

# New System Project Update Child Welfare Council

June 1, 2016



**CWDS**  
Child Welfare Digital Services

# We are now Child Welfare Digital Services

- Child Welfare Digital Services manages both the CWS-NS Project and CWS/CMS.
- CWS-NS project will provide a new technology platform and set of digital services that will be rolled out and trained incrementally over the next few years. These digital services will provide a more intuitive user experience and new capabilities not currently provided by the existing legacy systems.

# The past six months have been busy

## What has changed?

- Organization and partnership
- Procurement model
- Timing of first business value
- Process and technology
- Our way of thinking is now agile

## What remains the same?

- Scope
  - Intake
  - Licensing and Home Approvals
  - Case Management
  - Court Processing
  - Resource Management
  - Eligibility and Financial Management
- Governance
- Current operational system
- Overarching budget/end date

# Why change?

- Large scale procurements have a low success rate (16%)
- Smaller procurements are more successful (84%) in delivering business functionality earlier
- Deliver business functionality that is current for the users versus functionality requested 5 – 7 years earlier
- Ability to replace non performing vendor(s) faster
- Less dependence on a single vendor

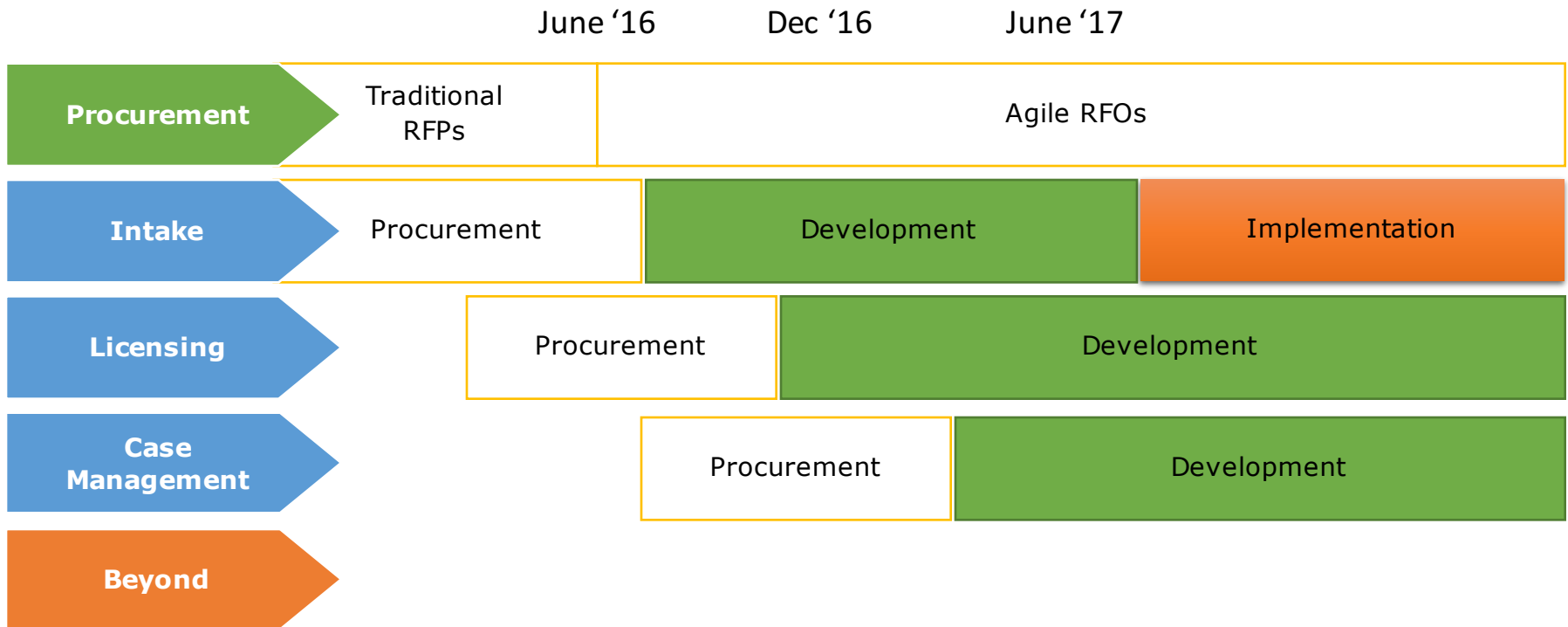
# What is agile?

- A recognition that to achieve change, you must change the process.
- Our highest priority is to satisfy the customer through early and continuous delivery of valuable software.
- We recognize that our landscape is always changing and must have a delivery model that can adapt.
- End users and developers must work together daily.

# Leveraging prior work

- There is a wealth of materials that have been created to prepare for the monolithic Request For Proposal (RFP)
- We have relied on the existing RFP to create the digital service RFPs
- We are leveraging and adapting the Business Practice Packages to:
  - Support roadmap planning
  - Jump start our development teams
  - Identify potential pain points in the existing business processes that are caused by existing technology

# Where are we headed?



# Current status

- Creation of a streamlined procurement process with pre-qualified vendors for future software development contracts
- Application Program Interface (API) Request For Proposal (RFP) vendor negotiations are complete
- Intake proposals are being evaluated
- Intake Implementation RFP has been issued
- Realignment of project staff in new roles along with training



# Transition to DevOps

- Continuous improvement of services to our users
- Continuous support for business practice changes (user research)
- Standardized development processes for all vendors and the state
- Public Access for vendors to all modules, services or code that is being built
- State will function as the System Integrator with vendor support

# County User Engagement

# Continued Commitment

- Fiscal Commitment to counties has not changed. In order to be successful we need:
  - Active county involvement throughout user research, design, development and testing
  - Support county project and organizational change management with on-site implementation teams
  - Support county implementations by providing
    - Training Material
    - Training County/Regional trainers
    - Digital service (product) support

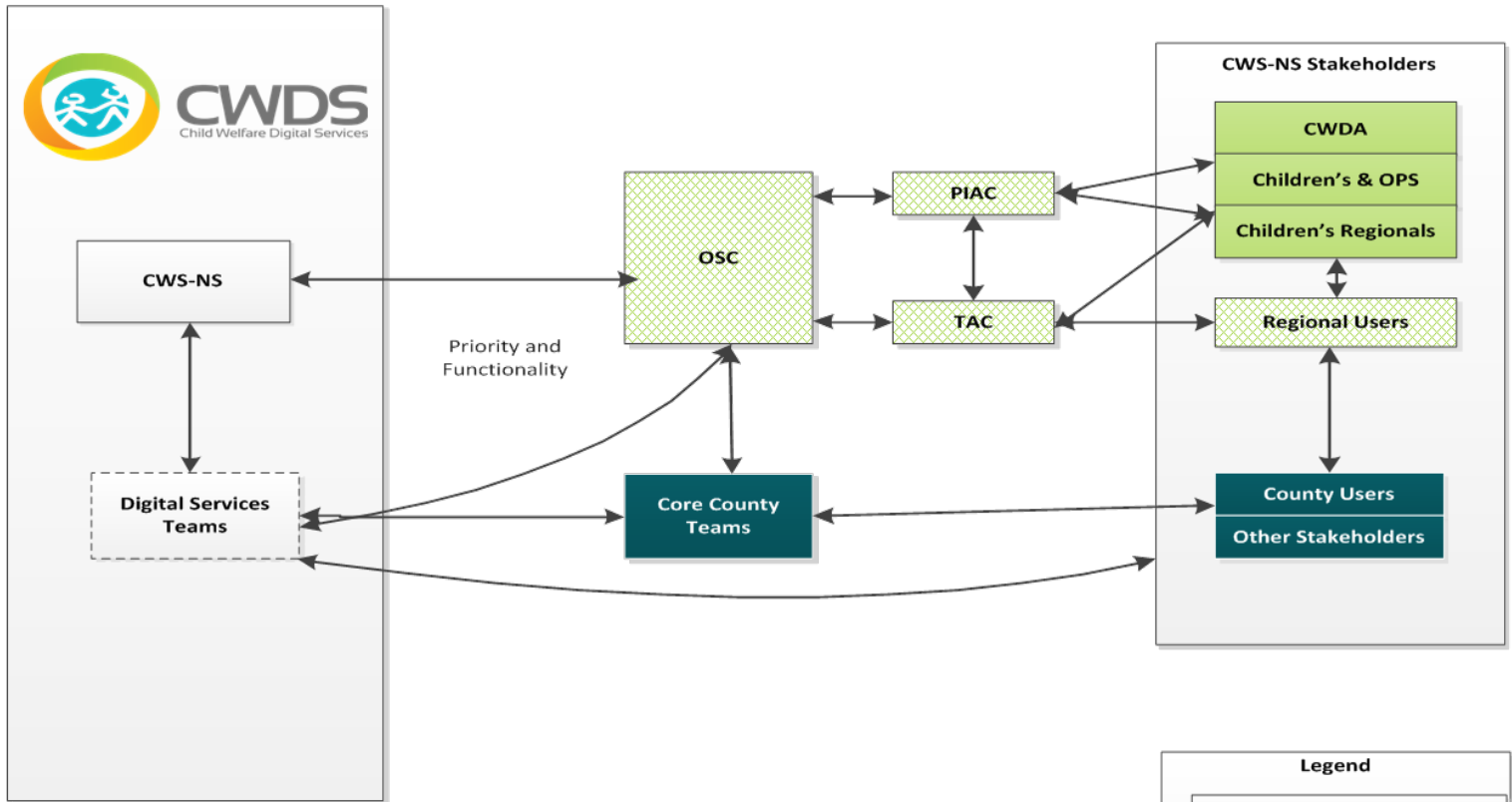
# User-centered design

- It's our job to build services that are simple and intuitive enough that users succeed the first time, unaided.
- Early in the project, spend time with current and prospective users of the service
- Determine people's goals, needs, and behaviors
- Test prototypes of solutions with real people, in the field if possible
- As the digital service is being built, regularly test it with potential users to ensure it meets people's needs

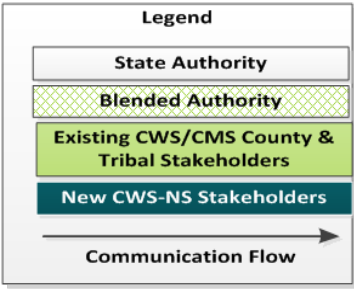
<sup>1</sup> <https://playbook.cio.gov/>

# Supported by holistic system training

- We will build a complete system training program for the Intake digital service
- Role based training materials will be developed, and a variety of digital media and classroom delivery methods will be used.
- Training content and delivery will depend on the functionality in the release.
- Training will be delivered using a “Train the Trainer” model. Trainers then deliver training to site staff before the release date so that staff are prepared to use the new functionality.
- Training materials will be continually refreshed as new functionality is implemented. Sites may access the materials and customize it for their use.
- Note: Program training will still be delivered using the existing models



OSC – Oversight Committee  
 TAC – Technical Advisory Committee  
 PIAC – Program Impact Advisory Committee  
 CWS-NS – Child Welfare Services – New System  
 CWDS – Child Welfare Digital Services



# Core County Groups – Integral to success

- A group of 5 to 6 Counties will be assigned to each digital service
- This group will represent the interests of all counties for that digital service, from start of work through implementation of that digital service;
- Estimate 10 groups of counties, so opportunity for all interested counties to participate in one.
- On site discovery process with county staff
- Prioritization of work every two weeks
- Approval and testing of functionality as it is built
- Business expertise for discovery, implementation and training activities
- First counties implemented and live for the new digital service
- Coordination among county agencies to ensure a holistic CWS perspective (Public Health Nurses, Probation, etc.

# All Counties will have access to progress

All counties will have public access to view the new digital services as they are being built and can actively participate in:

- Demonstrations of Functionality
- Test results and Release information
- Implementation and Training information
- Surveys and communication with team(s)
- Planning to determine implementation schedule for each module
- Implementation in the county



# Questions

# Project Information

- CWDS Website <https://cwscms.osi.ca.gov/New-System>
- Twitter [https://twitter.com/ca\\_cwds](https://twitter.com/ca_cwds)
- Email address [CWS-NSP@osi.ca.gov](mailto:CWS-NSP@osi.ca.gov)