



Our Vision

Children thrive in family environments free from abuse and neglect.

Our Mission

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

GUARDIAN

(CHILDS Replacement Program)

State of Arizona – Department of Child Safety

Dec 10, 2019

Status Through: December 01, 2019

Agenda



- Total Program Dashboard
- Current Program Snapshot
- Program Iteration Burndown
- V1.0 Roadmap
- V1.1 Roadmap
- Program Status by Team
- Current Development Estimate at Complete by Fiscal Year
- Current Financial Position
- Program Risks
- Appendix



Total Program Dashboard



Key discussion point:

- Program Solution Modeling & Design (SM+D) velocity continues:
 - 153 requirements completed SM+D in preparation for Iteration 12 Start(stage 50)
 - 52 requirements remaining to demo for Iteration 11

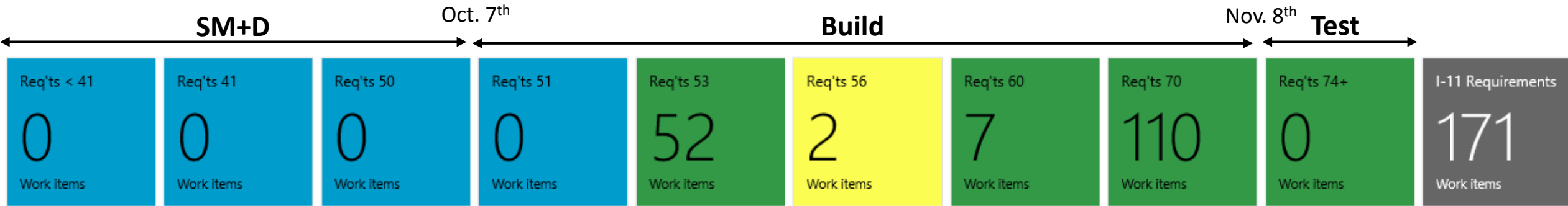
Program Requirements - Priority 1-4	In Sol'n Modeling 1086 Work items	SM+D Complete 208 Work items	In Build 675 Work items	In Test 682 Work items	Total Req'ts 2651 Work items
"Business" Requirements - Priority 1-4	In Sol'n Modeling 606 Work items	SM + D Complete 179 Work items	In Build 633 Work items	In Test 682 Work items	Total Req'ts 2100 Work items
"Technical" Requirements - Priority 1-4	In Sol'n Modeling 480 Work items	SM + Design 29 Work items	In Build 42 Work items	In Test 0 Work items	Total Req'ts 551 Work items

Data as of 12/1

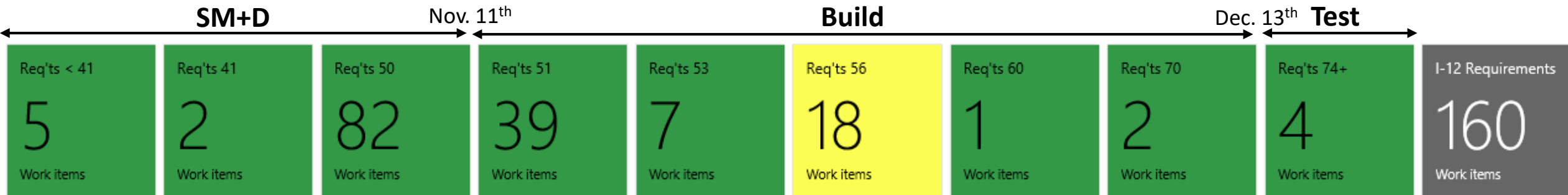
Current Program Snapshot



Iteration 11



Iteration 12



Data as of 12/1

Program Iteration Burndown

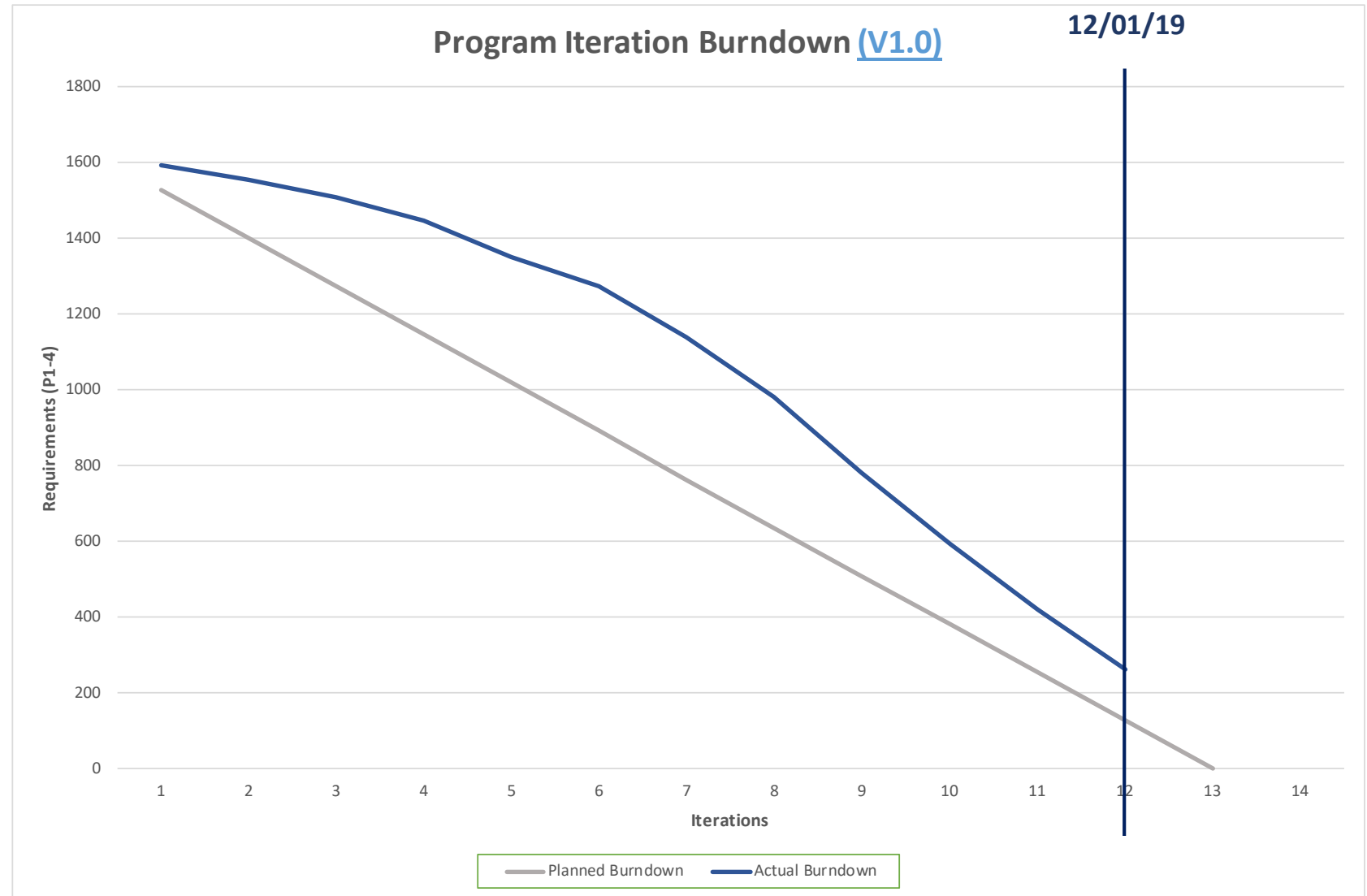


Key Discussion Points:

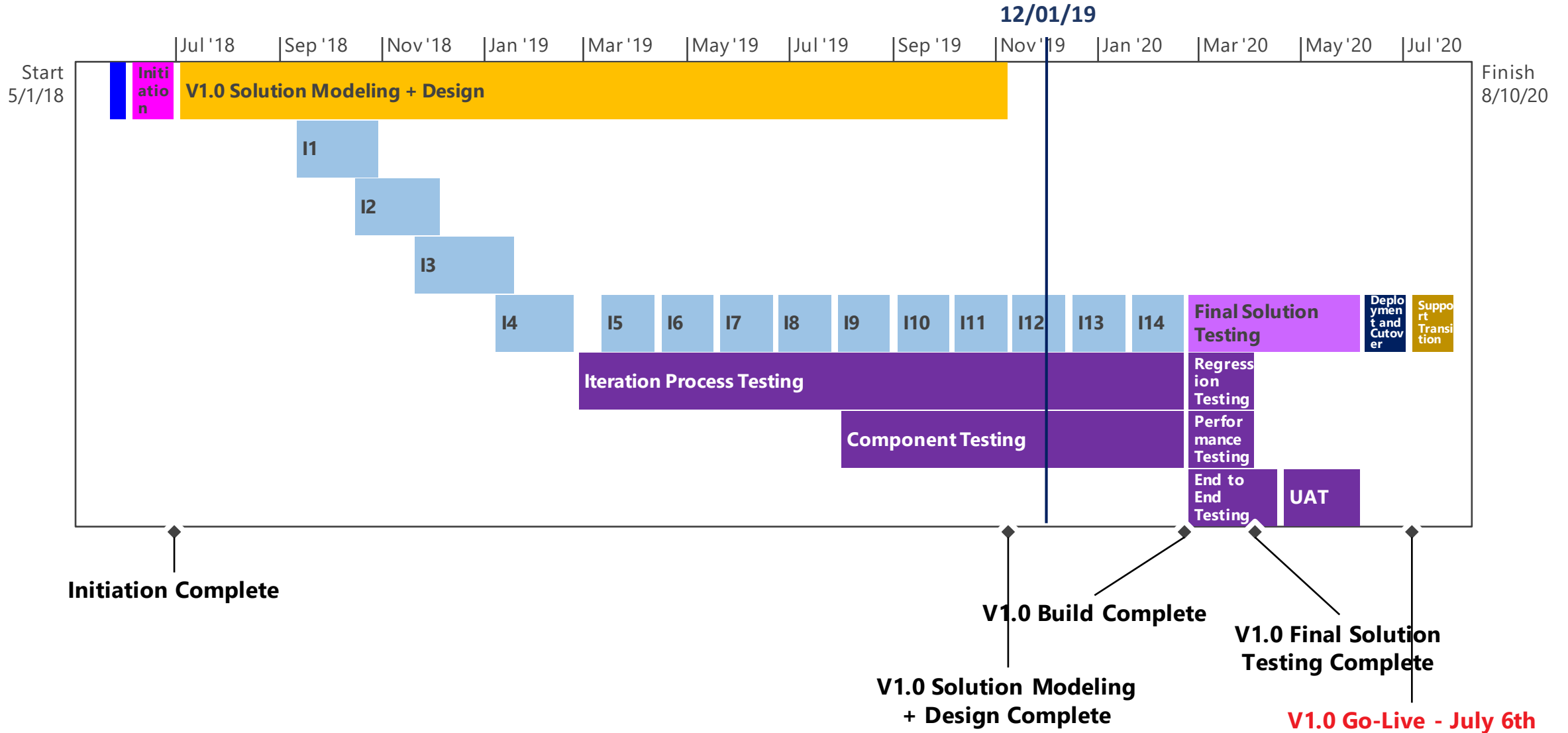
- As of 12/1, the program is Halfway through iteration 12 for V1.0
- Current Velocity shows the program completing build of all planned requirements By the end of Iteration 13

Remaining V1.0 Requirements to be developed

Req'ts <= 50
343
Work items



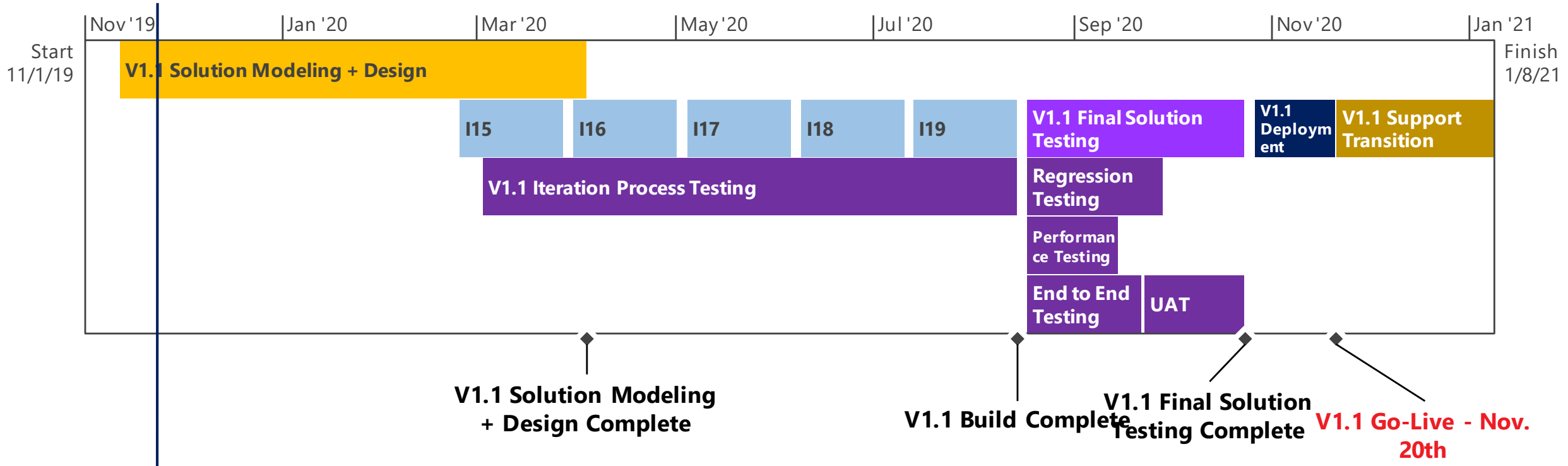
Program Roadmap V1.0



Program Roadmap V1.1



12/01/19



Team 1 – Intake/Hotline & Assessment



Work Stream Health



Blockers & Issues:

- Issue #333: OnBase resources not available

Decisions:

- Decision on Bank Account number masking (97)
 - Decision under review and will be updated based on the inputs from GS

Team Updates:

- I11 – Development is complete and in Demo Ready state for 31 requirements. One requirement is pending due to AZTECS interface delay and will be tested in I12
- I12 – SM & Design is complete, and Development is in progress
- I13 – SM & Design of Finance Portal is in progress
- Intake & Assessment – Process Flow reviews are in progress

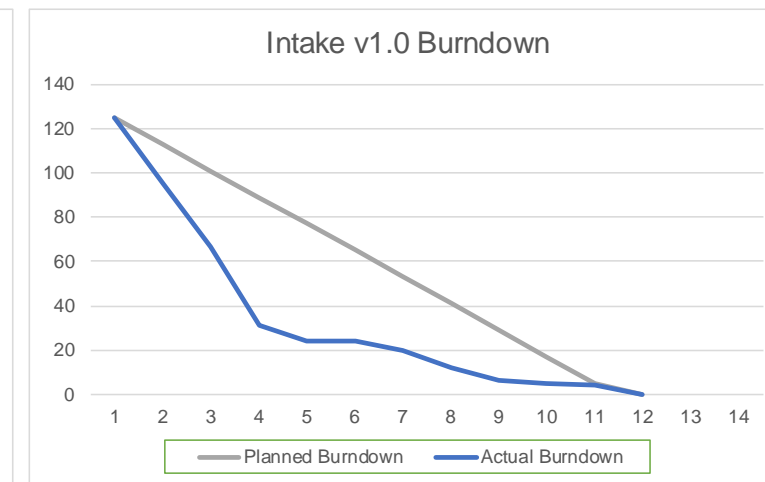
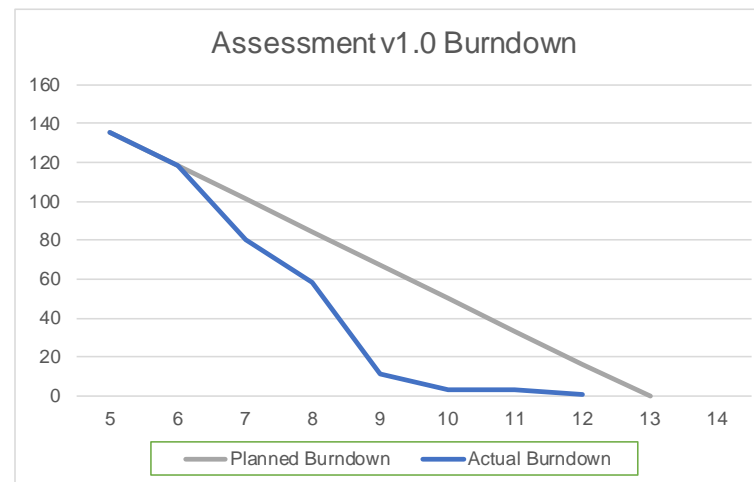
Upcoming Objectives (over next 2 iterations) :

- Focus on Common Portal Requirements and Non-Functional requirements
- Other Portal related requirements – Finance Portal
- With completion of Intake and Assessment components, team 1 will focus on Portal development

Total Program Requirements (V1.0 and V1.1):

Category	In Sol'n Modeling	SM+D Complete	In Build	In Test	Total Req'ts
Team 1 Requirements (P1-P4) <small>Team 1 Dashboard</small>	205 <small>Work items</small>	30 <small>Work items</small>	141 <small>Work items</small>	300 <small>Work items</small>	676 <small>Work items</small>
Assessment Requirements (P1-P4) <small>Team 1 Assessment Dashboard</small>	23 <small>Work items</small>	1 <small>Work items</small>	25 <small>Work items</small>	125 <small>Work items</small>	174 <small>Work items</small>
Intake-Hotline Requirements (P1-P4) <small>Team 1 Intake-Hotline Dashboard</small>	3 <small>Work items</small>	3 <small>Work items</small>	13 <small>Work items</small>	126 <small>Work items</small>	145 <small>Work items</small>

V1.0 Component Burndown:





Work Stream Health



Blockers & Issues:

- Issue #333: OnBase resources not available

Decisions:

- None

Team Updates:

- I11 – Demo sessions ongoing
- I12 – SM is complete for ICPC, Respite and FSA modules complete. drug testing related requirements need to be moved to future iteration. Development is in progress
- I13 – SM is in progress

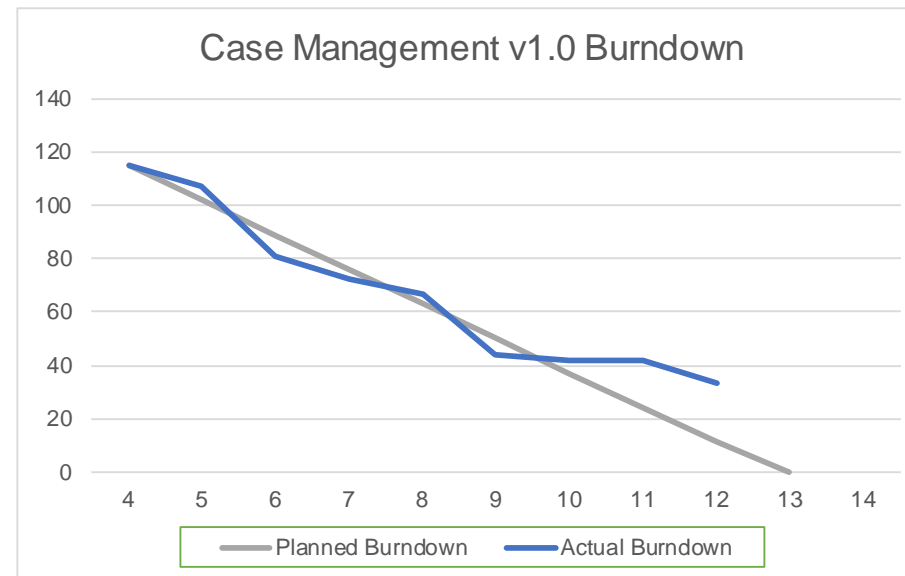
Upcoming Objectives (over next 2 iterations) :

- Focus to collaborate across workstreams to design and build Service Request --> Service Referral --> Service Approval functionality

Total Program Requirements (V1.0 and V1.1):

Team 2	In Sol'n Modeling	SM+D Complete	In Build	In Test	Total Req'ts
Requirements (P1-P4) Team 2 Dashboard	117 Work items	32 Work items	212 Work items	125 Work items	486 Work items
Case Management	In Sol'n Modeling	SM+D Complete	In Build	In Test	Total Req'ts
Requirements (P1-P4) Case Management Dashboard	114 Work items	14 Work items	20 Work items	57 Work items	205 Work items

V1.0 Component Burndown:



Team 3 – Eligibility and Permanency



Work Stream Health



Blockers & Issues:

- Issue #333: OnBase resources not available

Decisions:

Notes type security through security roles (# 124)

Team Updates:

- I11 – Demos completed. Feedback on changes to be incorporated into future iteration
- I12 – Development is heavy, but on track.
- Team is participating in data Migration meetings with WS5 for source to CRM mappings, completed for CRM
- I13 – 13 remaining requirements to be solutioned. Cross Workstream rescheduled on Notes. Remaining requirements have been presented in solution modeling, awaiting QCs before able to proceed. SM sessions continue

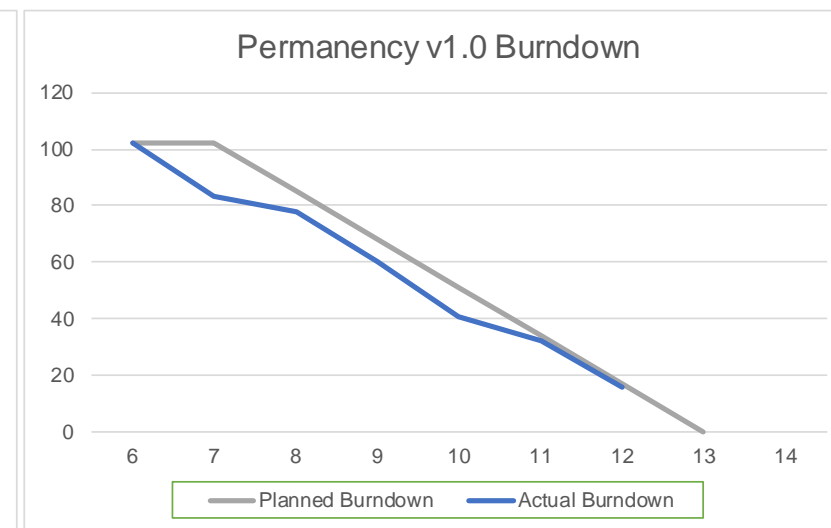
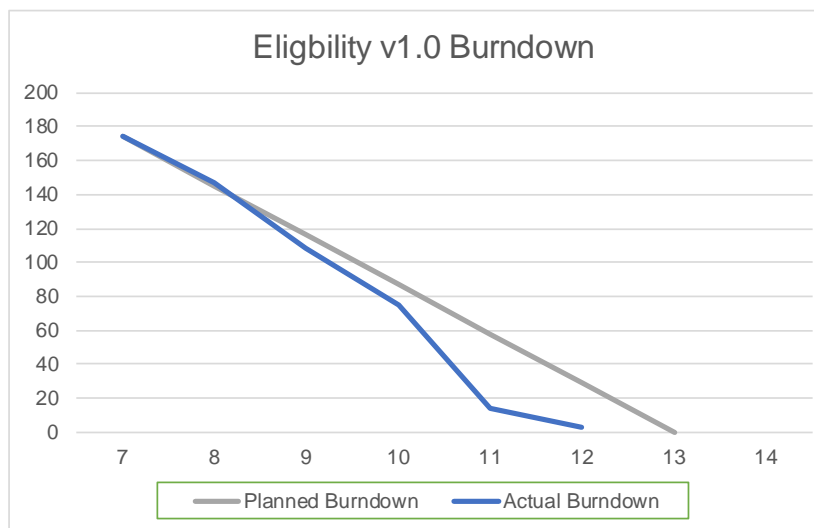
Upcoming Objectives (over next 2 iterations) :

- Finalize Eligibility for Title XIX
- Pre-planning for solution modeling on v1.1

Total Program Requirements (V1.0 and V1.1):

Category	In Sol'n Modeling	SM+D Complete	In Build	In Test	Total Req'ts
Team 3 Requirements (P1-P4) Team 3 Dashboard	87 Work items	79 Work items	176 Work items	192 Work items	534 Work items
Eligibility Requirement (P1-P4) Team 3 Eligibility Dashboard	29 Work items	20 Work items	120 Work items	45 Work items	199 Work items
Permanency Requirements (P1-P4) Team 3 Permanency Dashboard	43 Work items	20 Work items	44 Work items	34 Work items	141 Work items

V1.0 Component Burndown:





Work Stream Health

Blockers & Issues:

- Issue #333: OnBase resources not available

Decisions:

- AFIS finance field will not be mandatory in CRM (#123)

Team Updates:

- I11 – Demo complete and documenting feedback; cross workstream sessions for data migration mapping to be scheduled
- I12 – Design tasking in progress for funding sources and payment corrections. Data Migration meetings ongoing with WS5 for source to CRM mappings
- I13 – Solutioning final Provider requirements for v1.0. Working with WS2 to prepare structure for rules (edit & concurrency) for finance specific rules. Novitex integration moved to i13 due to issue #333. Continued coordination with WS5 on AFIS Vendor & Payment interface needs. Cross workstream Solution Modeling for edit & concurrency rules scheduled

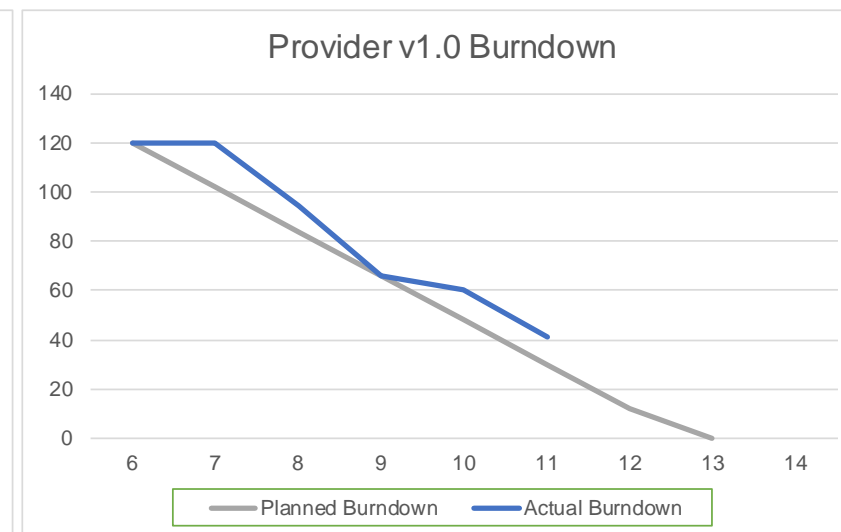
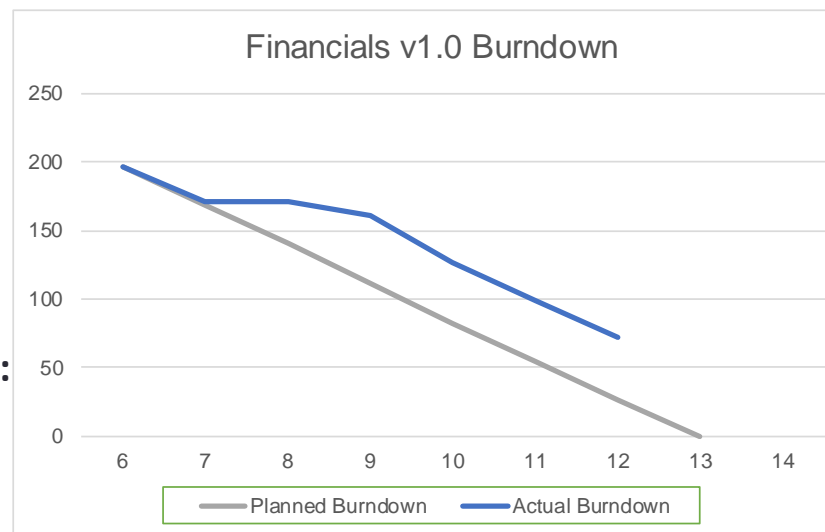
Upcoming Objectives (over next 2 iterations):

- Payment Process/Provider AFIS integration support
- Novitex – Remittance Advice & Bulk Invoice Printing
- Data Migration Assistance

Total Program Requirements (V1.0 and V1.1):

Category	In Sol'n Modeling	SM+D Complete	In Build	In Test	Total Req'ts
Team 4 Requirements (P1-P4) Team 4 Dashboard	147 Work items	34 Work items	104 Work items	63 Work items	348 Work items
Financials Requirements (P1-P4) Team 4 Financials Dashboard	90 Work items	32 Work items	63 Work items	38 Work items	223 Work items
Provider Management Requirements (P1-P4) Team 4 Provider Management Dashboard	192 Work items	19 Work items	69 Work items	23 Work items	303 Work items

V1.0 Component Burndown:





Work Stream Health



Blockers & Issues:

- UAs & ADE interfaces planned for I-12 due to Agency dependencies

Decisions:

- Courts Interface will take data from Courts IBM Message Queues directly to CE --> [109](#)
- ADE interface will refresh the related entities (enrollment, attendance, absence, etc.) and deactivate older records --> [122](#)

Team Updates:

Interfaces

- Credit Check – EquiFax MSA under review

Data Migration

- Design meetings for Document Migration is in progress
- Data status is based on the currently available entities and attributes, the numbers will change until Solution Modeling completes

Reports

- I-13 reports requirement decompose and FRD creation is in progress. 14 of 20 requirements in Stage 40 and above

Upcoming Objectives (over next 2 iterations) :

- Increase velocity for Interfaces and Data Migration
- Continue reports development stream

<p>Team 5</p> <p>Requirements (P1-P4)</p> <p>Team 5 Dashboard</p>	<p>In Sol'n Modeling</p> <p>456</p> <p>Work items</p>	<p>SM+D Complete</p> <p>30</p> <p>Work items</p>	<p>In Build</p> <p>40</p> <p>Work items</p>	<p>Team 5 - In Test</p> <p>0</p> <p>Work items</p>	<p>Total Req'ts</p> <p>526</p> <p>Work items</p>
<p>Exchanges</p> <p>Requirements (P1-P4)</p> <p>Team 5</p> <p>Exchanges Dashboard</p>	<p>In Sol'n Modeling</p> <p>46</p> <p>Work items</p>	<p>SM+D Complete</p> <p>0</p> <p>Work items</p>	<p>In Build</p> <p>5</p> <p>Work items</p>	<p>In Test</p> <p>0</p> <p>Work items</p>	<p>Total Req'ts</p> <p>51</p> <p>Work items</p>

Current Development Estimate at Complete by Fiscal Year



	SFY15	SFY16	SFY17 (Actuals)	SFY18 (Actuals)	SFY19 (Actuals)	SFY20 (Act + Fcst)	SFY21 (Forecast)	EAC (Estimate at Complete)
Planning and Procurement Cycles	\$ 236,627	\$ 314,593	\$ 599,942	\$ -	\$ -	\$ -	\$ -	\$ 1,151,163
Feasibility Study		\$ 616,998	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 616,998
Data Management Assessment			\$ 625,307	\$ -	\$ -	\$ -	\$ -	\$ 625,307
Program Management			\$ 1,185,035	\$ 2,799,270	\$ 876,741	\$ 783,867	\$ 382,900	\$ 6,027,812
Business Integration			\$ 1,070,367	\$ 2,450,314	\$ 1,948,942	\$ 4,338,140	\$ 813,640	\$ 10,621,403
Mobile Solution			\$ 1,433,114	\$ 1,611,003	\$ -	\$ -	\$ 312,927	\$ 3,357,044
IV&V			\$ 107,460	\$ 187,200	\$ 195,400	\$ 220,000	\$ 180,000	\$ 890,060
Quality Management			\$ 26,078	\$ 1,419,651	\$ 247,205	\$ 1,082,519	\$ 359,187	\$ 3,134,640
Platform			\$ 2,147,482	\$ 1,218,300	\$ 4,158	\$ 860,842	\$ -	\$ 4,230,783
Hosting			\$ 7,973	\$ 1,200,145	\$ -	\$ -	\$ -	\$ 1,208,119
Enterprise Content Management			\$ -	\$ 187,983	\$ 489,446	\$ 2,848,822	\$ 326,042	\$ 3,852,294
Integrated Shared Services			\$ -	\$ -	\$ 82,347	\$ 919,732	\$ 147,054	\$ 1,149,132
Data Management			\$ -	\$ -	\$ 571,928	\$ 2,439,372	\$ 866,197	\$ 3,877,498
Technical Integration			\$ 6,035	\$ 2,382,391	\$12,887,429	\$18,875,326	\$ 9,017,514	\$ 43,168,696
Training			\$ -	\$ -	\$ 244,610	\$ 1,083,652	\$ 600,000	\$ 1,928,262
Service Management Office			\$ -	\$ -	\$ 221,214	\$ 27,652	\$ -	\$ 248,866
CHILDS Decommissioning			\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Total	\$ 236,627	\$ 931,591	\$ 7,208,794	\$13,456,258	\$17,769,420	\$33,479,924	\$13,005,461	\$ 86,088,076
Program Approved Budget								\$ 86,088,076
(Over)/Under								\$ -

- At month end of November, the program estimate at complete was still within the program approved budget

Current Financial Position



State Funding			
APF			
	Appropriated	Favorably Reviewed	Transferred
Total FY15 Appropriated	\$ 5,000,000	\$ 5,000,000	\$ 5,000,000
Total FY17 Appropriated	\$ 4,581,600	\$ 4,581,600	\$ 4,581,600
Total FY18 Appropriated	\$ 11,103,000	\$ 11,103,000	\$ 11,103,000
Total FY18 Reverted	\$ (4,992,796)	\$ (4,992,796)	\$ (4,992,796)
Total FY19 Appropriated	\$ 5,000,000	\$ 5,000,000	\$ 5,000,000
Total FY20 Appropriated	\$ 10,100,000	\$ 8,500,000	\$ -
Total APF	\$ 30,791,804	\$ 29,191,804	\$ 20,691,804

General Fund	
Fiscal Year	Planned
FY15	\$ 236,627
FY16	\$ 499,761
Total General Fund	\$ 736,388
Total of All State Funding	\$ 21,428,192

Federal Funding			
	Appropriated	Approved to Spend	Available to spend
Federal Title IV - E Match available (50/50)	\$ 23,373,243	\$ 23,373,243	\$ 23,373,243
Approved Fed Waiver	\$ 4,992,796	\$ 4,992,796	\$ 4,992,796

Actuals			
APF/GF Spent		Federal Spent	
CH15002 (Planning and Procurement)	\$ 851,192	CH15002 (Planning and Procurement)	\$ 299,971
CH15004 (Feasibility Study)	\$ 401,083	CH15004 (Feasibility Study)	\$ 215,915
CH17002 (Guardian)	\$ 17,383,154	CH17002 (Guardian)	\$ 30,333,723
Total APF/GF Spent	\$ 18,635,429	Total Federal Funds Spent	\$ 30,849,610

Total Fund Remaining	
Total Funds Available to Spend	\$ 49,794,231
Total Funds Spent	\$ 49,485,038
Total Funds Remaining	\$ 309,193

- Per DCS JLBC Legislative Liaison, the remaining \$97k from the feasibility study (CH15004), does not require favorable review to spend on the rest of the Guardian Program
- \$29 APF balance remaining from the Planning and Procurement project (CH15002)
- Current Actuals derived from preliminary November data. All costs paid through 11/30/19

Financial Health:

- The current financial position for the program is green.

Total Program Risks



ID	Owner	Title	Description	Trigger	Risk Rank (1-6)	Risk Response
147	Raj Haldar	Test Case Rework	There will be rework of test cases based on changes to user stories	If changes to user stories proves significant, there is the potential for increased testing scope as scripts may need to be rewritten	4	Mitigate
166	Harish Kothapalli	Data Migration Impact due to Misuse of Source Data	Misuse of Data fields in Source Systems have the potential to negatively impact the data migration processes. For example, a Hospital of birth can be in the "City" field in a source system	End of Release 1.0 Development	5	Mitigate
169	Joshua Jackson	Build Velocity	Risk of build velocity achieving optimistic velocity thus requiring additional iterations, scope prioritization, and increased team sizes	Build identified as being a bottleneck for program progress.	6	Mitigate
171	Harish Kothapalli	QNXT Replacement	QNXT, a web based with Sequel backend is going away. The system is utilized by CMDP and it's 4-5 years past end of life. A 3rd party solution replacement is needed	If we don't have 3rd party selected or dialog with by Dec 2019, we need to figure out how to get data from QXNT	4	Mitigate
174	Joshua Jackson	Just in time design	just in time design runs risk of architectural inconsistencies and design inconsistencies between delivery teams	not completing solution design before build	4	Accept
176	Harish Kothapalli	Not All Entity Table Available	Not all Entity tables are available prior to beginning migration, and scope is undefined	End of I13	5	Mitigate

Total Program Risks



ID	Owner	Title	Description	Trigger	Risk Rank (1-6)	Risk Response
179	Joshua Jackson	Solution doesn't achieve target fit percentage for requirements	The program currently is aiming to complete the solution with 75% of requirements being identified as fits. This will allow for ease of ownership for future changes required for the solution.	Solution is identified to not be on track to achieve 75% fit target for all requirements.	5	Mitigate
181	Joshua Jackson	Aggressive Timeline for v1.0 and v1.1 Releases	The current project plan is aggressive and assumes that current SM & Development velocity can be maintained. Failure to maintain the targeted velocities will result in delays in go-live date.	SM or Build Velocity don't reach current iteration target of 180 requirements/iteration	5	Mitigate
182	Joshua Jackson	Reduced Testing Time may Impact Solution Quality	Due to the aggressive schedule, the solution testing time was consolidated to fit within the given deadlines. This reduction in testing time may impact solution quality and result in higher bug count and severity.	Significant number/severity of bugs notated in testing and go-live phases.	5	Accept
183	Harish Kothapalli	Dependencies on 3rd Parties for Interfaces & Integrations	The program has multiple dependencies on other agencies for interfaces and integrations. The full timeline for these integrations is in development, and if the 3rd party agencies are unable to meet program expectations for delivery, the program's critical path could be delayed.	3rd party agency is unable to meet program timeline, causing delay in interface development.	5	Mitigate
184	Joshua Jackson	Complexity and Dependencies in Remaining Requirements	Requirements may have varying complexities, resulting in inability to meet target velocity for each iterations.	Requirement decomposition causes increase in requirement count that exceeds program velocity capacity	5	Mitigate
185	Sarah Crago	Training delay due to development of training data	Delay in data may impact training schedule in the future because training cannot be completely written without Gold Data and supporting information.	Gold data not created by end of November	3	Mitigate
186	Joshua Jackson	ECM resources not available to complete design and development	ECM resources continue to miss deliverables dates, continued vendor concerns making confidence in ability to complete design in the defined timeline limited.		6	



Q & A Session



Appendix

Program History

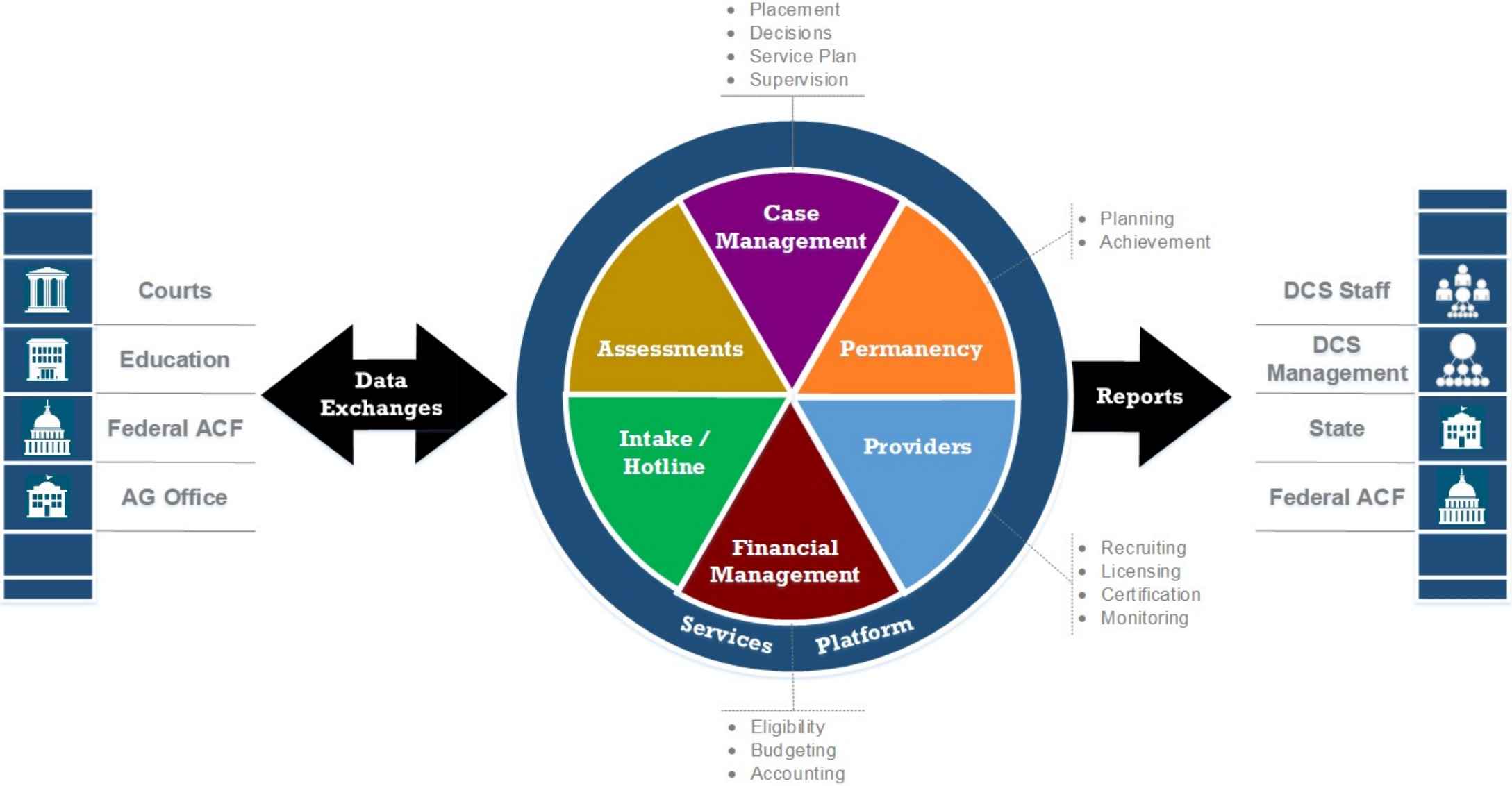


- The current DCS CHILDS application is under Federal Rules and Regulations called SACWIS (Statewide Automated Child Welfare Information System)
- In 2015, new rules and regulations, called CCWIS (Comprehensive Child Welfare Information System), were introduced. DCS is aiming to be compliant with these 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.



- 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 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 Key Milestone Dates



Feasibility Study

Recommended replacement of CHILDS, secured funding

Jan
2016

Request for Proposal

RFP sent to System Integration Vendors

Jun
2017

Sep
2017

Contract Award

Microsoft

Apr
2018

Sep 2017
- Mar
2018

Mobile

Two Deployments

Aug and
Dec
2017

CHILDS Decommissioning

CHILDS decommissioned and Guardian system of record

Jun 2018
- Nov
2020

Dec
2020

Selected Technology

Microsoft Dynamics Customer Relationship Management (CRM)

Technology Review

Reviewed vendor proposals and demonstrations

Business Requirements

Gather Business Requirements and document User Stories for each component

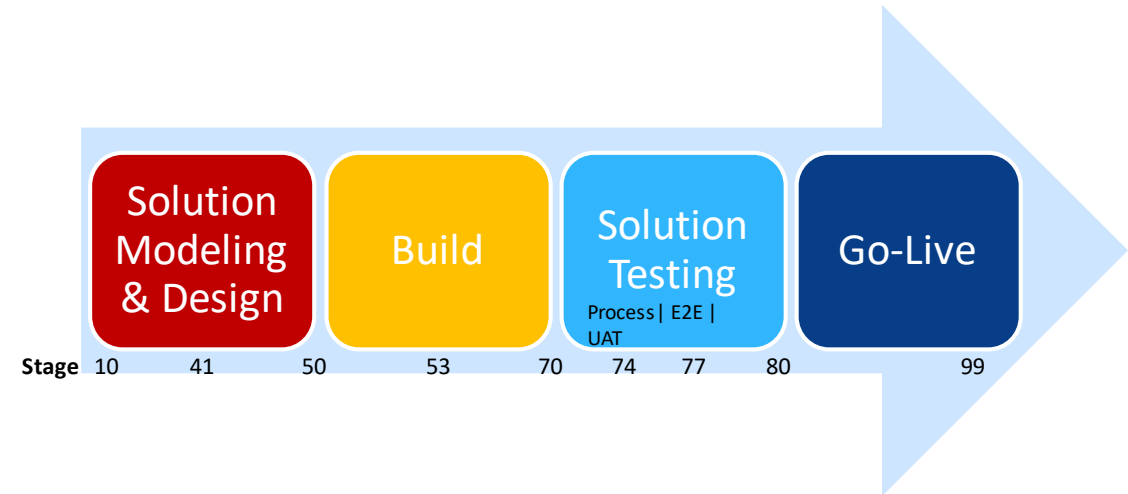
Build and Deploy

Microsoft onboard and onsite for project to design, build, test, train and deploy
V1.0 July 2020, C1.1 Nov 2020

Stage Definitions



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	
51	Config-Dev Complete	Build Phase
53	Demo Ready	
56	Demo Rework	
60	Demo Complete	
70	Demo Accepted	
74	Process Testing in Process	Testing
77	End to End Testing in Process	
80	UAT in Process	
90	UAT Complete	
99	In Production	Production



Program Structure

