

# Comprehensive Child Welfare Information System (CCWIS) Modernization Project

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Children Youth & Families Department

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The New Mexico Children, Youth and Families Department provides an array of prevention, intervention, rehabilitative and after-care services to New Mexico children and their families.

The Department's core purpose is to decrease repeat maltreatment of children and support youth involved with the juvenile justice system to become healthy functioning adults.



## Our Vision

- ❖ A New Mexico where all children, youth and families are healthy, safe, thriving and strengthened by their culture and community

## Our Mission

- ❖ Nurture the strength and resilience of families
- ❖ Partner with children, families and communities based in trust and transparency
- ❖ Serve by listening and learn from our diverse cultures to keep children, youth and families healthy, safe and thriving

# Agenda

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Glossary of Terms

# Children, Youth, and Families Department

CYFD has four divisions that are responsible for the care and support of children, youth, and families:

- Protective Services Division
- Juvenile Justice Services Division
- Behavioral Health Services Division
- Program Support Division
  - Office of the Cabinet Secretary
  - Office of Children's Rights
  - Office of General Counsel
  - Office of Tribal Affairs
  - Administrative Services
  - Information and Technology Services

# Clients Served by Protective Services in FY22

In SFY 22, 14,953 unique families—or 23,179 children—were subject to at least one **investigation** of maltreatment and provided or referred to services, where indicated, to alleviate risk or provide safety

2,615 were served for 8 days or more in the **foster care** system to ensure safety

Of those children who exited foster care during SFY 22:

- 395 were **reunified** with their parents or primary caretakers;
- 314 were **adopted**;
- 136 exited to **guardianship** with a relative or fictive kin

During SFY 21, **comprehensive home-based services** were provided to 668 families by CYFD or a contractor supported by CYFD:

- 303 families served by Family Support Services
- 140 served by Intensive Family Support Services
- 53 served by Secondary Prevention Services
- 172 served by CYFD In-Home Services

During its initial implementation (January of 2021 through March of 2022), 174 families were served in the pilot counties for CYFD's new **differential response** program, Family OutReach

# Children, Youth, and Families Department

**Juvenile Justice Services** meets the individualized needs of at-risk youth and their families by providing several different levels of intervention and support:

- 2,318 unique clients were served under **informal probation programs**, such as conditional release, informal conditions, informal supervision, and time waivers
- 1,047 unique clients were served under **formal probation programs**, such as interstate compact probation, interstate compact parole, or supervised release
- 203 unique clients were served in **JJS facilities**, including residential treatment, diagnostic, term, and term-concurrent clients



# Children, Youth, and Families Department

**Behavioral Health Services** has steadily grown its capacity to provide evidence-based services to children and families throughout SFY 2022:

**Multisystemic Therapy** (intensive home/family/community-based treatment for youth with serious behavior issues)

- 80-100 unique youth served each quarter

**Family Peer Support Services** (provides support to families by workers with lived experience parenting a child, youth, or young adult with emotional, behavioral, and mental health challenges)

- 13 families enrolled by end of SFY 22 Q1
- 34 families enrolled by end of Q3

**High Fidelity Wraparound** (intensive care coordination provided by facilitators with low caseloads)

- 248 youth enrolled in SFY 22 Q1
- By SFY 22 Q3, number increased to 341

**Infant Mental Health Child-Parent Psychotherapy** (clinical services for infants and young children, ages 0 to 5, who have experienced trauma)

- 180 infants served in SFY 22 Q1
- Increase to 208 served in SFY 22 Q3



# CCWIS Project Governance

## Executive Sponsor – Office of the Secretary

- Cabinet Secretary Barbara Vigil
- Deputy Secretary Lisa Fitting– Program
- Deputy Secretary Beth Gillia – Policy
- Senior Advisor Hilari Lipton– Project Director

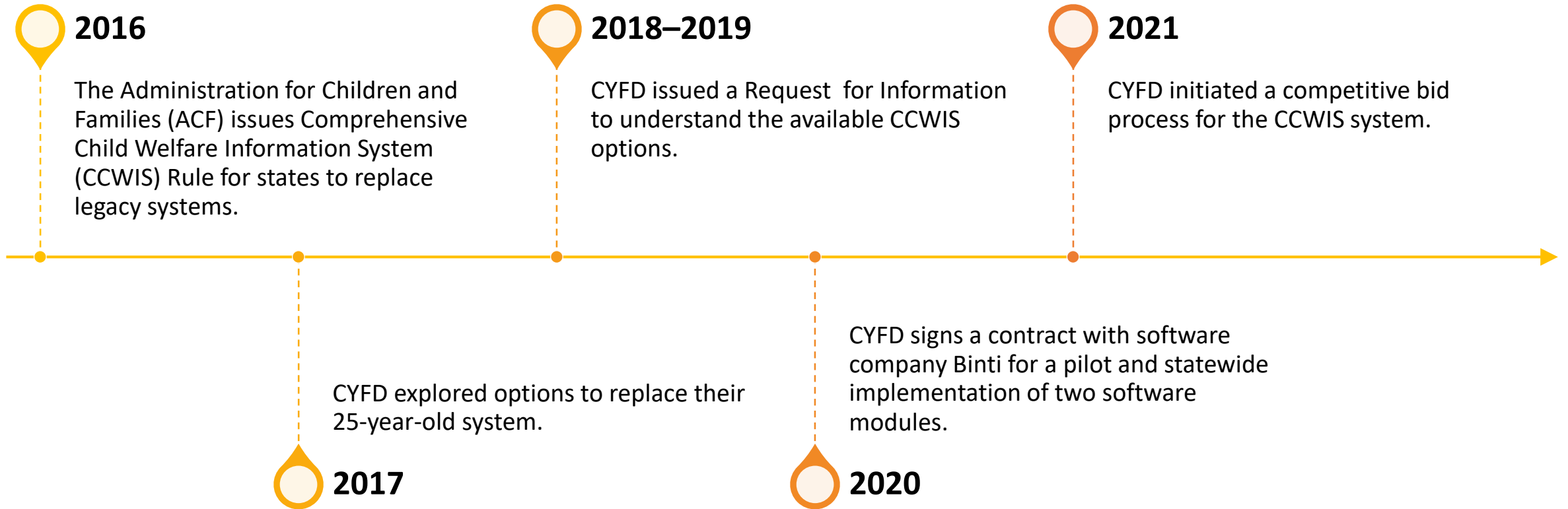
## Executive Steering Committee

- Cabinet Secretary CYFD (Host) – Barbara Vigil
- Deputy Secretaries – Lisa Fitting and Beth Gillia
- Project Director – Hilari Lipton
- Project Manager – Shannon Barnes
- Independent Validation and Verification (IV&V) – Project Manager - Respec
- CCWIS Vendor Project Manager – Undergoing Procurement Process
- Cabinet Secretary Department of Information Technology – Peter Mantos
- Deputy Cabinet Secretary HSD – Kari Armijo
- CYFD Chief Information Officer – Bill Hanks
- Division Director Protective Services – Emily Martin

# CCWIS Project Overview

- CYFD has requested funding for a hosted Comprehensive Child Welfare Information System (CCWIS) Software as a Service (SaaS) or Commercial Off the Shelf (COTS) system.
- CYFD provides an array of prevention and intervention services to New Mexico's children that will be more effective with the implementation of the CCWIS.
- The agency's 25-year-old legacy system, does not meet CYFD's current technology needs, and does not meet both federal and Health and Human Services (HHS) 2020 system requirements.
- CYFD estimates that the CCWIS solution will be completed July 2025 with an estimated total project cost of \$71M.


# The CCWIS Project – Where We Have Been



## An Updated CCWIS Strategy & Approach

- Deliver a solution that supports the effective administration of federal and state compliant child welfare and children's behavioral health programs.
- Purchase a CCWIS solution using New Mexico's procurement Request for Proposal (RFP) rules.
- Refine the scope of the project to focus on Child Welfare and the Children's Behavioral Health Programs.
- Purchase a Software as a Service (SaaS) or Commercial off the Shelf (COTS) system that is established in the sector.

- Ensure data and financial integrity
- Industry standard security
- Automated workflow for staff using alerts and triggers
- Provide information from sources such as the Social Security Administration, law enforcement, courts, and other state agencies for decision making
- High quality, easy-to-use reporting features
- Mobile capabilities for staff



## Program Benefits and Impacts

# CCWIS Project Progress

- CCWIS RFP and requirements approved by CYFD, Department of Information Technology (DoIT), and federal partners.
- CCWIS RFP released for publication on June 30, 2022. Assuming a one-year CCWIS solution procurement schedule. CCWIS contractor onsite July 2023.
- Project governance, scope, schedule and budget approved by CYFD's Cabinet Secretary.
- Project management training is being provided to CCWIS Project team.
- Project and contract management practices are being put in place that facilitate the delivery of a quality CCWIS solution on time and on budget.

# CCWIS Project Funding

- CYFD is requesting \$32,484M in funding for FY24.
- Federal agency partners approved CCWIS Advance Planning Document (APD) authorizing Federal Funding Participation (FFP) in January 2022.
- FFP will be received on all federal funds expended after October 2021.
- The CCWIS budget has adequate state and federal funding for FY23.

State Legislative Session	C2 Appropriations	Actual FFP
Laws of 2018, Chapter 73, Section 7 (27)	\$500,000	\$0.00
Laws of 2019, Chapter 271, Section 7 (28)	\$5,500,500	\$0.00
Laws of 2020, Chapter 83, Section 7 (37) Reauthorized: Laws of 2022, Chapter 54, Section 7 (44)	\$7,000,000	2 Quarters available to draw down
Laws of 2021, Chapter 13, Section 7 (33)	\$3,523,700	Not drawn down yet



# CCWIS Project Budget

- The CCWIS Project budget is estimated at \$71M
- The new CCWIS budget estimate is based on:
  - Actual expenditures from 5/2020 – 7/31/2022
  - Expenditure estimates from June 2022 – June 2025
  - The first two quarters of FFP revenue reimbursement used to estimate ongoing FFP funds
  - \$34.5M estimated cost for a contractor to implement a new CCWIS solution
  - Vendor cost estimates came from other state implementations
  - High utilization of contractors to reduce impacts on staff
  - Includes costs for CYFD staff that will work on the project

# Selecting the CCWIS Contractor

- The CCWIS RFP evaluation process is designed to identify an experienced contractor with a highly configurable system.
- System demonstrations are a key piece of the RFP evaluation.
- The Evaluation Committee (EC) is:
  - A team with the relevant *experience, knowledge, and time* to evaluate the RFP.
  - Provide tools and education to conduct a quality evaluation.
  - Utilizing active risk management.
  - Conducting the evaluation offsite as a team.

# CYFD's Preparations for the New CCWIS

- Document and create statewide consistency of CYFD's business processes, policies, forms, and reports.
- Create a CCWIS Data Exchange Portfolio (SSA, HSD etc.)
- Conduct data clean-up.
- Technical Readiness Assessment
  - Network and security analysis
  - Review/establish service desk processes
  - Review/establish operational processes
  - Hardware – laptops, printers, and scanners
- Define maintenance and operations service level requirements including performance metrics.

# The CCWIS Project Schedule



# Glossary of Terms

- **Administration for Children and Families (ACF)** – Federal agency responsible for the administration of the Child Welfare program and provides partial CCWIS funding.
- **Advance Planning document (APD)**- A recorded plan of action to request federal funding approval for a project.
- **Binti** – A software company originally hired to develop the CYFD’s CCWIS.
- **CCWIS Federal Rule** - Specifies how states and tribes may obtain federal financial participation (FFP) for a CCWIS project.
- **CCWIS Project** – The name of CYFD’s new Child Welfare System Project.
- **Center for Medicare and Medicaid (CMS)**- Federal agency responsible for the administration of the children’s behavioral health program and provides partial CCWIS funding.
- **Commercial Off the Shelf (COTS)** - Software and hardware that already exists and is available from commercial source.
- **Cost Allocation Methodology (CAM)** – Method used to allocate shared costs and federal reimbursement among New Mexico state agencies participating in HHS2020.

# Glossary of Terms cont.

- **CYFD- Children, Youth, and Families Department**– New Mexico’s state agency responsible for the care and support of children, youth, and families.
- **Data Exchange** – The technology used to share data between two information system.
- **Federal Funding Participation (FFP)** – The rate of reimbursement allowed from a federal agency on allowable state expenditures.
- **Health and Human Services (HHS) 2020** – New Mexico customer-centered enterprise systems made up of health and human service agencies providing that will provide advanced service capabilities and accurate and easily accessed data and cross-program information.
- **Independent Verification and Validation (IV&V)** – A service provided to ensure that a system meets any specification or regulatory requirements and that the result system meets customer requirements.
- **Request for Proposal (RFP)** - A Request for Proposal is a detailed specification of goods or services required by the state and sent to potential contractors.
- **Software as a Service (SaaS)** - A method of software delivery and licensing in which software is accessed online via a subscription.
- **Technical Readiness Assessment**- An assessment that is conducted to determine if the agency’s technology is adequate to support the new system.