



**CWS**  
New System Project

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# **Child Welfare Services New System Project January 2016 Update**

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*January 13, 2016*

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# Agenda

- Executive Introduction
- Procurement Overview
- Project Update
- Adjourn

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# Executive Introduction

Continued joint governance between:

- CWDA – Penni Clarke
- CDSS – Kevin Gaines
- OSI – Peter Kelly

Going forward CWS/CMS and CWS-NS  
governance will begin merging

# Scope

“Deliver a SACWIS/CCWIS set of services that does everything\* its users need to assure the safety, permanency, and well-being of children at risk of abuse, neglect, or exploitation.”

Our scope of work is still the same.

We still want to accomplish the same goals for our users

# Continued Commitment

- Fiscal commitment has not changed. In order to be successful we need:
  - Active county involvement throughout user research, design and development
  - To support county project and organizational change management
  - To support county implementations

# Project Approach Change

- Historical monolithic project challenges
- Agile development
  - Incremental Delivery
  - User-centered Design
  - Leveraging and adapting BPP and RFP materials
- Procurement methodology
  - Multiple RFPs divided along functional content
  - Building a leveraged procurement vehicle

# Historical Context

- What is wrong with the current way of building and implementing systems?
  - ❑ Requirements are developed years before the system design begins
  - ❑ Implementation occurs years after the system is designed
  - ❑ Resulting in getting what you wanted a decade ago, but not what you need “today”
  - ❑ Customer involvement occurs too early and too late, but not when needed during development.

# Incremental Delivery

- So we plan to sub-divide the single procurement into smaller pieces in order to:
  - Accelerate delivering value to the counties and state;
  - Understand and validate that we're meeting our users' needs; and
  - Reduce the risk of large system failure.



How **not** to build a minimum viable product



How to build a minimum viable product



# Service Delivery Benefits

- An agile, iterative approach starts delivery FY16/17 versus pre-existing path delivering an entire system in FY20/21
- EARLY and frequent (2-4 week sprints) delivery of business value
- Strong Federal support and partnership for being a model State
- Build long term service delivery skills and capabilities in government
- Begin the transition to vendor/government partnership DevOps capability

# User-centered Design<sup>1</sup>

- It's our job to build services that are simple and intuitive enough that users succeed the first time, unaided.
- Early in the project, spend time with current and prospective users of the service
- Determine people's goals, needs, and behaviors
- Test prototypes of solutions with real people, in the field if possible
- As the digital service is being built, regularly test it with potential users to ensure it meets people's needs

<sup>1</sup> <https://playbook.cio.gov/>

# Leveraging Existing Work

- There is a wealth of materials that have been created to prepare for the monolithic RFP
- We have relied on the existing RFP to create the module RFPs
- We are leveraging and adapting the BPPs to:
  - Support roadmap planning
  - Jump start our digital services teams
  - Identify potential pain points in the existing process that are caused by existing technology

# Expected Results

- Move from procuring a solution to continuously improving services to our users
- Deliver an underlying technology platform of APIs and services that DSS and partners can leverage and re-use
- Focus digital service delivery on meeting user needs through continuous user research

# RFP Status

- First two module (API and Intake) RFPs were released on December 21, 2015
- Questions have been provided by numerous potential bidders and the project team has been working on answers.
- Addendums, if needed, allow the project team to clarify content within the RFPs to ensure the vendor community is in alignment with the project's expectations.
- API bids are due Feb 11, 2016
- Intake bids are due March 11, 2016

# Project Status

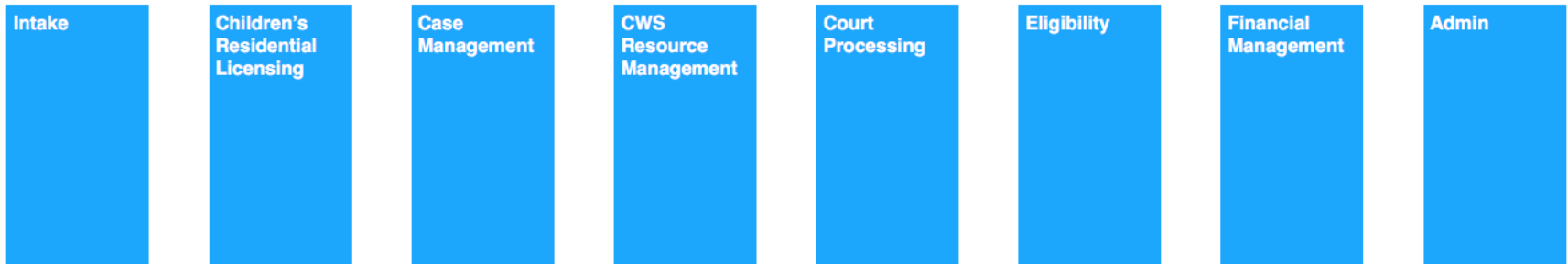
- The project will be working through CWDA to identify how and when it will engage with all counties at various level in order to achieve these goals.
- The effective timeframe to establish the initial processes to support the Intake module by the end of April, 2016.

# Platform Module

- A platform made of services, made available through modern APIs, that supports agile and iterative delivery of modern [web-based] services that meets the needs of users.
- Replacing services such as:
  - data validation and consistency checking
  - data access and referential integrity
  - transaction support services
  - logging
  - security (authentication, authorization, auditing)
  - business rule enforcement



# CWS-NS user-facing core services



All user-facing core services run on CWS-NS common infrastructure

## Common Service Requirements

Business Intelligence

Mobile Access

Self-Service

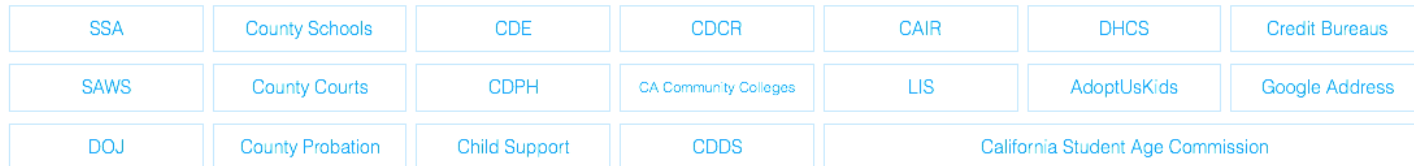
Document Management

Workflow

Administration

## Common API

## Information Exchange Interfaces



## Legacy Data API

CWS/CMS Production

CWS/CMS Warehouse

## Ongoing Data API 1.0

CWS N-S  
Datastores

# These high level business services are:

- Intake
- Children's residential licensing
- Case management
- Resource management
- Court processing
- Eligibility
- Financial management
- Administration

# Intake Module

- Provide an intake service that allows the capture of the right information at the right time, and facilitates appropriate and timely decision making and responses to allegations of child abuse, neglect or exploitation.

# Intake Service Concept

## Intake

- Collect Information
  - Child and family
  - Nature of allegation
- Search Prior History
- Assess Risk
- Decision
- Transfer for Investigation

## Investigation<sup>1</sup>

- Collect Interview Data
  - Family
  - Collateral Contacts
- Assess Risk
- Disposition/Decision

<sup>1</sup> Case Plans and Petitions will be included in subsequent work.