

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

Quarterly Legislative Briefing

April 26, 2019



CWDS / Child Welfare Digital Services

Agenda

Agenda Item	Lead	Time
Project Update - since we last met	Becky Stilling Kevin Gaines Wendy Christian	1:00 pm – 1:30 pm
Acceleration Strategy	Becky Stilling	1:30 pm – 2:30 pm
County Perspective	Wendy Christian	2:30 pm – 2:45 pm
Closing Remarks	Becky Stilling Kevin Gaines Wendy Christian	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.

Project Update

Becky Stilling

Kevin Gaines

Wendy Christian

Since we last met ... (November 30, 2018)

- CWS-CARES Budget FY 2018-19
- CWS-CARES Releases
- APDU and SPR 3 Status

CWS-CARES Budget FY 2018-19

2018-19 CWS-CARES Budget/Expenditure Report Summary

OSI Spending Authority Budget Item	2018-19 Budget ¹	Actual Expenditures	Projected Expenditures	Total Actuals/ Projections
Personnel Services*	9,935,256	3,211,349	4,303,783	7,515,132
Other OE&E**	5,717,563	2,091,816	3,350,604	5,442,420
Data Center Services**	2,660,543	2,575,283	1,001,985	3,577,268
Contract Services**	52,831,244	23,020,588	12,330,943	35,351,531
Enterprise Services*	5,420,394	984,937	703,526	1,688,463
OSI Spending Authority Total	76,565,000	31,883,973	21,690,841	53,574,814
CDSS Local Assistance Budget Item	2018-19 Budget	Actual Expenditures	Projected Expenditures	Total Actuals/ Projections
Contract Services***	587,180	326,006	628,049	954,055
Other OE&E***	3,492,074	-	2,170,410	2,170,410
County Participation Costs***	19,157,746	335,418	1,150,000	1,485,418
CDSS Local Assistance Total	23,237,000	661,424	3,948,459	4,609,883
CDSS State Operations Budget Item	2018-19 Budget	Actual Expenditures	Projected Expenditures	Total Actuals/ Projections
Personnel Services****	1,930,359	1,437,029	493,330	1,930,359
Facilities****	568,000	16,451	551,549	568,000
Other OE&E****	224,497	18,051	206,446	224,497
CDSS State Operations Total	2,722,856	1,471,531	1,251,325	2,722,856
CWS-CARES Project Total	102,524,856	34,016,928	26,890,625	60,907,553

As of 4/22/19

CWS-CARES Release Summary

	CARES 1.0	CARES 2.0	CARES 2.1	CARES 2.2
Identity Mgmt	<ul style="list-style-type: none"> Secure login with e-mail address as username and multi-factor authentication (MFA) Manage Users portal for County Admins to manage user access and permissions in CARES 	For CARES User Admins: <ul style="list-style-type: none"> Ability to filter user list by Office Ability to resend registration e-mail Add last login date to user list 	<ul style="list-style-type: none"> Allow three attempts to enter MFA code Indicate when user meets each password requirement when setting a new password For CARES User Admins: <ul style="list-style-type: none"> Provide three User Administrator Roles: State, County, and Office View Date/Time that registration email was sent to user View user's role in User List 	None
Snapshot	<ul style="list-style-type: none"> Search for CWS/CMS clients and view their relationships, demographic information, and child welfare history Copy & paste history into other documents 	<ul style="list-style-type: none"> Remove fuzzy search (commonly misspelled words) Add CSEC and probation youth information from CWS/CMS 	None	<ul style="list-style-type: none"> Display all active addresses on Person Card
Facility Search	<ul style="list-style-type: none"> Search for and view pending and approved facilities or homes from CWS/CMS, LIS, and FAS Shows number of beds, complaint history, and children associated to the home or facility 	None	None	<ul style="list-style-type: none"> Display capacity and adjusted capacity from CWS/CMS Allow searching for special characters in Facility Name
CANS	None	<ul style="list-style-type: none"> Add and edit child information in CANS Add, edit, and print CANS assessment View historical list of CANS assessments for child 	None	<ul style="list-style-type: none"> Search for and use child information from CWS/CMS Improve application usability Present CANS rating summary Provide change log Provide role-based dashboards Automatically redact confidential items when printed
STATUS	<ul style="list-style-type: none"> Released 9/19/18 Adopted by Intake & CALS Core Constituents only 	<ul style="list-style-type: none"> Released 10/31/18 Available 10/31/18 to Intake, CALS & CANS Core Constituents Statewide rollout in 6 waves 12/3/18 to 1/22/19 	<ul style="list-style-type: none"> Released 12/8/18 Available to current production users on release date Available to other counties based on scheduled rollout Go-Live date 	<ul style="list-style-type: none"> Released 2/9/19 Available to current production users on release date Single Statewide Go-Live for CANS feature is 2/25/19

CWS-CARES Release Summary cont.

	CARES 2.3	CARES 2.4
Identity Mgmt	<p>Secure Login Updates</p> <ul style="list-style-type: none"> • New User Registration Email Updates • Enable buttons once a user completes the CWS-CARES Login required fields • New MFA Code auto sent to user after 3 failed attempts to enter MFA Code or MFA Code expires • New CAPS Lock warning message displays when applicable • New MFA Code Countdown clock displays <p>Manage Users Portal Updates</p> <ul style="list-style-type: none"> • Ability to edit a user's email address • New Phone Number field added to User Profile page • Unlock a user's CWS-CARES account when user locked out due to failed login • User's CWS/CMS privileges display on User Profile page • New free form text field (Notes) added on User Profile page • Read-only change logs created for a variety of Administrator user account updates • Variety of messages display based on administrator actions • Global Admin privileges allow work on CWS-CARES user roles and/or permissions 	None
Snapshot	None	None
Facility Search	<ul style="list-style-type: none"> • Displays total number of search results returned based on the search criteria entered • FFH Applications are now displaying with the proper status from CWS/CMS • Update labels to be consistent with RFA terminology 	None
CANS	None	<ul style="list-style-type: none"> • New CANS Reassessment functionality is added • CANS Reassessment can be populated with ratings from previously completed assessment • New at-a-glance historical comparison of client assessment ratings over time • System prompts user to save data when user clicks: breadcrumbs, browser back button, or print • Enhanced assessment printing • Usability enhancements: <ul style="list-style-type: none"> • Assessment summary • Delete Reason required • DOB and age on assessment form • Navigation enhancements (e.g., page scrolls) • Enhanced search results (e.g., AKA) • CANS status in client history
STATUS	<ul style="list-style-type: none"> • Released planned 4/27/19 	<ul style="list-style-type: none"> • Release planned 6/1/19

APDU & SPR 3 Status

- The APD will reflect activity for the remaining period of FFY 2019.
- SPR 3 will provide project updates since the approval of SPR 2, as well as planned activities through FY 2019-2020.
- Both project documents will be submitted in alignment with one another in mid-May. SPR drafts will be shared with CDT leading up to formal submission.

Acceleration Strategy Update

Becky Stilling

Project Challenges and Strengths

Our biggest challenges:

- Effectively maintaining the CWS-CMS system with data that will be generated by CWS-CARES (aka "Legacy Integration Strategy")
- Deploying a holistic product strategy that fosters modular development and regular delivery
- Achieving stability, performance, scalability and security in software development and in maintaining the technical infrastructure
- Effectively managing multiple contracts and vendors for development and operational capability

Our biggest strengths:

- Compelling purpose, partnerships and teamwork
 - Our partnership with counties, which is essential to the delivery of valuable functionality
- Intensive and intentional commitment to research and user centered design

Acceleration Strategy Components

Product Blueprinting & Domain Modeling

- A Product Blueprint is a high-level flow diagram that takes into account Federal/state reporting requirements and captures the end-to-end process in each core digital service area.
- A Domain Model describes how core child welfare concepts relate to each other and specifies the business rules governing their interactions.

Legacy Integration & Synchronization

- Can CWS-CARES co-exist with legacy systems in a technically feasible, predictable, repeatable and cost-effective way or not?

Acceleration Strategy Components

Platform-as-a-Service (PaaS) Proof of Concept (POC)

- A two-phase process for vendors to build and demonstrate a working application on a commercial PaaS based on realistic scenarios (from the Product Blueprint).

Platform Market Research

- Workshops and demonstrations with additional vendors to further understand limits and capabilities in addition to costs and licensing.
- This will assist the project in identifying gaps; understand how configuration and customization, in combination, might close those gaps and assess the associated trade-offs and economic impacts.

Acceleration Strategy - Decision Tree Concepts

Product Blueprinting and Domain Modeling

- What are the program/practice and data/analytics must-haves for CARES?
- Which domain model improvements are key to
 - CCWIS compliance, including the maintenance of high-quality longitudinal data
 - Good child welfare practice?
- Where do shared services (e.g. Search, Person Management) come into play?
- Where can we carve out product “building blocks” (coherent units of work that produce measurable value) for delivery?

Scenarios for Legacy PoC

- Basic (add fields and extend LoVs)
- Advanced (Person and Household Models)

Scenarios for PaaS Evaluations

- Relationship model for PaaS PoC
- Screening “deep dive” specification for Market Research
- Shared services

Shared services Product building blocks, with value hypotheses and metrics

Legacy Integration Proof of Concept (PoC)

Is it technically feasible and economically viable, based on realistic Screening scenarios, to transform and synchronize data between CARES and legacy without

- Limiting the extent of innovation required for CCWIS compliance and good child welfare practice
- Generating downstream errors in legacy
- Disrupting county operations?

Most promising legacy integration option

PaaS PoC and Market Research

Which PaaS offerings show the most potential to accelerate our work *in conjunction with* the most promising legacy integration option? Criteria include how each offering equips the state to

- Model and manage longitudinal data
- Rapidly configure, extend and ‘mix and match’ shared services
- Shape, measure and improve the user experience (UX)
- Manage the pipeline to a reliable, scalable Prod environment
- Integrate with external/3rd party systems
- Exit without losing state product configuration and data assets

Best-fit PaaS option in the context of the legacy integration approach

Best technical practices and patterns that influence the best delivery sequence

Product Strategy – Delivery Roadmap and Methodology

- How should we sequence the delivery of “building blocks” and shared services? Why - in terms of value and risk- go with a given sequence?
- What technical artifacts must be attached to stories to insure we are ready to deliver with efficiency and fidelity to the value hypothesis?

- **Legacy Strategy**
- **Platform as a Service (PaaS)**
- **PaaS Market Research**

Overall Conclusions to Date & Next Steps

County Perspective

Wendy Christian

Closing Remarks

Becky Stilling
Kevin Gaines
Wendy Christian