Child Welfare Services/ Case Management System

CWS/CMS in a nutshell

Child Welfare Program Overall Objective

The overall objective of the CWS program is that every child in California lives in a safe, stable, permanent home, nurtured by healthy families and strong communities.

Past

CWS/CMS History

▸ <u>SB 370 Chapter 1294, Statutes of 1989</u> authorized the development & implementation of a statewide automated system for CWS

▸ <u>Federal Omnibus Budget Reconciliation Act of 1993</u> established funding and functionality requirements for Statewide Automated Child Welfare Information Systems (SACWIS)

▸ In 1998, CWS/CMS was implemented statewide in 58 counties and CDSS

▸ In early 2004, federal SACWIS status and funding was withdrawn from California

CWS/CMS History (con't)

- In October 2004, SACWIS funding was conditionally restored retroactively (Go Forward Plan).

- In 2006, the state and federal government approved a new SACWIS project, CWS/Web (TAAA Report).

- AB 106, Chapter 32, Statutes of 2011, Section 71 indefinitely suspended the CWS/Web Project, and directed CDSS, in partnership with OSI, CWDA, CTA, legislative staff and counties, to develop the Child Welfare Services Automation Study.

- SB 1041, Chapter 47, Statutes of 2012, Section 52(a) directed CDSS to conduct the next steps necessary to replace the CWS/CMS based on the automation study's recommendation.

Present

CWS/CMS Overview

The CWS program is the primary intervention resource for

child abuse and neglect in California. California's state-supervised child welfare program is administered at the local level by 58 counties, each governed by a county board of supervisors.

CWS/CMS is the statewide automated system that supports the practice along with approximately 400+ external systems created by the counties themselves.

CWS/CMS Framework

▶ CWS/CMS is a multi-tiered thick client/server application.

- The core of the system resides on two mainframes.

- The primary role of the mainframe is to provide database and transaction services.

- The three major components are:

  - Workstation user interface – an application must be installed on the workstation or device. The workstation must be Windows based.

  - Application servers – data from the workstation goes through the server.

  - Mainframe back-end and database – additional code and data resides here.

CWS/CMS Framework

There are two technical support models provided for day-to-day computing for CWS/CMS needs:

- Coexistent or Dedicated (Concurrent).

- Many counties currently select the Dedicated model to reduce the demand on county's technical support staff.

- All counties and CDSS are dependent on the State and its vendor for system support.

CWS/CMS Support Models

▶ **Counties: Coexistent vs. Dedicated (Concurrent)**

- 29 of the 58 counties are coexistent counties.

- Four counties are in the process of migrating from dedicated to co-ex.

- Two more are migrating from dedicated to concurrent, which is a co-ex configuration.

CWS/CMS Support Models

- **Coexistent Counties:**

  - Operate CWS/CMS in a local area networking (LAN) environment that they share with other agencies within their county.

  - Install other applications on CWS/CMS workstations.

  - Access county resources from a CWS/CMS workstation.

  - Share responsibility with the State for problem resolution, configuration management and other local operation and maintenance services.

- **Dedicated Counties:**

  - Vendor provides image, and supports workstations, servers, and network architecture.

  - No access to additional features not supported by vendor.

CWS/CMS Connectivity

The following connection methods are available for users to access the CWS/CMS system:

- Desktop located in the county via the California State Government Network (CSGNet).

- VPN - Dedicated County customers only.

- Server Based Computing Service (SBCS) via the network.

- Stand-alone.

- Alternative Server Access (ASA).

- Dial-up.

CWS/CMS Connectivity

▸ **VPN**

- Offers encrypted high speed internet access to platforms, applications and data, including the CWS/CMS application, email and CAD. [Requires Dedicated Counties to subscribe to a broadband Internet Service Provider (ISP)].

- VPN services are currently used for two business functions:

    - Business Objects (BO) users connect to the data warehouse (approximately 250 users).

    - Internet access for Dedicated county users with CWS/CMS laptops (approximately 700 users).

- Is not a substitute for a Dedicated county supported CWS/CMS site.

- Requires a CWS/CMS imaged laptop, and may replace dial-up access for some locations.

CWS/CMS Connectivity

▸ **Server Based Computing Service (SBCS)**

- Provides remote internet access to CWS/CMS application for all counties, including CWS and Probation users performing case management activities.

- This access is through the internet, only. Requires broadband ISP and Internet Explorer 5.5 (IEv5.5) or later.

- Counties can use any workstation that meet the requirements. Provides a similar user experience as CWS/CMS on their workstation, and it provides access to other CWS/CMS related applications like SDM, file services, and print services.

- Makes it easier to expand geographic reach for customers, allowing access from any location that has an internet connection.

- Protects information from inadvertently being left on remote devices.

CWS/CMS Connectivity

▶ **Stand Alone Client**

    ▶ Anytime a laptop is powered on and it is not connected to the CWS LAN, it is in stand alone mode. This allows users access to Microsoft Office Applications (Word, Excel, PowerPoint) to create and/or work with documents that are stored locally on your hard drive or an external device.

        • Use Microsoft Dial-up Client to switch to dial-up mode.

▶ **Alternative Server Access (ASA) Client**

    ▶ The purpose of ASA dial-up desktops is to provide a backup path to the host if the county CWS/CMS server, or Wide Area Network (WAN), experiences an outage.

    ▶ The alternate path that ASA provides is through a telephone line.

CWS/CMS Connectivity

▸ **Dial-Up**

  ▸ Laptops, in conjunction with the project's dial-up service, provide CWS workers the ability to use the CWS/CMS application from the following locations:

  - LAN connected from their assigned CWS office.

  - LAN connected from other CWS sites in the county.

  - Via dial-up from any location with an analog telephone line.

  ▸ Dial-up currently has approximately 750 users.

  ▸ Assumes the use of the CWS/CMS dial-up service and CWS/CMS laptop.

CWS/CMS Advances

- Application advances:
  - Spell Check (2002)
  - Process Improvement Plan (PIP) release (2005)
  - Office 2003 Rollout (2007)
  - Safety Alert (2009)
  - DOJ Grievance tracking and Outcome Measure Impacts
  - Special Project Codes replaced:
    - Safely Surrendered Babies (2002)
    - Relative/NREFM Assessments and Placement Homes (2004)
    - Child Near Fatality (2009)
    - Extended Foster Care (2012)

Productivity Tools today

▶ **Some personal productivity software in use:**

▶ Dragon Naturally Speaking

▶ Job Access With Speech (JAWS)

▶ Internet Explorer

▶ WinZip

▶ Adobe

Personal Productivity Tools

▶ **Dragon Naturally Speaking Software**

  ▶ Save, Copy and Paste into CWS/CMS

  ▶ Hands Free Dictation

  ▶ Mitigation of Injuries

  ▶ Significant Time Savings If Trained Correctly

    ▸ Initial Training: 4-6 Hours
    ▸ Continuous Training: DragonSpeak
    ▸ Version 11.5 and 12

Personal Productivity Tools

▶ **Dragon Naturally Speaking Software (cont.)**

- ▶ Requires Significant Up Front and Continuous Training
  - ▶ Recognition of specific voices and diction
  - ▶ Regional accents
  - ▶ Errors in translating the speaker's words
  - ▶ Verbal editing can be a challenge to typists

- ▶ Storage of Recorded Data Can Be Costly
  - ▶ Minimum of 3 gigs of RAM

- ▶ Personal Preference
  - ▶ Dictation versus Typing

Personal Productivity Tools

▸ **JAWS – Job Access With Speech Software**

> ▸ JAWS is a powerful screen reader that speaks the Windows interface.

> ▸ The JAWS speech synthesizer (Eloquence) analyzes text and screen objects and outputs sound through the computer sound card.

> ▸ JAWS is controlled with keyboard commands and you must memorize quite a few to use JAWS effectively.

> ▸ JAWS only works in Internet Explorer.

Personal Productivity Tools

▶ Internet Explorer

  ▶ Access to various web based software applications

    ▶ Drug Testing Services
    ▶ SDM – Structured Decision Making
    ▶ Business Objects – WEBI

▶ WinZIP

▶ Adobe

Mobile Devices

Tablets – iPads – iPhones - Androids

▶ Mobile Workforce: Remote access for workforce

▶ Additional Features: Notepad, recorder, camera and access to other applications

▶ Portability: Lightweight - easy to carry and store

▶ Saves time: Less time in office - more time in field

Considerations for Mobile Devices

Windows Operating System

- CWS/CMS is a windows based application
- IBM only supports devices that run the Windows Operating System
  - If any future application change is made to CWS/CMS the county <u>will</u> assume the risk that a non IBM supported device may not be compatible with the change
- iPads do not currently run on Windows

Ability to Ensure Security of Data

- Mobile devices must be encrypted for security purposes
- Must have a secure method for access of CWS/CMS

Considerations for Mobile Devices

Approved CWS/CMS Access Methods

▸ Dial Up: Connecting phone line to the computer

▸ Local Area Network (LAN): Laptop or desktop with the Fat Client

▸ Virtual Private Network (VPN): Access of LAN from a remote location via a laptop or a desktop with Fat Client

▸ Server Base Computing (SBC): Tokens - CITRIX – Laptop, desktop or mobile device with the Citrix Client

Considerations for Mobile Devices

SACWIS Funding - FFP is for Primary Devices

Personal computing (PC) device must be

used for primary input/interaction with the CWS/CMS application

▸ Will you be using the requested tablet or mobile device as your primary device?

▸ Will the primary device directly access CWS/CMS?

▸ And Is Non-Separable

Considerations for Mobile Devices

An item is defined as SACWIS because it:

▸ Is integral to (non-separable from) our SACWIS (CWS/CMS) solution

▸ Would not exist without our SACWIS solution

▸ Is necessary to develop and operate SACWIS

▸ Is necessary to fulfill SACWIS requirements

▸ Is Defined-Implemented-Available Statewide

For further information regarding APD's and SACWIS funding contact the CDSS APD team.

Reference: CDSS CFL 03-04/27

CDSS APD Team

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Still Missing

With the suspension of the CWS Web project, critical business functionality not available to counties, and deferred due to ongoing activities related to web were identified. Some of the key areas are:

▶ Adoptions

▶ Eligibility

▶ Financial Management

▶ Interfaces

▶ Reporting

▶ Role Based Access/External User Access

Future

CWS Automation Study Team

Background

▸ As part of the 2011-12 Governor's Budget, the CWS/Web Project
was indefinitely suspended. A small study team (CAST – CWS Automation
Study Team) comprised of State staff and county consultants was formed to
prepare and submit a report to the Legislature.

▸ The Study Report shall address the best approach to provide missing
functionalities that are critical to CWS operations.

▸ Four technical alternatives are considered in the legislative report.

Summary of Technical Alternatives

Four Technical Alternatives reviewed in the report

▸ Upgrade CWS/CMS
  ▸ Upgrade CWS/CMS – Web enable (thin client)

▸ Restart CWS/Web procurement

▸ New Procurement - Custom New System

▸ New Procurement – New System Buy/Build Model

Information for All Alternatives

All of the alternatives had certain requirements that needed to be addressed based on the environment proposed in the alternative:

▸ Develop and deliver data exchange interfaces to support interagency information sharing

▸ Consolidate existing CWS/CMS and ancillary data sources into a single repository

▸ Add missing business functionality

▸ SACWIS compliance

Upgrade CWS/CMS- Web enable

▸This alternative is focused on upgrading the current CWS/CMS to
web-based technologies (Thin Client).

- ▸ Migrate from a Client hosted on 200+ Application Servers to a central web-based Application Server hardware/software

- ▸ Utilize existing code base

- ▸ Utilize existing County Access to Data (CAD) data warehouse

- ▸ Add and enhance critically needed functionality after the initial upgrade is completed and the application is stabilized

Restart CWS/Web

▸ This alternative replaces the CWS/CMS with a custom built new system.

- ▸ Restart procurement with the CWS/Web RFP requirements

- ▸ Deliver an architecture based on web technologies

- ▸ Establish a Service Oriented Architecture (SOA) and support future technical collaboration with other systems or services

New System

▸ **New procurement – Custom System**

    ▸ Plan, specify (requirements), analyze, design and thoroughly document requirements for the system prior to initiating its development and delivery. (Scope: CWS/CMS, missing critical functionality)

    ▸ Migrate all existing CWS/CMS data to a new database and data model

    ▸ Deliver business functionality at a single point-in-time, as a complete system

New System

‣**Buy/Build Model**

‣This alternative starts with purchasing a prebuilt base framework upon which the State and counties can add additional functionality (custom services).

- New procurement to evaluate and select a base framework

- Conduct a gap analysis against the base framework to identify missing functionality to fill mandated law/policy and support practice

- Determine the approach to close the gap (develop custom services, configuration, or business process re-engineering [BPR])

- Maximize user understanding, use and acceptance of the base framework and the extensions

- Sandbox process and training

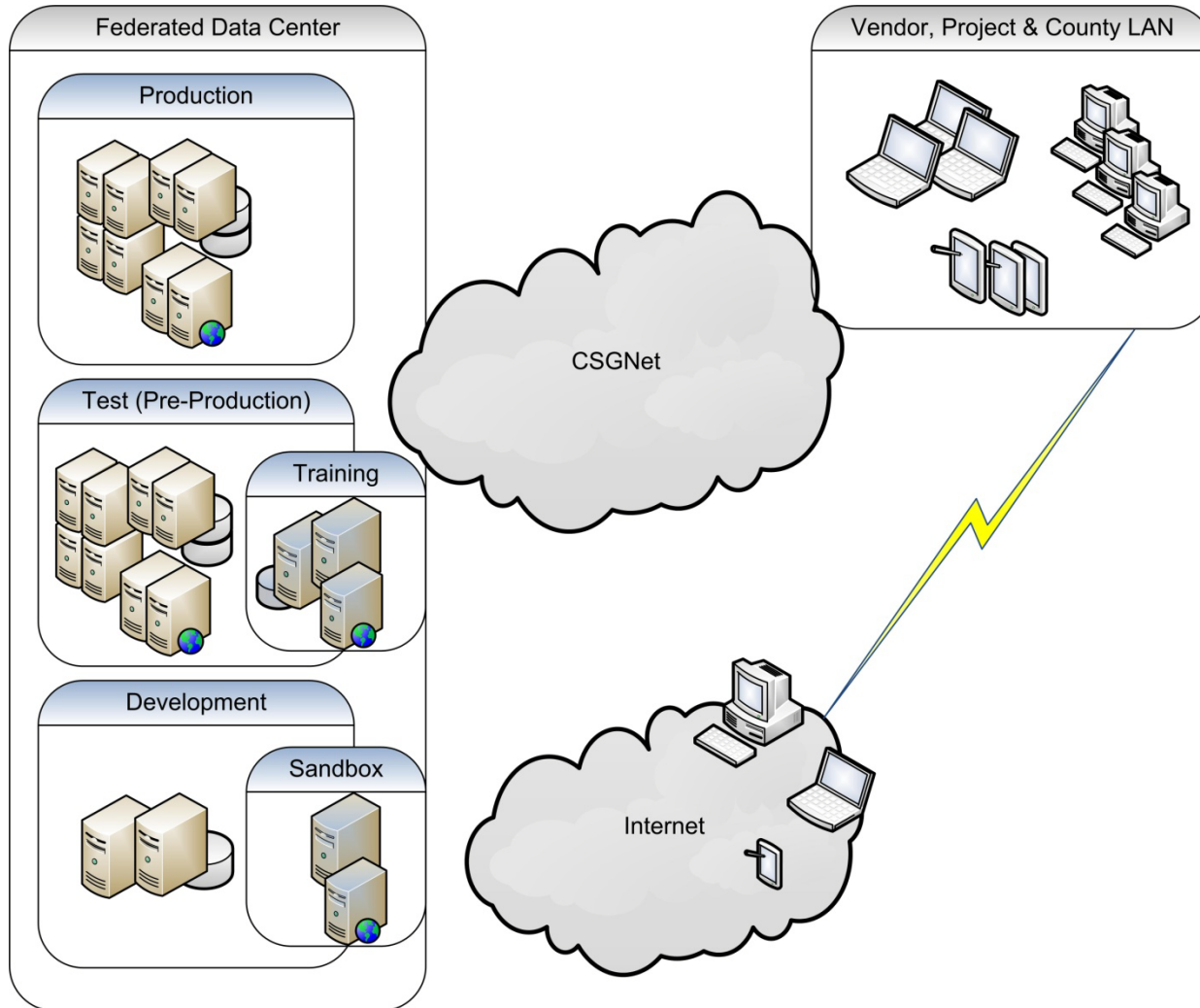- Migrate all existing CWS/CMS data to a new database and data model

CWS/NS Proposed Architecture

▶ A fully-operational software combination with core capabilities and custom-developed services, managed in a SOA environment.

▶ An enterprise-wide infrastructure residing at the State Data Center.

▶ Environments.

  ▶ Production, Test, Training, Development, Sandbox.

▶ Software.

  ▶ Operating System (OS), Commercial off-the-shelf (COTS), virtualization, Enterprise Service Bus (ESB), open source web server , Identity Management (IdM) , database management system (DBMS) , Business Intelligence (BI), portal, search engine, and other system tools.

▶ Accessible from anywhere with a browser and Internet connection.

CWS/NS Proposed Logical Topology

CWS New System Vision

▶ The Legislature took action to begin to pursue replacement of the CWS/CMS in the 2012 Budget Act and Trailer Bill (SB 1041, Chapter 47, Statutes of 2012, Section 52(a)) as follows:

▶

▶ *Section 52 (a) The State Department of Social Services shall use funding included in the Budget Act of 2012 related to the replacement of the Child Welfare Services/Case Management System (CWS/CMS) for the next steps necessary to move forward with the recommendation of the Child Welfare Automation Study Team (CAST) to proceed toward procuring a new system, consistent with a buy/build strategy, as described in the CAST report submitted to the Legislature. These next steps shall include, but shall not be limited to, completing, in consultation with the counties and the County Welfare Directors Association, a Feasibility Study Report (FSR) and federal Advance Planning Document (APD), as well as conducting other planning activities. The Office of Systems Integration (OSI) and the department shall report the results of these activities, in addition to the key milestones and anticipated timelines for any resulting procurement process, to the Legislature by March 1, 2013, for review during budget hearings in 2013.*

CWS New System Vision

▸ Meets CWS practice needs

▸ Best overall mix of service delivery, time to full-benefit realization and lowest cost

▸ Flexible, scalable and extensible technical architecture

▸ Accelerated RFP Approach

▸ SACWIS Compliance

▸ Resource Utilization

▸ System Access

▸ Information Exchange Interfaces

▸ Organizational Change Management

▸ Business Collaboration

▸ Outcome-driven Planning, Management and Assessment

CWS – NS Interim Activities

▸ Feasibility Study (FSR) and approvals

▸ State and Federal budget documents

▸ Planning for procurement activities

▸ Demonstrations from all interested vendors

▸ Upcoming County engagement activities related to the new system project.

  ▸ Validation

  ▸ Operational Change Management

  ▸ Data Clean Up

  ▸ Cost Benefit Analysis

  ▸ External Systems Study

County activities moving forward

▸ **Data Clean Up**

  ▸ Develop plan and identify resources - list items that can be worked on locally now to move ahead at the county level

▸ **External Systems Studies**

  ▸ Update and expand prior study to include county data and procedures (e.g., adoption case mgt, etc)

▸ **County Goods and Services project costs & validation**

  ▸ Validate projected county costs associated to new system implementation
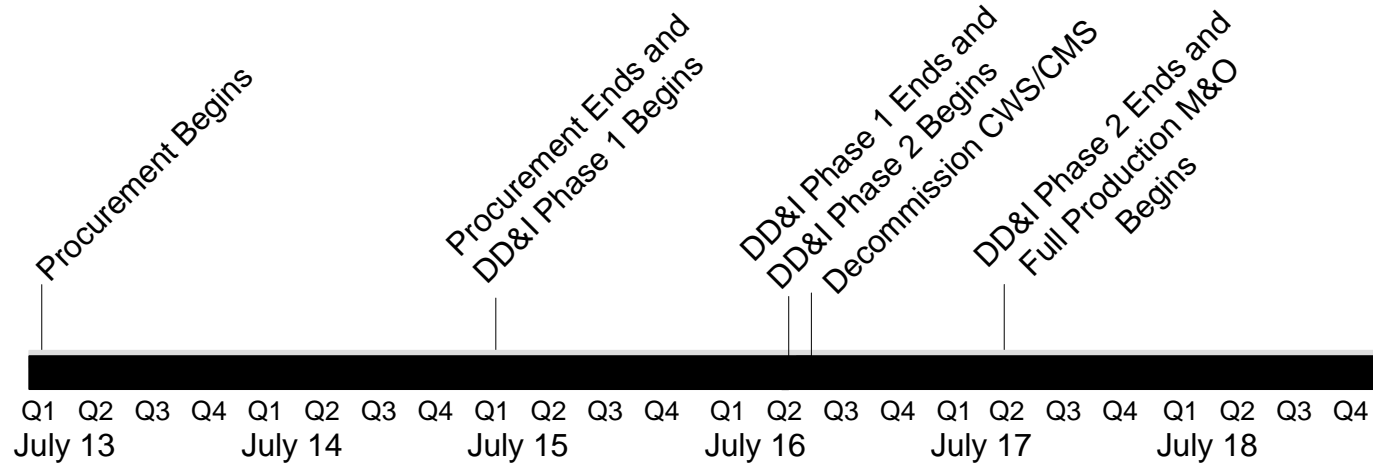
County activities moving forward

▸ **Cost Benefit Analysis study**

▸ Update and validate measurements in the Feasibility Study

▸ Develop and validate data collection tool with the counties, State and Federal partners

▸ Collect and Report measurements for Cost Benefit Analysis

▸ **Service and Support Study**

▸ Develop plan from current support model to future model

CWS New System Proposed Timeline

New System – Buy Build

Procurement Begins

Procurement Ends and
DD&I Phase 1 Begins

DD&I Phase 1 Ends and
DD&I Phase 2 Begins
Decommission CWS/CMS

DD&I Phase 2 Ends and
Full Production M&O
Begins

| Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 |

July 13 July 14 July 15 July 16 July 17 July 18

Current Status

▸ **Legislative Report and Addendum are now available**

▸ http://www.cdss.ca.gov/cdssweb/PG185.htm -

▸ and click on Reports to the Legislature
- Before you print the Legislative Report please note that the report is 162 pages.

▸ FSR – Feasibility Study is in the review process

▸ Funding Documents are being prepared for submission

▸ Next Steps

Defined

- **innovation**

- **in no va tion**

- *noun* \ˌi -nə-ˈv ā-shən\

- **Definition of *INNOVATION***

1 : the introduction of something new

2: a new idea, method, or device : novelty

County Innovations

▸ County Innovation sometimes requires building an External System:

▸ External systems are tools that:

  ▸ Operates outside of CWS/CMS

  ▸ Supports business needs not currently available in CWS/CMS

  ▸ Enhances the user's ability to provide services and monitor work

County Innovations

Counties have been busy keeping up with new program initiatives or best practices. Some areas of innovation are:

▸ Web Portal devices or applications

▸ QA Tools

▸ Data Exchange Systems

County Innovations

▸ Web portal devices that allow providers, caregivers to provide or access information.

  ▸ Foster Youth Information (FYI)

  ▸ Foster Focus

  ▸ Report to Social Workers Extranet

  ▸ WebTOX

  ▸ FFA Certified Home Vacancy Info. System

  ▸ GIS Systems

  ▸ VRU Foster Care Tracking

County Innovations (con't)

QA Tools

▸ SAFE Measures

▸ SDM Reading Access database

▸ U.C. Berkeley Child Welfare Reporting System

▸ California Department of Social Services Children and Family Services Reports

County Innovations (con't)

Data Exchange Systems

▸ Service Management Access and Resource Tracking (SMART)

▸ Juvenile Network (JNET)

▸ Automated Provider Payment System (APPS)

County Innovations (cont)

Other examples are:

▶ **SDM and CAT Tools**

▶ **ETO – Efforts to Outcomes for Family 2 Family and CC25**

  ▸ TDM – Team Decision Making

  ▸ Recruitment Training and Support – foster parent/adoptive parent applicant tracking

  ▸ ILP services and Aftercare Services

  ▸ PSSF/CAPIT clients and services (Social Solutions)

County Innovations - SACWIS PI

How can counties can utilize SACWIS PI?

- ▸ ACF Program Instruction
  - ▸ ACYF-CB-PI-10-05

- ▸ Provides a process to evaluate new innovations while maintaining SACWIS compliance.
  - ▸ Opportunity for Federal Government and State Government to track local innovations and leverage existing tools to fill business needs timely.
  - ▸ Opportunity for counties to avail themselves of existing tools to meet local business needs.

For more information regarding SACWIS PI contact the CDSS APD team.

CWS/CMS References

▸ CWS/CMS website link for guides

- http://www.hwcws.cahwnet.gov/guides/default.asp

  ▸ Guides currently available related to connectivity:

    - VPN User Guide (6/28/10).

    - Remote Access VPN Guide – v2.0

    - IBM-Windows OS Laptop User Guide (11/19/08)

▸ Other references:

  ▸ 091410_VPN_Service_Offering

  ▸ 051711_SBCS_Offering_v3

  ▸ 071911_SBC_user_Guide_v_4_0

  ▸ 080411_Coexistent_Conversion Requirements

  ▸ 101919_Dedicated_Co_Images

Child Welfare Services/ Case Management System