



COMMONWEALTH of VIRGINIA
DEPARTMENT OF SOCIAL SERVICES
Office of the Commissioner

Kevin Erskine
Commissioner

October 31, 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: Kevin Erskine 

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

This report is submitted in compliance with Item 329.L. of the 2025 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).

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 Act. Should additional appropriation, in excess of the amounts identified in this paragraph and paragraph L.1., 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.

KE/kc

Attachment

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



COMPREHENSIVE CHILD WELFARE INFORMATION SYSTEM (CCWIS) SEMI-ANNUAL REPORT JANUARY 1 — JUNE 30, 2025

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COMPREHENSIVE CHILD WELFARE INFORMATION SYSTEM SEMI-ANNUAL REPORT:

JANUARY 1 – JUNE 30, 2025

A Report for the Virginia General Assembly

September 01, 2025

REPORT MANDATE

Item 329.L.3. of the 2025 Appropriation Act

The 2025 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

The Virginia Department of Social Services (VDSS) secured federal approval for its Implementation Annual Planning Document (IAPD) in December 2023, with the latest update approved on October 15, 2024. The IAPD guides the development of the Comprehensive Child Welfare Information System (CCWIS) to ensure federal compliance while supporting a modular system tailored to VDSS's business needs.

VDSS's procurement team is finalizing a Request for Proposals (RFP) for a platform-agnostic CCWIS solution. In partnership with Ernst & Young (EY), VDSS is developing the RFP scope, service level agreements, and requirement traceability to attract a vendor aligned with agency goals.

Preliminary efforts continue as the department prepares for vendor selection, including completing initial data cleanup and standardization in January 2025. Internal groups, such as the Data Governance Council and CCWIS Advisory Group, remain engaged in readiness activities.

Organizational change management planning progressed with the completion of Phase 1 of the Human Centered Design (HCD) consultation. Deliverables such as personas, journey maps, and business workflows will inform the RFP and guide system design. The next phase will focus on reviewing and improving current business processes to support successful implementation.

About VDSS and CCWIS

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.

The CCWIS case management system WILL support our child welfare program needs. Supporting our child welfare workforce with industry leading tools is a critical component in serving, empowering, and creating opportunities for brighter futures for Virginians.

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.

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

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COMPREHENSIVE CHILD WELFARE INFORMATION SYSTEM SEMI-ANNUAL REPORT: JANUARY 1 – JUNE 30, 2025

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:

- 1) promotes data sharing with other agencies;
- 2) requires data quality plans;
- 3) reduces mandatory functional requirements;
- 4) allows agencies to build systems tailored to their needs; and
- 5) 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.

FUNDING

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. As reported previously, VDSS solicited a vendor to assist with preparing an RFP for CCWIS DDI. VDSS completed that solicitation and partnered with EY for this work. The draft of the RFP and supporting documents is complete and is expected to be delivered for internal peer review by July 08, 2025. State and federal oversight are required prior to publishing the RFP, with this, VDSS anticipates release of the RFP in November 2025.

The General Assembly has approved VDSS's request to carry-over funds from the 2022-2023 biennial budget into the 2024-2025 budget 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.

IMPLEMENTATION ANNUAL PLANNING DOCUMENT

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 advance of a full CCWIS implementation, VDSS developed and deployed COMPASS|Mobile (Comprehensive Permanency, Assessment and Safety System). 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 advanced technology on a mobile device while the legacy system (OASIS) is still available. This has also given local agencies the opportunity to examine their business practices in advance of the full CCWIS implementation.

PREPARATIONS

Preliminary work continues while VDSS finalizes the procurement vehicle for a CCWIS Design, Development, and Implementation (DDI) vendor. Data clean-up efforts continue to prepare for data conversion. Help files have been reviewed and standardized to prepare for the use of approved 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 the following work groups:

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.

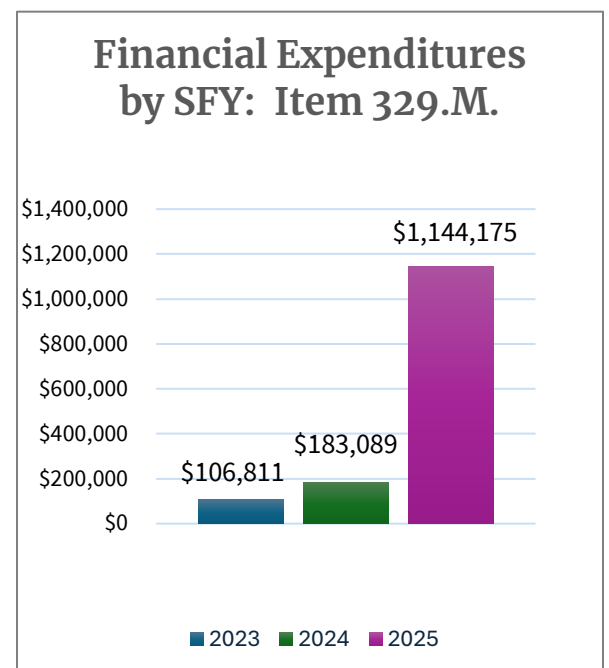
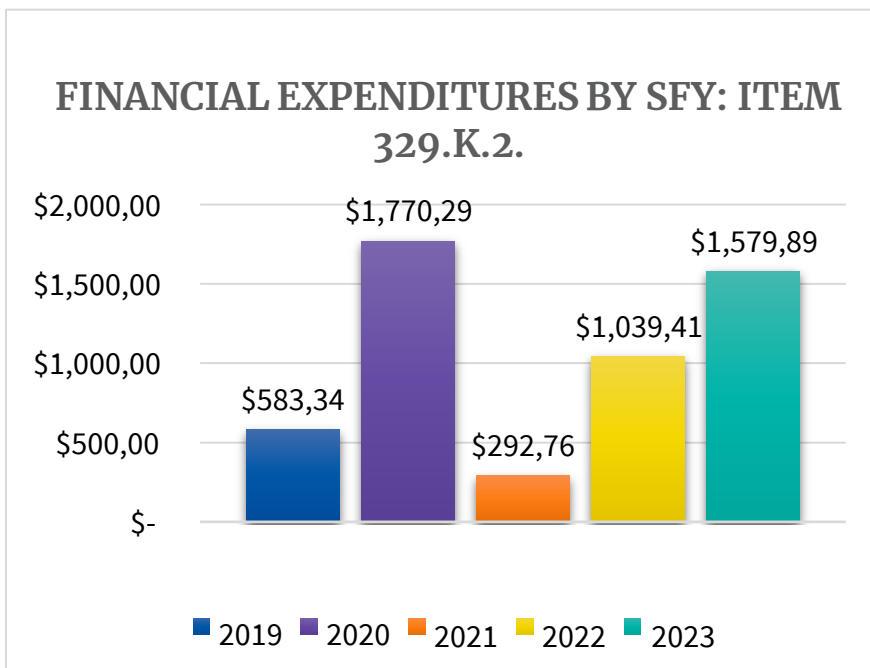
Other internal work surrounding DDI readiness includes documenting entity relationship diagrams in the legacy system, reviewing interface control documents for accuracy, and reviewing program area workflows. Staff development activities related to agile development and the use of the project tracking software Jira have also taken place.

VDSS continues the important work of planning for organizational change management which is critical to the implementation of a new system. Beginning in September of 2024, VDSS partnered with Ernst and Young (EY) to embark on a transformative journey to replace its legacy system with an advanced, user centric CCWIS. The journey used human centered design principles to engage the voice of users and stakeholders. EY and VDSS led information gathering sessions where user and lived experiences helped determine the path from the current state to an improved future state. During the project, a total of 42 user experience and follow-up validation sessions with state and local stakeholders and 12 with individuals with lived experience. EY also shadowed four local workers to get a feel for their day-to-day activities. The validation sessions were held to ensure that the information was captured accurately. The project ended with interactive in person experience in sharing the outcomes with key stakeholders.

SECTION 4: PROJECT EXPENDITURES

This semi-annual report, covering the period of January 1 – June 30, 2025, accounts for the remaining SFY25 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 information related to expenditures by state fiscal year for monies appropriated in 329.K.2 of the 2025 Appropriations Act are listed below for continuity and informational purposes.

CCWIS FINANCIAL EXPENDITURES BY SFY



FUTURE PROJECT EXPENDITURES

Project expenditures planned for the future include hardware, license costs, system integration, training, system certification and validation, and project management services. VDSS also anticipates organizational change management and business process re-engineering consultant expenditures.

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 and the ongoing expenses related to support and license costs. 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 applications.

APPENDIX: LEGISLATIVE MANDATE 2025 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 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.