



COMMONWEALTH of VIRGINIA  
DEPARTMENT OF SOCIAL SERVICES  
*Office of the Commissioner*

S. Duke Storen  
COMMISSIONER

March 1, 2019


**MEMORANDUM:**

**TO:** The Honorable Ralph S. Northam  
Governor of Virginia

The Honorable S. Chris Jones, Chairman  
House Appropriations Committee

The Honorable Thomas K. Norment, Jr., Co-Chairman  
Senate Finance Committee

The Honorable Emmett W. Hanger, Jr., Co-Chairman  
Senate Finance Committee

**FROM:** S. Duke Storen 

**SUBJECT:** Report on Child Welfare Information System

I am pleased to submit the Department of Social Services' semi-annual progress report on the development of a comprehensive child welfare information system, including project summary, implementation status and project expenditures. If you have any questions, please contact me at (804) 726-7011.

SDS:kc  
Attachment

**Virginia Department of Social Services**  
**Semi-Annual Report on the Comprehensive Child Welfare Information System**  
**(September 2018 – March 2019)**

**Report Mandate**

Items 344 (M) of the 2018 Appropriation Act provides:

(1) “Out of this appropriation, \$7,517,668 the first year and \$7,517,668 the second year from the general fund and \$2,500,000 the first year and \$2,500,000 the second year from nongeneral funds shall be available for the reinvestment of adoption general fund savings as authorized in title IV, parts B and E of the federal Social Security Act (P.L. 110-351).”

(2) “Of the amounts in paragraph M.1. above, \$3,078,595 the first year and \$3,078,595 the second year from the general fund shall be used to develop a case management module for a comprehensive child welfare information system (CCWIS). In the development of the CCWIS, the department shall not create any future obligation that will require the appropriation of general fund in excess of that provided in this Act. Should additional appropriation, in excess of the amounts identified in this paragraph, be needed to complete development of this or any other module for the CCWIS, the department shall notify the Chairmen of the House Appropriations and Senate Finance Committees, and Director, Department of Planning and Budget.”

(3) “Beginning September 1, 2018, the department shall also provide semi-annual progress reports that includes current project summary, implementation status, accounting of project expenditures and future milestones. All reports shall be submitted to the Chairmen of the House Appropriations and Senate Finance Committees, and Director, Department of Planning and Budget.”

**CCWIS (COMPASS) Mobility Solution**

The Virginia Department of Social Services awarded the CCWIS Mobility Solution contract to RedMane Technology, LCC in September, 2018. The objective of CCWIS Mobility is to implement a mobile tool for Family Service Specialists (FSS) to document and report results of child welfare work while in the field. The mobility tool will provide FSS access to sensitive case information while in the field, regardless of time of the day and their location, which will provide overall operational efficiencies. A positive outcome of the tool will be to allow FSS to spend more time in the field with children and families rather than having to return to the office to complete paperwork. CCWIS Mobility and the new child welfare case management system have been given the name COMPASS for **COM**prehensive **P**ermanency **A**ssessment and **S**afety System.

Implementation of the Mobility solution is continuing. Throughout November and December, 2018, the contractor and VDSS met to hold initial Joint Application Design (JAD) sessions to finalize how the solution will be configured to meet the business needs for child welfare. After completion of the JAD sessions, the contractor submitted Functional Design Documents (FDDs) for VDSS to review, to provide comments, and to request changes before final approval can be given for the implementation of business rules. The implementation of the technical requirements for COMPASS Mobility devices are successfully being put into place. The security architecture to authenticate users with mobile devices is in place, and site-to-site Virtual Private Network (VPN) connections have been established to allow development of COMPASS Mobility with the current child welfare system to begin. Additionally, the procurement of mobile devices and asset management processes are being established at this time.

The contractor has submitted deliverables such as the Work Breakdown Structure, Risk Management Plan, Issue Management Plan, Software Development and Integration Plan, Governance Plan, and the Technical Architectural System Design document. The Department and the contractor continue to work together to successfully complete the implementation of the Mobility Solution. The remaining key deliverables are as follows:

Key Mobility Implementation Milestone Dates:

Finalize Mobility design documents:	March 15, 2019
User acceptance testing completion:	November 15, 2019
Pilot Testing completion:	December 15, 2019
Statewide Mobility implementation completion:	December 30, 2019

Estimated Project Expenditures for September 1, 2018 through February 28, 2019:

COMPASS Mobility Solution Deliverables	\$ 179,880
Administrative Project Expenditures	<u>\$ 431,368</u>
Total:	\$ 611,248