



COMMONWEALTH of VIRGINIA

DEPARTMENT OF SOCIAL SERVICES

Office of the Commissioner

James Hunter Williams
Commissioner

April 11, 2025

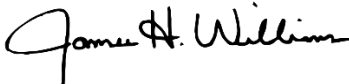
MEMORANDUM

TO: The Honorable Glenn Youngkin
Governor of Virginia

The Honorable L. Louise Lucas
Chair, Senate Finance and Appropriations Committee

The Honorable Luke E. Torian
Chair, House Appropriations Committee

Michael Maul
Director, Virginia Department of Planning & Budget

FROM: James H. Williams 

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

This report is submitted in compliance with Item 329.L. of the 2024 Appropriation Act, which provides:

L.1. Out of this appropriation, \$7,121,181 the first year and \$7,121,181 the second year from the general fund and \$7,121,181 the first year and \$7,121,181 the second year from nongeneral funds shall be available for the development of a compliant comprehensive child welfare information system (CCWIS).

Any unexpended balances in this paragraph at the close of business on June 30 each fiscal year shall not revert to the general fund, but shall be carried forward and reappropriated for this purpose.

2. 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 Item. Should additional appropriation, in excess of the amounts identified in paragraphs K.2 and L.1. above, 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 and Appropriations 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 and Appropriations Committees, and Director, Department of Planning and Budget by February 1 and September 1 each year.

JW/kc

Attachment

cc: The Honorable Janet V. Kelly, Secretary of Health and Human Resources



**COMPREHENSIVE CHILD WELFARE IN-
FORMATION SYSTEM
SEMI-ANNUAL REPORT
JULY 1 – DECEMBER 31, 2024**

Table of Contents

CCWIS SEMI-ANNUAL REPORT:.....	v
Report Mandate.....	v
Executive Summary	v
Definitions	vi
Program Overview.....	vi
Contacts.....	vi
Author	vi
Section 1 Background.....	1
Section 2 Current Ccwis Project Summary	1
The lapd.....	2
Section 3 Implementation Status.....	3
Preparations.....	3
Section 4 Accounting Of Current And Future Project Expenditures	4
CCWIS Financial Expenditures By SFY.....	4
Conclusion.....	5
Appendix A Legislative Mandate.....	6
🔗 2024 Appropriation Act, Item 329.L	6

CCWIS SEMI-ANNUAL REPORT: JULY 1 – DECEMBER 31, 2024

A Report for the Virginia General Assembly

February 01, 2025

REPORT MANDATE

Item 329.L. of the 2024 Appropriation Act

The 2024 Appropriation Act, Item 329.L. provides funding for the development of a federally compliant Comprehensive Child Welfare Information System (CCWIS). Additionally, it directs the Virginia Department of Social Services (VDSS) to report semi-annually on the implementation status, accounting of project expenditures, and future milestones for the development of CCWIS.

EXECUTIVE SUMMARY

VDSS's updated Implementation Annual Planning Document (IAPD) received federal approval on October 15, 2024. The IAPD will guide the development of the CCWIS system to ensure compliance with the federal requirements related to data sharing and quality while allowing VDSS to develop a modular system that meets our business needs.

VDSS's procurement team is developing a Request For Proposal for a platform agnostic solution for Virginia's CCWIS system. This will best position VDSS to acquire a vendor suited to the needs of the agency.

As we await the selection of a vendor for the design, development, and implementation of a new CCWIS system, preliminary work continues.

The project to perform data clean-up, standardization of help files and forms concluded in January 2025. Internal work groups like the Data Governance Council and CCWIS Advisory Group are part of the ongoing readiness efforts.

During this reporting period, VDSS also continued planning for organizational change management, which is critical to the implementation of a new system. Phase 1 of this important work, the Human Centered Design consultation services project, is now in the final stages. VDSS partnered with Ernst & Young to engage with state and local system users, and individuals with lived experience, to gather critical information that will be considered during the design of the new system.

About VDSS and Family Services

The Virginia Department of Social Services (VDSS) partners with local departments of social services and community organizations, to promote the well-being of children and families across the Commonwealth. We proudly serve alongside nearly 13,000 state and local human services professionals throughout the Social Services System, who ensure that thousands of Virginia's most vulnerable citizens have access to the best services and benefits available to them.

Together, we work each day to serve, empower, and create opportunities for brighter futures.

DEFINITIONS

Implementation Advanced Planning Document (IAPD)

The Implementation Advance Planning Document (IAPD) process governs the procedures by which States obtain approval for automated data processing equipment and service projects.

Administration for Children & Families (ACF)

The Administration for Children & Families (ACF) is a division of the Department of Health & Human Services. ACF promotes the economic and social well-being of families, children, individuals and communities.

Comprehensive Permanency Assessment and Safety System (COMPASS)

Comprehensive Permanency, Assessment and Safety System (COMPASS) is a web-based tool designed to accelerate service delivery and improve outcomes. This technological tool allows nearly 2,000 front-line child welfare workers to engage with families in the field with its mobile app “COMPASS|Mobile”. The “COMPASS|Portal” is the web-based user interface.

Using this modernized technology, workers have ready access to the most current case documentation, assessment and plans available while serving children and families in their homes and communities. COMPASS provides dashboards, e-signature capability and a robust reporting system, which allows staff to ensure process adherence and effective resource allocation.

Design Development and Implementation (DDI)

A comprehensive project management process that involves first designing a plan or solution, then developing it further, and finally putting it into action or implementing it.

PROGRAM OVERVIEW

Comprehensive Child Welfare Information System (CCWIS) is a child welfare information system that Title IV-E agencies may develop to support their child welfare program needs.

Specific CCWIS requirements mandate that data be available to support the efficient, effective, and economical administration of the programs. A CCWIS promotes data sharing with other agencies, requires quality data, reduces mandatory functional requirements, and allows agencies to build systems tailored to their needs. Title IV-E agencies are eligible for a 50% federal match when building CCWIS compliant systems.

CONTACTS

AUTHOR

Denise Johnson, Business Operations Program Manager, Division of Family Services
denise.x.johnson@dss.virginia.gov, 804.998.3561

Comprehensive Child Welfare Information System Semi-Annual Report July 1 – December 31, 2024

Section 1 Background

On June 2, 2016, ACF published the CCWIS final rule, which defined CCWIS requirements and outlined the need for a CCWIS. The CCWIS must ensure the safety and well-being of children and all families, strengthen, and preserve families to promote the healthy development of children, and focus on prevention, protection, or other short or long-term interventions to meet the needs of families. In December 2018, the Joint Legislative Audit Review Committee (JLARC) released the report “Improving Virginia’s Foster Care System” to the Virginia General Assembly. Many of the challenges identified in that JLARC report would be addressed and remedied once Virginia meets the requirements of the CCWIS final rule.

A CCWIS is an information system that Title IV-E agencies may develop to support their child welfare program needs. The CCWIS final rule does the following:

- promotes data sharing with other agencies;
- requires data quality plans;
- reduces mandatory functional requirements;
- allows agencies to build systems tailored to their needs; and
- requires systems to be built modularly.

Specific CCWIS requirements mandate that data be available to support the efficient, effective, and economical administration of the programs. Specific data reporting requirements include:

- data for ongoing federal child welfare reports;
- data to support implementation and monitoring of federal child welfare laws, regulations, and policies;
- case management data to support federal audits and reviews;
- data to support implementation and monitoring of state or tribal child welfare laws, regulations, policies, practices, reporting requirements, audits, program evaluations, and reviews; and
- data for the National Child Abuse and Neglect Data System.

Section 2 Current CCWIS Project Summary

VDSS has been in the planning phase for CCWIS implementation since state fiscal year (SFY) 2019.

In September 2021, VDSS prepared a budget request package that resulted in the appropriation of funding for SFY 2023 and 2024 for the design, development, and implementation of CCWIS. Also included in the appropriation is the ongoing funding for staff to support this effort and for license costs. This funding will give VDSS the ability to build a full CCWIS within approximately three years from the date the project is initiated and deploy it so that staff will be able to use one system to manage client cases. The costs associated with the design and development of a CCWIS compliant case management system are eligible for federal reimbursement at a rate of 50%.

The VDSS Information Technology Investment Council has approved this project (PR3684) and the project charter. Recent guidance from VITA regarding Salesforce has prompted VDSS to stop work on the Salesforce Integrator Request for Proposal (RFP) that was included in the previous reporting period. VDSS will now solicit a vendor to complete the DDI work via a competitive RFP. This process began in late November 2024. Work on the first draft of the RFP has begun and solicitation for a vendor to assist with the development of the scope, service level agreements (SLA's) and requirement traceability matrix (RTM) to be included in the RFP is underway.

The required state and federal oversight, along with the updated procurement process (above), means that work will not begin on the CCWIS system as quickly as originally anticipated. The General Assembly has approved VDSS's request to carry-over funds from SFY 2022 and 2023 to SFY 2023 and 2024 for work related to this project. This language was included in the most recent Appropriation Act and VDSS plans to resubmit this request for the next budget cycle.

THE IAPD

ACF requires an annual report on the plan and progress of the CCWIS project via an Implementation Annual Planning Document (IAPD). The IAPD outlines the project plan and costs associated with building a CCWIS compliant case management system. The most recent annual update was approved on October 15, 2024.

The approved IAPD will guide the development of the CCWIS system to ensure compliance with federal requirements (final rule) related to data sharing and data quality while allowing VDSS to develop a modular system that meets their business needs. Additional information regarding the planning process, the resources needed, the deliverables, and the plan for the modular delivery of components for the new system is included in the IAPD.

SECTION 3 IMPLEMENTATION STATUS

In preparation for a full CCWIS implementation, VDSS developed and deployed COMPASS|Mobile (Comprehensive Permanency, Assessment and Safety System). It is a modern technical solution used to prepare front line workers for the transition to CCWIS. The solution also has a web-based user interface referred to as COMPASS|Portal. This technical solution allows workers to engage with families in the field and become accustomed to utilizing a mobile device while the legacy system (OASIS) is still available. Local agencies have been able to examine their business practices and plan and prepare in advance of the full CCWIS implementation.

PREPARATIONS

VDSS continues working internally to prepare for the procurement of a CCWIS design, development, and implementation (DDI) vendor. Preliminary work continues in advance of vendor selection. Data clean-up efforts have begun to prepare for data conversion, help files have been reviewed and standardized to prepare for the use of Artificial Intelligence, and forms have been reviewed and standardized in anticipation of a document management system.

VDSS continues to work internally on DDI readiness and has established three work groups, the Data Governance Council, the CCWIS Advisory Group and the COMPASS|Mobile Navigator Team.

The Data Governance Council, which is required by the ACF as part of CCWIS development and whose purpose is to coordinate data cleanup, develop data controls, and ensure effective communication around the data related to CCWIS.

The CCWIS Advisory Group, whose purpose is to review requests and questions from users and the different program areas and provide feedback.

The COMPASS|Mobile Navigator Team, which consists of front-line users whose purpose is to share updates about the current mobile solution. This team will be leveraged during CCWIS DDI and may be called upon to assist in design sessions and user acceptance testing.

Other internal work surrounding DDI readiness includes requirements gathering, user story development and elaboration, product team development, and procurement activities.

VDSS continues the important work of planning for organizational change management which is critical to the implementation of a new system. In September of 2024, VDSS enlisted the help of Ernst and Young (EY) to embark on a transformative journey to replace its legacy system with an advanced, user centric CCWIS. The voice of the user is crucial. EY and VDSS led engaging information gathering sessions where user and lived experiences helped determine the path from the current state to an improved future state. To date, a total of 31 user experience sessions (state and local) and 4 lived experience sessions have been held. The team has also held 10 follow-up validation sessions (6 state and local, 4 lived experience) to ensure that the information was captured accurately.

SECTION 4 ACCOUNTING OF CURRENT AND FUTURE PROJECT EXPENDITURES

This semi-annual report will account for the activities and spending related to Item 329.L of the 2024 Appropriations Act. [Previous semi-annual](#) reports accounted for the activities and spending related to Item 345.L (now 329.K.2). The historical information related to expenditures by state fiscal year for monies appropriated in 329.K.2 of the 2024 Appropriations Act are listed below for continuity and informational purposes.

Future project expenditures include hardware, license costs, system integration, training, system certification and validation, and project management services. VDSS also anticipates organizational change management consultant expenditures.

CCWIS FINANCIAL EXPENDITURES BY SFY



CONCLUSION

The approved funding in Item 329.L. of the 2024 Appropriations Act will cover the one-time expense to support the design, development, and implementation of a CCWIS compliant information system. The requested funds will allow VDSS to maximize the federal match funding available. VDSS will continue to utilize the funding in Item 329.K.2 of the 2024 Appropriations Act to maintain and operate our current legacy system, OASIS, and the companion COMPASS|Mobile-Portal application.

VDSS is preparing for the procurement of a vendor for the DDI of a new CCWIS system, with preliminary work underway. Data clean-up, standardization of help files and forms, and internal work groups like the Data Governance Council and CCWIS Advisory Group are part of the ongoing readiness efforts. The COMPASS|Mobile Navigator Team will provide feedback and assist with design and testing. Additionally, VDSS has procured EY to assist with Human Centered Design consultation to ensure the new system meets regulations and user needs effectively.

APPENDIX A LEGISLATIVE MANDATE

2024 APPROPRIATION ACT, ITEM 329.L

- L.1. Out of this appropriation, \$7,121,181 the first year and \$7,121,181 the second year from the general fund and \$7,121,181 the first year and \$7,121,181 the second year from non-general funds shall be available for the development of a compliant comprehensive child welfare information system (CCWIS). Any unexpended balances in this paragraph at the close of business on June 30 each fiscal year shall not revert to the general fund, but shall be carried forward and reappropriated for this purpose.
2. 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 Item. Should additional appropriation, in excess of the amounts identified in paragraphs K.2. and L.1. above, 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 and Appropriations 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 and Appropriations Committees, and Director, Department of Planning and Budget by February 1 and September 1 each year.