



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

Nov 20, 2019

Status Through: November 08, 2019

Agenda



- Total Program Dashboard
- Current Program Snapshot
- Program Iteration Burndown
- V1.0 Roadmap
- V1.1 Roadmap
- Program Testing and deployment 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:

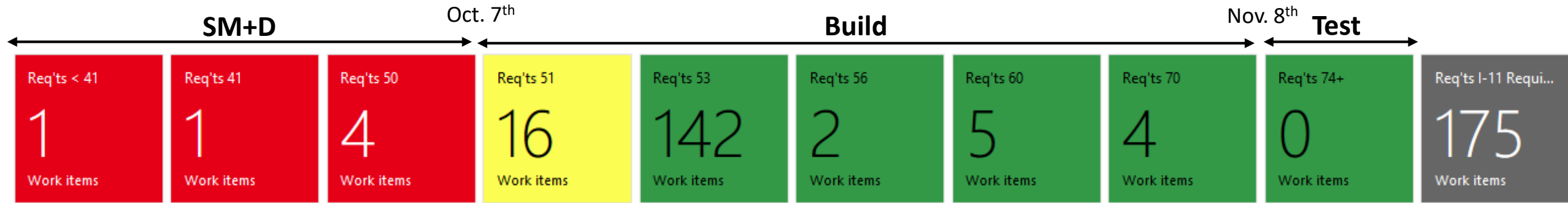
- Program Solution Modeling & Design (SM+D) velocity continues:
 - 113 requirements completed SM+D in preparation for Iteration 12 Start(stage 50)
 - 20 requirements remaining to develop for Iteration 11

Program Requirements - Priority 1-4	In Sol'n Modeling 1091 Work items	SM+D Complete 219 Work items	In Build 769 Work items	In Test 542 Work items	Total Req'ts 2621 Work items
"Business" Requirements - Priority 1-4	In Sol'n Modeling 595 Work items	SM + D Complete 197 Work items	In Build 724 Work items	In Test 542 Work items	Total Req'ts 2058 Work items
"Technical" Requirements - Priority 1-4	In Sol'n Modeling 496 Work items	SM + Design 22 Work items	In Build 45 Work items	In Test 0 Work items	Total Req'ts 563 Work items

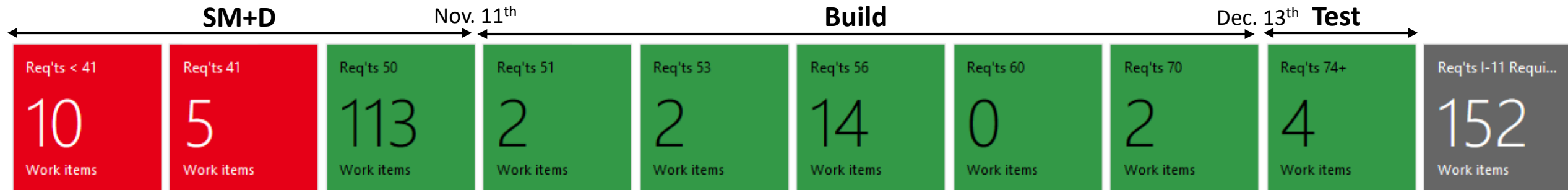
Current Program Snapshot



Iteration 11



Iteration 12



Data as of 11/8

Program Iteration Burndown

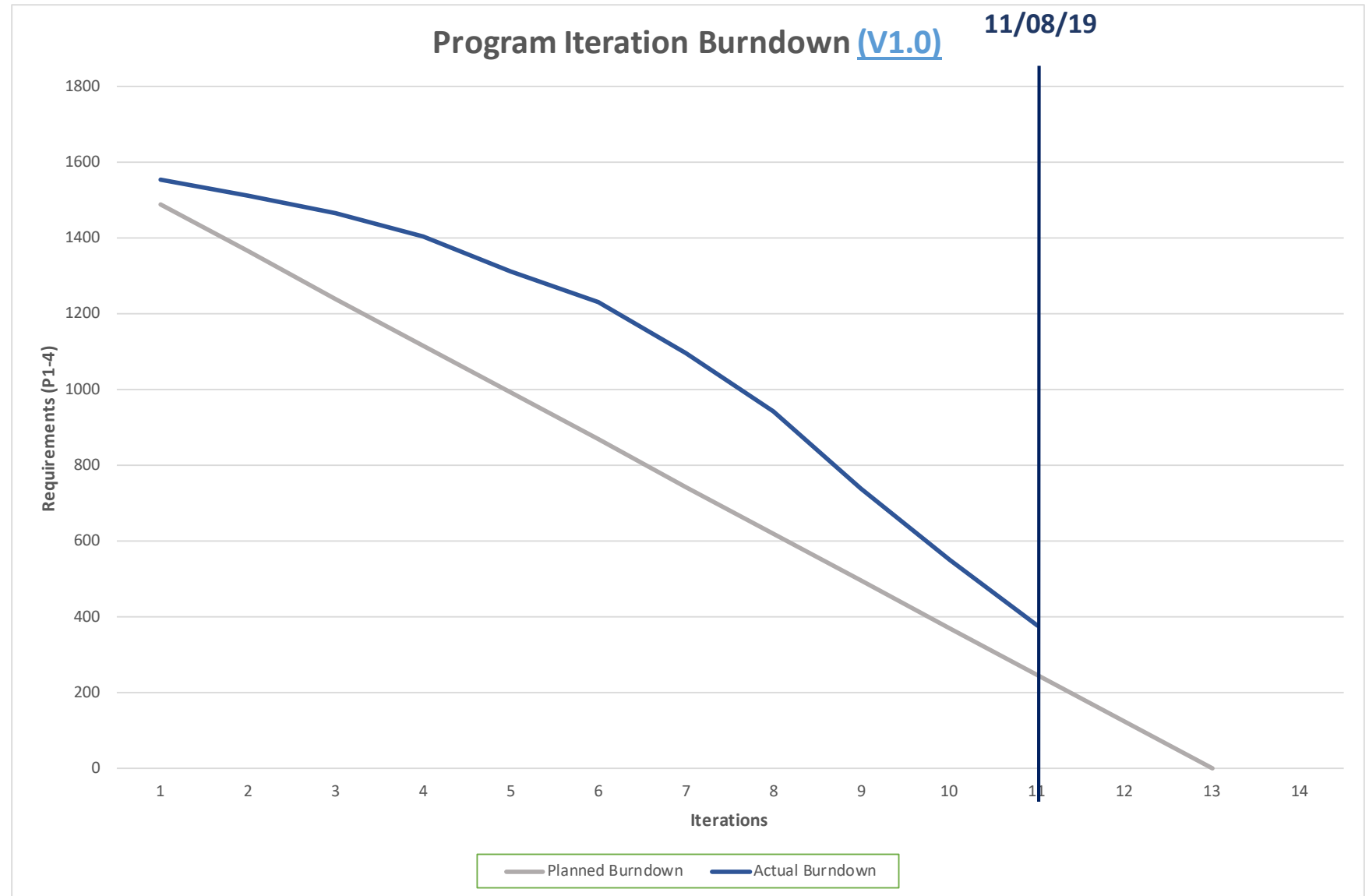


Key Discussion Points:

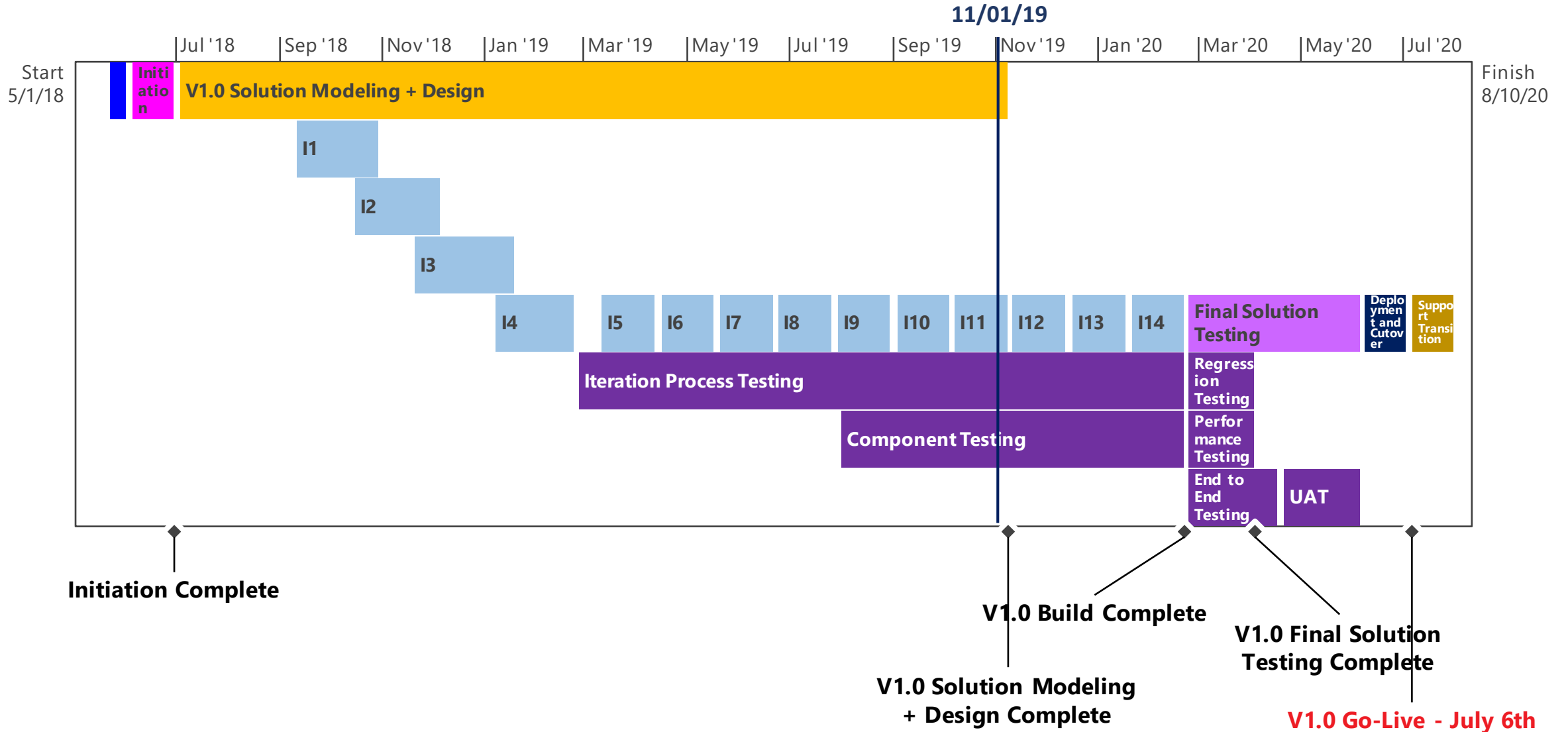
- As of 11/8, the program is through iteration 11 of 14 for V1.0
- Current Velocity shows the program achieving all planned requirements By the end of Iteration 14

SM+D Velocity

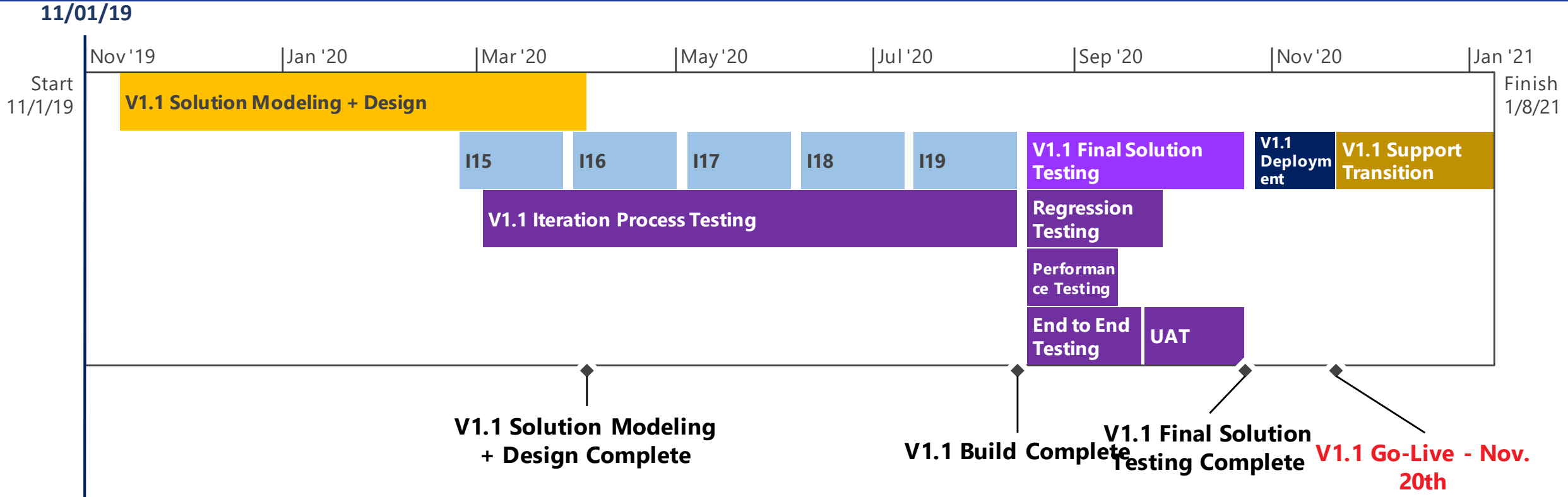
Week	# of Req'ts
8 th Nov	74
1 st Nov	18
25 th Oct	26
18 th Oct	24
11 th Oct	7



Program Roadmap V1.0



Program Roadmap V1.1



Team 1 – Intake/Hotline & Assessment



Work Stream Health



Blockers & Issues:

- ESRI licenses not yet available to solution Address Validation requirements ([334](#))
- Pending On Base bugs blocking requirements movement ([186](#))

Decisions:

- ARB provided updated guidance on Address Validation ([31875](#))
- Portal Security: Same contact associated with different providers will have different email IDs ([88](#))
- Decisions finalized on following ARB items
 - Evaluate SSN protection and disclosure requirements ([60783](#))
 - Finalization of Portal Provider Registration process ([63905](#))
- Decision on scope of Credit Check providers ([94](#))

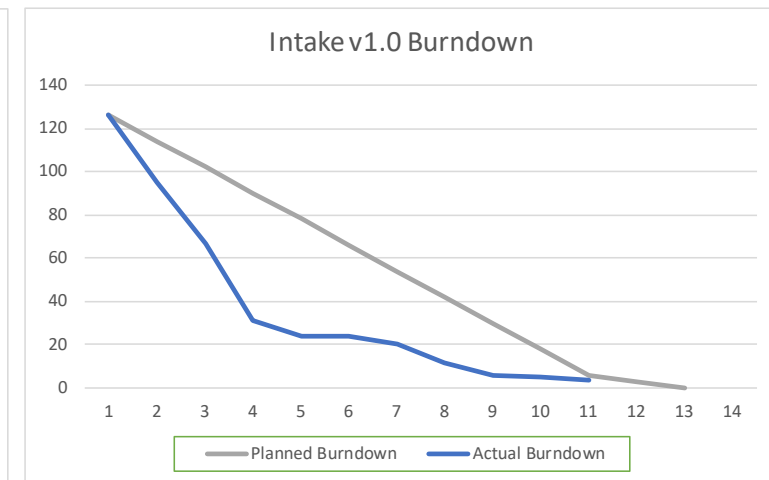
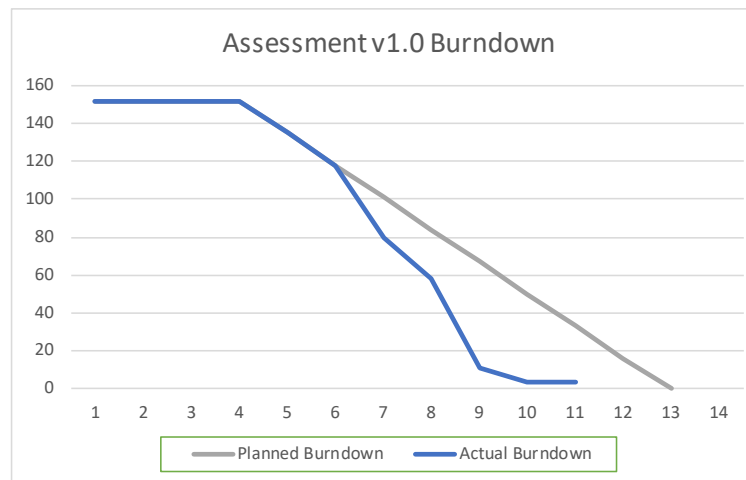
Team Updates:

- I10 – Demo sessions completed
- 3 are pending due to Active OnBase bugs. Demo feedback <2 hours logged in ADO (ADO IDs: 66391, 66392)
- I11 – SM & Design is complete. All requirements are in Stage 50 and above
- I12 – SM & Design is in progress
- I12 – Process Flow reviews are in progress

Upcoming Objectives (over next 2 iterations) :

- Focus on Common Portal Requirements and Non-Functional requirements
- Focus on Corrections, Document Management and other portal related requirements

Team 1 Requirements (P1-P4) Team 1 Dashboard	In Sol'n Modeling 223 Work items	SM+D Complete 63 Work items	In Build 156 Work items	In Test 242 Work items	Total Req'ts 684 Work items
Assessment Requirements (P1-P4) Team 1 Assessment Dashboard	In Sol'n Modeling 23 Work items	SM+D Complete 1 Work items	In Build 74 Work items	In Test 75 Work items	Total Req'ts 173 Work items
Intake-Hotline Requirements (P1-P4) Team 1 Intake-Hotline Dashboard	In Sol'n Modeling 4 Work items	SM+D Complete 3 Work items	In Build 15 Work items	In Test 124 Work items	Total Req'ts 146 Work items





Work Stream Health



Blockers & Issues:

- Availability of Data Bank resources for On Base related work can impact R 1.0 requirements([186](#))

Decisions:

- None

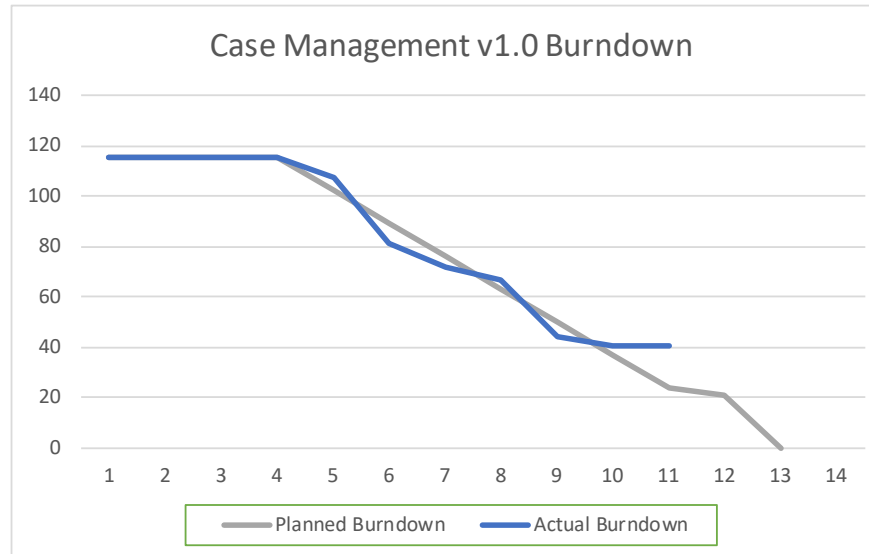
Team Updates:

- I10 – Demo related to Common Approvals complete. Demo feedback item created in ADO (ADO ID: 66394)
- I11 – SM is complete. 37 out of 38 are at Stage 50 and above. Remaining 1 will be solutioned based on GS readiness with concurrency rules
- I12 – SM is in progress. SM on ICPC, Respite and FSA modules complete. Process Flow updates and reviews are in progress

Upcoming Objectives (over next 2 iterations) :

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

Team 2	In Sol'n Modeling	SM+D Complete	In Build	In Test	Total Req'ts
Requirements (P1-P4) Team 2 Dashboard	147 Work items	22 Work items	227 Work items	84 Work items	480 Work items
Case Management	In Sol'n Modeling	SM+D Complete	In Build	In Test	Total Req'ts
Requirements (P1-P4) Case Management Dashboard	127 Work items	3 Work items	44 Work items	31 Work items	205 Work items



Team 3 – Eligibility and Permanency



Work Stream Health



Blockers & Issues:

- Issue #333 : OnBase Resources

Decisions:

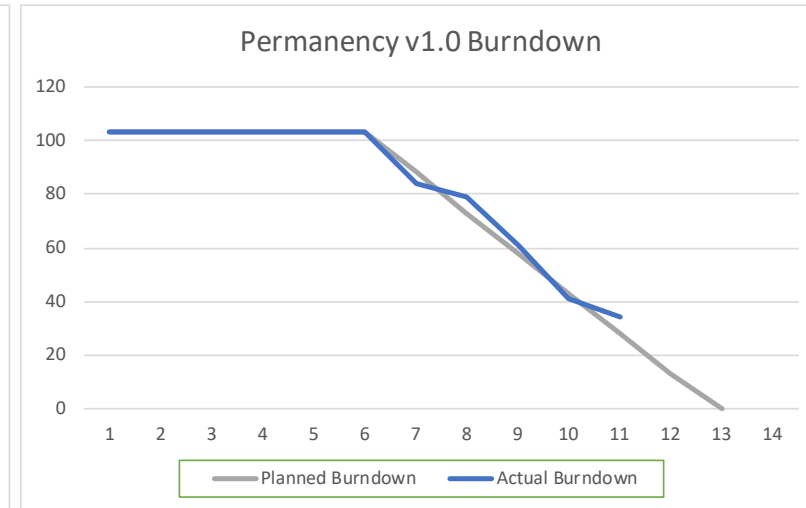
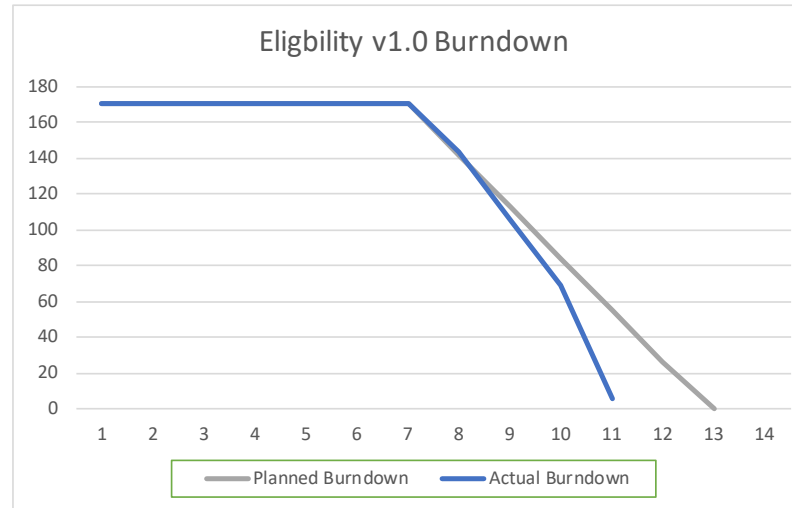
Team Updates:

- I10 – Outstanding requirements in stage 53/56 to be enhancements moving to future iterations, pending CR creation & CCB
- I11 – Development in progress, on target to complete build in Week 5 of iteration. Demo prep to begin end of next week.
- I12 – DocuSign onsite to model 5 subsidy applications. Finalizing solution modeling next week on requirements for NYTD with Portal implications, EPSDT outstanding demo feedback and Eligibility; OnBase related requirement will move to future iteration
- I13 – All requirements (Doc Mgmt & EDU) are in stage 50, ready for development

Upcoming Objectives (over next 2 iterations) :

- Finalize Eligibility for IV-E, IV-A, XIX
- Complete Permanency solutioning & build
- Determine approach on Person/Provider Merge

Team 3	In Sol'n Modeling	SM+D Complete	In Build	In Test	Total Req'ts
Requirements (P1-P4) <small>Team 3 Dashboard</small>	112 <small>Work items</small>	119 <small>Work items</small>	142 <small>Work items</small>	157 <small>Work items</small>	530 <small>Work items</small>
Eligibility	In Sol'n Modeling	SM+D Complete	In Build	In Test	Total Req'ts
Requirement (P1-P4) <small>Team 3 Eligibility Dashboard</small>	32 <small>Work items</small>	3 <small>Work items</small>	138 <small>Work items</small>	24 <small>Work items</small>	197 <small>Work items</small>
Permanency	In Sol'n Modeling	SM+D Complete	In Build	In Test	Total Req'ts
Requirements (P1-P4) <small>Team 3 Permanency Dashboard</small>	46 <small>Work items</small>	27 <small>Work items</small>	50 <small>Work items</small>	20 <small>Work items</small>	143 <small>Work items</small>





Work Stream Health

Blockers & Issues:

- Issue #333 : OnBase Resources

Decisions:

- n/a

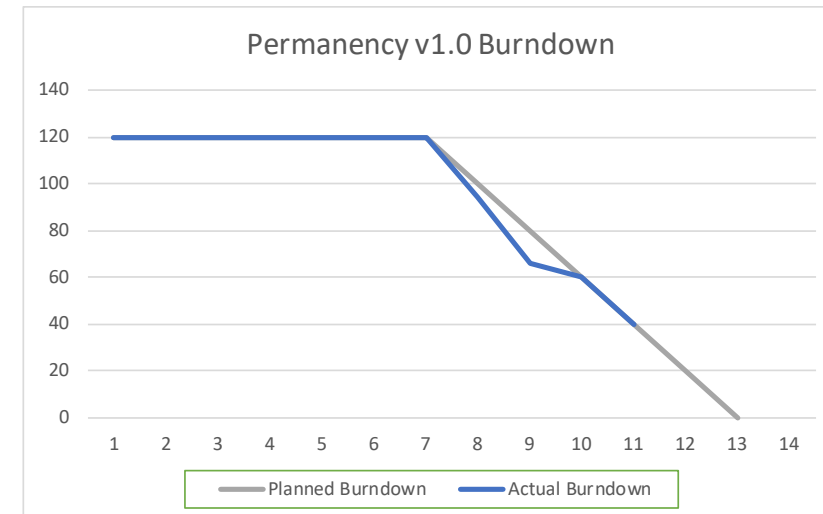
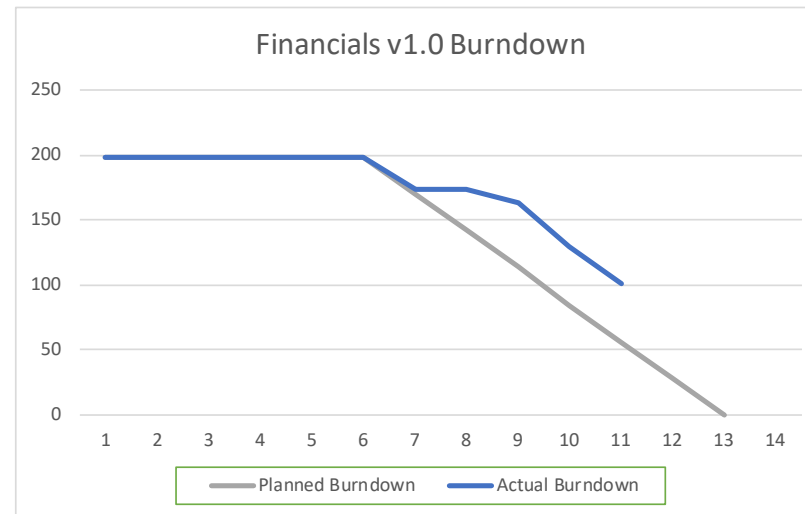
Team Updates:

- I11 – Development in progress, 9 of 33 are in stage 53, 8 in stage 51. Remaining 16 to be completed by end of next week in bulk related to receipt matching
- I12 – Solution Modeling for Funding Sources and Payment Corrections/Offsets continues. Concentration on complex payment corrections may delay completion of Funding source design by 11/8; OnBase related requirement (Invoice) moved to future iteration
- I13 – Novitex integration moved to i13 due to issue #333

Upcoming Objectives (over next 2 iterations) :

- Concurrency & Payment Edit Rules Structure & Patterns – cross workstream collaboration/architecture direction
- Payment Process/Provider AFIS integration support
- Novitex – Remittance Advice & Bulk Invoice Printing

Team 4	In Sol'n Modeling	SM+D Complete	In Build	In Test	Total Req'ts
Requirements (P1-P4) <small>Team 4 Dashboard</small>	177 <small>Work Items</small>	29 <small>Work Items</small>	137 <small>Work Items</small>	3 <small>Work Items</small>	346 <small>Work Items</small>
Financials	In Sol'n Modeling	SM+D Complete	In Build	In Test	Total Req'ts
Requirements (P1-P4) <small>Team 4 Financials Dashboard</small>	121 <small>Work Items</small>	21 <small>Work Items</small>	83 <small>Work Items</small>	0 <small>Work Items</small>	225 <small>Work Items</small>
Provider Management	In Sol'n Modeling	SM+D Complete	In Build	In Test	Total Req'ts
Requirements (P1-P4) <small>Team 4 Provider Management Dashboard</small>	198 <small>Work Items</small>	39 <small>Work Items</small>	67 <small>Work Items</small>	0 <small>Work Items</small>	304 <small>Work Items</small>





Work Stream Health

Blockers & Issues:

- UAs & ADE interfaces will be delayed by 1 iteration due to Agency dependencies --> CCB requests approved to move the interfaces to I-12

Decisions:

- Plan B for interface readiness for Go-Live published (Please refer to the subsequent slides)

Team Updates:

Interfaces

- Status on Build goals for I-10 / I-11
 - CIF --> In Testing
 - AZTECS --> Dev ready with Mock API and waiting for actual API from Agency
 - JWI --> Complete
 - AD --> In Testing
 - OnBase --> On-Going
- IBRD / IDD for the following in progress
 - ADE – Sent for Agreement
 - Drug Testing (UAs) - In Progress
 - NYTD – In Progress
 - CMDP – In Progress
 - AFIS – In Progress
 - Credit Check – In Progress

Data Migration

- Data Mapping complete for Intake and data models deployed. Build is complete
- Data Mapping for Assessment is ready, and Build is complete
- Data Model for Case Management is complete. Build is in progress

Reports

- I-13 reports requirement decompose is in progress

Upcoming Objectives (over next 2 iterations) :

- Catch up with updated plans for Interfaces and Data Migration
- Baseline iteration plan for Reports

Team 5 Requirements (P1-P4) Team 5 Dashboard	In Sol'n Modeling 470 Work items	SM+D Complete 25 Work items	In Build 39 Work items	Team 5 - In Test 0 Work items	Total Req'ts 534 Work items
Exchanges Requirements (P1-P4) Team 5 Exchanges Dashboard	In Sol'n Modeling 44 Work items	SM+D Complete 0 Work items	In Build 5 Work items	In Test 0 Work items	Total Req'ts 49 Work items

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	\$ 2,825,428	\$ 349,437	\$ 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	\$33,456,530	\$13,028,855	\$ 86,088,076
Program Approved Budget								\$ 86,088,076
(Over)/Under								\$ -

- At month end of October, 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)	\$ 16,826,881	CH17002 (Guardian)	\$ 29,777,450
Total APF/GF Spent	\$ 18,079,156	Total Federal Funds Spent	\$ 30,293,337

Total Fund Remaining	
Total Funds Available to Spend	\$ 49,794,231
Total Funds Spent	\$ 48,372,493
Total Funds Remaining	\$ 1,421,739

- 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 all costs paid through 10/31/19

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
129	Linda Roberts	DES mainframe migration (z-cloud)	DES migrating to ZCloud, support to IBM.	Data migration starts before zcloud migration finished.	5	Accept
147	Joshua Jackson	Functional: There will be rework of test cases based on changes to user stories	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	
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 3 Testing Phase	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	Joshua Jackson	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

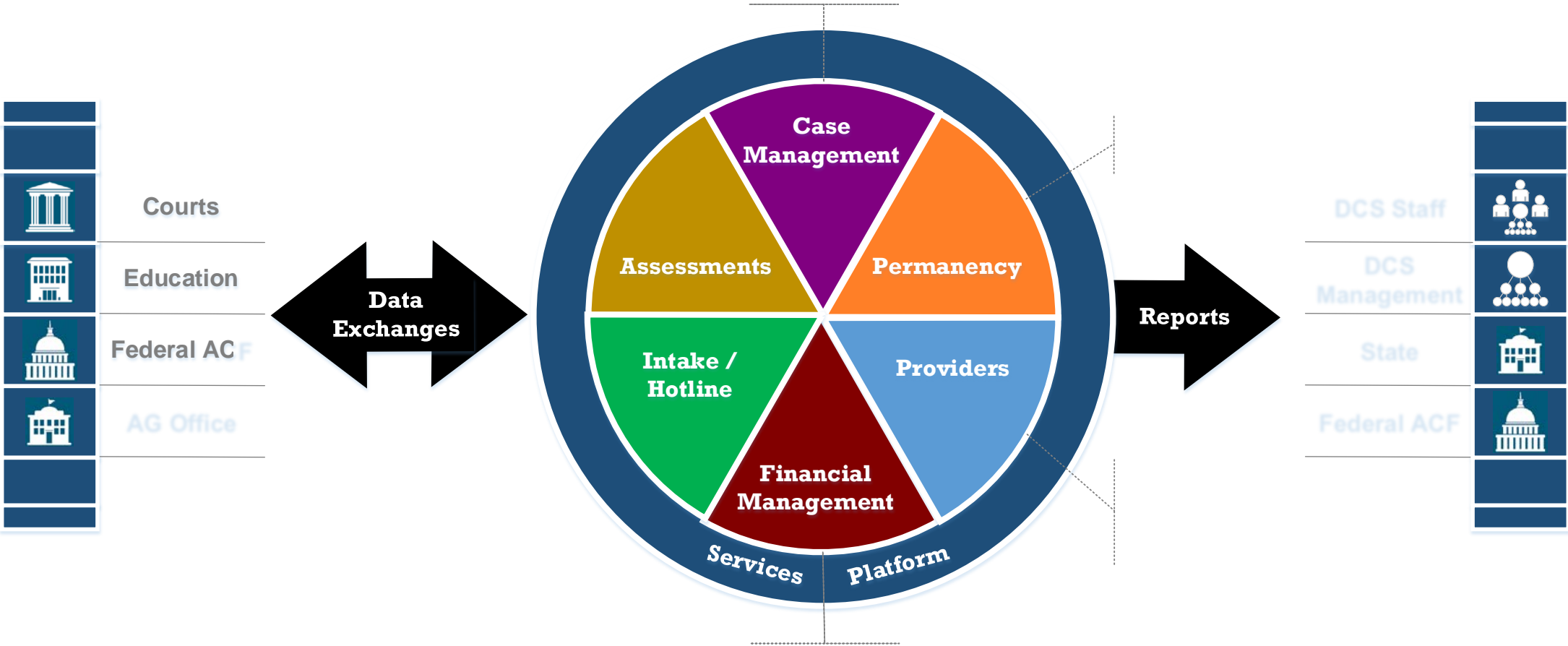


- The current DCS CHILDS application is under Federal Rules and Regulations called SACWIS (Statewide Automated Child Welfare Information System)
- In 2015, new rules and regulations, called CCWIS (Comprehensive Child Welfare Information System), were introduced. DCS is aiming to be compliant with these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

Request for Proposal

RFP sent to System Integration Vendors

Contract Award

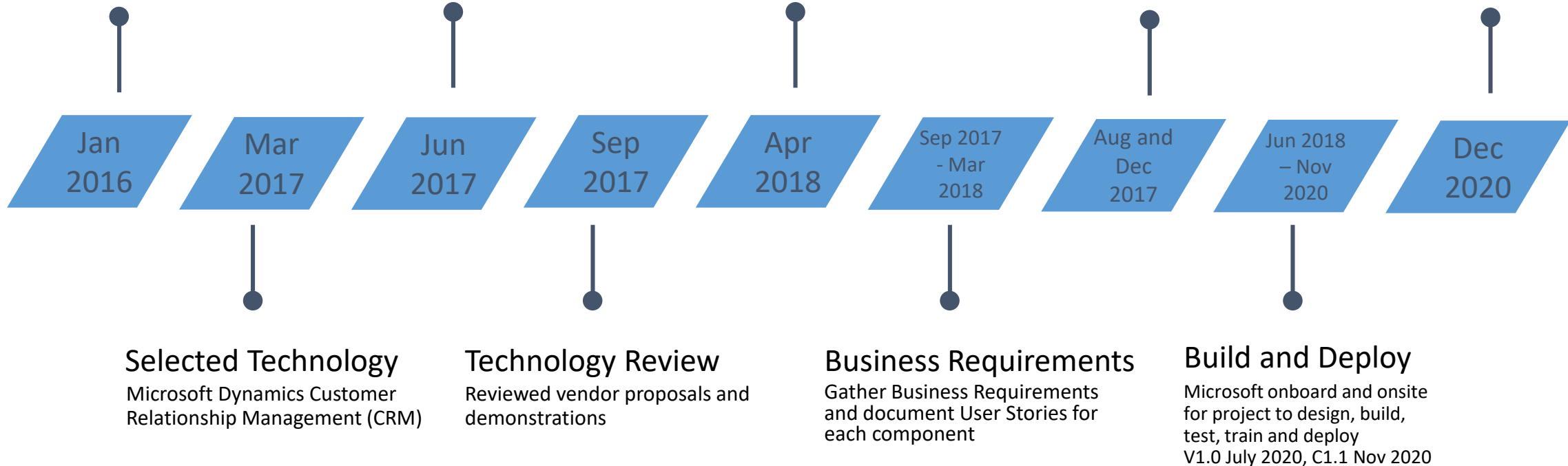
Microsoft

Mobile

Two Deployments

CHILDS Decommissioning

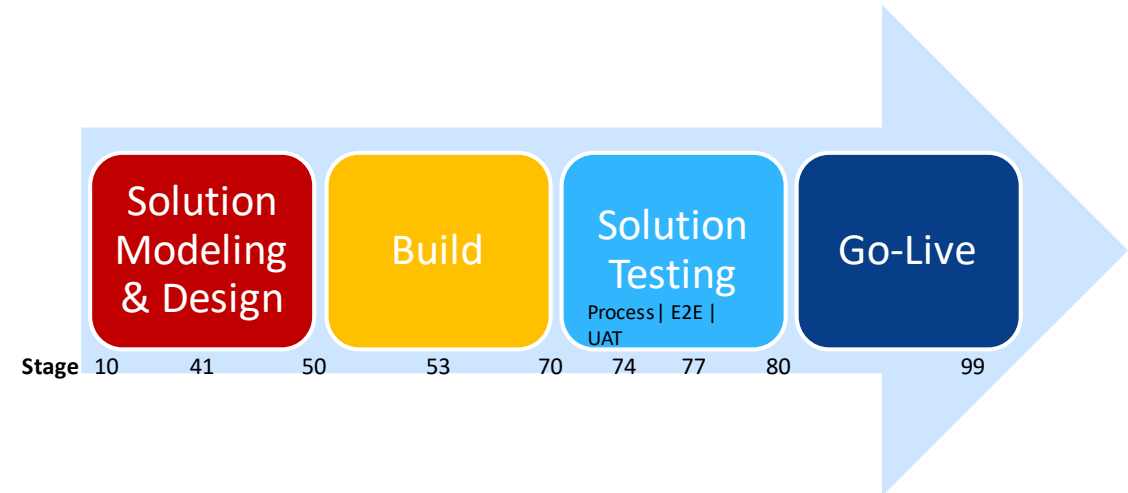
CHILDS decommissioned and Guardian system of record



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

