

# Child Welfare Services – California Automated Response and Engagement System

## Quarterly Stakeholder Forum

January 9, 2018



CWDS / Child Welfare Digital Services

# Agenda

Join us live: [www.cwda.ca.gov/live](http://www.cwda.ca.gov/live)

Email questions: [comms@cwds.ca.gov](mailto:comms@cwds.ca.gov)

Agenda Item	Lead			Time
Opening Remarks	Penni Clarke Kevin Gaines	Tony Fortenberry		10:00 am – 10:15 am
Product Discussion Moderated by Bill Maile	James Weaver Steve Trimble			10:15 am – 10:50 am
Case Management Presentation	Cindy Vatalaro	Sonoltra Sanchez		10:50 am – 11:15 am
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# County Perspective

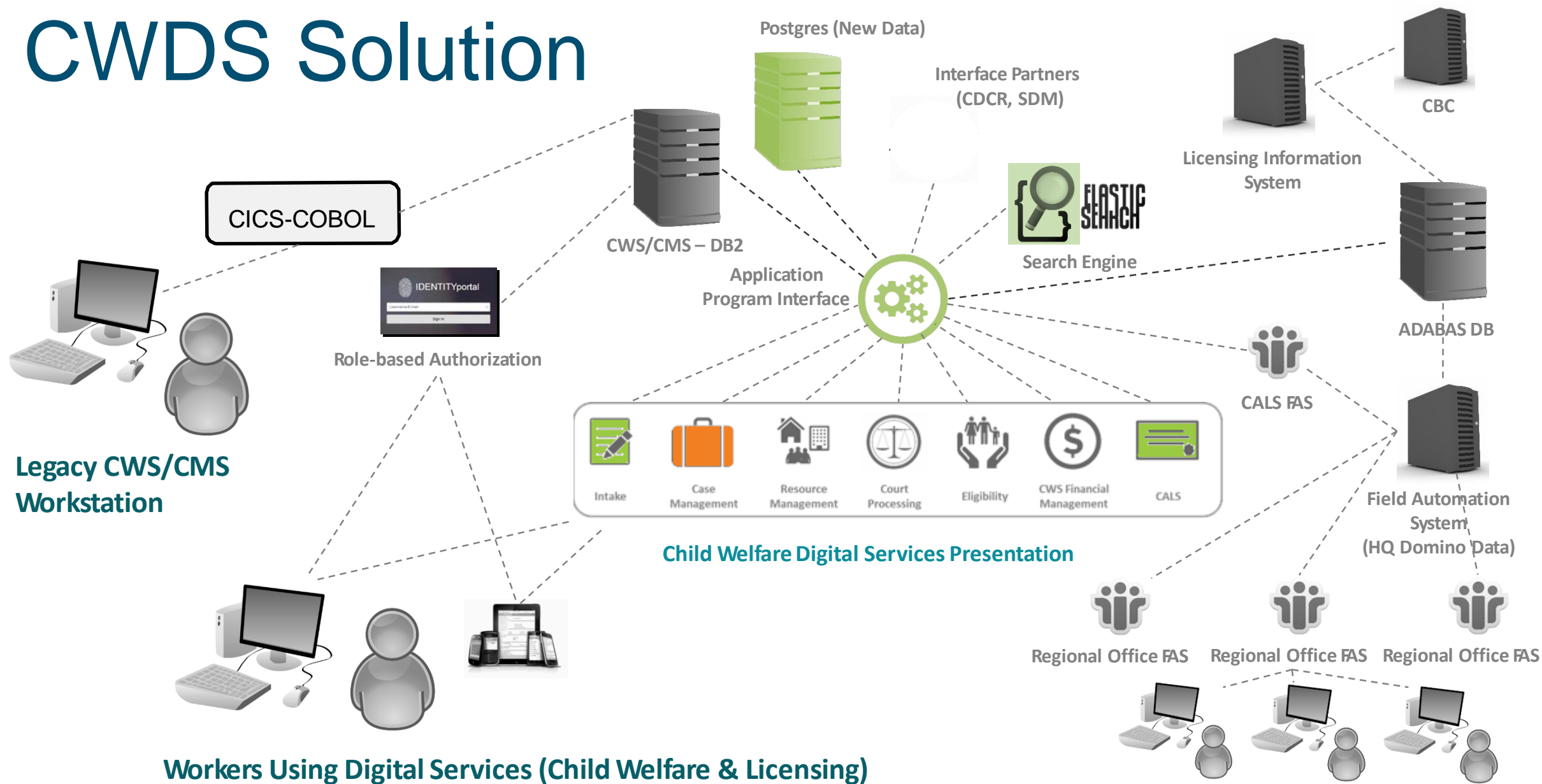
Penni Clarke

# Overview

# Project Vision

- Child Welfare Digital Services (CWDS) will replace the mainframe-based Child Welfare Services/Case Management System (CWS/CMS) in service since 1997.
- The new digital services, Child Welfare System-California Automated Response and Engagement System (CWS-CARES), will provide a new **technology platform** and suite of **digital services** to be released incrementally over the next few years.
- The new digital services will provide an intuitive **user experience** and **new capabilities** not currently provided by legacy systems.
- 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)**.

# CWDS Solution



# CWS-CARES Budget FY 2017-18

2017-18 CWS-CARES Budget/Expenditure Report Summary			
OSI Spending Authority Budget Item	2017-18 Budget	Actual Expenditures	Projected Expenditures
Personnel Services	11,883,786	2,005,642	8,458,829
Other OE&E	3,046,722	204,664	2,842,058
Data Center Services	400,000	103,267	296,733
Facilities	1,421,345	388,419	1,032,926
Contract Services	65,295,891	9,882,233	55,413,658
Hardware & Software	4,116,197	535,797	3,580,400
Enterprise Services	4,191,896	217,053	3,974,843
<b>OSI Spending Authority Total</b>	<b>90,355,837</b>	<b>13,337,075</b>	<b>75,599,447</b>
CDSS Local Assistance Budget Item	2017-18 Budget	Actual Expenditures	Projected Expenditures
Contract Services	2,584,820	291,399	-
Other OE&E	15,234,312	-	7,651,757
County Participation Costs	68,338,542	-	41,399,289
<b>CDSS Local Assistance Total</b>	<b>86,157,674</b>	<b>291,399</b>	<b>49,051,046</b>
CDSS State Operations Budget Item	2017-18 Budget	Actual Expenditures	Projected Expenditures
Personnel Services	1,930,359	-	1,930,359
Facilities	568,000	-	-
Other OE&E	224,497	-	224,497
<b>CDSS State Operations Total</b>	<b>2,722,856</b>	<b>-</b>	<b>2,154,856</b>
<b>CWS-NS Project Total</b>	<b>179,236,367</b>	<b>13,628,474</b>	<b>126,805,349</b>

# 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	Encore Consulting , LLC
Project Scheduler Support Consulting Services	Mar-18	
DesignOps Designer & Developer	Apr-18	
CALs Front End Development Team 2 Services	Apr-18	
Business Architect Services	Apr-18	
Web Development Services	Apr-18	
Data Support Services	Apr-18	
Data Conversion Services	Jul-18	
DevOps 3 – Engineering	Jul-18	
Training Delivery Services	Jul-18	



# Culture of Shared Solutions



CMIPS



CalHEERS



CWDS  
Child Welfare Digital Services



Canada



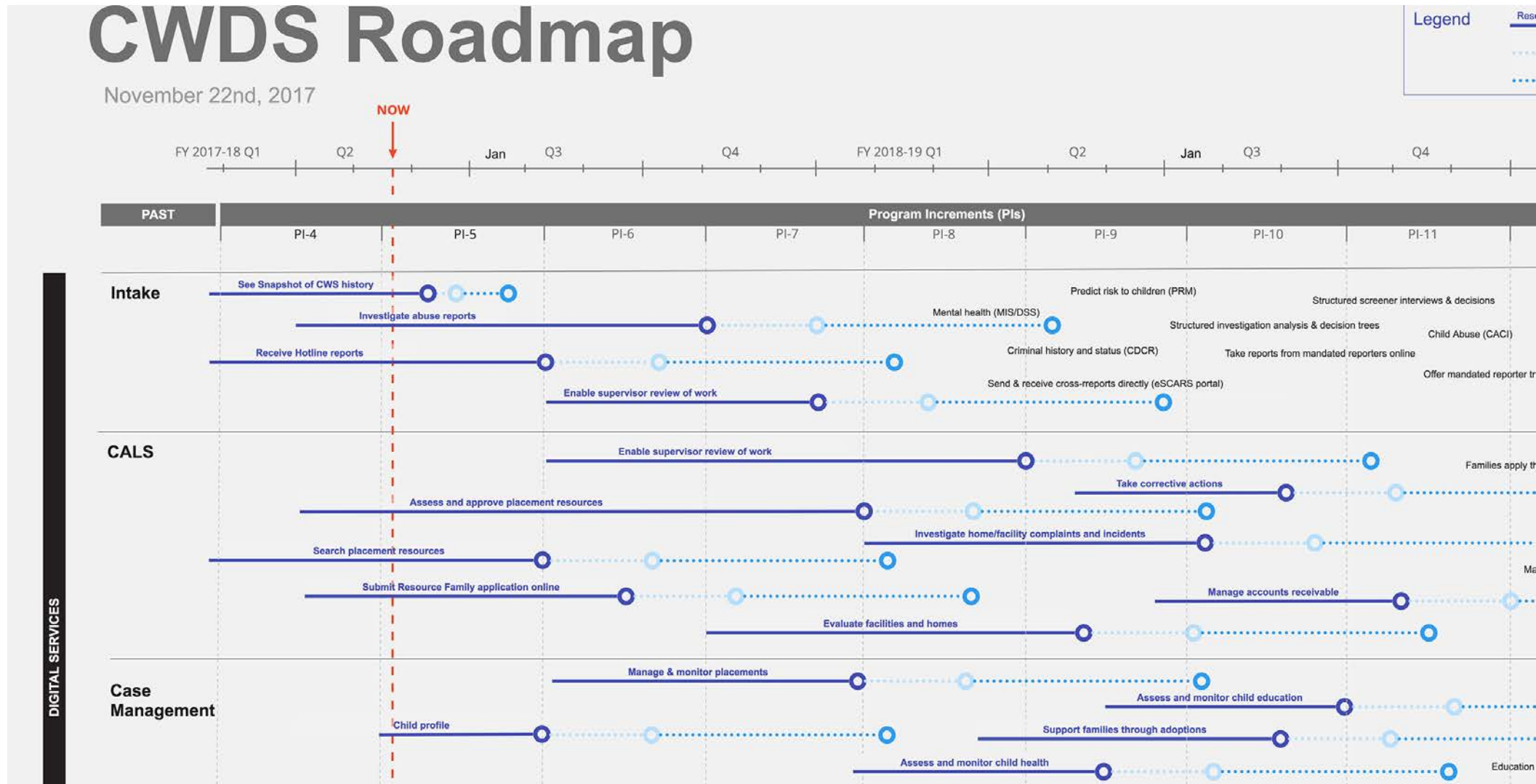
# Product Development Teams

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

# Roadmap (15 Month Excerpt)

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



# Product Discussion

James Weaver

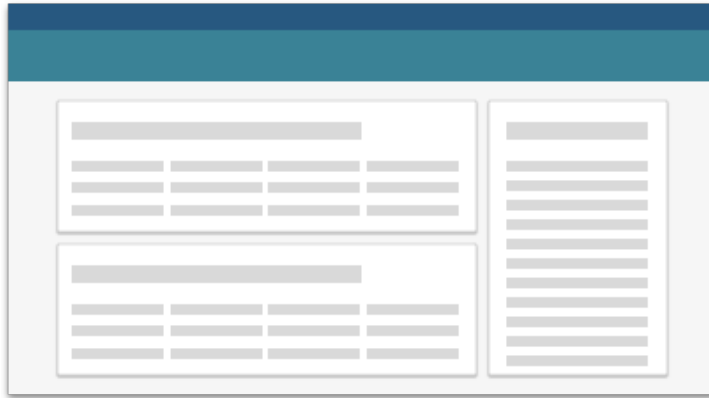
Steve Trimble

# Case Management Presentation

Cindy Vatalaro, Sonoltra Sanches

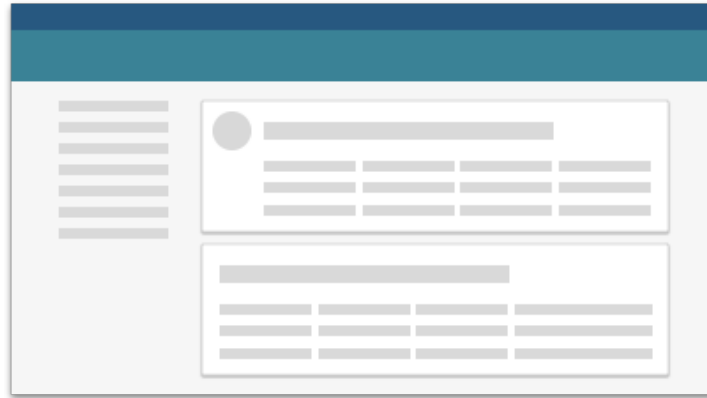
# Case Management Features in Development

*Building the foundations of Emergency Placement*



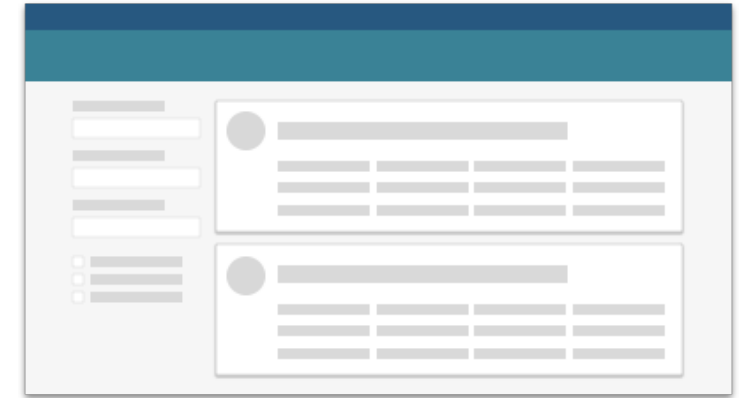
## Landing Page

A caseworker landing page that makes important and actionable information available at-a-glance.



## Child Profile/Client ID Page

A CWS-CMS Client ID page creates the foundation for child-centric features moving forward.



## Family Finding/Connections

NREFM and relatives as life-long connections, child resources and placement options.

# Intake Demonstration

Wendy Christian, Jeff Dent

# Agenda

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# Implementation Presentation

Kalani Mertyrus

# CWS-CARES

# Implementation Team Update

Quarterly Stakeholder Forum

January 2018



**CWDS** / Child Welfare Digital Services

# An Overview

For each Major Release

# CWS-CARES Implementation Overview



Plan



Prepare



Implement



Go Live



Evaluate

**PLAN** for the release

# Plan



Planning Deliverables

Project Schedule

Rollout Strategy

# Snapshot Rollout Strategy

1

Core County  
Representatives



First Available  
to Core team

Goes to Core County Reps  
working with Intake Team

2

Core Counties



Extended to  
Core Counties

Available to identified Core  
County staff

3

Statewide Rollout



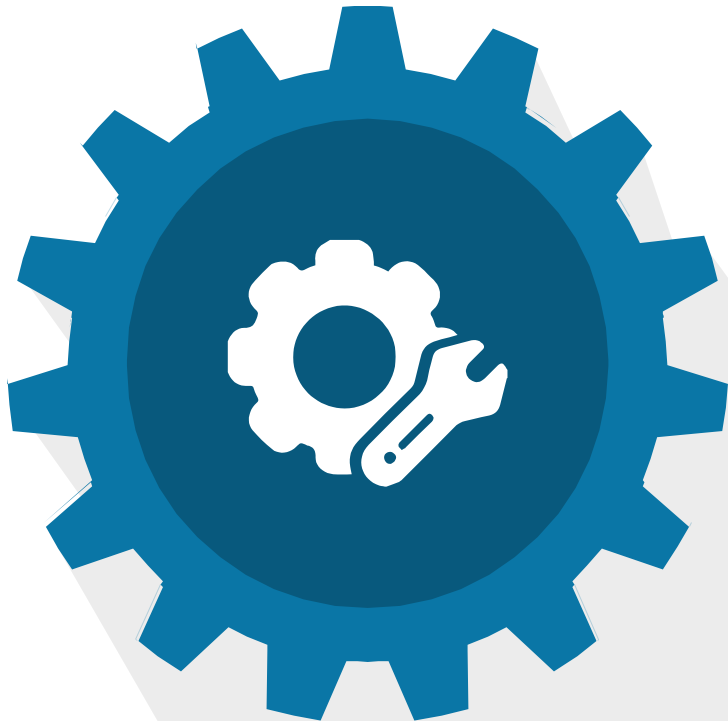
Available  
Statewide

Rolled out during an  
Implementation Window to  
identified users

**PREPARE** for the release



# Prepare



Implementation Toolkit

Communication Plan & Toolkit

Process Models

Change Readiness Plan

Training Materials

TTT Materials

Statewide Rollout / Schedule

# Snapshot Training Materials



**CWDS** / Child Welfare Digital Services / Intake

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Snapshot Demo Video

- Intro to Snapshot Web-based Training (WBT)
- Login & Snapshot User Guide
- Snapshot Demonstration Video

**IMPLEMENT** CWS-CARES in each  
Organization (County, State & Tribe)

# Implement



Conduct Org Kickoff

Track Implementation Progress

Monitor Technical Readiness

Monitor Data Cleansing

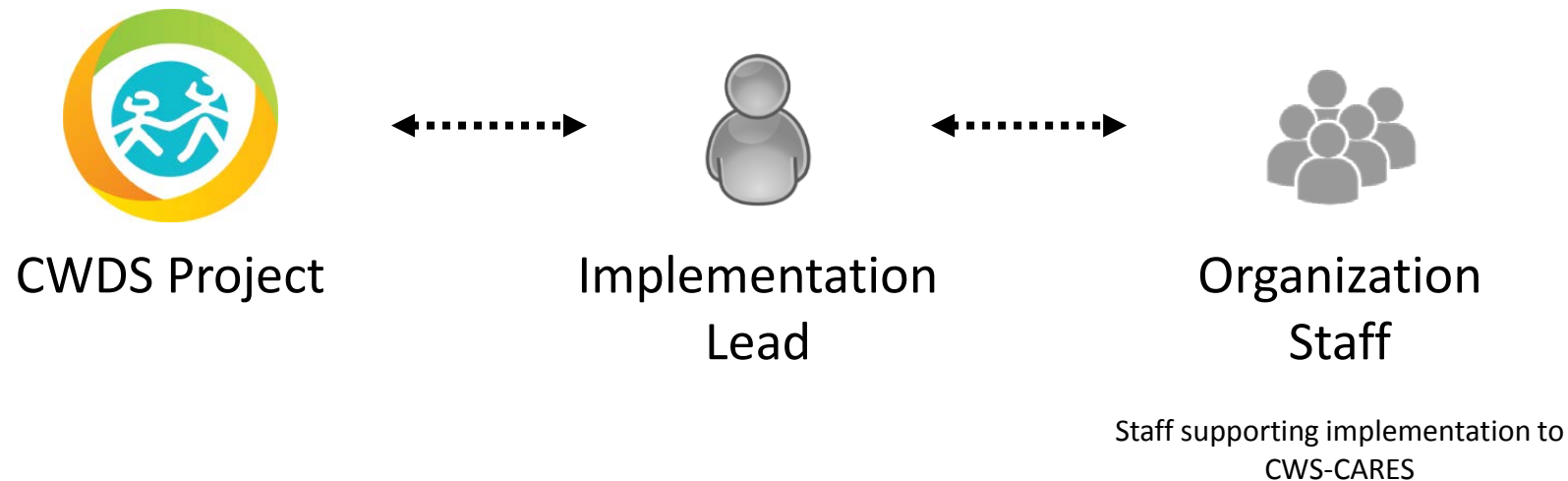
Execute Toolkits

Execute Change Readiness Plan

Deliver Training

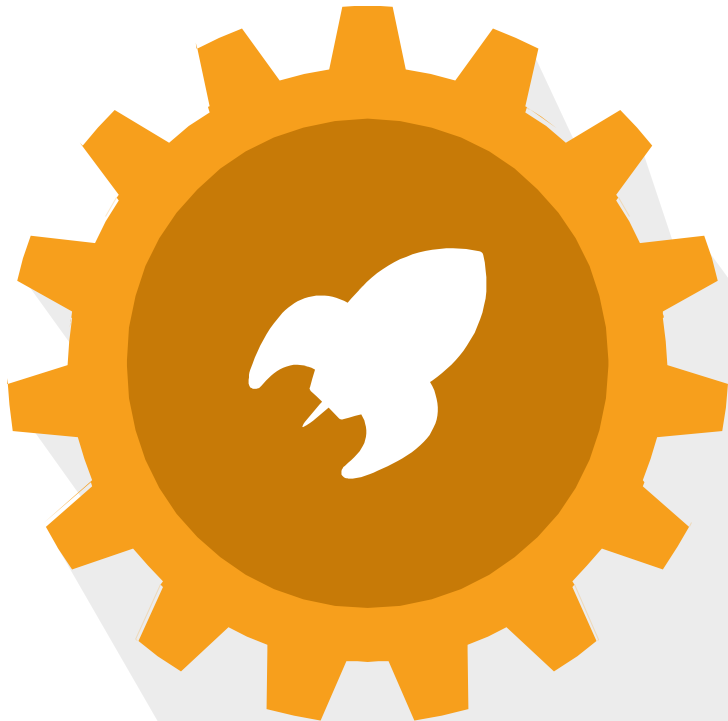
# Liaisons to Prepare for Change

You'll work with an **Implementation Lead (IL)**  
who is your **liaison**  
with the **CWDS Project**



**Go Live** in your Organization

# Go Live



Readiness Assessment


























Statewide Dashboard

Cutover Checklist


Post Go Live Support


# Snapshot County Readiness (Phase 1)


As of: 1/3/2018


Phase 1 Counties	Connectivity	User Setup	OCM	Training	Interim Processes
Butte					
Fresno					
Los Angeles					
Ventura					
Yolo					

## Legend

 All go – Ready!

 Not Started, Future Planned Activity

 In Progress /  
No Go

 Intervention /  
No Go



**Evaluate** and improve for next release

# Evaluate



Implementation Complete Report

Finalize Deliverables

# Questions?



# Cals Demonstration

Phoebe DeMund, Leon Elzie

# Courts Presentation

Louis Cretaro, Karen Hanna



**CWDS**  
Child Welfare Digital Services

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## **CWS-CARES**

# **Courts Processing Digital Services**

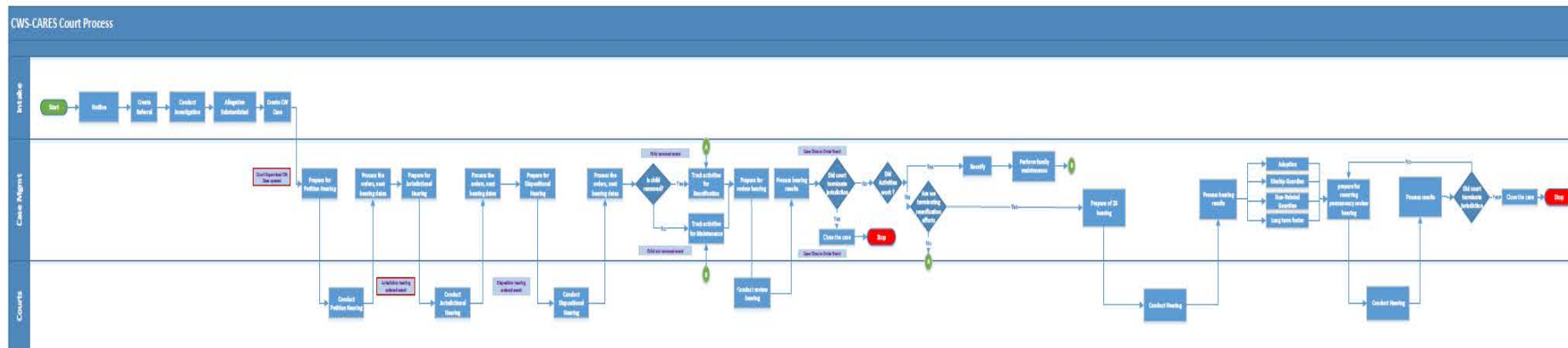
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*January 2018*

## Agenda:

- Overview
- Stakeholders
- Where have we been?
- Where are we going?
- Benefits of Processes
- Questions

# CWS-CARES Court Process





## Overview:

- Court Processing will utilize available and developing technologies to facilitate information sharing between more parties, including attorneys, court clerk staff and other stakeholders
- Courts Processing will include exchanging data and documents in real-time or near real time mode i.e. a portal and an interface with Courts Case Management Systems
- Court Processing will introduce new features while maintaining the mandated data and components within the Legacy system
- Court Processing will work closely with the development of dashboards and alert systems to assist child welfare staff to stay on top of the caseload court calendar.
- Modern forms and template management to accommodate local courts

# Stakeholders:

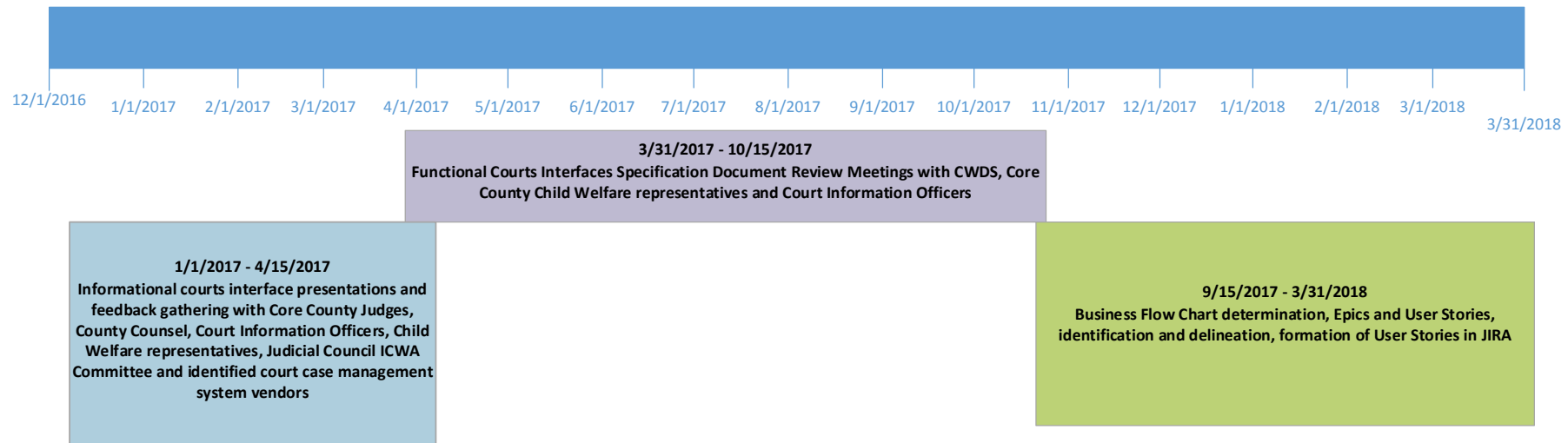
- County & Tribal Child Welfare
- County & Tribal Courts
- Children and Families
- County Counsels
- Attorneys for all Parties
- Core County identified representatives from Shasta, Sacramento, Los Angeles, Santa Clara, San Bernardino, Riverside and Alameda Counties within Child Welfare, Judges, Court Information Officers, County Counsel offices and the Yurok tribe.



# Where have we been?



## TIMELINE



## This is an example of Specification Document Transactions and Child Welfare Business Function

ID	Operation	Description
1	Send Request to Calendar Juvenile Dependency Hearing from CWS-CARES to Court CMS	This business process allows a CW worker to send a request to calendar a juvenile dependency hearing to the designated court recipient. CWS receives allegations and conducts investigations that may lead to a substantiated conclusion and decision to pursue court jurisdiction over the family. The CW worker uses CWS-CARES to send a calendar hearing request to the court to request that it calendar a hearing date and court room.
2	Send Juvenile Dependency Filing from CWS-CARES to Court CMS	The CW worker uses CWS-CARES to send a petition and supporting documentation to the court, to request that it find that the child falls within the Welfare and Institutions Code 300.
3	Receive court orders from Court CMS	This interface allows the Courts to issues findings and orders after a hearing (for which a CW worker submitted a report) containing proposed statutory findings, orders, and attachments.



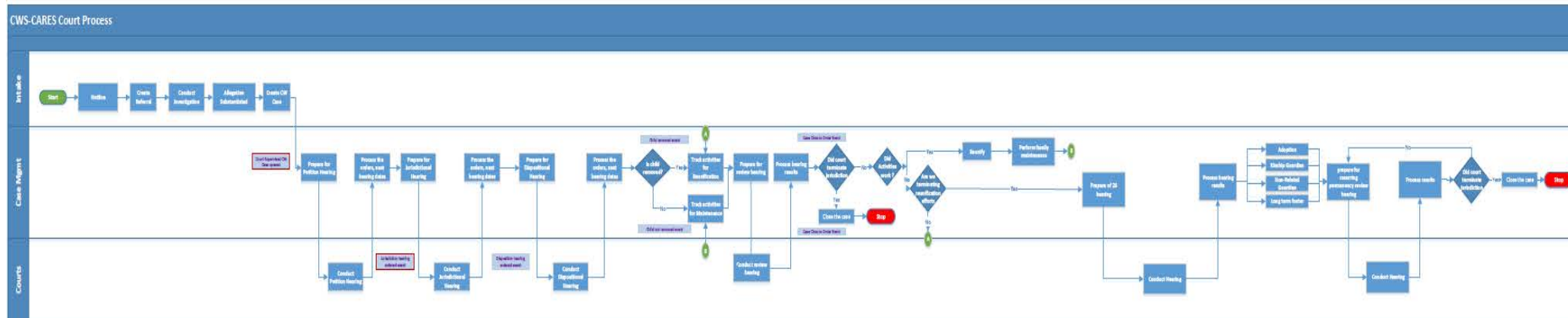
**CWDS**  
Child Welfare Digital Services

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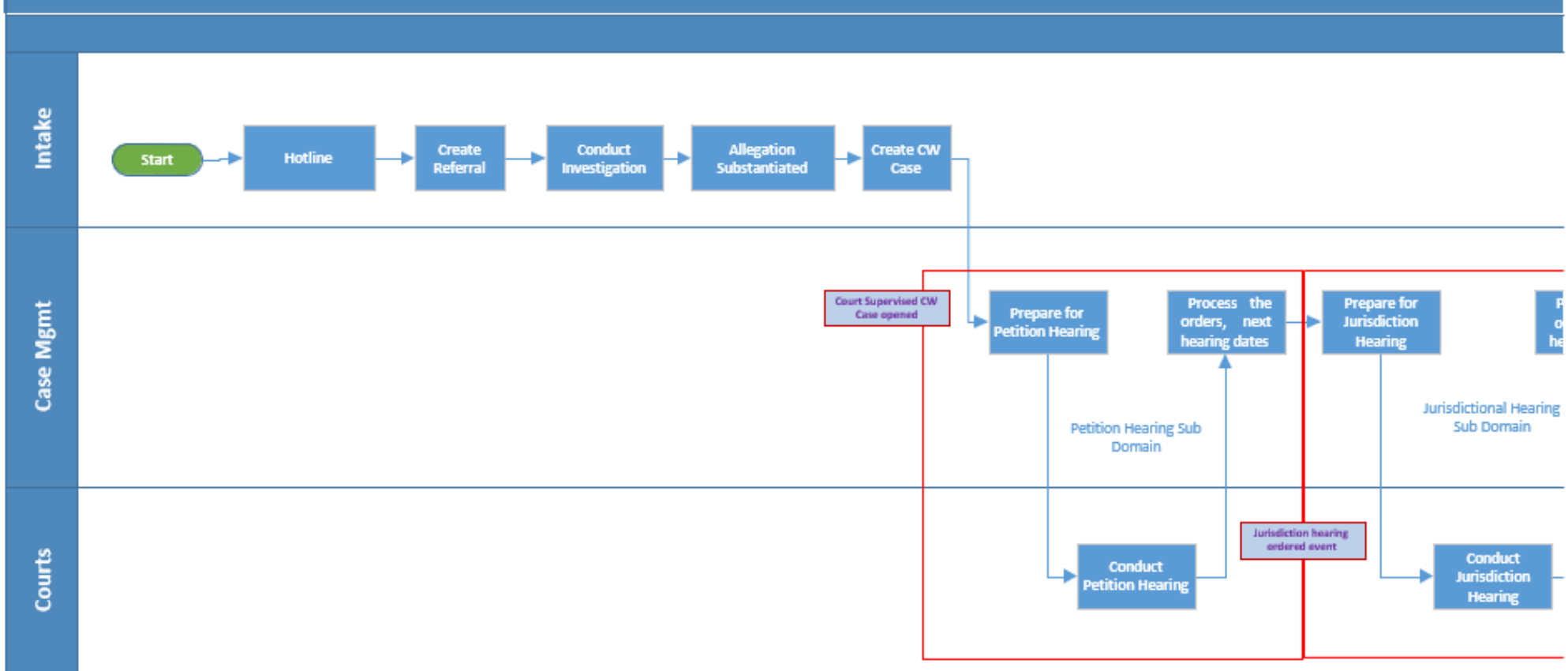
## ***Where Are We Going?***

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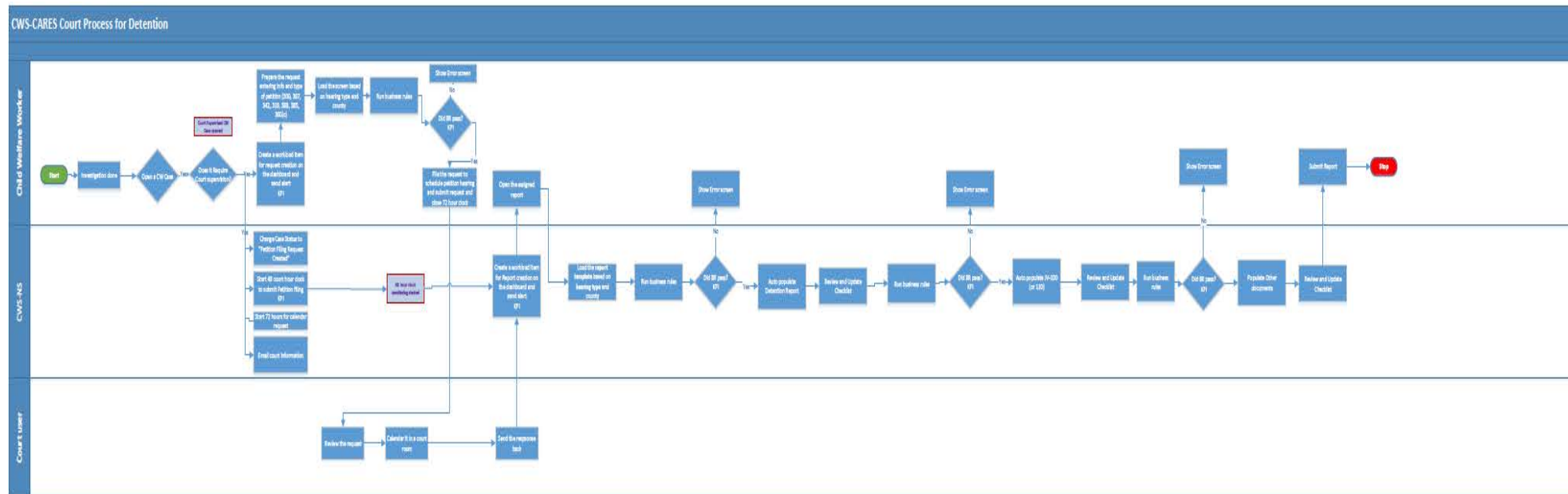
# CWS-CARES Court Process



## CWS-CARES Court Process



## Petition Hearing Subdomain - Court Process for Detention Request





## Court Processing Digital Service Benefits:

- Shorter permanency timelines for families under court supervision
- Reduction in court continuances based on child welfare worker error
- Reduces child welfare worker office time, allowing for additional face to face client time
- Allows more stakeholders to participate in the Dependency Court process via portal technology



## What's Next?

- Kick-Off Interface Meeting with Court Case Management Vendors
- Continue to build backlog of user stories for using our current approach.
- Regular meetings will begin with the County CMS vendors to develop the technical specification.



***Questions?***

# Design Lightning Talk

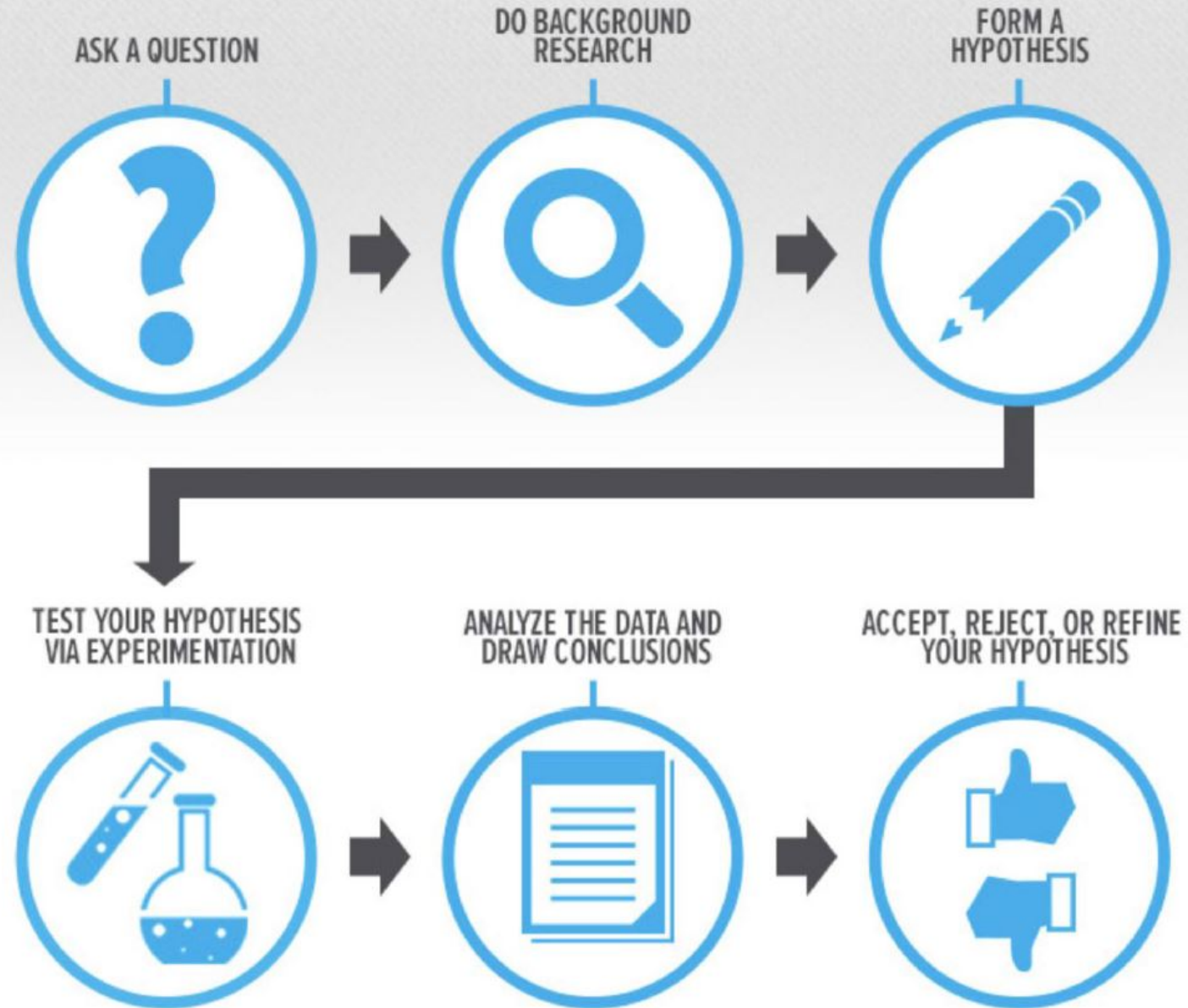
Julia Schaumburg

# The Scientific Method

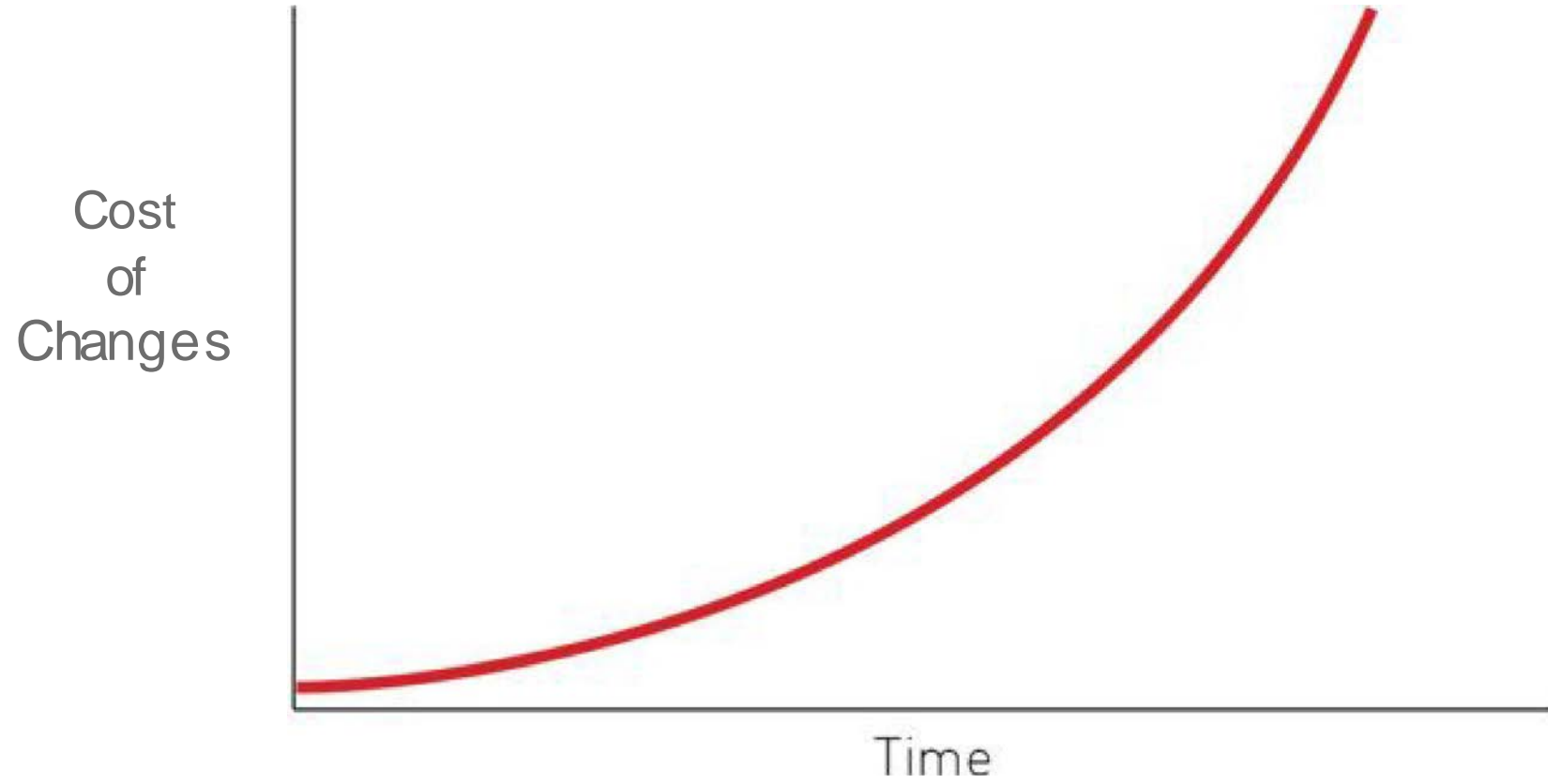
Testing Ideas Before Development Starts



# THE SCIENTIFIC METHOD









## 1 STOP WASTED DEVELOPMENT TIME



UX helps define usability requirements up front, avoiding re-work.<sup>1</sup>

## 2 REDUCE DEVELOPMENT TIME

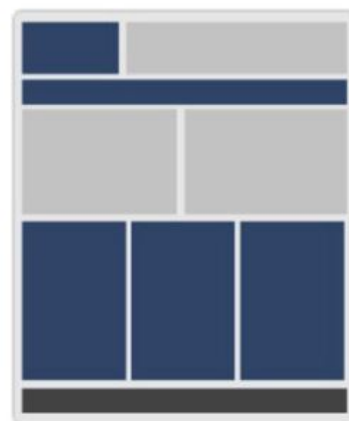
User involvement helps improve decision making and prioritize dev tasks.<sup>2</sup>

33-50%

## 3 FOCUS ON GETTING THE USER INTERFACE (UI) RIGHT

The User Interface (UI) of software is:

47-66%  
of project's  
total code



40%  
of the  
development  
effort

80%  
of the unforeseen fixes  
required (the other 20% are bugs)<sup>3</sup>



# Panel Discussion

Moderated by Bill Maile

# Resources



<https://cwds.ca.gov>



@CA CWDS



## California Child Welfare Digital Services



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



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



[Comms@cwds.ca.gov](mailto:Comms@cwds.ca.gov)

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