

Informational Update to ITAC



Agency Vision

Children thrive in family environments free from abuse and neglect.

Agency Mission

Successfully engage children and families to ensure safety, strengthen families, and achieve permanency.

Childs Replacement Program (Guardian)

State of Arizona – Department of Child Safety

April 20, 2022

Project Health Card

Overall Delivery Project Health

Schedule	Green	<ul style="list-style-type: none">The program completed on 3/31/22, on schedule per the most recently approved End date Change Request
Scope	Green	<ul style="list-style-type: none">V1.0 MVP functionality in February releaseV1.0 Scoped reports completed 3/25/22Childs Access Decommissioned 3/31/22
Budget	Green	<ul style="list-style-type: none">The program budget is green and within variance
Risk	Green	<ul style="list-style-type: none">All Risks Closed as of 3/31/22
Issues	Green	<ul style="list-style-type: none">All Issues Closed as of 3/31/22
<ul style="list-style-type: none">Program complete		

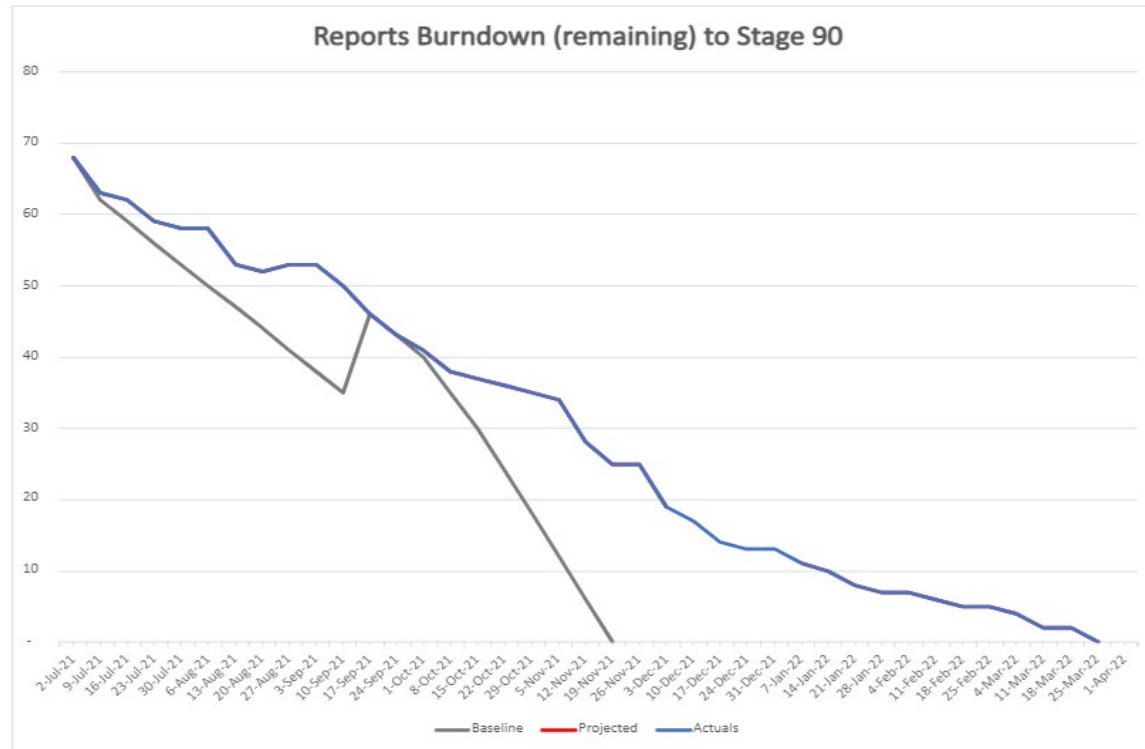
Project Updates

Changes/Updates since the last update:

- **Reports***
 - 100% Complete
 - 64 Reports are in Production (+6)
 - 2 Reports Business Accepted
- **CHILDS Decommissioning**
 - All remaining blockers resolved
 - CHILDS Access Decommissioned 3/31/22

Program Complete!

Project Updates - Reports



Reports States:

- 64 Reports are in production* (+6 from previous month)
- 2 reports have been business accepted *

* Reports are considered complete at Business Accepted
Total scope of reports is **66**

Risks

- None, Program Complete

Overview

- Reports 100% complete

Project Updates – Childs Decommissioning

Migrations Completed

- CCSRA - ~121k artifacts– Migration Complete
- CSRA - ~373k artifacts – Migration Complete
- IIC - ~ 115k artifacts – Migration Complete
- Case Plan - ~445k artifacts – Migration Complete
- Case Note Attachments - ~2.9M records to update – Complete
- Court Report - ~3.5M artifacts – Complete
- XFER - ~118k artifacts – Complete
- Case Note (Pict) - 6k artifacts – Complete
- Bug Analysis for CCSRA/CSRA/IIC migrations complete
- Court Report Phase 2 - ~200k artifacts - Complete
- Missing Persons for prior migrated documents – Complete

Changes since last Month

- Completed all remaining outstanding items
- CHILDS Access Decommissioned
- DES Notified to provide Final Copy and begin Decommissioning from Mainframe

Risks

- All risk Closed

Issues – (13)

- All remaining issues Closed

Childs Decommissioning - Schedule

% Complete	Task Name	Duration	Start	Finish	Half 1, 2021			Half 2, 2021			Half 1, 2022			Half 2, 2022		
					J	M	M	J	S	N	J	M	M	J		
100%	CHILDs Decommissioning	319 days	1/15/21	3/31/22	[Gantt bar]											
100%	DCS Childs Access Decommissioned	1 day	3/31/22	4/1/22	[Gantt bar]											
0%	Post Childs Access Decommission Activities (DES Actions & Charles)	62 days	4/4/22	6/28/22	[Gantt bar]											
0%	Have the links to Gen modules commented out of CICSM2.	0 days	4/4/22	4/4/22	[Gantt bar]											
0%	After DB2C/VLCHA has been loaded into the Guardian libraries the Childs modules may be cleared from DB2.	3 days	4/12/22	4/14/22	[Gantt bar]											
0%	Delete Childs Gen modules from PRDPGM.LOAD.CICS.	10 days	4/15/22	4/28/22	[Gantt bar]											
0%	Delete the Childs test PANVALET libraries.	1 day	4/29/22	4/29/22	[Gantt bar]											
0%	Delete COBOL program source from PRDPGM.SOURCE.	10 days	5/2/22	5/13/22	[Gantt bar]											
0%	Program code to remove are 516 members. DTS documents for removal are below.	10 days	5/2/22	5/13/22	[Gantt bar]											
0%	Delete submit JCL members from DES.PROD.SUBMIT.	1 day	5/16/22	5/16/22	[Gantt bar]											
0%	Delete PROC members from DES.PROCLIB	1 day	5/17/22	5/17/22	[Gantt bar]											
0%	Delete Childs batch JobDoc members	5 days	5/18/22	5/24/22	[Gantt bar]											
0%	Delete parameter members from PRDPARM.SOURCE	2 days	5/25/22	5/26/22	[Gantt bar]											
0%	Delete batch Harbor download parm library PRDL.AMPM.JCL.	1 day	5/30/22	5/30/22	[Gantt bar]											
0%	Delete residual COBOL modules from the pre-Childs CPSCR system from PRDPGM.LOAD.CICS.	1 day	5/31/22	5/31/22	[Gantt bar]											
0%	Delete Childs executable common action blocks from the production library PRDPGM.LOAD.CICS.	5 days	6/1/22	6/7/22	[Gantt bar]											
0%	Delete Childs executable server modules from PRDPGM.LOAD.CICS.	2 days	6/8/22	6/9/22	[Gantt bar]											
0%	Shut down the Harbor server.	1 day	6/13/22	6/13/22	[Gantt bar]											
0%	Delete the Childs transaction ids (LX40 thru LXZZ).	5 days	6/14/22	6/20/22	[Gantt bar]											
0%	Archive and shutdown Childs servers.	1 day	6/21/22	6/21/22	[Gantt bar]											
0%	Delete the Childs field update libraries.	1 day	6/23/22	6/23/22	[Gantt bar]											
0%	Database activites	1 day	6/24/22	6/24/22	[Gantt bar]											

- DCS Access Decommission date was 3/31/22
- DCS will support DES as needed post Access Decommissioning, but all remaining effort is DES owned and driven

Foster Care Review Board (FCRB)

High Level Problem Statement /Background: FCRB has requested an automated information exchange to receive disclosures and information about removed children and their parents for Foster Care Review Board meetings. A Records Request form has been developed for FCRB staff to request document from Guardian/Onbase, which does accurately retrieve the available documents.

FCRB Functionality was a system enhancement after system go-live in 2021. However, due to various bugs, the learning curve from Field staff learning how to upload documents, and high turnover rate contributing to missing documentation in Guardian, FCRB staff are reporting that they do not receive the same volume of disclosures from the Records Request form as previously received from CHILDS.

Reports vs FCRB Issue: The in-scope reports that have been completed as part of the initial roll out are Power BI reports that DCS uses to manage the operation and legislatively required reports. Additional functionality and delivery of documents are out of scope to this initial project.

Foster Care Review Board (FCRB) – Action Plan Update

Action	Owner	Due Date	Update
ShareBase – Add Case number field and Case lookup button to the form. When a valid Case number is entered, all removed children associated to that case will automatically populate. The end user will be able to add additional PI #s, if needed, and still be able to remove participants if needed.	Guardian Team	4/02/2022	Complete – In production. DCS and AOC staff confirmed
ShareBase – In the participants grid on the form, Case ID will no longer be required.	Guardian Team	4/02/2022	Complete – In production. DCS and AOC staff confirmed
Improvement to the primary caretaker listed on the excel documents, which will increase number of caretakers listed	Guardian Team	4/16/2022	Pending confirmation – Released in Production, file transmitted, DCS validating with ACO
Improvements to the DCS Specialist on the excel documents, which will increase number of DCS listed	Guardian Team	4/16/2022	Pending confirmation – Released in Production, file transmitted, DCS validating with ACO
Schedule IT technical meeting to develop information exchange to share “Excel Document” via automated solution	Caroline	4/11/2022	Complete – DCS and AOC Scheduled to meet 4/11/2022
Provide direct contact to support research missing specialist or caregiver contact information from the “Excel Document	Mike Faust	3/21/2022	Complete – Information Provided to AOC 4/7
Assess if issues exists saving documents (specifically case plans) in draft verse final status	Steven Hintze	TBD	A bug has been identified with portal documents being finalized without artifacts– pending further impact analysis to FCRB (4/8)
Assess why the draft copies of case plans are pulling through the forms	Steven Hintze	TBD	A bug has been identified with a fix planned to be released to production 4/30
Determine which document types are submitted through the provider	Rob Navarro	4/01/2022	Complete – Verified via quick reference manual, which has contracts submitted by portal.
Assess if issues continues with documents not being approved in the portal thus not saved in OnBase	Steven Hintze	TBD	Pending further analysis of impact to FCRB

On-going communication and cooperation between DCS and AOC are taking place, up to and including directly interfacing into the Courts new system.

Q & A Session

ITAC REQUIRED REPORTING

Project Financials (Completed Fiscal year)

Project Budget: \$86,088,076
 Expenditure to date: \$83,550,757
 Budget Remaining: \$2,537,319

Project Start Date: 9/20/2016
 Est. End Date: 12/31/2021

	SFY 2015	SFY 2016	SFY 2017	SFY 2018	SFY 2019	SFY 2020	SFY21
Baseline Projection	\$236,627	\$931,591	\$10,131,936	\$21,694,542	\$25,729,121	\$33,457,573	\$22,984,459
Actual	\$236,627	\$931,591	\$7,209,721	\$13,456,258	\$17,769,420	\$26,829,394	\$14,975,660
Variance (\$)	\$0	\$0	\$2,922,215	\$8,238,284	\$7,959,701	\$6,628,179	\$8,008,799
Variance (%)							35%

Notes: Program actuals recognized when invoices are paid

Project Financials (Current Fiscal year)

Project Budget: \$86,088,076
 Expenditure to date: \$83,550,757
 Budget Remaining: \$2,537,319

Project Start Date: 9/20/2016
 Est. End Date: 12/31/2021

	SFY 2021											
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	April	May	Jun
Baseline Projection	\$3,199,111	\$2,282,940	\$1,290,230	\$1,901,839	\$2,015,637	\$1,240,959	\$2,236,911	\$1,149,333	\$2,858,927	\$480,809	\$180,070	\$4,147,693
Actual	\$844,490	\$1,010,174	\$1,572,660	\$1,850,288	\$1,775,759	\$566,413	\$997,761	\$3,454,425	\$1,153,832	\$596,118	\$344,739	\$809,001
Variance (\$)	\$2,010,959	\$1,272,766	(\$282,430)	\$51,551	\$239,878	\$674,546	\$1,239,150	(\$2,305,092)	\$1,705,095	(\$115,309)	(\$164,669)	\$3,338,692
Variance (%)	71%	44%	-22%	3%	12%	54%	55%	-201%	60%	-24%	-91%	80%

Notes:

June Variance is due to deliverable, invoice and payment timing.
 Cost re-baseline completed at end of September

Project Financials (Current Fiscal year)

Project Budget: \$86,088,076
 Expenditure to date: \$83,550,757
 Budget Remaining: \$2,537,319

Project Start Date: 9/20/2016
 Est. End Date: 12/31/2021

	SFY 2022											
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	April	May	Jun
Baseline Projection	\$0	\$0	\$0	\$32,250	\$9,490	\$3,719,079	\$0					
Actual	\$936,157	(\$25,666)	\$26,500	\$0	\$0	\$26,500	\$1,200,000					
Variance (\$)	(\$936,157)	\$25,666	(\$26,500)	\$32,250	\$9,480	\$3,692,579	\$1,200,000					
Variance (%)	N/A	N/A	N/A	100%	100%	99%	N/A					

Notes:

- The program did not establish a baseline for BFY22 as the program was planned to be complete
- With an end date change request, an update cost baseline will be submitted and entered here

APPENDIX

Program History

- The current DCS CHILDS application is under Federal Rules and Regulations called SACWIS (Statewide Automated Child Welfare Information System)
- In 2015, new rules and regulations, called CCWIS (Comprehensive Child Welfare Information System), were introduced. DCS is aiming to be compliant with these regulations with Guardian:
- CCWIS benefits over the current DCS SACWIS system include:
 - Accommodates changes in practice & technology
 - Provides flexibility to “right-size” systems
 - Promotes program and system inter-operability
 - Requires data quality processes
 - Reduces costs for development and maintenance
- With a CCWIS compliant system, the federal government provides funds to assist the State of Arizona with development and implementation. It also grants additional funds to help maintain and support Guardian, as long as the system supports social workers' automation needs to organize and record quality case information about the children and families receiving child welfare services in Arizona.

Program History

- CHILDS (Children's Information Library and Data Source) was implemented in 1997 as an efficient, effective and economical method to exchange child welfare information between various State and Federal Systems
- The mainframe system has since become large, complex and inefficient with some of the common complaints being:
 - Not user-friendly
 - Limited reporting
 - Lack of a mobile platform
 - Deficient searching and matching functionality
 - Poor data quality: lack of data integrity, known duplications and data errors
 - Lack of collaboration with other agencies and system interfaces
 - Incomplete service and provider management

Program History



- A High-level roadmap of the Guardian Solution

Program History - Accomplishments

FY2016	FY2017	FY2018	FY2019	FY2020	FY2021	FY2022
<ul style="list-style-type: none"> High-level requirements – worked with field workers and operations staff to gather requirements for case management, assessments, intake, permanency, provider management, and financial management. Completed cost benefit analysis required for federal development matching dollars. Completed feasibility study, required as input for implementation plan for federal development matching dollars. Completed and approved Implementation Advanced Planning Document required for 8-year financial forecast and implementation plan for new system. Completed and approved RFP for mobility module (one of many RFPs to build system). 	<ul style="list-style-type: none"> Completed Data Management Assessment project and identified a plan moving forward for migration and cleansing of data Completed the development and deployment of the foundation for the new system (MS Dynamics) The Technical integrator RFP was written and after approval by the Administration of Children and Families (ACF), was issued on 7/5/17 and closed 8/11/17 Implemented organizational change management (OCM) and business process mapping (BPM) throughout the organization to prepare for upcoming changes 	<ul style="list-style-type: none"> Completed the RFP evaluations, selected a technical integration vendor, and received required ITAC Approval. Deployed Mobile release 1 in August 2017 Deployed mobile release 2 in the December 2017 Onboarded the Technical Integrator and started the development planning of the components based upon prioritization Implemented OnBase cloud environment Completed requirements definitions for each component (3,000+ written) Completed the first deployment of a multiple phased approach of document management to automate and electronically store documents related to CHILDS which need to be ready for the new Guardian solution. The first area was the Office of License and Registration (OLR) 	<ul style="list-style-type: none"> 1,000 requirements development complete Onboarded Training Vendor Demos for Intake/Hotline available Demos for FFA available Demos for Assessment available Data Migration Strategy validated 	<ul style="list-style-type: none"> OCM Communications Plan completed Training Plan Completed User Guide Completed Super User Guides Completed Process Flows completed Final Gap Analysis Completed 	<ul style="list-style-type: none"> System Go Live 	<ul style="list-style-type: none"> Completion of remaining reports CHILDS Access Decommissioned Program Complete

Program History – Guardian At a Glance

The People of Guardian



176

Program Team
Members over the
course of 5 years



74

Subject Matter
Experts



162

Guardian
Super Users



19

Exchanges with
Outside Agencies

Behind the Scenes of Guardian



51

System Jobs Run Daily



141

Business Intelligence
Reports were Identified for
Development



~2,200

Requirements to
Build Guardian



~10,000

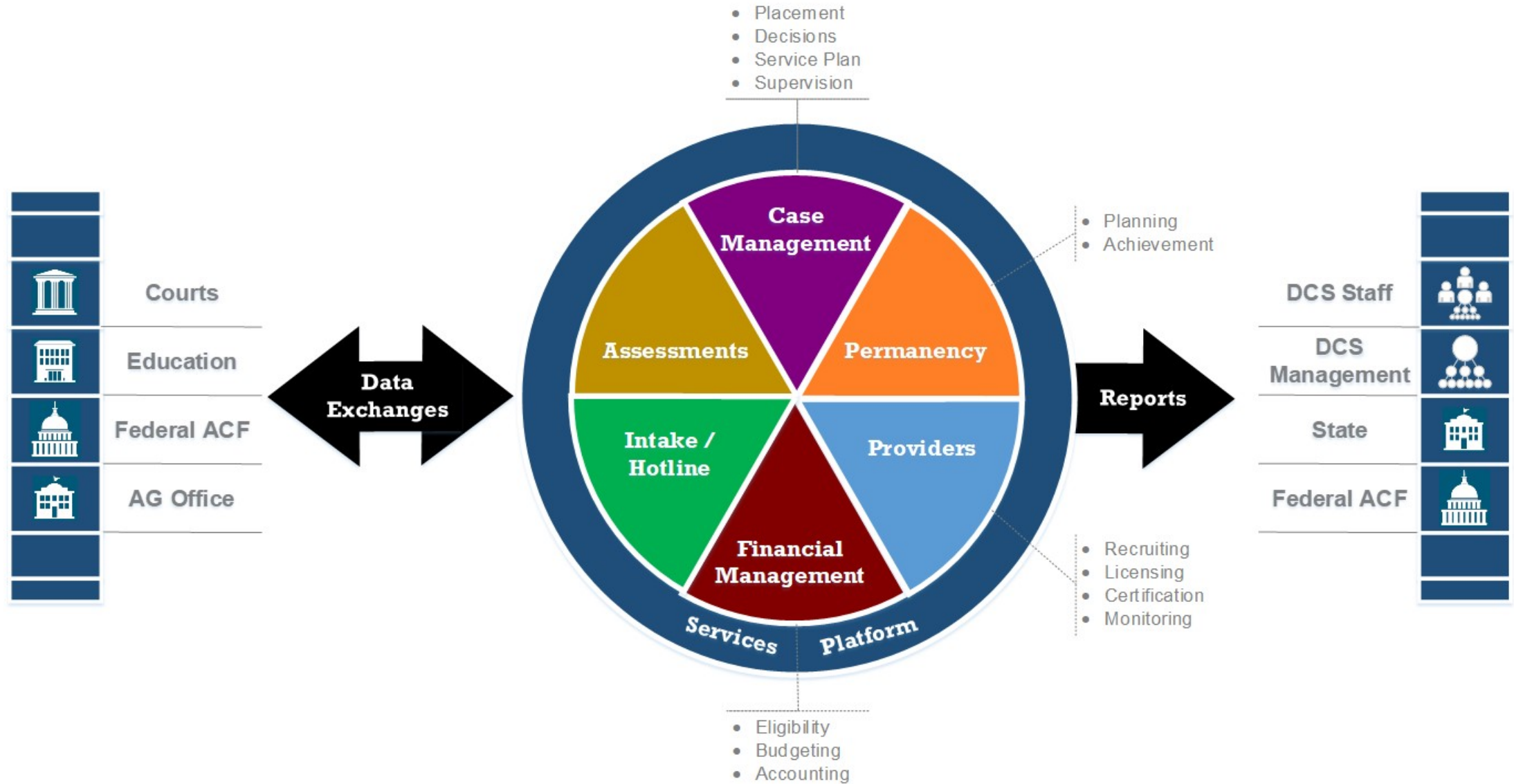
Individual Fields
Created



~400,000,000

Records Migrated

Program Future State



Program Future State

The Guardian Program is a child-centered, user-friendly technological solution which provides quality data and improved processes to support all DCS work for the safety of Arizona Children. Some of the goals include:



Data Quality: Increased data collection and quality



Modular Design: More flexible and adaptive to allow for future changes



Cost Reduction: Easier system development and maintenance



Follows IT Standard: Promotes efficient, economical, and effective development



Increased Collaboration: Data exchanges with external systems



Shareable: Capable of being shared and reused by other states, tribes, and agencies

Program Stages

Stage	Definition	Development Life Cycle
10	Validation Pending	Solution Modeling & Design
20	Consultant Review in Process	
30	Architectural Review in Process	
40	Business Review in Process	
41	Design Documentation in Process	
50	Config-Dev Ready	Build Phase
51	Config-Dev Complete	
53	Demo Ready	
56	Demo Rework	
60	Demo Complete	
70	Demo Accepted	Testing
74	Process Testing in Process	
77	End to End Testing in Process	
80	UAT in Process	
90	UAT Complete	Production
99	In Production	

