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

February 17, 2021

Overall Project Health is Green

Schedule	🟩	• The current Schedule is Green. Go Live occurred on 02/01/2021
Scope	🟩	• V1.0 MVP functionality in February release.
Budget	🟩	• The program budget is green and within variance
Risk	🟨	• The program is focusing on largest risk, which is report creation
Issues	🟨	• 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 complete
- Pre-Cutover and Cutover activities Complete (over 139 activities)
- Departmentwide Go-Live Communication issued at different intervals (45 days, 30 days, 15 days, etc)
- 9 reports out for validation
- Dry Run #2 Complete
- Data Migration and Replication complete
- Delta Data migration Completed (ahead of schedule)
- Training complete
- Program Knowledge transfer ongoing
- Production Deployment for Interfaces complete
- Hotline Go-Live Sunday 01/31
- Remaining Agency Go-Live Tuesday 2/2
- Provider Portal Go-Live Afternoon 2/2
- The Program is now in the warranty support period

Project Updates

Guardian by the numbers:

People/Support
- 176 Team Members over 5 years
- 74 Subject matter experts
- 162 Guardian Super Users
- 19 Exchanges

Behind the Scenes
- 51 System Jobs Run Daily
- 141 Business Intelligence Reports identified for Development
- ~2,200 Requirements Developed
- ~10,000 individual fields created
- ~400,000,000 records Migrated

Project Updates

As of 02/03/21:

R0-Hotfix_All Bugs - Chart   ...

135

75

39

15

6

■ 2 - High ■ 1 - Critical ■ 3 - Medium
■ 0 - Emergency
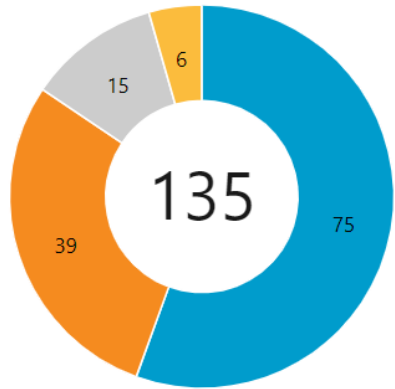
- Since Go-Live, 5 patches have been released

Q & A
Session

ITAC REQUIRED REPORTING

Project Financials (Completed Fiscal year)

Project Budget: $86,088,076   Project Start Date: 9/20/2016
Expenditure to date: $75,050,556   Est. End Date: 06/30/2021
Budget Remaining: $11,037,520

	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   Project Start Date: 9/20/2016
Expenditure to date: $75,050,556   Est. End Date: 06/30/2021
Budget Remaining: $11,037,520

	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	$997,761					
Variance ($)	$2,010,959	$1,272,766	($282,430)	$51,551	$239,878	$674,546	$1,239,150					
Variance (%)	71%	44%	-22%	3%	12%	54%	55%					

Notes:
January Variance is due to invoice and payment timing. Many invoices projected to pay in February
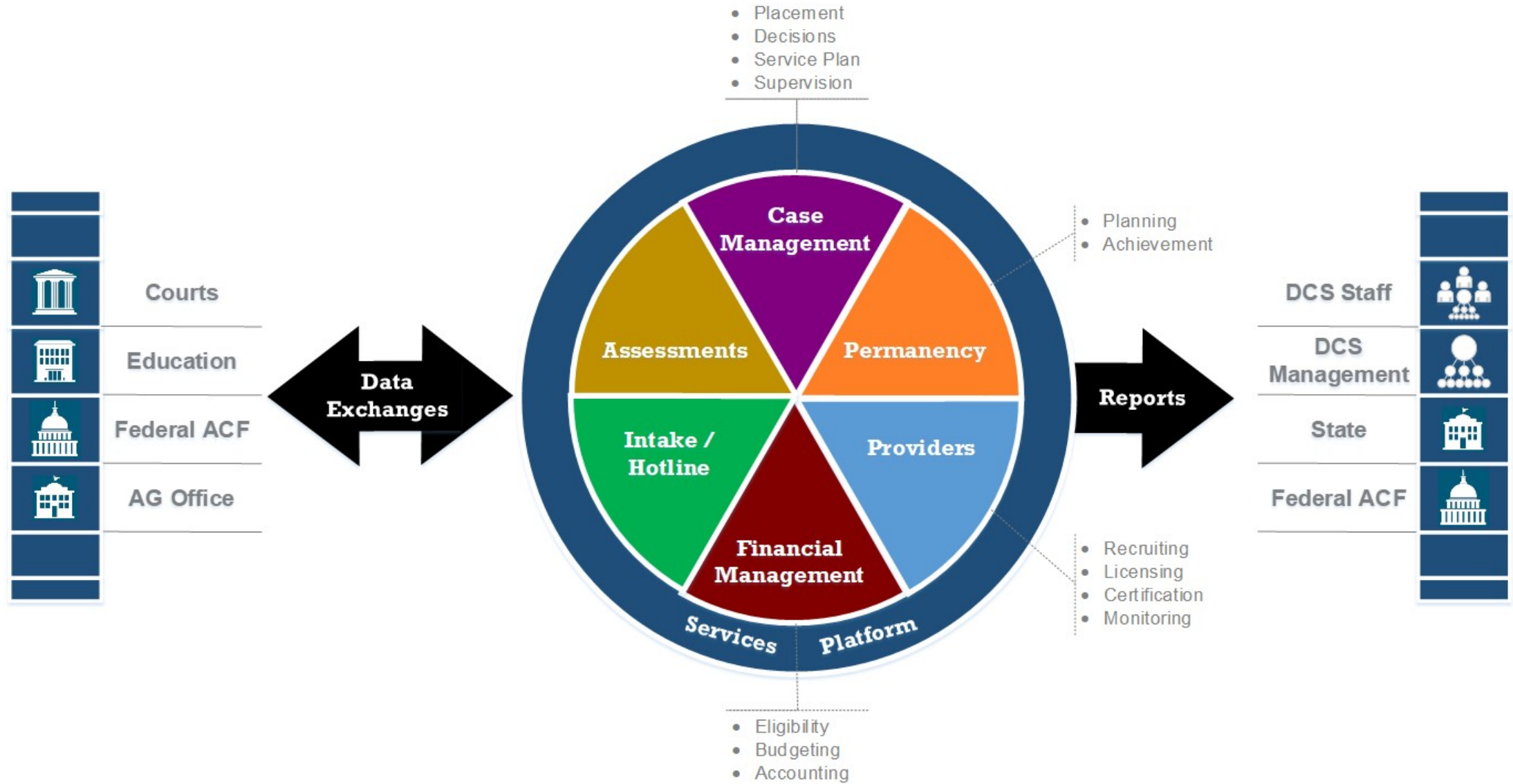Cost re-baseline completed at end of September

APPENDIX

- 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

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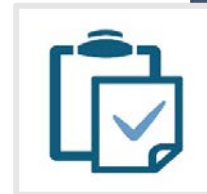
Modular Design: More flexible and adaptive to allow for future changes

Cost Reduction: Easier system development and maintenance

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

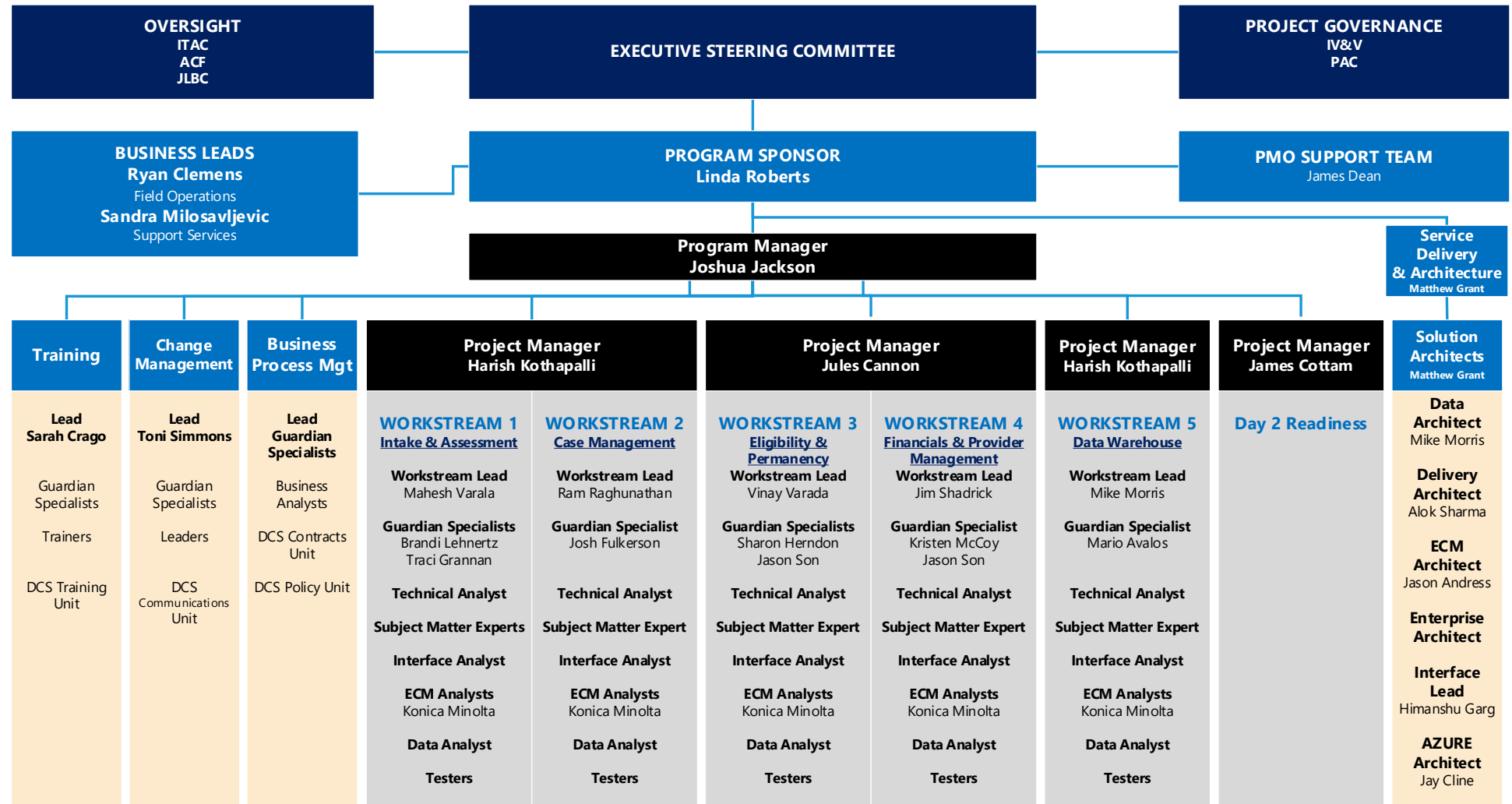**Increased Collaboration:** Data exchanges with external systems

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

GUARDIAN PROGRAM STRUCTURE
As of 11 August 2020

OVERSIGHT ITAC ACF JLBC	EXECUTIVE STEERING COMMITTEE	PROJECT GOVERNANCE IV&V PAC

BUSINESS LEADS Ryan Clemens Field Operations Sandra Milosavljevic Support Services	PROGRAM SPONSOR Linda Roberts	PMO SUPPORT TEAM James Dean

Program Manager
Joshua Jackson

Service Delivery & Architecture Matthew Grant

Training	Change Management	Business Process Mgt	Project Manager Harish Kothapalli		Project Manager Jules Cannon		Project Manager Harish Kothapalli	Project Manager James Cottam	Solution Architects Matthew Grant
Lead Sarah Crago	**Lead** Toni Simmons	**Lead** Guardian Specialists	**WORKSTREAM 1** Intake & Assessment	**WORKSTREAM 2** Case Management	**WORKSTREAM 3** Eligibility & Permanency	**WORKSTREAM 4** Financials & Provider Management	**WORKSTREAM 5** Data Warehouse	**Day 2 Readiness**	**Data Architect** Mike Morris
Guardian Specialists	Guardian Specialists	Business Analysts	**Workstream Lead** Mahesh Varala	**Workstream Lead** Ram Raghunathan	**Workstream Lead** Vinay Varada	**Workstream Lead** Jim Shadrick	**Workstream Lead** Mike Morris		**Delivery Architect** Alok Sharma
Trainers	Leaders	DCS Contracts Unit	**Guardian Specialists** Brandi Lehnertz Traci Grannan	**Guardian Specialist** Josh Fulkerson	**Guardian Specialists** Sharon Herndon Jason Son	**Guardian Specialist** Kristen McCoy Jason Son	**Guardian Specialist** Mario Avalos		**ECM Architect** Jason Andress
DCS Training Unit	DCS Communications Unit	DCS Policy Unit	**Technical Analyst**	**Technical Analyst**	**Technical Analyst**	**Technical Analyst**	**Technical Analyst**		**Enterprise Architect**
			Subject Matter Experts	**Subject Matter Expert**	**Subject Matter Expert**	**Subject Matter Expert**	**Subject Matter Expert**		**Interface Lead** Himanshu Garg
			Interface Analyst	**Interface Analyst**	**Interface Analyst**	**Interface Analyst**	**Interface Analyst**		**AZURE Architect** Jay Cline
			ECM Analysts Konica Minolta	**ECM Analysts** Konica Minolta	**ECM Analysts** Konica Minolta	**ECM Analysts** Konica Minolta	**ECM Analysts** Konica Minolta		
			Data Analyst	**Data Analyst**	**Data Analyst**	**Data Analyst**	**Data Analyst**		
			Testers	**Testers**	**Testers**	**Testers**	**Testers**		

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

| Jan 2016 | Mar 2017 | Jun 2017 | Sep 2017 | Apr 2018 | Sep 2017 - Mar 2018 | Aug and Dec 2017 | Jun 2018 – Nov 2020 | Dec 2020 |

Selected Technology
Microsoft Dynamics Customer Relationship Management (CRM)

Technology Review
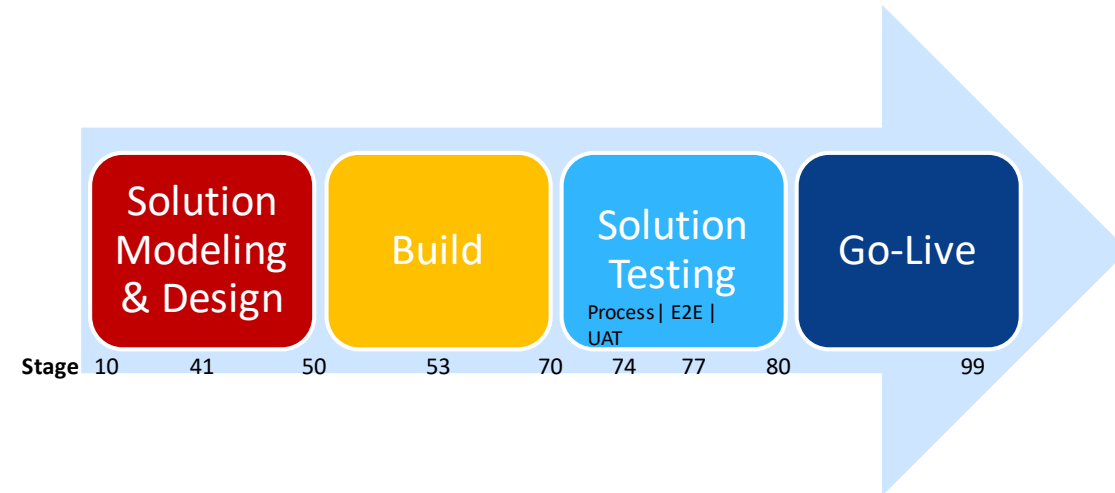Reviewed vendor proposals and demonstrations

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

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	
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