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

December 16, 2020

Overall Project Health is Yellow

Schedule	🟨	• The current Schedule is Yellow. The program has approved the new go live date of 02/01/21. The program re-baselined the schedule internally in September. The schedule will go green upon ITAC approval of the new end date.
Scope	🟨	• V1.0 MVP functionality is still planned for the February release. Requirements formally identified for Release 1.1 are being de-scoped from the program and will be delivered as part of Maintenance and Operations by DCS. The scope being reduced will be presented at ITAC for approval.
Budget	🟩	• The program budget is green and within variance
Risk	🟨	• The program is still focusing on the largest risk, which is the completion of the data migration and cleansing.
Issues	🟩	• Currently the program has all known issue documented and clear plans to resolve.

Project Updates

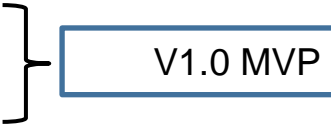**Open items from the last ITAC meeting:**

- No open items from the last ITAC meeting

Changes since the last update:

- Dry Run #1 for Data Migration Source to CE 100% complete
- Dry Run #2 scheduled for Mid December
- Business Process Validation continues
- Document Migration Dry Run underway
- All Reports Design is complete
- Business and Technical Cutover underway
- 121 of 148 business validations complete
- Data Migration and Replication 95% complete
- Data Cleansing 93% complete
- Training 54% complete
- On track for reports completion for Go-Live

Change Request

Background:

- Guardian requirements are prioritized as following
    - 1 – Required for CHILDS decommissioning
    - 2 – Required to be CCWIS Compliant
    - 3 – Needs with no workaround

    V1.0 MVP

    - 4 – Requests and enhancements which have work around (V1.1)

Issues:

- Data migration and validation had challenges to move from our source system to Guardian which required additional time and effort
- COVID-19 began impacting the program in person training plan and had to be adjusted

Change Request

Request # 1 – End date Change from 12/31/20 – 06/31/21
- The new end date will allow for the new go live date of Q1 2021, the post go-live period, and planned decommissioning of CHILDS

Request # 2 - De-Scoping V1.1 (Priority 4 items)
- De-scoping due to the schedule delay caused by data migration issues
- To maintain the programs fixed price, the costs of the delay are contained by descoping the requirements
- Requirements are Priority 4 which means
  - Current work arounds exist
  - Business process has been updated and the requirement is no longer needed
  - Backlogged with no future iteration scheduled
  - Dependent on future federal changes which are not defined and are backlogged accordingly

Post Go-Live
- Program will support Post Go-Live changes
- After support period, all remaining backlogged requirements will transition to maintenance and operations

New Timeline
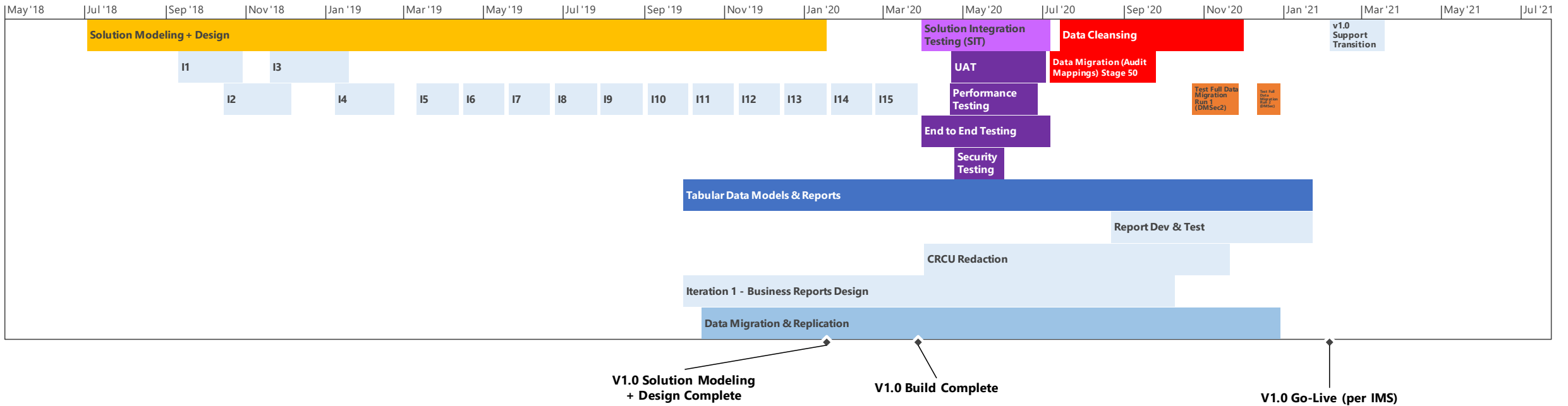
Q & A
Session

ITAC REQUIRED REPORTING

Project Financials (Completed Fiscal year)

Project Budget: $86,088,076   Project Start Date: 9/20/2016
Expenditure to date: $71,710,624   Est. End Date: 06/30/2021
Budget Remaining: $14,377,452

	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: $71,710,624   Est. End Date: 06/30/2021
Budget Remaining: $14,377,452

	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	$1,775,759							
Variance ($)	$2,010,959	$1,272,766	($282,430)	$51,551	$239,878							
Variance (%)	71%	44%	-22%	3%	12%							

Notes:
November Variance is due to invoice 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.

- 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

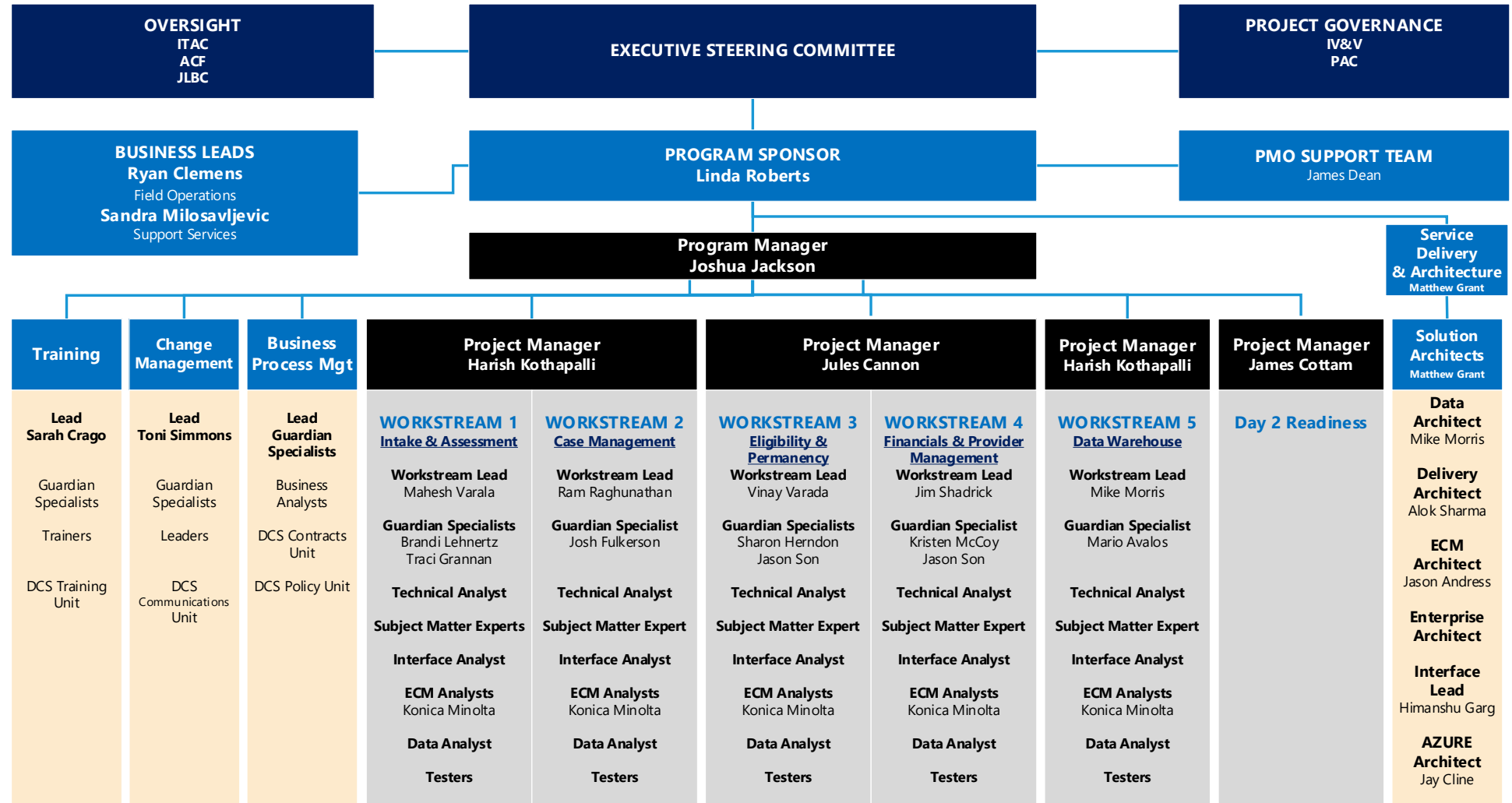**Increased Collaboration:** Data exchanges with external systems

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

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
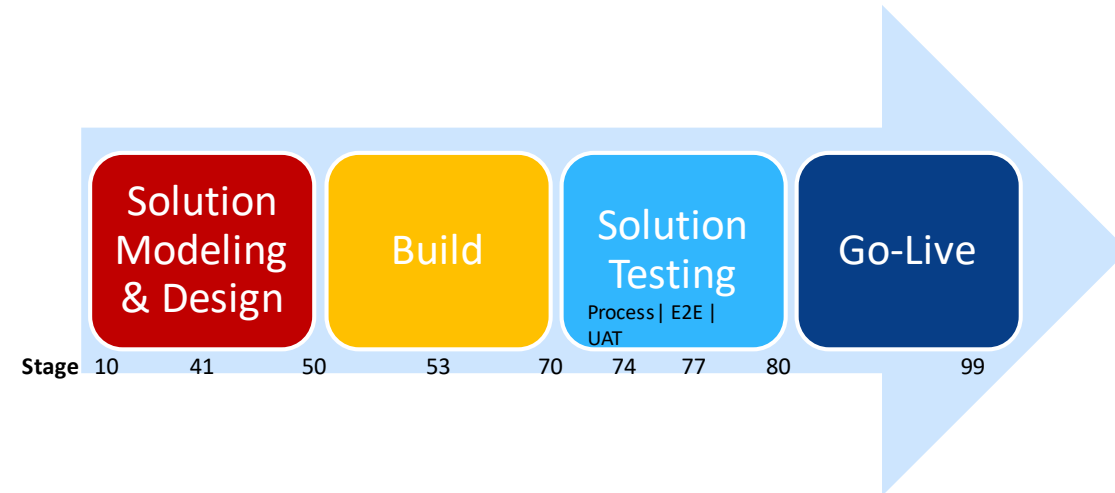
Business Requirements
Gather Business Requirements and document User Stories for each component

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

Solution Modeling & Design | Build | Solution Testing Process| E2E | UAT | Go-Live

Stage 10   41   50   53   70   74   77   80   99