

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

January 20, 2021

Project Health Card

Overall Project Health is Yellow trending Green

| | | |
|----------|--------|---|
| Schedule | Green | <ul style="list-style-type: none">The current Schedule is Green. The program has approved the new go live date of 02/01/21. ITAC approved the new Program end date of 06/30/21 during the December 2020 meeting. |
| Scope | Green | <ul style="list-style-type: none">V1.0 MVP functionality is still planned for the February release. Requirements formally identified for Release 1.1 have been de-scoped from the program and will be delivered as part of Maintenance and Operations by DCS. ITAC approved the new scope during the December 2020 meeting. |
| Budget | Green | <ul style="list-style-type: none">The program budget is green and within variance |
| Risk | Yellow | <ul style="list-style-type: none">The program is still focusing on the largest risk, which is the completion of the data migration and cleansing. |
| Issues | Yellow | <ul style="list-style-type: none">Currently the program has all known issue documented and are being resolved |

Project Updates

Open items from the last ITAC meeting:

- No open items from the last ITAC meeting

Changes since the last update:

- Production Infrastructure Readiness and Solution Deployment nearly complete
- Initiated Code Freeze
- Pre-Cutover and Cutover activities begin January
- Departmentwide Go-Live Communication issued
- CSRA, CCSAR & Case Transfer Summary Document migration complete
- 9 reports out for validation
- Dry Run #2 75% Complete
- Data Migration and Replication 99% complete
- Data Cleansing 100% complete
- Training 75% complete
- Program Knowledge transfer ongoing
- "GO "decision to start Production Data Migration
- On track for reports completion for Go-Live

Q & A Session

ITAC REQUIRED REPORTING

Project Financials (Completed Fiscal year)

Project Budget: \$86,088,076
 Expenditure to date: \$72,277,037
 Budget Remaining: \$13,811,039

Project Start Date: 9/20/2016
 Est. End Date: 06/30/2021

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

Notes: Program actuals recognized when invoices are paid

Project Financials (Current Fiscal year)

Project Budget: \$86,088,076
 Expenditure to date: \$72,277,037
 Budget Remaining: \$13,811,039

Project Start Date: 9/20/2016
 Est. End Date: 06/30/2021

| | 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 | | | | | | |
| Variance (\$) | \$2,010,959 | \$1,272,766 | (\$282,430) | \$51,551 | \$239,878 | \$674,546 | | | | | | |
| Variance (%) | 71% | 44% | -22% | 3% | 12% | 54% | | | | | | |

Notes:
 December Variance is due to invoice and payment timing
 Cost re-baseline completed at end of September

APPENDIX

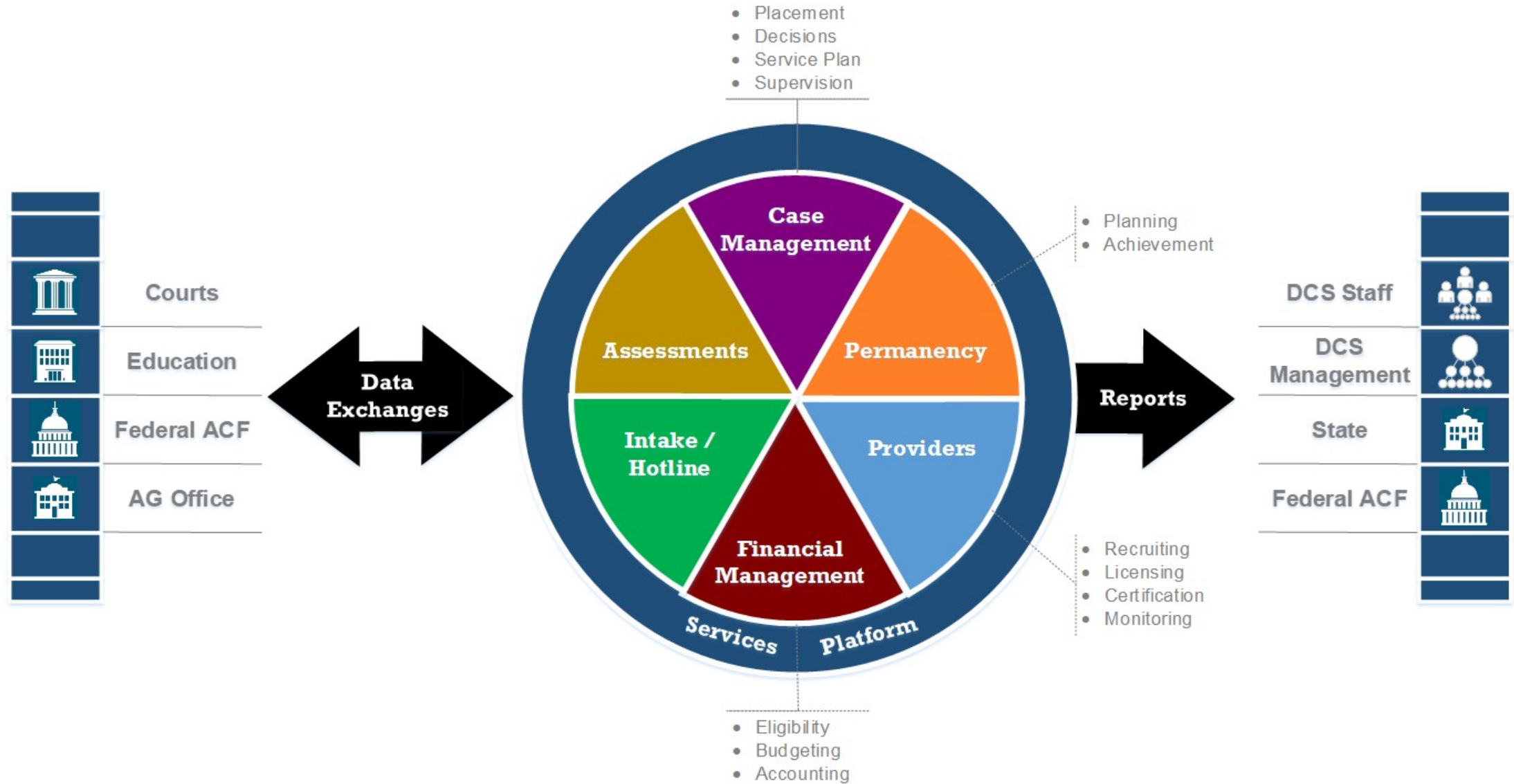
Program History

- 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 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

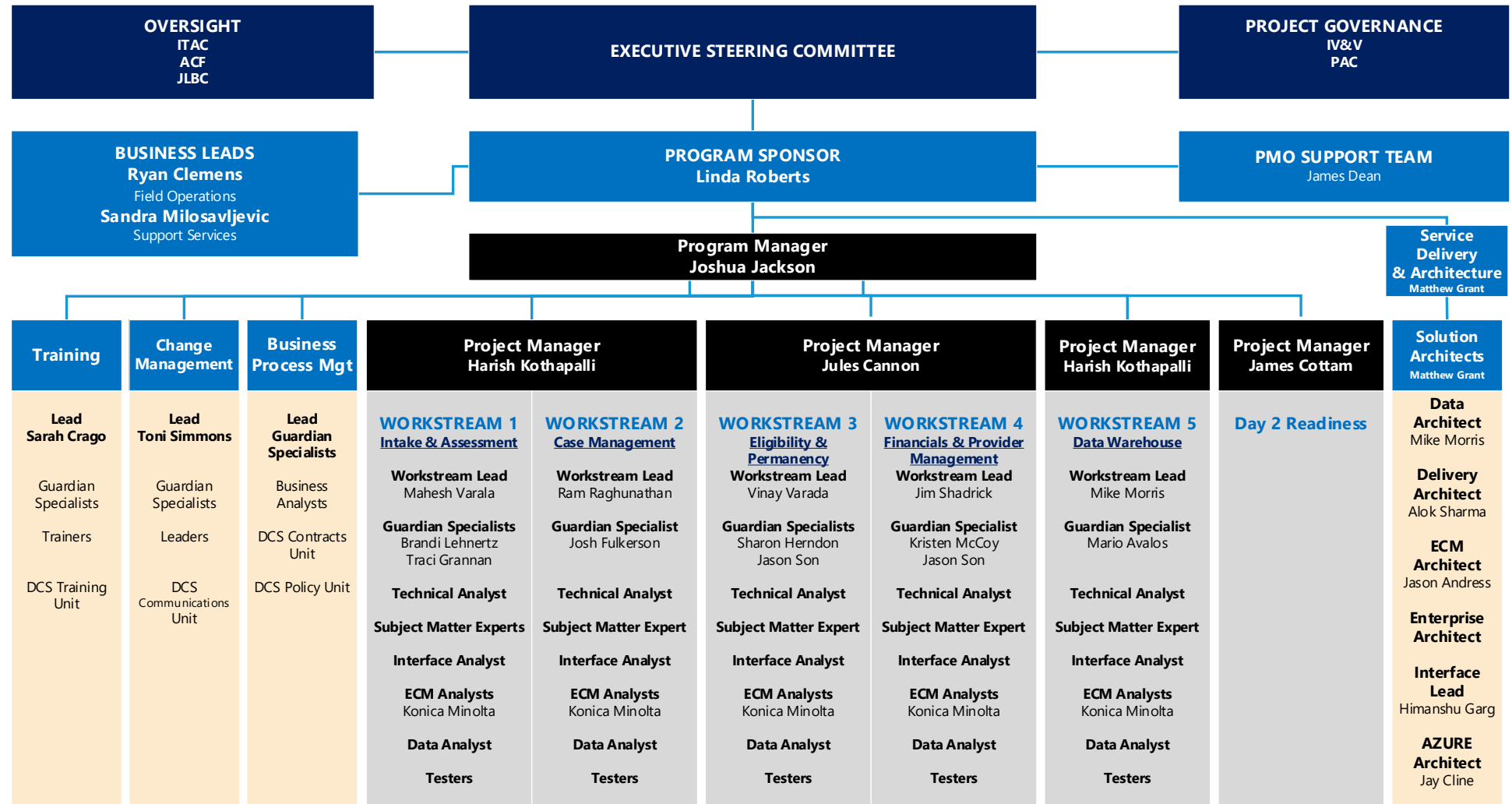


Shareable: Capable of being shared and reused by other states, tribes, and agencies

Program Structure

GUARDIAN PROGRAM STRUCTURE

As of 11 August 2020



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

Contract Award

Microsoft

Apr
2018

Mobile

Two Deployments

Aug and
Dec
2017

CHILDS Decommissioning

CHILDS decommissioned and Guardian system of record

Dec
2020

Selected Technology

Microsoft Dynamics Customer Relationship Management (CRM)

Technology Review

Reviewed vendor proposals and demonstrations

Business Requirements

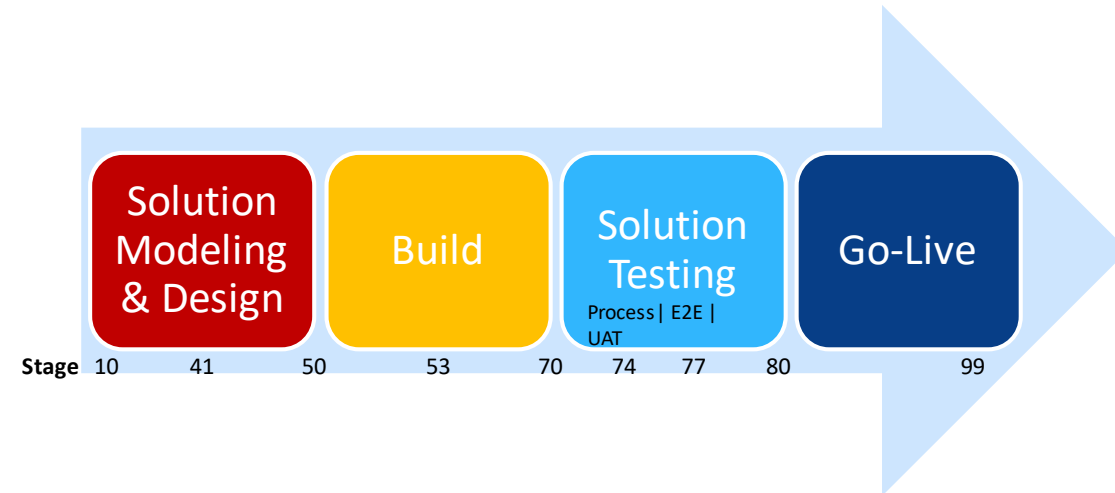
Gather Business Requirements and document User Stories for each component

Build and Deploy

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

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 | |



Project Schedule & Task Status

