



COMMONWEALTH of VIRGINIA
DEPARTMENT OF SOCIAL SERVICES
Office of the Commissioner

S. Duke Storen
Commissioner

February 4, 2021

MEMORANDUM

TO: The Honorable Ralph S. Northam
Governor of Virginia

The Honorable Janet D. Howell, Chairperson
Senate Finance and Appropriations Committee

The Honorable Luke E. Torian, Chairperson
House Appropriations Committee

Daniel S. Timberlake, Director
Department of Planning & Budget

FROM: S. Duke Storen *S. Duke Storen*

SUBJECT: Semi-Annual Report on the Child Welfare Information System

Pursuant to Item 354 M of the 2020 Appropriation Act, attached is the semi-annual report on the child welfare information system. Please contact me you have questions.

SDS:kc
Attachment

A report of the
Department of Social Services
Commonwealth of Virginia

**Semi-Annual Progress Report on the Child
Welfare Information System**

February 2021

**Department of Social Services
Semi-Annual Report on CCWIS
(July 1, 2020 – December 31, 2020)**

Report Mandate

Items 354 (M) of the 2020 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.”

Progress Report

The Virginia Department of Social Services (VDSS), Division of Family Services (DFS) has been in the planning phase for CCWIS implementation since SFY 2019. As reported previously, monies appropriated for CCWIS have been expended as follows:

- \$583,333.93 (SFY 2019) for COMPASS|Mobile deliverables and administrative project costs
- \$1,770,291.67 (SFY 2020) for COMPASS|Mobile design, testing, implementation, and administrative project costs.

COMPASS|Mobile is a modern technical solution being used to prepare front line workers for an updated CCWIS.

Current Project Summary

COMPASS Mobility Solution

From July to December of 2020, the VDSS, DFS IT Portfolio team (formerly known as the COMPASS team) continued to focus on the COMPASS|Mobile project with the design of Phase II, continued to support Family Services Specialists (FSS) with crisis resources in response to COVID-19, and began to provide virtual capacity-building opportunities.

Crisis Resources for COVID-19

Throughout this period, the IT Portfolio team continued to use the COVID-19 icon in COMPASS|Mobile to release resources for local workers related to the pandemic. The IT

Portfolio team managed access for doxy.me, a web-based platform, which provided FSS the ability to conduct virtual worker visits, family time and visitation, through the use of video conferencing. Doxy.me is the only VDSS approved software for virtual face-to-face visits because it is compliant with the Health Insurance Portability and Accountability Act (HIPAA), the Health Information Technology for Economic and Clinical Health Act (HITECH), and all other state and federal privacy and security laws and standards. Due to the effectiveness of this web-based platform, the contract for doxy.me was extended through June 2021.

Virtual Capacity-building Opportunities

Due to COVID-19, the IT Portfolio team began to provide virtual roadshows starting in June 2020. The roadshows were a platform to provide capacity-building opportunities surrounding COMPASS|Mobile features, including several newly-released COMPASS|Mobile enhancements (Family Messaging, Check-in and Audio app). The roadshows provide information, live demonstrations and engagement with attendees.

Beginning in April 2020, the IT Portfolio team initiated virtual new-worker refresher capacity-building sessions for COMPASS|Mobile. During this reporting period, the IT Portfolio team continued to provide virtual sessions to build capacity for new workers and to provide refreshers for workers that continued to need support. These sessions provided information, live demonstrations and opportunities for workers to follow along with their own device. The IT Portfolio Team conducted 16 sessions during this reporting period, in addition to the four individual capacity-building sessions for local departments and two capacity-building sessions for the VDSS-DFS home office.

The IT Portfolio team collaborated with the Quality Assurance and Accountability (QAA) Program to build capacity around COMPASS|Portal usage for Title IV-E reviews and Child and Family Service Reviews (CFSR). COMPASS|Portal is a web-based version of the COMPASS|Mobile application that allows users without a state-issued iPad to access COMPASS|Mobile and can be used to upload documents and review information that is not transmitted to OASIS. Eight capacity-building sessions were conducted for the purpose of uploading documents to the portal so that virtual QAA reviews could be completed.

The IT Portfolio Team continued to host COMPASS|Lifeline, in order to provide additional support to local FSS and supervisors. COMPASS|Lifeline is an interactive webinar that highlights various features of the COMPASS|Mobile application. The virtual platform provides frontline FSS, supervisors, and directors with visualizations, real-time demonstrations, information and technical assistance for them to get the most out of the COMPASS|Mobile application and COMPASS|Portal. Building users' comfort level with COMPASS|Mobile and COMPASS|Portal will increase the ability of workers to capture information accurately in real time and engage with families.

The IT Portfolio Team collaborated with the Workforce Development and Support team to conduct the child welfare workforce virtual OASIS training. In November 2020, the IT Portfolio Team developed and began offering virtual capacity-building learning labs for all program types (Protective, Permanency, Prevention, and Adoption). These learning labs focused on entering

data, taking pictures, utilizing forms, and uploading documents in OASIS, COMPASS|Mobile and COMPASS|Portal. Five learning labs were conducted during this reporting period.

Project Expenditures

CCWIS Financial Expenditures			
July 1, 2020 to December 31, 2020			
Category	General Fund	Federal Fund	Total
Mobility Vendor	\$ 515,967.28		\$ 515,967.28
Subtotal	\$ 515,967.28	\$ -	\$ 515,967.28

Related Financial Expenditures (not using Item 344 (M) funds)			
July 1, 2020 to December 31, 2020			
Category	General Fund	Federal Fund	Total
Salaries	\$ 411,403.95	\$ 177,662.41	\$ 589,066.36
Postage	\$ 8,783.76	\$ 3,793.21	\$ 12,576.97
Travel	\$ 11,461.86	\$ 4,949.74	\$ 16,411.60
Office Supplies	\$ 9,110.36	\$ 3,934.26	\$ 13,044.62
Office Rental Share	\$ 13,163.09	\$ 5,684.40	\$ 18,847.49
Organizational Membership	\$ 1,484.10	\$ 640.90	\$ 2,125.00
Clerical Services	\$ 19,046.35	\$ 8,225.05	\$ 27,271.40
Miscellaneous IT Services	\$ 4,171.59	\$ 1,801.47	\$ 5,973.06
Grand total	\$ 994,592.32	\$ 206,691.46	\$ 1,201,283.78

Future Milestones

The IT Portfolio Team designed and developed the prevention service plan and it is currently being tested for functionality on COMPASS|Mobile with a launch date of January 2021. This feature will enhance users' ability to complete case requirements in the field, increase transparency with families, and allow workers to obtain electronic signatures on relevant forms and paperwork. Design work began on Genogram, which is a feature in COMPASS|Mobile that will allow FSS to capture valuable information about the family structure for a child who is either at-risk for entering foster care or has already entered foster care and will present this data in a pictorial view. Testing for Genogram should begin in the first calendar quarter of 2021. The IT Portfolio team worked with Evident Change (formerly the National Council on Crime and

Delinquency) to update the Structured Decision Making (SDM) tools used in Child Protection Services' cases in Virginia. The updated tools have been designed for use in COMPASS|Mobile and have been validated by Evident Change. Testing for the updated SDM tools should begin in the first calendar quarter of 2021. Due to COVID-19, some items have been delayed, but any other operations and maintenance items that were expected to be delivered during this reporting period will be delivered in the first calendar quarter of 2021. The expenditures associated with these delayed milestones will be approximately \$1,350,000.00.

VDSS continues to plan for the development and implementation of a CCWIS case management system and expects to have expenditures equal to the full amount of this appropriation beginning in SFY 2022.