision trees
- Take reports from mandated reporters online
- Drugs & alcohol (CalOMS & MIS/DSS)
- Child Abuse (CACI)
- Offer mandated reporter training

CALS

- Enable supervisor review of work
- Assess and approve placement resources
- Search placement resources
- Submit Resource Family application online
- Evaluate facilities and homes
- Take corrective actions
- Investigate home/facility complaints and incidents
- Manage accounts receivable
- Families apply through portal
- Managers can customize analytics and reports
- Train resource families
- CLF
- LCTS
- CBC

Case Management

- Manage & monitor placements
- Child profile
- Assess and monitor child health
- Assessments and case plans
- Find emergency placements
- Assess and monitor child education
- Support families through adoptions
- Monitor services delivered to families
- Education (CDE)
- Other social services (CDSS & CALWORKS)
- Coordinate inter-county and -state cases
- Connect workers and family through portal
- Medical eligibility (MEDS)
- Collaborate with service providers online
- Welfare data (SAWS)
- Credit Reports

Courts

- Prepare for and respond to court hearings
- Share court docs through portal
- Display & notify for court events (Dashboard)

Future Digital Services

- Eligibility
- Resource Management
- Financial Management

TECHNOLOGY PLATFORM

Security

- 5305 Information Security Program
- 5315 Information Security Integration
- 5310 Privacy
- 5335 Information Security Monitoring
- 5355 End Point Defense
- 5365 Physical Security
- 5325 Business Continuity and Tech Recovery
- 5350 Operational Security
- 5360 Identify and Access Management
- 5330 Information Security Compliance
- 5345 Vulnerability and Threat Management
- 5320 Training and Awareness for Information Security
- 5340 Information Security Incident Management

Platform

Shared services

- Administer staff & user IDs
- Store and manage documents
- Create documents from templates
- Display data on map (GIS)
- Search across systems (ElasticSearch)
- Support mobile clients and fieldwork
- Provide staff messaging in app
- Unify the services in an API gateway
- Print directly from the system
- Sign forms electronically
- Manage and customize forms content
- Support analytics & reporting with business intelligence
- Manage and customize workflows
- Manage and customize business rules

Data-related services

- Store new types of data and sync with legacy
- Manage and track data transactions & changes
- Aggregate and manage data for reports
- Unify data for all people
- Associate people into households
- Monitor data quality
- Convert legacy data to new models
- Track households & relationships over time

Infrastructure

- Provide environments for development and delivery
- Monitor stability of environments
- Provide disaster recovery
- Warehouse data for analytics and reporting

Service Desk

- Implement Incident Mgmt (IM) Phase 1
- Implement IM Phase 2 - Core Counties
- Implement IM Phase 3 - Statewide
- Implement Request Fulfillment and Knowledge Management