

Child Protection Information System - Phase 3

FY2003 Request: \$5,730,000

Reference No: 6816

AP/AL: Appropriation
Category: Health/Human Services
Location: Statewide
House District: Statewide (HD 1-40)
Estimated Project Dates: 07/01/2003 - 06/30/2008

Project Type: Information Systems
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Brief Summary and Statement of Need:

This project continues efforts for the development of an information system to protect the children of Alaska and the safety of front-line Division of Family and Youth Services (DFYS) workers and to increase worker productivity. DFYS is in the final development phase of the Online Resources for the Children of Alaska system, and this request is critical for its completion. Failure to meet all the goals of the planning documents, including submission of required adoptions and foster care data to the Administration for Children and Families (ACF), could result in the Department having to return over \$4.5 million to the Federal government.

Funding:	FY2003	FY2004	FY2005	FY2006	FY2007	FY2008	Total
Fed Rcpts	\$2,865,000	\$1,684,500					\$4,549,500
G/F Match	\$2,865,000	\$1,684,500					\$4,549,500
Total:	\$5,730,000	\$3,369,000	\$0	\$0	\$0	\$0	\$9,099,000

<input checked="" type="checkbox"/> State Match Required	<input type="checkbox"/> One-Time Project	<input type="checkbox"/> Phased - new	<input checked="" type="checkbox"/> Phased - underway	<input type="checkbox"/> On-Going
50% = Minimum State Match % Required		<input type="checkbox"/> Amendment	<input type="checkbox"/> Mental Health Bill	

Operating & Maintenance Costs:

	<u>Amount</u>	<u>Staff</u>
Project Development:	370,000	4
Ongoing Operating:	0	0
One-Time Startup:	0	
Totals:	370,000	4

Additional Information / Prior Funding History:

CH103/SLA95/P37/L23 \$1,240.0 GF and \$250.0 Federal

CH123/SLA96/P53/L24 \$1,520.0 Federal

In addition, \$13.5 in Federal funds from an SLA 96 appropriation were set aside by the Department for this project.

CH135/SLA00/P14/L14 \$2,700.0 AHFC funds \$2,700.0 Federal

CH1/SSSLA02/P40/L12 \$2,372.3 ACPE funds \$2,372.3 Federal

Project Description/Justification:

Implementation may be completed in FY2004. This appropriation will assist in funding the Division's project staff, development related activities, conversion of legacy systems, system training and implementation costs associated with and required to complete the development project. The planned system implementation requires that the Division be an active participant in all phases of the project. This appropriation funds this requirement and will equip the Division to take ownership of the system at the conclusion of the development contract.

This request is based on a more refined estimate of development costs. It is based on information from our technical assistance contractor, MTG Management Consultants, Inc.; and research on the cost of other state's Statewide Automated Child Welfare Information System (SACWIS) development projects. An examination of the project work plans submitted to DFYS for the development contract was also a critical element in building the request. Last year's project description is revised in this narrative based on information acquired during FY2003.

Following is the FY2002 through FY2004 schedule.

- ? August 2001: Signed Business Process Review/Technical Assistance contract
- ? September - October 2001: Conducted business process review
- ? November 2001: Developed Initial Online Resources for the Children of Alaska (ORCA) System Requirements
- ? January 2002: Reviewed New Mexico and Utah Child Welfare Information Systems for match to ORCA requirements
- ? January 2002: Held Child Welfare Information System demonstrations in Anchorage
- ? February 2002: Finalized ORCA System Requirements and Implementation Strategy
- ? March 2002: Finalized Request for Proposals (RFP) for state and federal approval
- ? May 2002: RFP released
- ? July 2002: Deadline for proposal submittals
- ? September 2002: Contract awarded
- ? September - November 2002: Contract cost negotiated and approved by federal government
- ? December 2002: Implementation contract begins
- ? May 2004: Implementation

The following table itemizes the expected expenditures for FY2004. It is based upon information from the project work plans submitted to DFYS for the development contract, as well as information from our technical assistance contractor, MTG Management Consultants, and information gathered from our research of other state's SACWIS development projects.

Conversion	\$ 1,769,440	Estimated cost of converting 3 major information systems: PROBER, Provider Payments, Licensing; and 2 other statewide systems, Adoptions and ICPC.
Additional Software & Equipment to support development	\$ 195,000	Development software, licenses, and equipment to support the DFYS programming team, including video conferencing costs for development team/subject matter experts.
Development Related Travel (Subject matter experts and project staff)	\$ 149,000	Travel for workers and project staff to joint application design sessions and requirements validation sessions. Quarterly trips for subject matter experts to ANC/JNU for development groups. 4 groups @ 10 each; 3 days/trip.
ORCA Training Initial & Ongoing (with Travel)	\$ 400,000	Training, including associated travel, for 100 DFYS staff; including data processing/business analyst/and DFYS system trainers. A "train the trainer" model, and potentially an internet site, will be used. Includes setup of a permanent DFYS training facility as well as 3 regional training setups for workers (temporary for implementation). Also includes training and associated curriculum in new required software development tools for DFYS data processing staff.
Personnel and Overhead for project employees	\$ 1,075,700	11 project positions are required to back-fill permanent staff during project development. This will allow DFYS field staff to be involved in the design, development, implementation and training associated with the Child Protection Information System project without compromising the ability of the agency to meet its child protection mandate. Office space, equipment, phones, telecommunications, office supplies, etc for 11 staff.
On-Site Implementation Support	\$ 179,760	1 project member on site at every office for 3 weeks @\$225 day. On-site support for all offices for the first 3 weeks after implementation will reinforce training, give workers a safety net, and keep offices productive during transition.
Total	\$ 3,769,000	

Due to the high likelihood of data integrity issues with PROBER and other DFYS legacy systems, DFYS's technical assistance contractor and other states have advised the State that the most cost-efficient way to convert legacy system information is through a manual effort.

In other states' experience with SACWIS system conversion efforts, a tremendous amount of contracted data processing resources have been expended to develop automated conversion routines. These conversion efforts were not as successful as anticipated. Automated conversion efforts have resulted in high volumes of bad data being propagated into the new information system. This in turn has resulted in an inordinate amount of state resources being focused on data cleanup efforts after new system have been implemented.

In addition, other states have cited automated conversion of legacy system data as among the causes for system failures. This is because the legacy system data is not subjected to the same database and screen edits as data that is manually entered into the system.

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Populating the ORCA information system will require information from 5 different DFYS data systems:

- ? PROBER
- ? Provider Payments
- ? Licensing
- ? Adoptions
- ? Interstate Compact on the Placement of Children (ICPC)

The method and cost for each conversion effort is itemized below.

System	Hours Estimation of Effort	Hours	Hourly Cost	Estimated cost
PROBER	8,900 cases @ 3.75 hrs/case	33,375	\$ 32	\$1,068,000
Licensing	1,500 licensees @ 2 hrs/licensee	3,000	\$ 32	\$ 96,000
Payments	2,600 clients @ 2 hrs/client	5,200	\$ 32	\$ 166,400
Adoptions	2,575 families @ 4 hours each	10,300	\$ 32	\$ 329,600
ICPC	855 cases @ 4 hours each	3,420	\$ 32	\$ 109,440
TOTAL		55,295		\$1,769,440

While the estimate for conversion may appear high, the division must convert PROBER data, particularly from the last two years, to comply with Adoption and Foster Care Analysis and Reporting System (AFCARS) and National Child Abuse and Neglect Data System (NCANDS) reporting requirements. Failing to convert this data would result in ORCA not being able to report AFCARS/NCANDS data during the first two years of its operation.

Other factors to consider:

- ? Not converting the data would jeopardize the chances of ORCA becoming a certified SACWIS compliant system by the federal government.
- ? Not converting as much data as possible would denigrate the usefulness of ORCA to social workers with clients that have a long history with DFYS.
- ? The conversion cost involves converting data from up to 5 data systems, all with different data structures.
- ? In consultations with vendors during the system demonstrations, the vendors were so leery of how much conversion might cost that they asked DFYS to wait until they could evaluate the systems so that a fair estimate could be made. Otherwise, the vendors would make up a number and add 30% just to guarantee that the conversion cost would be covered. At this time, being overly cautious on estimating conversion costs is appropriate.

Federal funding for this project was granted based on an approved planning document that was submitted to the Administration for Children and Families (ACF) by the Division. Failing to meet all of the specific goals of the planning document, which include submitting the required adoptions and foster care data to ACF, could result in the Department being required to return approximately \$4.5 million to the federal government.

ACF representatives have stated in the past that as long as the State continues to make reasonable progress toward implementation, ACF will not require repayment of funds. After a delay of more than three years with what could be characterized as minimal progress, the State made substantial progress in FY2002, further scoping the project and issuing a Request for Proposals. The State is now poised to award a long-term development contract, and the successful management of this contract will result in the implementation of a child protection information system for Alaska, and that should enable the State to avoid the repayment of federal funds.

As part of AFCARS legislation, all states are required to submit specific adoption and foster care data to ACF. While the Division has been able to implement a relatively small system for gathering the required adoptions data, the requirements for the foster care data are much more extensive and the number of cases are far larger. Until the system is developed and implemented, the State will continue to be unable to submit all of the required foster care data.