

Information Technology Capital Investment Program
Project Close Out Report

To: Information Technology Strategy and Investment Committee
John Vittner, Office of Policy and Management

From: Cindy Butterfield, CCWIS Project Director

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Agency: Department of Children and Families
Project: CCWIS Replacement Project - Planning Phase

Project Start Date: 1/2/2014



Project End Date: 1/1/2018



Project Manager: Cindy Butterfield/Valter Borges

Total Funds Requested: \$5,674,558

Total Funds Allotted to Agency: \$5,674,558

Accumulative Total Capital Fund Expenditures to Date: \$5,674,558

Brief Project Description/Summary:

DCF's SACWIS Replacement Project – Planning Phase, will replace DCF's current child welfare case management and reporting system. The current system has been in operation for 20 years and has been cited as not being federally compliant and in need of replacement. The Department has worked with a consulting firm to create a Request for Proposal (RFP) and the required federal planning documents in order to seek reimbursement approval for project costs. An analysis of the current system functionality is well documented and forms the basis for the 2800+ requirements for the new solution.

To support growing demand for comprehensive service delivery, with increasingly complex prompts and tracking, SACWIS (now called "LINK" in Connecticut) needs a total system replacement. This was further emphasized during and after an on-site visit by federal officials in April of 2014, after which LINK was placed in a non-SACWIS status and Federal Financial Participation was reduced from 50% to 35%. The current system is built in an antiquated application (PowerBuilder), which has limited long-term sustainability. On August 1, 2016 the new Federal CCWIS regulations will take effect replacing the old SACWIS regulations.

Through the initiative the agency expects to develop a federally compliant CCWIS that will eliminate redundancy of data entry, streamline workers' daily tasks, and improve interoperability with other agency systems and programs. It is DCF's intention to join Connecticut's other social and human service agencies in the provision of timely, effective and accurate services to our respective (and common) client populations through the use of technologies that interact with one another in an enterprise-wide basis to facilitate administration of eligibility and enrollment into programs, and monitor service delivery while reducing costs. The new CCWIS initiative will be federally funded at a rate of 50% reimbursement through IV-E Claiming.

DCF will explore utilizing existing "enterprise" components in partnership with DAS-BEST. DCF plans to add new capabilities and components for use by this same growing group of agencies, to improve data exchanges and interoperability among health and human service programs. Using and contributing to the State's enterprise approach for health and human services, we anticipate jointly building much greater interoperability using common technologies and teams who have participated in prior efforts and intuitively comprehend how to build upon those solutions.

List Project Goals and Deliverables Completed:

(Please provide a brief summary of the goals and deliverables that were implemented. Please reference the IT Capital Investment Brief for the initial goals of the projects.)

1. The creation of a Statement of Work that will lead to a fully compliant SACWIS system - completed 12/2017.
2. Federal approval to continue with the development of they system. - completed 06/2017.
3. Complete first phase of VDI Desktop Infrastructure. - Completed in CY2017.

Project Replication Opportunities:

(Are there opportunities to repeat or leverage the project solution by other state agencies? Please provide a brief explanation.)

No

Key Lessons Learned:

(Provide any lessons learned or experienced during this project that may be helpful to other agencies starting a similar project.)

Agile project management requires a great deal of training to get staff to break away from the the Waterfall mindset.

Lean was instrumental in developing end user engagement, the creation of the User Stories and the Agile backlog, problem solving and developing a statement of work for production.