



2019-21 Biennium Budget Decision Package

Agency: 307 - Dept of Children, Youth, & Families
Decision Package Code-Title: CW - Modernize Child Welfare Info System
Budget Session: 2019-21 Regular
Budget Level: Policy Level
Contact Info: Chris Conn
 (360) 725-4441
 Chris.Conn@dcyf.wa.gov

Agency Recommendation Summary

Washington's child welfare information system is unable to meet the business needs of the child welfare program. In order to comply with new federal requirements for the use of Title IV-E funding (CFR 1355.50-1355.59), the Department of Children, Youth, and Families (DCYF) needs to transition to a Comprehensive Child Welfare Information System (CCWIS). The system will meet Washington's child welfare business needs supporting child safety, improves outcomes for children and families, improves data quality, increases interoperability with other systems, and aligns with current technology. This project will likely run between three and five years, depending on the approach determined by the planning phase. DCYF requests funding for the planning phase and the initial implementation of the project in the 2019-21 Biennium, and will likely request funding for the 2021-23 biennium to complete implementation.

Program Recommendation Summary

090 - Program Support

Washington's child welfare information system is unable to meet the business needs of the child welfare program. In order to comply with new federal requirements for the use of Title IV-E funding (CFR 1355.50-1355.59), the Department of Children, Youth, and Families (DCYF) needs to transition to a Comprehensive Child Welfare Information System (CCWIS). The system will meet Washington's child welfare business needs supporting child safety, improves outcomes for children and families, improves data quality, increases interoperability with other systems, and aligns with current technology. This project will likely run between three and five years, depending on the approach determined by the planning phase. DCYF requests funding for the planning phase and the initial implementation of the project in the 2019-21 Biennium, and will likely request funding for the 2021-23 biennium to complete implementation.

Fiscal Summary

Dollars in Thousands

Operating Expenditures	FY 2020	FY 2021	FY 2022	FY 2023
------------------------	---------	---------	---------	---------

Operating Expenditures	FY 2020	FY 2021	FY 2022	FY 2023
Fund 001 - 1	\$4,159	\$10,002	\$9,981	\$9,981
Fund 001 - 2	\$4,159	\$10,002	\$9,981	\$9,981
Total Expenditures	\$8,318	\$20,004	\$19,962	\$19,962
Biennial Totals		\$28,322		\$39,924
Staffing	FY 2020	FY 2021	FY 2022	FY 2023
FTEs	2.0	8.0	8.0	8.0
Average Annual		5.0		8.0
Object of Expenditure	FY 2020	FY 2021	FY 2022	FY 2023
Obj. A	\$177	\$659	\$659	\$659
Obj. B	\$59	\$226	\$227	\$227
Obj. C	\$6,500	\$13,750	\$13,750	\$13,750
Obj. E	\$1,484	\$5,014	\$5,014	\$5,014
Obj. G	\$5	\$19	\$19	\$19
Obj. J	\$15	\$43	\$0	\$0
Obj. T	\$78	\$293	\$293	\$293
Revenue	FY 2020	FY 2021	FY 2022	FY 2023
001 - 0393	\$4,159	\$10,002	\$9,981	\$9,981
Total	\$4,159	\$10,002	\$9,981	\$9,981
Biennial Totals		\$14,161		\$19,962

Package Description

The Department of Children, Youth, and Families (DCYF) currently uses FamLink as its Statewide Automated Child Welfare Information System (SACWIS). The system code base for FamLink was originally developed circa 2000 and transferred from the State of Wisconsin to Washington in 2007. In February 2009, it was implemented as Washington's child welfare information system and renamed FamLink, replacing the legacy mainframe system. FamLink is used by 2,700 DCYF staff (including intake, CPS and child welfare social service specialists, foster care licensors and fiduciaries) in addition to 400 external users (including tribal partners, Office of Children and Families Ombudsman independent living providers and others.) and supports 233,000 clients.

The current FamLink application does not adequately meet the needs of the department or its clients. The system complexity causes several problems that make it hard for department staff and partners to serve Washington families, including:

- Timely system modifications resulting from federal rule changes are impossible.
- No way to streamline system functionality to support day to day case management work.
- Difficult to incorporate new technology to support evolving child welfare practices.
- Interoperability with other state systems is time consuming and expensive.
- The existing system has poor data quality to measure outcomes and support effective decision-making.

DCYF staff continue to correct system malfunctions, modify the system as necessary for changing state and federal legislative mandates and changing business practices, as well as maintain application software and hardware dependencies. These efforts require a significant time investment to avoid unexpected impacts to other data sets in the system. This lack of flexibility can cause a significant amount of work for child welfare workers to meet the needs of the children and families. The FamLink database lacks enforced referential integrity, scalability, and is overtaxed with data redundancy and inconsistencies, requiring regular data clean-up efforts and data fixes to ensure the information in the system is accurate.

As part of the annual Federal Financial Participation (FFP), the Administration of Children and Families (ACF) continued to provide new development work for Famlink at the 50 percent level as well as maintenance funding at a lower level. However, in ten years, Famlink has never met federal SACWIS compliance requirements, resulting in Washington continuing to work under a formal federal improvement plan.

The ACF implemented new Comprehensive Child Welfare Information System (CCWIS) regulations to allow states greater flexibility in developing case management information systems focused on data quality and allows for the use of modern technology that will enable data sharing between multiple systems. Non-compliance with these new regulations would affect future FFP rates for maintenance and operations services and increase the General Fund-State (GF-S) obligation from 50 to 85 percent of the total cost required to maintain and operate the current system.

This new modular information system will be a gradual but complete replacement and enhancement of the legacy child welfare information system, enabling DCYF to more effectively serve families and protect children.

Proposed Solution and Anticipated Outcomes

Under the new federal rules, all states are required to provide a Declaration or submit a Notice of Intent to ACF of the state's plan to comply with the new rules in order to maintain any future FFP funding for maintenance and new development. Washington has declared the current FamLink system as a "transitional" system and the intent to develop a new CCWIS system.

As with the current FamLink system, the new CCWIS system would be utilized by roughly 2,700 DCYF staff (such as intake, CPS and Child Welfare staff, foster care licensors, and fiduciaries) in addition to approximately 400 external users (including tribal partners, Office of Children and Families Ombudsman, Independent Living Providers and others) and supports around 233,000 clients.

Estimations of cost for the replacement system are based on a review of other states currently in the process of developing new CCWIS systems, while operating their existing SACWIS systems under the "transitional" status. Cost also include hardware and software/licenses.

Components included in this project are:

- Feasibility Study
- Investment Plan
- Planning and Implementation APDs
- Project Management
- Strategic Planning and Roadmap
- Requirements
- Request For Proposal development
- Training and on-going technical assistance/coaching in Agile software development
- IV&V Vendor
- Quality Assurance Vendor
- CCWIS Vendor
- Software identified/necessary to support application development and implementation
- Business Process Reengineering
- Conversion
- Training materials development
- Field staff training
- 8.0 additional FTEs (development, analyst, and trainers)
- Hardware costs (Hosts cluster, San, Load Balancers, switching, rack.)

DCYF has explored a broad slate of options ranging from the status quo (staying on the existing FamLink system) to custom development of a brand-new system. Department staff have spoken to other state child welfare agencies, consulted with and received technical assistance from ACF, observed vendor demonstrations of existing development within the realm of CCWIS, and attended industry conferences to more fully understand how a new child welfare information system could assist in meeting the challenges faced by DCYF.

During the demonstrations, the project team discussed with vendor representatives the challenges it is facing and asked to see the features that address those issues in the vendor's solution.

Ultimately, DCYF felt that the best path forward was a user-oriented developed solution built by a vendor who has agile development and child welfare experience, in conjunction with DCYF technical staff. The ability of the vendor to bring pre-built CCWIS accelerators to develop the solution would also be viewed favorably as it would reduce risk and accelerate development and implementation. As of today, there is no complete CCWIS system fully developed.

DCYF Technology Services reviewed and/or evaluated a dozen software solutions from various vendors across the nation. While none of these products would explicitly meet Washington's comprehensive child welfare system needs, some may be considered for integration or interfacing with the CCWIS solution.

Assumptions and Calculations

Expansion or alteration of a current program or service:

This proposal is not an expansion or alteration of a current program or service; it is an iterative replacement of an existing mission-critical system necessary to support the work done in child welfare and meet state and federal regulations under RCW and CCWIS rules. It is also necessary to complete required federal reporting including Adoption and Foster Care Administrative Reporting System (AFCARS), National Youth in Transition Database (NYTD), National Child Abuse and Neglect Data System (NCANDS), Title IV-E under the Social Security Act and Child and Family Services Review (CFSR).

Detailed assumptions and calculations:

Please see the attached documentation for a detailed breakdown of the costs associated with this decision package.

Workforce Assumptions:

The department requests 8.0 FTE to complete this project. The assumption is that state resources will be utilized to maintain the existing FamLink system and make modifications necessary to allow functions to be disabled during the development and iterative releases of the new CCWIS system. State staff will also work alongside vendor staff for ongoing knowledge transfer as the new system is developed and implemented. State staff will maintain and develop new features to support the business without ongoing vendor support at the completion of the project.

Please see the attached documentation for a detailed breakdown of the FTE costs associated with this decision package.

Strategic and Performance Outcomes

Strategic framework:

The new CCWIS rules require three additional interfaces within practicability:

- Educational
- Medical
- Legal/court

The addition of these interfaces in the CCWIS system will directly support the Results Washington Goals specifically for Washington children within the state's foster care system. It will allow workers and caregivers who are responsible for the youth's day-to-day care and planning better access to timely and complete information necessary to help improve outcomes for these children in education, health/medical well-being and permanency.

DCYF believes that successful implementation of the CCWIS will have the following general positive benefits:

- Enhanced Services
- Decreased Costs
- Increased Efficiency
- Decreased Risk
- Increased Data Accuracy.

Performance outcomes:

DCYF expects the new child welfare information system to achieve improvements including:

- The use of technology to improve data quality by creating more timely data entry, data processing, data retention and data exchange standards. In addition, it will have features to support continuous monitoring of data quality and implement user facing responsive tools to address issues with data quality.
- Resource Utilization: Through elimination of redundant data entry, it will increase availability of information and documentation, and result in timely business practice execution.

- System Access: Improved child welfare worker, service provider and service organization access to system information through portal and mobile technologies.
- Information Exchange Interfaces: Improved access, accuracy and completeness of data located in external department and business partner repositories, including CCWIS required new data exchanges with education agencies, the courts, and Medicaid claims processing systems.
- Business Collaboration: Improved communication/collaboration and information management between child welfare workers, community organizations, service providers and multi-disciplinary teams.
- Outcome-Driven Planning, Management and Assessment: Improved case management outcome/process planning, management, and assessment/reporting.
- CCWIS adherence: To ensure retention of FFP at current or improved participation levels.

Other Collateral Connections

Intergovernmental:

Potential impacts include:

- Child Welfare Contributing Agencies (CWCA) under the CCWIS rules are defined as a public or private entity that, by contract or agreement with the title IV-E agency, provides child abuse and neglect investigations, placements or child welfare case management (or any combination of these) to children and families.
- Under CCWIS rules, all current and historical CCWIS data must be stored and maintained in the CCWIS system. This includes data collected by the IV-E agency and any CWCA's. While the CCWIS rules explicitly exempt county or city governments, tribal entities may fall under the CWCA definition. The State agency would be required to interface or provide for usage of the CCWIS by CWCA's.

Stakeholder response:

See above for CWCA information that could affect stakeholders.

Legal or administrative mandates:

This request is in response to new CCWIS federal rules.

Changes from current law:

Not applicable

State workforce impacts:

Not applicable

State facilities impacts:

Not applicable

Puget Sound recovery:

Not applicable

Reference Documents

- B19-21 CCWIS Data Template.xlsm
- CCWIS IT Addendum2019-21.docx

- CCWIS presentation.pptx
- CCWIS SACWIS comparison.docx

IT Addendum

Does this Decision Package include funding for any IT-related costs, including hardware, software, (including cloud-based services), contracts or IT staff?

Yes

CCWIS IT Addendum2019-21.docx