Child Welfare Services
New System Project
January 2016 Update

January 13, 2016
Agenda

- Executive Introduction
- Procurement Overview
- Project Update
- Adjourn
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

1. Circle
2. Line
3. Car
4. Car with door

How to build a minimum viable product

1. Skateboard
2. Scooter
3. Bicycle
4. Motorcycle
5. Car
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

- 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

1 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
- SSA
- County Schools
- CDE
- CDCR
- CAIR
- DHCS
- Credit Bureaus
- SAWS
- County Courts
- CDPH
- CA Community Colleges
- LIS
- AdoptUsKids
- Google Address
- DCJ
- County Probation
- Child Support
- DDS
- California Student Age Commission

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

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1 Case Plans and Petitions will be included in subsequent work.