

Child Welfare Services – New System Project

Quarterly Legislative Briefing

November 28, 2017



CWDS / Child Welfare Digital Services

Agenda

- Overview
 - Project Vision
 - Core Strategies
 - CWDS Solution
 - Budget
- Procurement
- County Perspective
- Product Development
- CCR
- Challenges & Improvements

Overview

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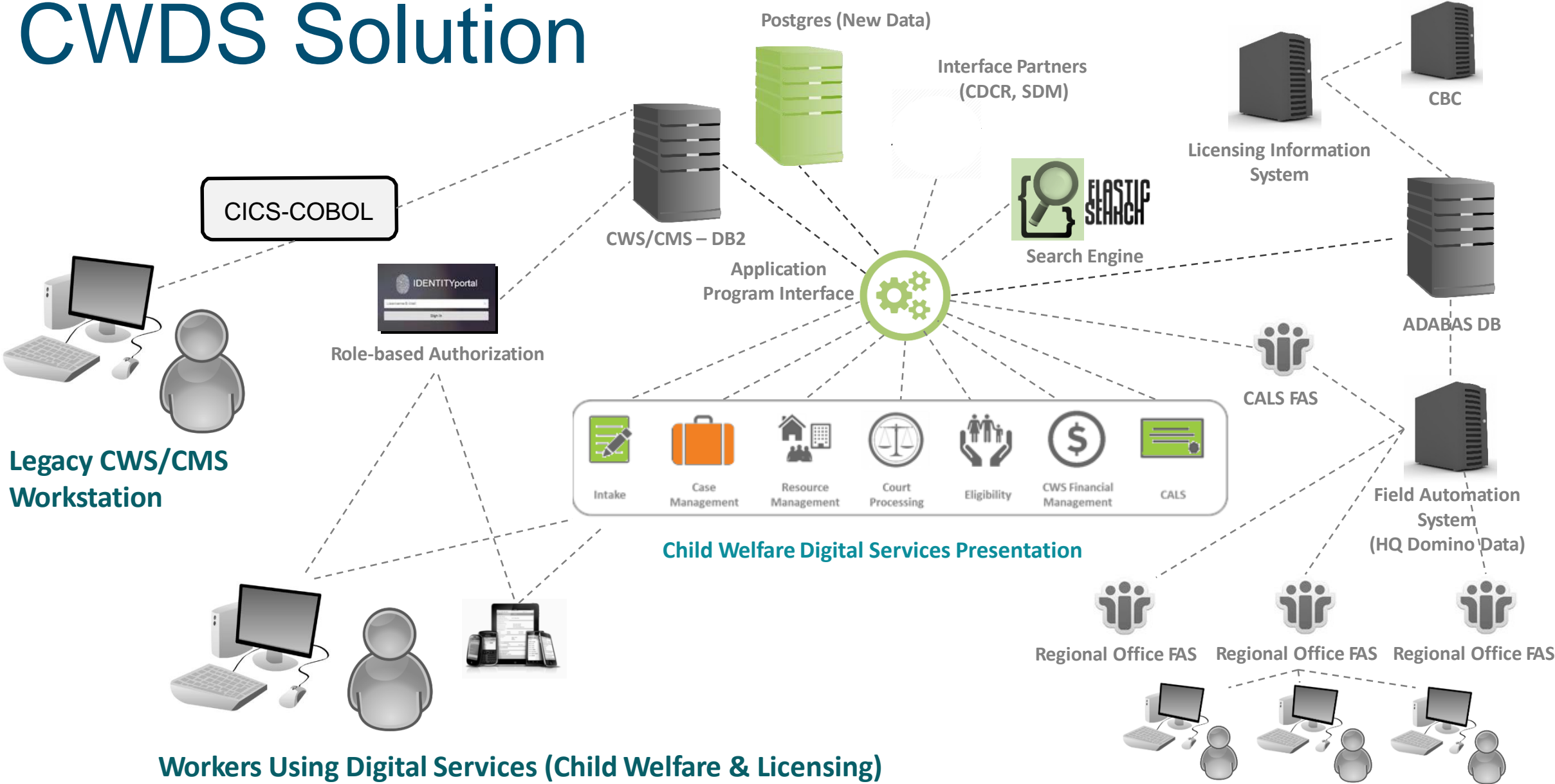
Project Vision

- Child Welfare Digital Services (CWDS) will provide a new **technology platform** and suite of **digital services** to be released incrementally over the next few years.
- The new digital services are being developed as a **collection of web applications**, accessible from both computers and mobile devices.
- The new digital services leverage the principles of **Agile methodology**, **user-centered design**, and **free/open source software (FOSS)**.
- The new digital services will provide an intuitive **user experience** and **new capabilities** not currently provided by legacy systems.
- The new digital services will replace the mainframe-based Child Welfare Services / Case Management System (CWS/CMS) in service since 1997.

Core Strategies

- User-Centered Design
- Agile Development Methodology
- Open Source Technology
- Modular Procurement
- Iterative Software Releases (Publishing)
- Emergent Technical Architecture
- Development and Operations (DevOps) Project Lifecycle

CWDS Solution



Workers Using Digital Services (Child Welfare & Licensing)

CWS-NS Budget FY 2017-18

2017-18 CWS-NS Budget/Expenditure Report Summary					
	Expenditures				
OSI Spending Authority Budget Item	2017-18 Budget	Actual Expenditures	Projected Expenditures	Total Actuals/Projections	Expenditure Utilization Rate
Personnel Services	11,883,786	2,368,234	9,515,552	11,883,786	100.00%
Other OE&E	3,046,722	151,626	2,895,096	3,046,722	100.00%
Data Center Services	400,000	103,267	296,733	400,000	100.00%
Facilities	1,421,345	259,224	1,162,121	1,421,345	100.00%
Contract Services	65,295,891	7,152,538	58,143,353	65,295,891	100.00%
Hardware & Software	4,116,197	509,695	3,606,502	4,116,197	100.00%
Enterprise Services	4,191,896	139,242	4,052,654	4,191,896	100.00%
OSI Spending Authority Total	90,355,837	10,683,826	79,672,011	90,355,837	100.00%
CDSS Local Assistance Budget Item	2017-18 Budget	Actual Expenditures	Projected Expenditures	Total Actuals/Projections	Expenditure Utilization Rate
Contract Services	2,584,820	291,399	2,293,421	2,584,820	100.00%
Other OE&E	15,234,312	-	15,234,312	15,234,312	100.00%
County Participation Costs	68,338,542	-	68,338,542	68,338,542	100.00%
CDSS Local Assistance Total	86,157,674	291,399	85,866,275	86,157,674	100.00%
CDSS State Operations Budget Item	2017-18 Budget	Actual Expenditures	Projected Expenditures	Total Actuals/Projections	Expenditure Utilization Rate
Personnel Services	1,930,359	-	1,930,359	1,930,359	100.00%
Facilities	568,000	-	568,000	568,000	100.00%
Other OE&E	224,497	-	224,497	224,497	100.00%
CDSS State Operations Total	2,722,856	-	2,722,856	2,722,856	100.00%
CWS-NS Project Total	179,236,367	10,975,225	168,261,142	179,236,367	100.00%

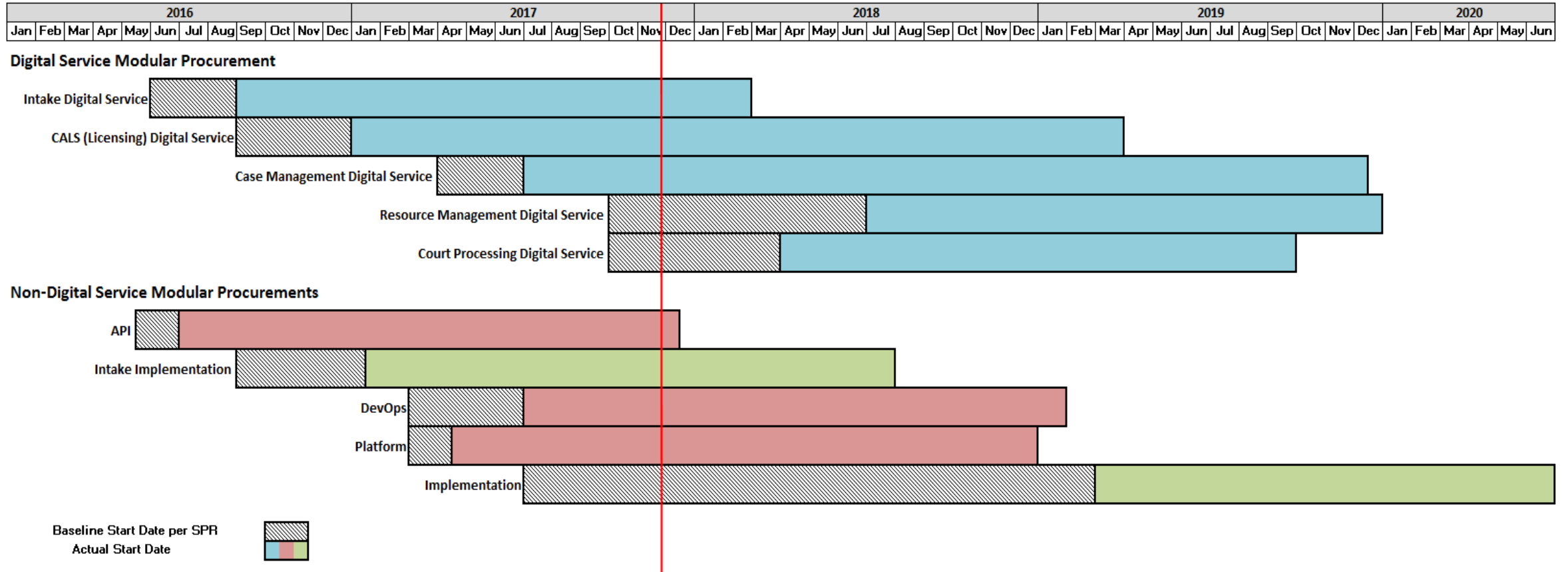
Procurement

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Procurement Summary

CWDS Procurement Initiatives	Contract Execution	Award To
Technology Platform Team 1 (TPT 1)	Jun-16	Taborda Solutions
Digital Service – Intake	Aug-16	Case Commons
Business Rules Extraction – Certification, Approval, and Licensing Services (CALs)	Nov-16	Xfusion Technologies
Implementation Services 1 (Intake/Strategy)	Jan-17	OnCore Consulting
Digital Service – CALs	Jan-17	Cambria Solutions
Data Project Manager	Feb-17	Natoma Technologies
Technology Platform Team 2 (TPT 2)	Apr-17	HHS Technology Group
Digital Service – Case Management 1	Jun-17	Cambria Solutions
Digital Service – Case Management 2	Jun-17	Accenture
DevOps 1 – Engineering	Jun-17	Civic Actions
Engineering and Technical Management Services	Sep-17	Oak Technical Services
Technology Platform Team 3 (TPT-3)	Oct-17	HHS Technology Group
Agile Coach 2	Oct-17	Cambria Solutions
DevOps 2 – Service Desk	Oct-17	E.K. Associates
Technology Platform Team 4 (TPT-4)	Dec-17	
DevOps 3 – Engineering	Mar-18	
Digital Service – CALs 2	Mar-18	
Digital Service – Court Processing	Mar-18	
Digital Service – Application Development	Mar-18	
Digital Service – Resource Management	Jan-19	
Implementation Services	Mar-19	
Organizational Change Management (OCM) Services	Mar-19	
Training Development Services	Mar-19	
Training Delivery Services	Mar-19	

Contract Roadmap



Procurement Status (1 of 2)

Procurement	Estimated Execution	Status
Digital Service and Digital Service Related Procurements		
Technology Platform 3	10/24/2017	Contract was executed on 10/24/17.
DevOps 2 (Service Desk)	10/31/2017	Contract was executed on 10/31/17.
Technology Platform 4	12/11/2017	Contract is with Vendor for signature.
Front-End Dev	2/16/2018	RFO was released on 10/11/17. Offers are due 12/1/17.
CALS 2	2/21/2018	RFO is in development by the Project.
Courts Processing	4/5/2018	ACYF is reviewing Procurement Package.
DevOps 3	7/1/2018	RFO is in development by the Project.
Resource Management	7/1/2018	Not started
Implementation 2 (Implementation Services)	3/1/2019	RFO is in development by the Project.
Implementation 2 (Organizational Change Management)	3/1/2019	RFO is in development by the Project.
Implementation 2 (Training Development)	3/1/2019	RFO is in development by the Project.
Implementation 2 (Training Services)	3/1/2019	RFO is in development by the Project.

Procurement Status (2 of 2)

Project Support Consultant Procurements		
Engineering & Technology Services	9/20/2017	Contract executed 9/20/17.
Agile Coaching II	10/18/2017	Contract executed 10/18/17.
CWDS Service Manager	11/8/2017	Contract executed on 11/8/17.
CWDS Product Manager	12/1/2017	Contract is in Red Folder review.
DesignOps Product Advisor	2/26/2018	RFO package is in Red Folder review.
CWDA Executive Liaison	3/5/2018	Agency is reviewing the NCB package.
Data Support Services	3/13/2018	RFO in development.
DesignOps Designer & Developer	3/26/2018	RFO in development.
Data Conversion Services – Team Members	7/1/2018	RFO not started.
Web Development Services	7/1/2018	RFO in development.
Release Train Services	7/1/2018	RFO not started.
Implementation 2 --Implementation Coordination Support Services	TBD	RFO is in development by the Project. Start date is TBD.
County Consultant Procurements		
CALS County Consultant CC#16	12/1/2017	Contract package is with DGS for review and approval.
Riverside County Consultant CC#20	12/29/2017	Procurement package is in Red Folder review.
Butte County M&O#3	2/5/2018	Procurement Package is in development
Court Processing County Consultant CC#27	3/1/2018	Candidate not identified.
Court Processing County Consultant CC#28	3/1/2018	Candidate not identified.
Case Management County Consultant CC#22	3/1/2018	Candidate not identified.
Case Management County Consultant CC#23	3/1/2018	Candidate not identified.
Resource Management County Consultant CC#26	3/1/2018	Candidate not identified.
Eligibility County Consultant CC#30	4/1/2018	Candidate not identified.
Financial Management County Consultant CC#31	4/1/2018	Candidate not identified.
Financial Management County Consultant CC#32	4/1/2018	Candidate not identified.
Case Management County Consultant CC#17	5/1/2018	Candidate not identified.
Ventura County (CC#21,24,29,34,35)	-	Procurement is Canceled
Platform County Consultant CC#25	On Hold	Candidate not identified.

County Perspective

Penni Clarke

Product Development

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Digital Services

- CWDS Web (*Development*)
- CWDS Technology Platform (*Development*)
- CWDS Infrastructure (*Development*)
- Intake (*Development*)
- Certification, Approval and Licensing Services (CALS) (*Development*)
- Case Management (*Development*)
- Court Processing (*Procurement*)
- Eligibility (*Planning*)
- Resource Management
- Financial Management
- Administration
- Implementation Support Services (*Active*)

Product Development Teams

Q3-Q4 2016	2017	2018 >
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				Case Management 4	
				Case Management 3	Financial
		Application Dev	CALS 2	Case Management 2	Resource
		Intake	CALS 1	Case Management 1	Court
Data	Infrastructure	TPT-1	TPT-2	TPT-3	TPT-4

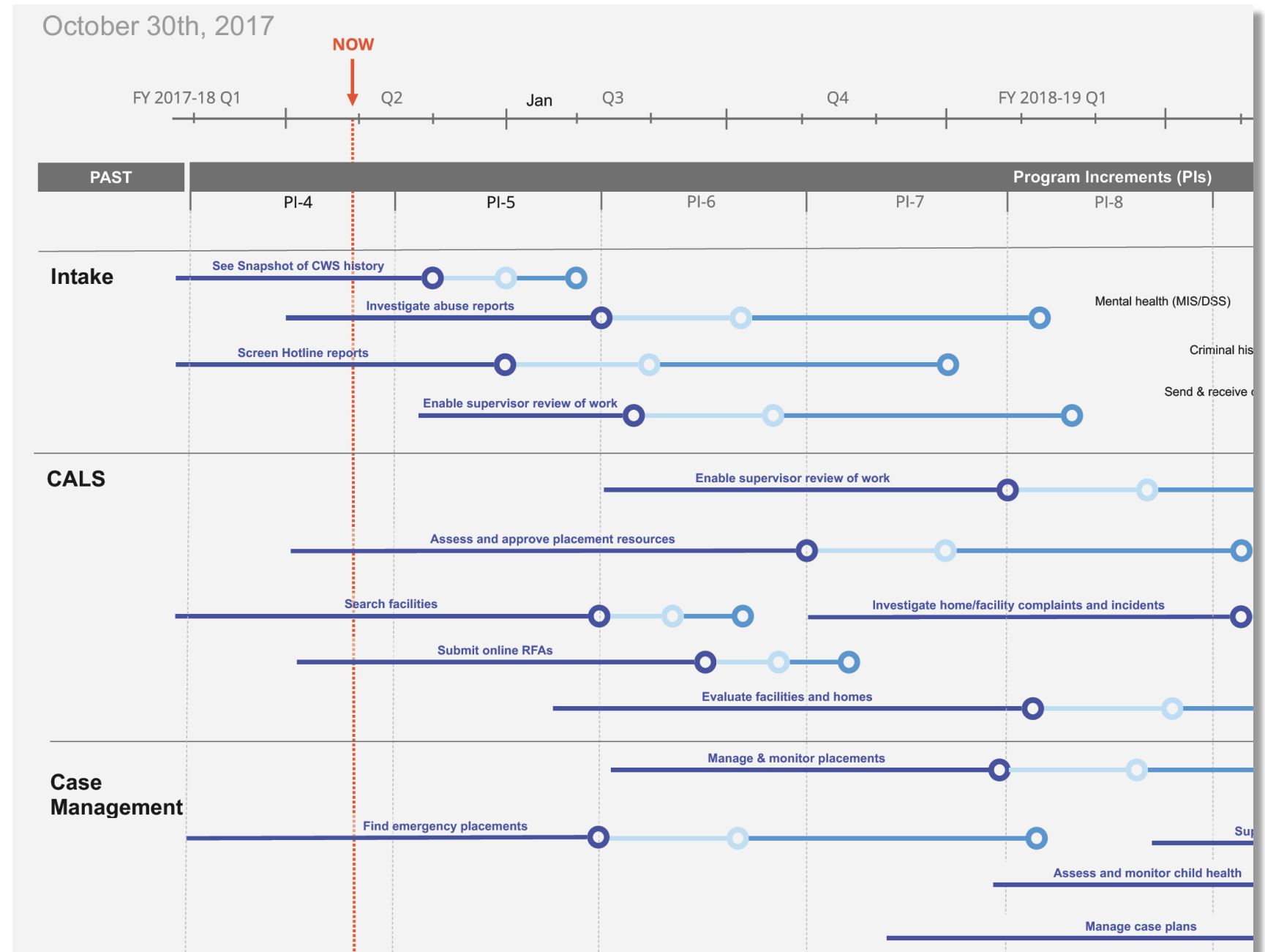
Snapshot Delivery (Dates may shift due to Agile development priorities/process)

- | | |
|----------------|---|
| 1. December 11 | Delivery to Core County CWDS Participants |
| 2. December 20 | Delivery to Core Counties |
| 3. January 24 | Delivery Statewide |

- Intake Development Activities
- Design Ops Components
- Technology Platform Activities
- Performance and Production Environments
- Network / Infrastructure Activities
- Security Activities
- Service Desk Activities
- Release Management Activities
- Implementation

Roadmap

(15 Month Excerpt)



This roadmap is a logical model illustrating general time frames which may shift due to Agile development priorities.

CCR

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Continuum of Care Reform (CCR)

- Most CCR-related features will be in the Case Management digital service
- In discovery phase; user research underway
- Exploring automation solutions for strengths and needs assessment

Challenges & Improvements

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Challenges

- **Procurement Timeline**

- Continuing to streamline procurement process
- Request for Offer (RFO) flow has improved, but timelines remain challenging
- Working in partnership with Office of Systems Integration (OSI) and California Department of Technology (CDT) to continually improve
- Agile Development Pre-Qualified (ADPQ) vendor pool expanded to include 24 vendors

- **Maturity of Technical Environments Still in Progress**

- Quality Assurance (QA) / code analysis tools
- Consistent identification of technical debt
- Quality and conciseness of stories in development backlogs

- **Recruitment / Staffing**

- Attracting strong talent to public service
- Long hiring lifecycle
- Compensation below market
- Agility in changing staff positions as needs evolve

Improvements

- **Product Development / Technical Achievements**

- Security engineering
- Development pipeline
- Elastic infrastructure
- Migration to JIRA+Confluence
 - Portfolio tools and dashboard
 - Team data portals

- **Progress Made on Recruiting Key Positions**

- Enhanced recruiting strategy
- Established technology leadership positions (Product Advisor, Development Advisor)

- **Improved Communications & Transparency**

- Roadmap graphic
- Ensure consistent content across all communication vectors

Resources



<https://cwds.ca.gov>



[@CA_CWDS](https://twitter.com/CA_CWDS)



[California Child Welfare
Digital Services](https://www.youtube.com/channel/UC...)



[www.facebook.com/
CaliforniaCWDS/](https://www.facebook.com/CaliforniaCWDS/)



[www.linkedin.com/company/
child-welfare-digital-services](https://www.linkedin.com/company/child-welfare-digital-services)



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