Child Welfare Services – California Automated Response and Engagement System (CWS-CARES)

Quarterly Legislative Briefing

November 30, 2018



Agenda

Agenda Item	Lead	Time
Project Update - since we last met	Wendy Christian Becky Stilling Kevin Gaines	1:00 pm – 1:30 pm
Acceleration Strategy	Becky Stilling	1:30 pm – 2:00 pm
CANS	Julie Clemens/Sonoltra Sanchez	2:00 pm – 2:30 pm
County Perspective	Wendy Christian	2:30 pm – 2:45 pm
Closing Remarks	Wendy Christian Becky Stilling Kevin Gaines	2:45 pm – 3:00 pm

Project Mission

To provide Child Welfare Workers with the tools and capabilities they need to enhance their efficiency and effectiveness at providing for the safety, well-being, and permanency of children and youth who are at risk of abuse, neglect, or exploitation.

CWS-CARES Budget FY 2018-19

Child Welfare Services-California Automated Response and Engagement System (CWS- CARES) Budget View	2018-19 CWS-CARES Revised Budget
Personnel Expense	\$ 9,935,256
Operating Equipment and Expense	\$ 69,690,878
Other OE&E	\$ 2,763,538
Hardware/Software	\$ 1,442,317
Facilities	\$ 1,306,708
Data Center Services	\$ 1,998,818
Contract Services	\$ 56,759,103
Software Development Consultant Services	\$ 29,668,094
Implementation Consultant Services	\$ 8,861,100
Project Management Services	\$ 3,342,254
Technical Support Consultant Services	\$ 9,160,991
County Consultant Services	\$ 3,794,736
Interface Partners	\$ 84,960
Administrative Services	\$ 5,420,394
OSI Spending Authority Budget	\$ 79,626,134
CDSS Contract Services	\$ 1,074,180
State Transition Costs	\$ 2,170,410
OE&E Costs	\$ 1,230,322
County Participation Costs	\$ 19,157,746
Total CDSS Local Assistance Budget	\$ 23,632,658
Total Local Assistance Budget	\$ 103,258,792
CDSS State Operations	\$ 2,722,856
Total Project Budget	\$ 105,981,648

As of 11/26/2018

Since we last met ...

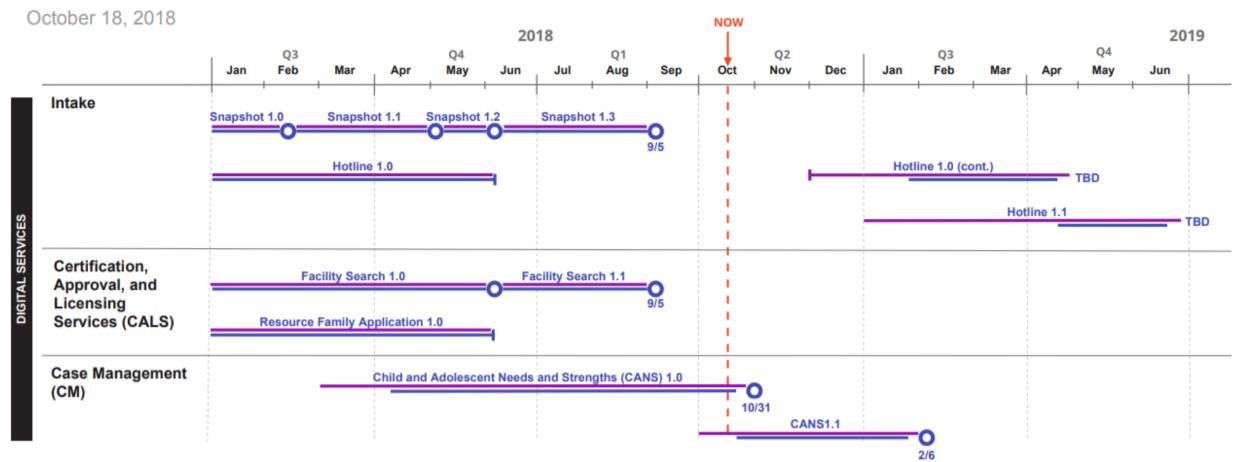
- 1. ACYF Visit (August 27 -30)
- 2. CARES 1.0 Statewide Release September 19 and CARES 2.0 October 31
- 3. Decision to develop one product feature set at a time
- 4. Foundational Technical Tasks
- 5. APDU and SPR 3 Status
- 6. Acceleration Strategy



CWDS 2018/19 Product Release Roadmap

Research and Design
Development

Statewide Release



CARES 1.0

Snapshot

- 0
- Search for CWS/CMS clients and view their relationships, demographic information, and child welfare history
- Copy & paste history into other documents

Facility Search

- Search for and view pending and approved facilities or homes from CWS/CMS, LIS, and FAS
- View number of beds, complaint history and children associated to the home or facility

Identity Mgmt

- Provide secure login with e-mail address as username and multifactor authentication (MFA)
- County Admins access Manage Users portal to manage user access and permissions in CARES

Status

- Released 9/19/18
- Adopted by Intake & CALS Core Constituents (CC)

CARES 2.0

Snapshot (update)



- Remove fuzzy search (commonly misspelled words)
- Add CSEC and probation youth information from CWS/CMS

Identity Mgmt (update)



- Add ability to filter user list by Office
- Add ability to resend user registration e-mail
- Add last login date to user list

CANS



- Add and edit child information in CANS
- Add, edit, and print CANS assessment
- View historical list of CANS assessments for child

Status

- Released 10/31/18
- Available to Intake, CALS & CANS Core Constituents (CC).
- Only CANS CC Reps access CANS feature on 10/31/18
- Statewide Go-Live rollout in 6 waves (12/3/18 to 1/22/19)

CARES 2.1

Identity Mgmt (update)



- Add State and Office Admin roles
- Indicate when user meets each password requirement when setting a new password
- Allow three attempts to enter MFA code

CARES 2.2

CANS (update)



- Search for and use child information from CWS/CMS
- Provide usability improvements for entering and viewing assessment data
- Provide change log of changes made to CANS assessments
- Provide role-based user dashboards for supervisors, case carrying users, and users without case assignments
- Redact confidential or discretion needed information when printed

Status

- Release planned Dec. 2018
- Available to current production users on release date
- Available to other counties based on scheduled rollout Go-Live date

Status

- · Release planned early 2019
- Available to current production users on release date
- Available to other counties based on scheduled rollout Go-Live date

CARES 2.0 Statewide Implementation



Statewide Ready Release: **CANS** Core Constituent Reps

Colusa, El Dorado, Merced, Sacramento, San Diego, Solano, Sonoma

Amador, Calaveras, Del Norte, Imperial, Kings, Madera, Marin, Modoc, Placer, San Mateo

Alameda, Alpine, Glenn, Kern, Nevada, Plumas, Santa Cruz, Stanislaus

Inyo, Napa, San Bernardino, Shasta, Trinity, Tulare, Yuba

Contra Costa, Humboldt, Mono, San Luis Obispo, Santa Clara, Siskiyou, Sutter, Tehama

Lake, Lassen Mariposa, Mendocino Monterey, Riverside, San Benito, Santa Barbara, Sierra, Tuolumne

+8 CARES 1.0 Core Counties receive CANS: Butte, Fresno, LA, Orange, San Francisco, San Joaquin, Ventura, Yolo

CWDS / 8

Acceleration Strategy - Overview

Product Blueprinting and Domain Modeling

- What are the program/practice and data/analytics must-haves for any platform?
- Which data model improvements (over legacy) are essential to good practice and CCWIS compliance, with emphasis on data quality?
- Which product feature set considering risk and value should we deliver next?

Legacy Integration and Synchronization

- Is it technically feasible, based on realistic Hotline scenarios, to map and keep data in synch between the new system and legacy?
- Among the technically feasible options, which best balance risk and reward?
- Can we show, through proofs of concept, that the most promising option works?

Platform Market Research

- What are the most viable PaaS options for CARES?
- Have PaaS implementations in HHS with longitudinal data worked?
- Are there proven patterns for configuration/extension and exit/migration?
 What are the risk and cost drivers?

PaaS PoC Phase 1

PaaS PoC Phase 2 (complex scenario - relationships)



Legacy Integration and Synchronization - Options

- A. Smaller (thin sliced) releases to Production, with full synchronization
- B. Larger (chunked) releases to Production, with bundled synchronization

 Scope releases at cleanly defined business process boundaries

 (transitions) that minimize integration and synchronization complexity
- C. Smaller or larger releases to Production, on a single DB2 database Run new and old applications on a single, shared DB2 database instance to minimize synchronization complexity
- D. Single scheduled cutover to Production, with continuous, smaller releases and incremental trial data conversions to Staging for user testing

CANS 1.0 & 1.1

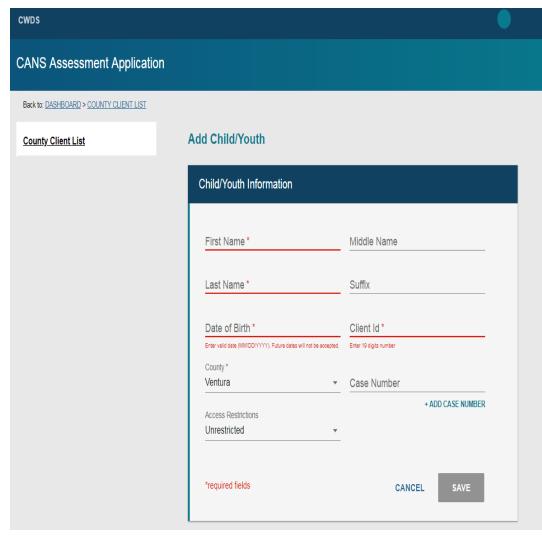
Julie Clemens Sonoltra Sanchez Child
Adolescent
Needs and
Strengths
assessment tool
(CANS)

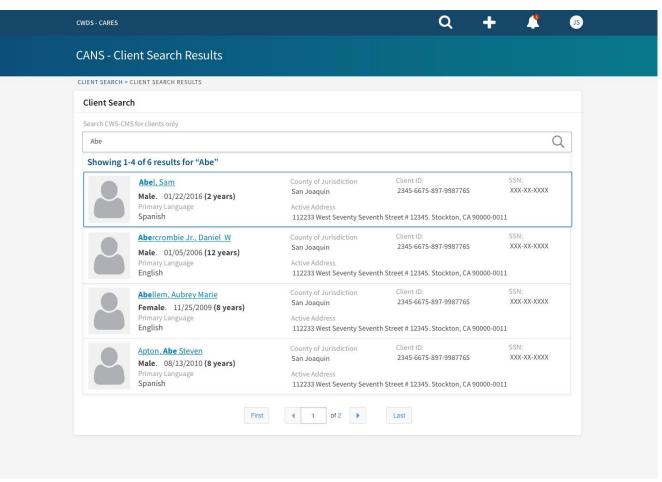
CANS v1.1 Scope

- Populate child client information with data from CWS/CMS legacy
- Improve application usability
 - Radio buttons
 - Decreases the amount of time it takes to complete the assessment form
 - User can add comments to assessment
 - Allows users to document pertinent info related to the assessment
 - User will be prompted to select the age appropriate CANS template
 - Users actively selects needed age template
 - Delete an assessment
 - If an assessment is entered in error, a supervisor can delete the assessment
- Present CANS ratings in a more helpful way by providing rating summary information
- CANS dashboards based on user:
 - Users that are supervisors will be presented with info about their worker's caseload
 - Supervisors can drill down to assessment specifics after selecting a worker's caseload
 - Users that are case carrying works will be presented with their active caseload
 - User can select a client from caseload
 - User without a caseload assignment will be presented with a search bar
 - User can search CWS/CMS legacy for clients

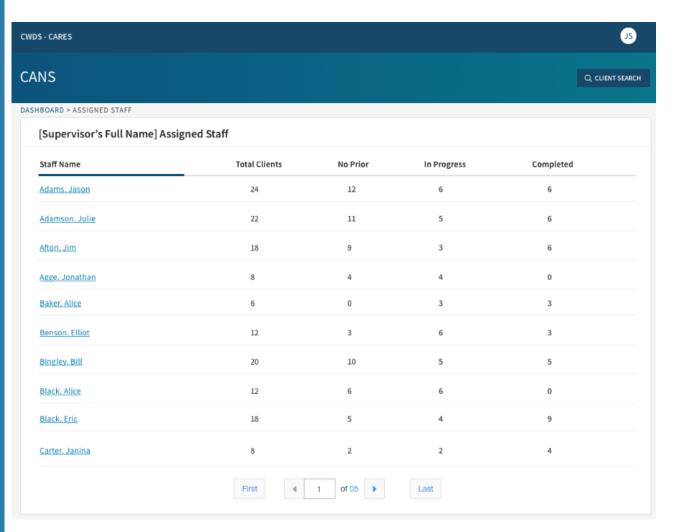
MANUALLY ADD A CHILD (1.0) VS. SEARCH (1.1)

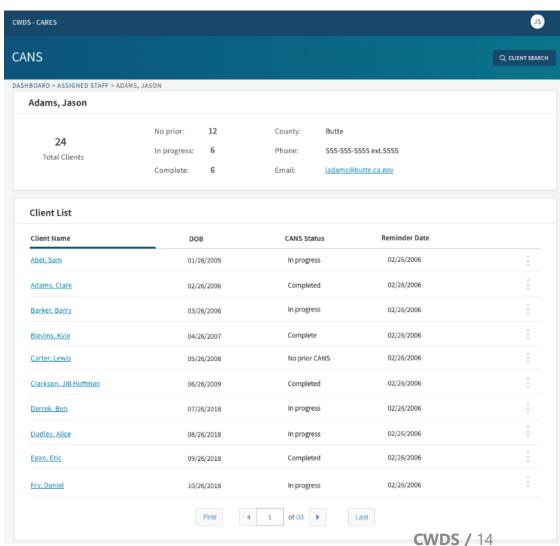
BEFORE





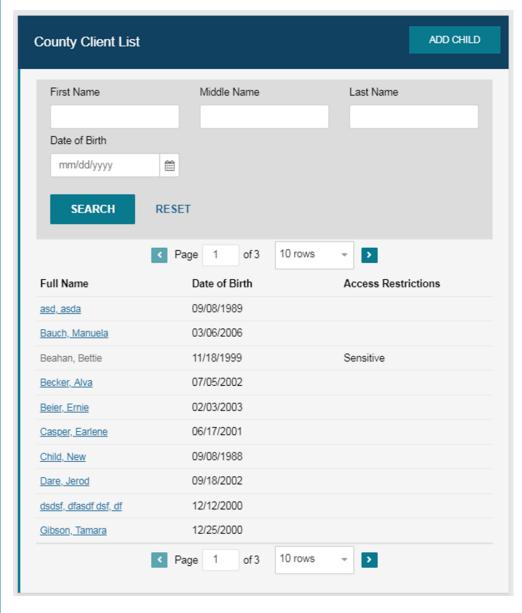
SUPERVISOR DASHBOARD

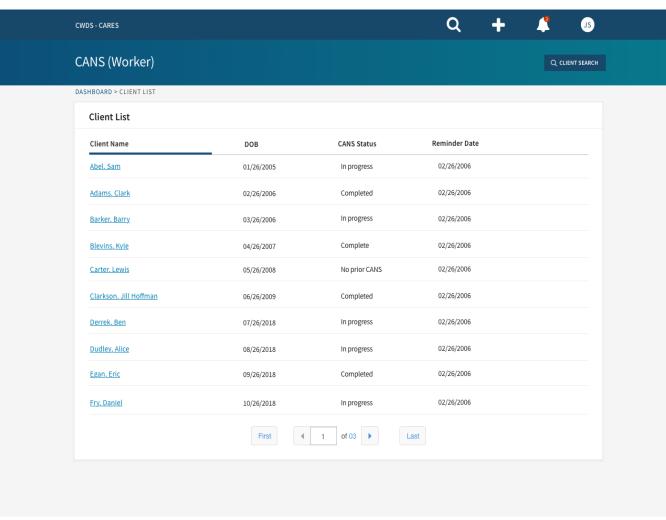




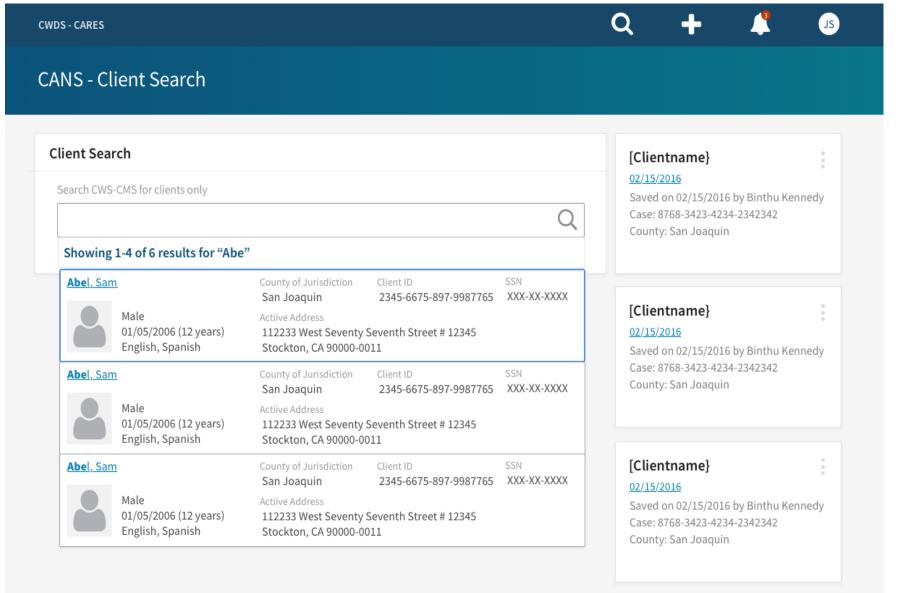
WORKER DASHBOARD

BEFORE



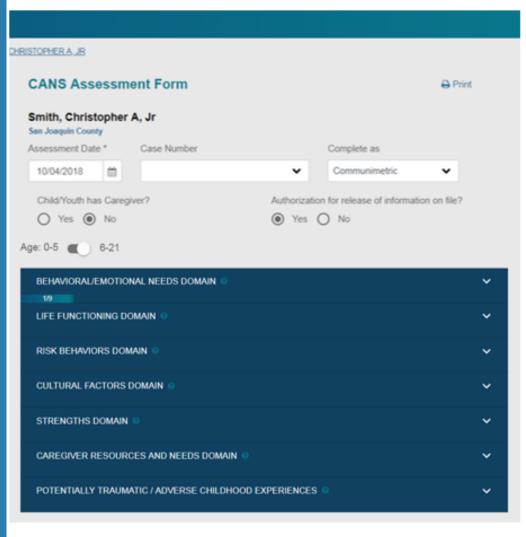


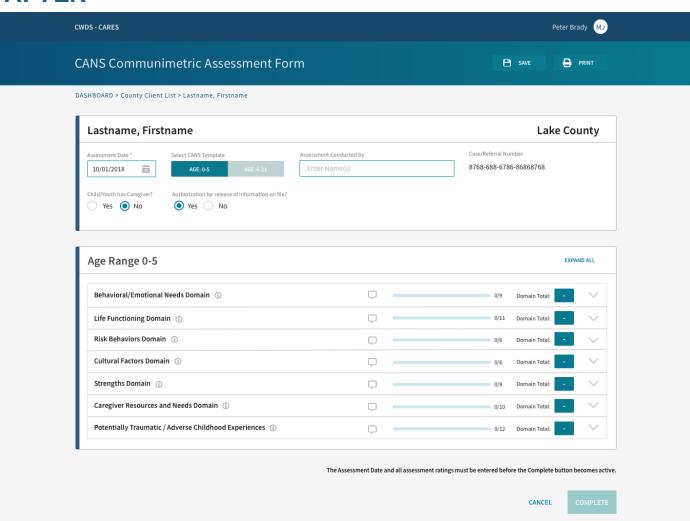
NON-CASELOAD CARRYING WORKER



AGE RANGE TOGGLE

BEFORE





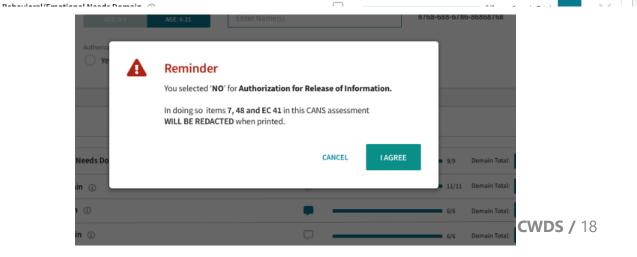
AUTOMATIC REDACTION OF SUD ITEMS

Age Range 6-21

BEFORE



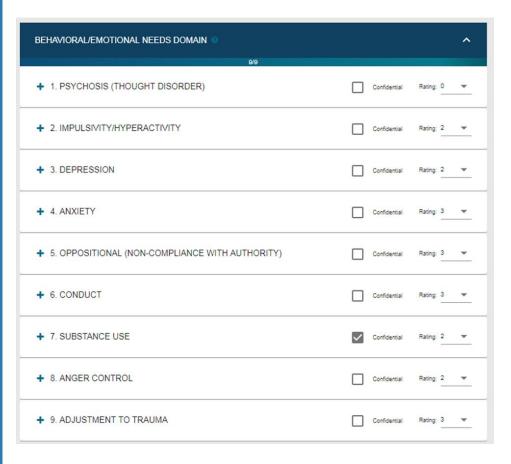
AFTER Peter Brady MJ **CWDS - CARES CANS Communimetric Assessment Form** PRINT DASHBOARD > County Client List > Lastname, Firstname Lastname, Firstname Lake County Case/Referral Number Assessment Date * Select CANS Template Assessment Conducted by 8768-688-6786-86868768 AGE: 6-21 10/01/2018 Child/Youth has Caregiver? Authorization for release of information on file? Yes No Yes No By selecting NO, items 7, 48 and EC 41 (Substance Use Disorder Items) from this CANS assessment will be redacted when printed.

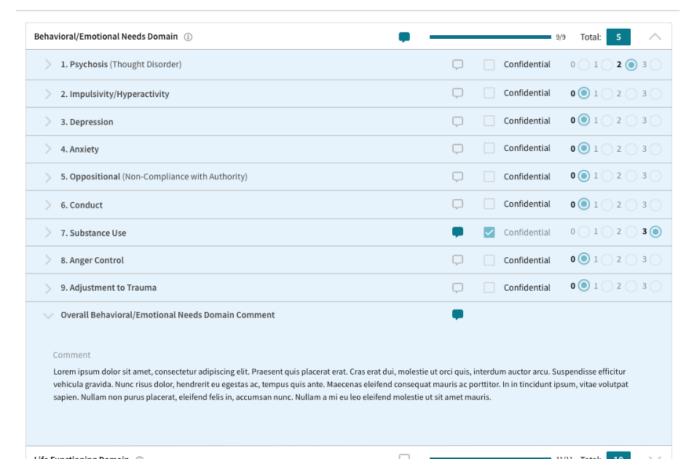


EXPAND ALL

DROP DOWN TO RADIO BUTTON

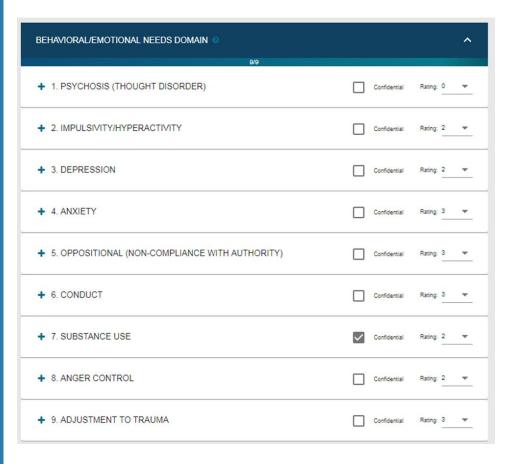
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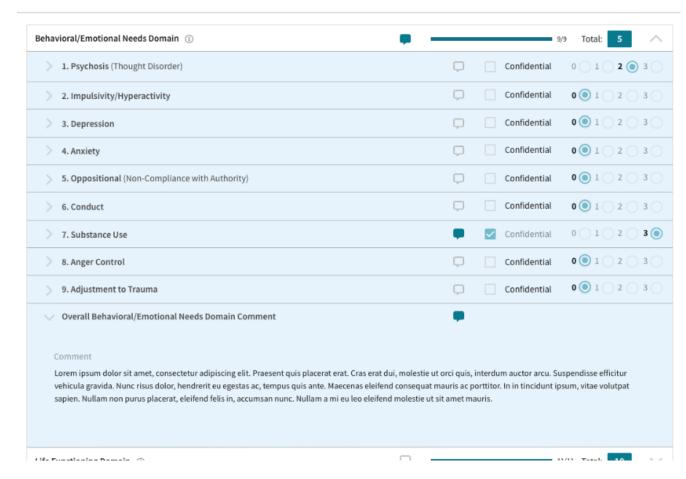




ITEM AND DOMAIN COMMENTS

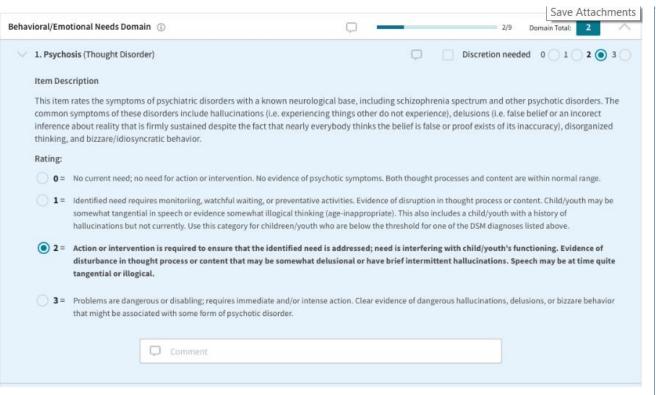
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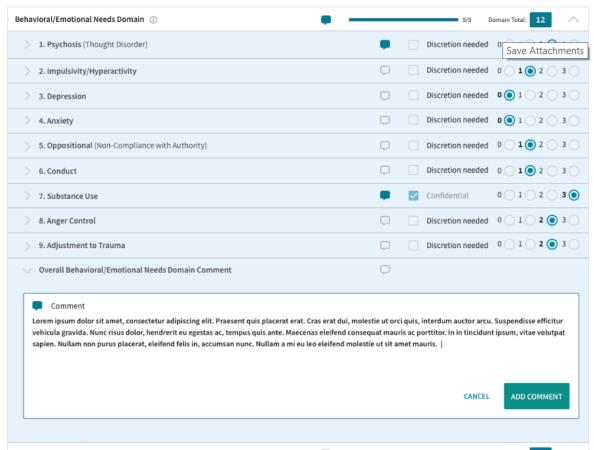


COMMENTS (CONTINUED)

Item Level Comment

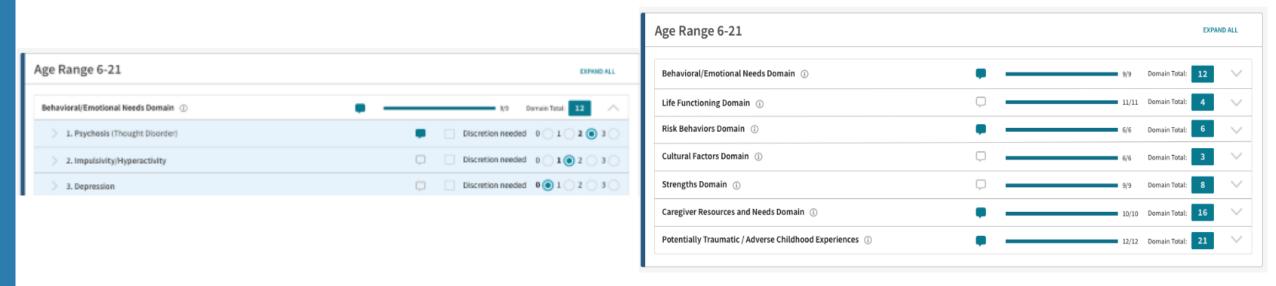


Domain Level Comment

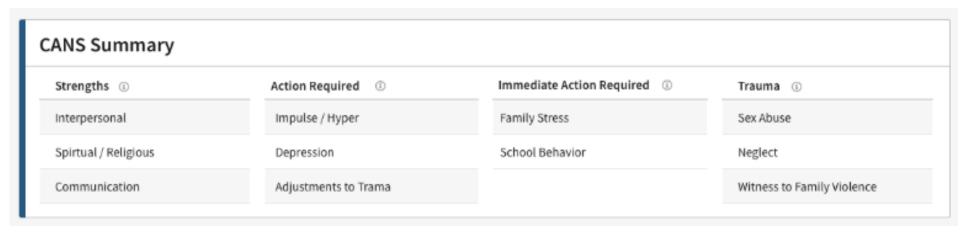


DOMAIN TOTALS & SUMMARY CARD

DOMAIN TOTALS



SUMMARY CARD



County Perspective

Wendy Christian
CWDA Executive Liaison