

Department of Children and Families

Florida Safe Families Network (FSFN)

Annual Advance Planning Document
Update (AAPDU)
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Section A: Project Summary

In 2005, Florida completed its transition to contracted Community-based Care (CBC), which placed primary responsibility for case management on private child welfare providers in local communities. Implementing a Statewide Automated Child Welfare Information System (SACWIS) became critical to consistent delivery and documentation of child welfare services among the diverse providers across the state. This also positioned Florida to realize the benefits provided by using a fully compliant SACWIS. The Florida Department of Children and Families (the Department) contracted with CGI Technologies, Inc., to serve as the system integrator for the Florida SACWIS and began design, development, testing and implementation of its SACWIS, the Florida Safe Families Network (FSFN).

The Department and CGI deployed FSFN in phases through September 2010, when financial management was completed. In February 2011, the state received the initial SACWIS Assessment Review Report (SARR), which outlined the findings of a June 2010 compliance review by the Administration for Children and Families (ACF).

Shortly after receipt of the review results, the tragic death of Nubia Barahona and the abuse she and her brother, Victor, had suffered became the catalyst that drove a comprehensive review of the state of Florida's child protective response system. This review ultimately led to the Department's determination to pursue a long-term strategy to invoke sustainable improvements to the child welfare system of care.

To develop this long-term strategy to improve the state's child welfare business practices, the Department worked collaboratively with the National Resource Center for Child Protective Services and the Children's Research Center to integrate the best practices for assessing safety and risk into the Florida practice model. The resulting strategy, Florida's Child Protection Transformation, required changes to the current business processes and the technology that supports them.

At the time of the initial review, the Children's Bureau (within ACF) was unable to assess how FSFN supported the SACWIS requirements for tracking financial transactions, as the two-way interface between the CBC agencies' accounting systems and FSFN was incomplete. In September 2011, the Children's Bureau completed the SACWIS Assessment Review and subsequently submitted the completed results of its review in December 2011. The state submitted its initial response to the SARR findings in April 2012. Upon ACF's request, the Department submitted an updated response in February 2013. The Department submitted further updates to specific inquiries between February 2013 and January 2014. All updated responses to the SARR aligned with the state's strategy, Florida's Child Protection Transformation.

In February 2014, ACF deemed the SACWIS Assessment Review (SAR) complete, with the Florida SACWIS project remaining open pending the successful completion of the approved action plans.

The Department contracted with IBM in August 2012 to 1) serve as the solution provider with the experience, knowledge and resource capacity necessary to fully maintain and support a high-availability child welfare system; 2) define and deliver large scale system enhancements; 3) complete the functional modifications necessary to support the Child Protection Transformation; and 4) achieve federal SACWIS compliance.

Under this contract, the Department and IBM implemented six major FSFN releases since the Florida SACWIS project began. In July 2013, the Department and IBM implemented Release 1 of the project, which included new at-a-glance views of Case and Person Information, Case Notes enhancements (including document and image upload capability); new functions to enable searching FSFN cases for documents and images associated with a case; and improved workflow and task assignment functions.

In November 2013, the Department and IBM implemented Release 2 of the project, which activated the Department's Safety Decision Making Methodology (including new assessment tools) and significantly enhanced Florida's child welfare practice model. This was followed in December 2013 with an additional release that included legislatively mandated Independent Living and federal reporting enhancements.

The Department implemented Release 3 of the project in June 2014, which included enhancements to the Financial modules to support the CBC model and continue efforts to meet the federally required SACWIS standards.

In April 2015, the Department implemented another major enhancement release to optimize the automation of eligibility determination and/or redetermination processes for three major grants used by the Department: Title IV-E, Medicaid and Temporary Assistance for Needy Families (TANF). This eligibility enhancement was aimed at enabling FSFN to compile all the factors that make up initial and on-going eligibility; keep an historical record of changes; notify appropriate staff of such changes in a timely manner; and support federal claiming.

Additional enhancements to Medicaid eligibility determination functions in FSFN were released in the last quarter of SFY2016-2017. These enhancements eliminated redundant processes and re-work, gained efficiencies through enhanced technology, provided the ability to submit a new Initial Medicaid Application when a previous application was denied and corrected the Notification Address information.

To ensure that frontline users of the FSFN system fully understand and utilize the available functionality, a System Adoption Initiative was undertaken between 2016 and 2017 to evaluate the alignment between child welfare policy, available FSFN functionality and actual utilization of FSFN by end users.

The Department executed eight subsequent amendments to the original contract to fund additional services from IBM to pursue SACWIS compliance and support for the state's Safety Decision Making Methodology. These amendments funded the following additional services:

- SFY2013-2014: An assessment of the Customer Relationship Management (CRM) environment, recommendations for improvements, implementation of updates to the environments to enhance user performance and complete end-to-end regression testing.
- SFY2013-2014: Planning for and delivery of pre-deployment onsite application training and post-deployment onsite support for Release 3 of the application.
- SFY2014-2015: Analyses and planning for the future-state system architecture for FSFN, to support achievement in the future of the Department's strategic goals related to Technology and Architecture.
- SFY2014-2015: Targeted support for Low Severity issue analysis, consolidation and resolution.
- SFY2014-2015: Development and delivery of a dashboard framework with the ability to display a variety of metrics.
- SFY2015-2016: Support for implementing the FSFN Adoption Incentives Award Program, an enhancement to the system required by the Legislature.
- SFY2015-2016: Assistance to the Department in providing technical assistance for FSFN users in the Northwest Region.
- SFY2016-2017: Additional services to support the Department in the implementation of eighteen (18) FSFN application enhancements approved for funding by the Legislature (Amendment 11).

Beginning with Amendment 11, the total of these modifications exceeded 20% of the original contract amount with IBM. Consequently, this and all other subsequent amendments to IBM's contract require prior approval from ACF.

In the SFY2016-2017 General Appropriations Act, the Florida Legislature also allocated \$4 million to support moving FSFN to the cloud. The Department negotiated several amendments to the contract with IBM (which was renewed for five years through Amendment 14) for work required to move from the mainframe to a mid-tier environment and then to the cloud. In addition to making sure that FSFN remains reliable, Amendment 10 with IBM supported the cloud project by funding some of the work necessary to upgrade software to the latest supported versions in preparation for moving to the cloud. Other contract amendments also enabled the completion of the move to the cloud:

- Amendment 12 (SFY2016-2017) funded services to support the migration of the FSFN application from the Mainframe to the mid-tier environment.
- Amendment 13 (SFY2016-2017) provided for services to develop and implement the technical architecture plan and other plans necessary to transition a production-like environment to a cloud provider.
- Amendment 15 (SFY2017-2018) funded support services in preparation for transitioning the FSFN system to a cloud hosting provider, including building the

different environments (user acceptance testing, system testing, development and production), supporting a security audit and performing an end-to-end test in the production environment.

- Amendment 16 (SFY2017-2018) funded the services that enabled transitioning the FSFN System to the Amazon Web Services cloud provider, as well as post production support of the FSFN infrastructure in the Amazon Web Services cloud, initial database management support and project management.

The actual migration to the cloud was launched December 1, 2017, and was completed and the application restored on December 3. Post deployment support was provided through the end of December. During the migration preparation and deployment, a code freeze prevented other releases from being deployed.

Additional enhancements are planned for release, though, during the last half of SFY 2017-2018. During the code freeze for the cloud migration, enhancements to the Unified Home Study have been in development and are scheduled for deployment in mid-June 2018. Amendment 17 to the IBM contract, executed in March 2018, provides for the implementation of Data Quality Improvement enhancements, Data Virtualization capabilities, Medicaid eligibility refinements, AutoSys upgrades and an interface with the Agency for Persons with Disabilities. Hotline intake enhancements are also scheduled for deployment in June. In addition, design sessions for extending eligibility determinations to Independent Living (IL), Extended Foster Care, Guardianship and Extended Maintenance Adoption Subsidies/IL will be completed by the end of June so that development can be launched in July.

Section B: Project Activities and Deliverables

During SFY2017-2018, the State of Florida focused on migrating the FSFN application to the cloud and preparing for Unified Home Study enhancements to be deployed during the second half of the year.

First Quarter and Second Quarters SFY2017-2018 July 1, 2017 - December 31, 2018

During the first half of SFY2017-2018, IBM completed the migration of the FSFN application to the cloud.

In addition, seven sprints of development work for enhancements to the Unified Home Study were completed and demonstrated.

Third Quarter SFY2017-2018 January 1, 2018 - March 31, 2018

Six (6) additional sprints of development work for enhancements to the Unified Home Study were completed and demonstrated.

Fourth Quarter SFY2017-2018 April 1, 2018 - June 30, 2018

IBM will deploy enhancements to the Unified Home Study for FSFN during the last quarter of SFY2017-2018, designed to ensure consistency in the use of the Unified Home Study to license foster and group homes and in preparation for licensing relative and non-relative caregivers for the Guardianship Assistance Program. These will include but are not limited to:

- Elimination of character limits in text boxes and increase in document size limits.
- Creation of a field for denial reason and removal of pending status for providers.
- Providing preservation of historic demographic and financial information for a caregiver after a change and freezing of an agency name after it is saved.
- Enhancements to the “Demographics” and “Financial Security” tabs; deletion of duplicate or redundant fields.
- Redesign of the UHS to capture core questions relevant to all types of home studies (emergency, relative, non-relative, foster home license and adoptions) as well as questions specific to each type of home study.

In addition, the following are scheduled to be implemented prior to June 30, 2018:

- Installation and configuration of a data virtualization tool;
- Development and implementation of a batch program to reconcile data discrepancies related to Medicaid eligibility;
- Development and implementation of a bi-directional interface with the Florida Agency for Persons with Disabilities;

- Implementation of AutoSys upgrades to improve monitoring and notification of events from the FSFN Batch Schedule Monitoring;
- Implementation of FSFN Data Quality Improvement enhancements for the creation of a single source of information for Medical and Mental Health, Education, Legal and Assets and Employment and transfer of information from under a case to under a person;
- Hotline intake enhancements;
- Creation of an interface with Data Virtualization, providing an online, real-time search of data; and
- Creation of a Child Welfare FSFN Data Analytic Platform implementing IBM Data Science Experience open source tools into the FSFN Amazon Web Services (AWS) Cloud Environment.

Design for extending eligibility determinations to Independent Living, Extended Foster Care, Guardianship and Extended Medicaid Adoption Subsidies/IL will be completed by the end of June so that development can be launched in July.

Section C: Transitioning to CCWIS

On June 2, 2016, the Administration for Children and Families (ACF) issued a final Comprehensive Child Welfare Information System (CCWIS) rule to replace the Statewide and Tribal Automated Child Welfare Information Systems (S/TACWIS) rule. During the summer of 2017, the Department worked with a vendor to conduct an evaluation of the options available under the new rule:

1. Maintain our existing SACWIS throughout its expected lifespan as a non-CCWIS;
2. Transition our existing SACWIS to a CCWIS; or
3. Build a new CCWIS.

This evaluation was provided to the Florida Legislature which authorized the Department to undertake “activities that prepare and support the transition of the Florida Safe Families Network (FSFN) to comply with the Comprehensive Child Welfare Information System (CCWIS) federal requirements” (2018-2019 Florida General Appropriations Act). As a result, a major activity in the next year will be the comprehensive planning for transitioning FSFN to a Florida CCWIS system.

As required for the Department’s declaration of intent to transition the FSFN to CCWIS-compliance, Attachment 1 provides a listing of FSFN automated functions being transitioned to the CCWIS system, while the more comprehensive CCWIS planning initiative takes place.

However, the Department’s Safety Decision Making Methodology still requires utilization of FSFN tools and functionality, and collaborative efforts between the Department and CBCs to more fully utilize FSFN continue. In that regard, we are including status reports on the implementation of the Methodology, system adoption of FSFN functionality and technology related findings from the most recent CFSR.

With the expiration of the Title-IV-E waiver, the State of Florida will also be extending eligibility functionality to include determinations for Independent Living, Extended Foster Care, Extended Maintenance Adoption Subsidies/IL and a new Guardianship Assistance Program to ensure continuity of services to populations that were being served under the waiver. In addition, enhancements to the existing eligibility functionality will be introduced to ensure that the same automated function or the same group of automated functions are used for all Title IV-E eligibility determinations.

The Florida Safety Decision Making Methodology (Safety Methodology) introduced a new child welfare practice model. The model emphasizes the engagement and empowerment of parents by utilizing a standardized approach to safety decision-making and risk assessment to achieve child safety. The Department and partnering agencies have systemically applied the methodology to the entire continuum from the Florida Abuse Hotline, at intake, to case management services.

Florida's Safety Methodology was developed in conjunction with national experts from the National Resource Center for Child Protection, the Children's Research Center, child protective investigators, case management staff and Children's Legal Services. Additional contributions were also gathered from the judiciary and other system partners and stakeholders.

The FSFN-supported assessment and planning tools used under the Safety Methodology include the following:

- Present Danger Assessment
- Family Functioning Assessment – Investigation (FFA-I)
- Initial Structured Decision Making Risk Assessment
- Family Functioning Assessment - Ongoing (FFA-O)
- Case Plan Worksheet, with associated new system-generated Case Plan legal document
- Progress Evaluation
- Judicial Review Worksheet, with associated new system-generated Judicial Review legal document

The Safety Methodology has now been largely implemented. As of December 2015, Florida achieved virtually 100% of all investigations assessed utilizing the Safety Methodology. A deeper dive data analysis of the existing open cases reveals that as of May 10, 2018, there are 439 'legacy' cases that have not transferred to our current practice model.

FSFN SYSTEM ADOPTION

The Safety Methodology and the technology that supports it are the foundation for the Department to achieve the goals of safe and healthy children living in permanent families. Several Department priority initiatives rely on the assumption that complete, accurate and consistent data resides in FSFN, including:

- Results-Oriented Accountability
- Data Analytics
- Intervention Services Funding
- Child Welfare and Substance Abuse/Mental Health Integration
- System of Care Financial Model Improvements

The purpose of the System Adoption Initiative was to evaluate the status of system adoption, identify gaps and coordinate the activities required to ensure full adoption of the FSFN system by all CBC lead agencies. A team of staff from the Office of Information Technology was established and dedicated to the System Adoption Initiative beginning in the fall of 2015.

The Office of Child Welfare (OCW) and the FSFN System Adoption Initiative Team (the Team) collaborated to establish a common understanding of policy, practice and the utilization of FSFN. The CBC agencies and OCW achieved significant consensus on the standards for FSFN use. Through this collaboration, the concept of FSFN Utilization Position Papers was developed to define how FSFN should be used by CBC agencies and their contracted providers.

The Team visited, partnered and collaborated with each CBC lead agency to identify areas where incomplete, inaccurate and/or inconsistent data may exist and to establish plans to resolve utilization gaps. A two-day meeting was held with the Team and each CBC. The Team listened to each CBC describe how its System of Care process flow was being handled and how FSFN was used in that process. During the meeting, the CBC was assessed on its FSFN utilization based upon the standards and Position Papers; comparisons were drawn between how FSFN should be used and how the CBC was using the system. After the meeting, the Team prepared a Gap Analysis for each CBC, describing which standards were not being met.

The following items were completed as part of the System Adoption Initiative:

1. FSFN Position Papers were made available with all other FSFN System Documentation on the Center for Child Welfare website:
<http://centerforchildwelfare.fmhi.usf.edu/FSFNAll.shtml#UserGuides>
2. Gap analyses were completed for each CBC utilization area.

This information will be shared with the CCWIS planning vendor so they may plan for a CCWIS system that will ensure that remaining gaps in system utilization are mitigated.

The 2016 Florida Child and Family Services Reviews Final Report (<http://centerforchildwelfare.org/qa/CFSRTools/2016%20CFSR%20Final%20Report.pdf>) states that Florida is not in substantial conformity with the systemic factor of Statewide Information System. The one item in this systemic factor was rated as an Area Needing Improvement.

In response to this finding, the six Department Regions have developed local improvement plans to address timely entry of placements in FSFN. The Department's response is included in our Program Improvement Plan (http://centerforchildwelfare.org/qa/CFSRTools/cfsr_round3_pip_final%203-28-2017.pdf), pages 11 and 12) as stated below.

Strategy C. The state's child welfare information system, FSFN, will have accurate and timely data that supports child well-being. (Items 4 and 19)

FSFN is the state's official case file and record for each investigation and case, and is the official record for all homes and facilities licensed by the state or approved for adoption placement. All pertinent information about every investigative and case management function must be entered into FSFN within 48 hours/ 2 days. Staff may have duplicate paper copies of the case file, along with supporting paper documentation, but the FSFN electronic case file is the primary record for each investigation, case and placement provider, including all related financial expenditures and activities.

FSFN supports child welfare practices and the collection of data. Child welfare staff can readily identify the status, demographic characteristics and goals for the placement of every child who is (or within the immediately preceding 12 months, has been) in foster care by accessing the Legal Record page. FSFN fully supports the identification of the status of every child in foster care. The accuracy of quantitative reports is critical to the on-going assessment of Florida's child welfare system. There are Topic Papers, User Guides, and Desktop Guides to ensure the accurate use of FSFN. The Department strives to ensure data is accurate through on-going review of all items and discussions on conference calls and in quarterly meetings.

1. Monitor compliance of accuracy and timely data entry in FSFN, focusing on placement and living arrangement.

Projected Completion Date: Quarter 4

- 1.1. Develop a "basic data entry accuracy tool" for Department and CBC QA to use when reviewing cases.

Projected Completion Date: Quarter 1

Progress on 1.1: The data entry accuracy tool was developed as an addendum to the Florida Continuous Quality Improvement (CQI) reviews which are conducted across the state on a quarterly basis. The Florida CQI reviews are conducted in the Florida CQI section of the Federal Online Management

System (OMS). An addendum was created in Qualtrics to capture the timeliness of entering placements and living arrangements in FSFN which was implemented at the end of Quarter 2 with the reviews beginning in January 2018. Quarterly analysis will begin with the Quarter 3 reviews that will be finalized by the end of April 2018.

- 1.2. Incorporate into the CBC contract monitoring compliance of accuracy and timely data entry into FSFN with a focus on placement and living arrangement.

Projected Completion Date: Quarter 2

- 1.3. Analyze review findings and implement countermeasures.

Projected Completion Date: Quarter 3

The Florida Legislature has authorized the Department to expend funds on a CCWIS planning initiative “for activities that prepare and support the transition of the Florida Safe Families Network (FSFN) to comply with the Comprehensive Child Welfare Information System (CCWIS) federal requirements.” (2018-2019 Florida General Appropriations Act)

Procurement of vendor services to produce a CCWIS transition plan will be initiated in the last quarter of SFY2017-2018. At a minimum, vendors will be asked to include the following in their responses to the procurement:

- A description of the project organization structure, with a list of roles and responsibilities, along with other working committees proposed for the project;
- A description of how they will ensure engagement of all stakeholders, including Community-based Care (CBC) organizations, in the assessment and planning activities;
- A list of expected CCWIS planning deliverables and due dates; and
- A description of how they will determine the best alignment of FSFN and the associated business processes to the new CCWIS Requirements and OCW Policy and Practice.

This CCWIS planning initiative is expected to produce, at a minimum, a five-year plan for transitioning to a CCWIS compliant system that will include an organizational change management (OCM) plan; opportunities for business process re-engineering and evaluation; high-level requirements for implementing a CCWIS-compliant system; the identification of future financial impacts (including those for interfacing between external systems) and required funding for future system changes; and a return on investment (ROI) analysis.

The solicitation will specify the intent of the Department is to ensure that the resulting system will be CCWIS-compliant and meet the requirements of 45 CFR 1355.52, including:

- Supporting the efficient, economical and effective administration of the title IV-B and IV-E plans;
- Developing, implementing and maintaining a data quality plan;
- Maintaining data required for CCWIS;
- Meeting all data quality requirements;
- Using the data to meet reporting requirements;
- Implementing bi-directional data exchanges as required, to the extent practicable, using a single data exchange standard;
- Using the same automated function or group of automated functions for all title IV-E eligibility determinations; and

- Complying with the software provision requirements.

The resulting plan must include a description of how the planned CCWIS will meet the above project requirements as specified in 45 CFR 1355.52 (a) through (h).

TRANSITION OF AUTOMATED FUNCTIONS

Florida's child welfare system is administered and coordinated through highly collaborative relationships with our Federal partners, other state and local agencies, Tribal representatives, foster/kinship caregivers, foster youth, community-based lead agencies, the judiciary, researchers, child advocates, Guardians ad Litem, the Legislature, and private foundations to maximize child safety, permanency, well-being, and families' opportunities for success.

Within the Florida Department of Children and Families, service delivery is coordinated through an administrative structure of 6 geographic regions, aligned with Florida's 20 judicial circuits, serving all 67 counties. Florida's service delivery system is unique in that the Department contracts for the delivery of the child welfare services through Community-based Care lead agencies (CBCs) or in CCWIS terminology, Child Welfare Contributing Agencies (CWCA). Within the 6 geographic regions, Community-based Care lead agencies (CBCs) deliver foster care and related services, as defined in Florida statute, under contract with the Department. Child protective investigation duties are performed either by Department staff, or (in several counties) are performed under contract by county sheriffs' offices. Children's Legal Services continues to function as an internal "firm" for child-focused advocacy in all areas; in some areas, this includes coordination with attorneys under contract from the State Attorney's Office or the Office of the Attorney General.

CBC lead agencies are responsible for providing foster care and related services, including family preservation, prevention and diversion, dependency casework, out-of-home care, emergency shelter, independent living services and adoption. Most CBCs contract with subcontractors for case management and direct care services to children and their families. This innovative system allows local agencies to engage community partners in designing their local system of care that maximizes resources to meet local needs. The Department remains responsible for program oversight, operating the Abuse Hotline, conducting child protective investigations, and providing legal representation in court proceedings. This structure also provides an excellent opportunity to tailor services that address the diverse needs of Florida's children, families and communities and fosters creativity and productivity of child welfare professionals.

Attachment 1 provides a list of automated functions that exist in FSFN that will be transitioned to the CCWIS system. During the preparation of this list, the Department communicated with the ACF and provides the following narrative to discuss areas of duplication or to support how the different functionalities were determined to be unduplicated and/or consistently used.

Intake and Screening Management

The single entry point to child welfare services in Florida is the Florida Abuse Hotline. All child abuse and neglect allegations are received through the centralized Florida Abuse Hotline and recorded into FSFN. Upon receiving and accepting a report for an allegation of

abuse, neglect, and/or abandonment, Hotline counselors generate a report in FSFN, which is then forwarded to Hotline staff to complete criminal history checks. The complete abuse/neglect report is then forwarded to the appropriate investigative office in the county where the child is physically located or, if the child is out of state, is anticipated to return to in Florida.

Hotline Crime Intelligence staff complete criminal history checks for investigations to include subjects of the investigation for both child and adult abuse reports, other adult household members and children in the household 12 years or older. Staff also complete criminal history checks for emergency and planned placements of children in Florida's child welfare system.

Some system inefficiencies exist in intake activities in that staff may record some information manually in the process of documenting the intake information. The functionality in FSFN is based upon a specific flow of information, but when a report of alleged abuse/neglect is taken, the caller is dictating that information flow so the use of workplace efficiency tools (such as word processing) is sometimes necessary to ensure required information is captured. However, the official record is ultimately entered and maintained in FSFN.

As of October 1, 2012, Section 39.201 (Florida Statutes) required all reports of alleged non-caregiver abuse must be followed up on by state of Florida law enforcement. Specific data from each corresponding intake received by the Florida Abuse Hotline from FSFN deemed to be alleged non-caregiver abuse, is sent to the Sheriff's office through an automated interface with the FDLE system using eAgent server software. The FDLE system, in turn, sends the FAM (Florida administrative message) to the appropriate Sheriff's office and the intake is documented as screened out in FSFN. The Florida Administrative Message (FAM) is a one way message to Law Enforcement.

Some situations reported to the Florida Abuse Hotline that include circumstances that do not rise to the level of a protective investigation may be addressed as a "prevention referral." This practice is designed to give the Department an opportunity to help communities identify and provide services for families to avoid formal entrance into the child welfare system. The Department tracks and monitors such prevention referrals, which are called "Parent in Need of Assistance." These referrals are recorded in FSFN.

The "Information and Referral" FSFN functionality is not currently utilized as the functionality doesn't currently meet all business needs. The Florida Abuse Hotline captures Non-Assessment information within the FSFN Hotline Portal (FHP). The following are some examples of information entered in FHP but not FSFN.

- Calls for a community referral (how do I get electric bill assistance).
- Complaints regarding field staff (referred to the local client relations coordinator).
- Duplicate Faxes (same document received and previously assessed are noted rather than completing a second assessment).
- Hang Ups (no one is on the line).

Because some Community-based Care organizations provide multiple services within their communities, they frequently receive calls requesting local information and services, which are not related to an abuse/neglect allegation and are not recorded in FSFN.

Investigation and Assessment

During an investigation, the primary role of the Department or Sheriff CPI is to gather sufficient information to assess the safety of children in the household and, if a child is unsafe, establish a safety plan and transfer the case to ongoing services for safety plan management and development of a case plan.

Child protective investigations are designed identify danger threats, determine if and how the children in the home are vulnerable to such threats and whether the person(s) responsible for the care of the child have the specific caregiver protective capacities necessary to keep the child safe from any threats. When a child is determined by the investigator to be unsafe, the investigator establishes an agency-managed safety plan and transfers the case so that a case plan to strengthen caregiver protective capacities can be established. Statewide criteria for determining when an in-home safety plan is appropriate drive the investigator's safety planning. Federal and state law requires that reasonable efforts be designed to safely maintain a child in his or her own home when possible through a trauma-informed, family-centered approach. The CPI will work with the family to identify responsible adult relatives or others who can serve as a safety resource as part of an in-home safety plan when possible, or with whom the Department may place the child. The CPI may release the child to another parent or legally remove the child and formally place the child out of the home with a relative, close friend, an agency-licensed shelter or foster care; the CPI must have the removal sanctioned by the court within 24 hours. The CPI is required to explore placing a child in the home of another parent or relative before seeking licensed foster care placement.

The CPI will also determine a finding for each of the maltreatments, alleged or determined during an investigation as follows:

- No Indicators - there is no credible evidence to support the allegations of abuse, abandonment or neglect by a parent or caregiver.
- Not Substantiated - there is credible evidence, which does not meet the standard of being a preponderance, to support that the specific harm was the result of abuse, abandonment or neglect by a parent or caregiver.
- Verified - a preponderance of the credible evidence (above 50%) results in a determination that the specific harm was the result of abuse, abandonment or neglect by a parent or caregiver.

Prior to investigation completion, the CPI must determine whether the family needs ongoing services and supports. If a child is determined to be "unsafe," a robust safety plan is developed and the CPI transfers the case to the local Community-based Care lead agency (CBC) for full safety management and case management services. If a child is determined "safe" but an actuarial risk assessment determines the family household is at "high" or "very high" risk for future maltreatment when compared to other families with similar

family dynamics and history, those cases are reviewed. This review is conducted to determine sufficiency of information and recommendations for voluntary prevention, family support and family preservation services. The case is then referred to the local CBC to determine and oversee these prevention services.

A risk assessment is completed on all in-home investigations where a Family Functioning Assessment is completed and the child is determined to be safe, by the assigned CPI. The risk assessment is completed only after the CPI has gathered sufficient information to support a safety determination and inform the use of the risk assessment tool.

Different actions will be taken depending on the safety and family risk level.

- Unsafe children, regardless of the family risk level will be transferred to on-going services for case management.
- Safe children with a family risk level of high or very high will be offered intervention services that will include an assessment of needs, home visitation and prevention plan development.
- Safe children with a family risk level of moderate or low will be offered community referrals when appropriate.

As reflected on the automated function checklist, the entire investigation and all the assessment tools are recorded in FSFN by child protective investigators and case management child welfare workers; however, duplication exists for the functionality related to documenting special needs, determining needed services and referring for services (Items 14, 15 and 17). CBCs use the basic functionality that exists in FSFN to document needs, referrals and utilization of services; however, FSFN functionality doesn't currently support local workflows. The CBC's local ancillary systems provide expanded functionality to support the local system of care and additional services that they may provide. The CCWIS planning vendor will be charged with working with the CBCs to identify the best strategy for mitigating this duplication to ensure consistent use of FSFN functionality.

In addition, the state transitioned to a new practice model beginning in 2014 and has steadily transitioned legacy cases to the current practice model assessment tools. The field has not been able to create 'legacy' investigations and case management assessment tools for several years, however these tools are still duplicated in FSFN as they have not been formally decommissioned. A deeper dive data analysis of the existing open cases reveals that, as of May 10, 2018, 439 'legacy' cases have not been transferred to the current practice model.

Eligibility

The determination of eligibility for all IV-E clients is done within FSFN, is not duplicated and is consistently used.

Case Plans, Review, Monitoring, and Safety Planning/Management

All children under the supervision of Florida's child welfare system, (in-home and out of home care) are required to have a case plan that specifies services to address contributing factors and underlying conditions leading to maltreatment in order to ensure the safety, permanency and well-being of each child. The Case Plan must provide the most efficient path to quick reunification or permanent placement. Every child under Department or contracted service provider's supervision shall have a case plan that is developed as soon as possible, based on the ongoing assessments of the family. If concurrent case planning is used, both goals must be described. The case plan includes all available information that is relevant to the child's care including identified needs of the child while in care, and the permanency goal.

As reflected on the automated function checklist, the case management process and case plan tools are fully utilized in FSFN by our CBCs however duplication exists for the functionality related to the recording of services, matching services to clients and services utilization (Items 41, 42, 44, 52 and 53). CBCs use the basic functionality that exists in FSFN to document needs, referrals and utilization of services; however, FSFN functionality doesn't currently support local workflows. The CBC's local ancillary systems provide expanded functionality to support the local system of care, the business needs surrounding matching the client to the most appropriate services and tracking service delivery. The CCWIS planning vendor will be charged with working with the CBCs to identify the best strategy for mitigating this duplication to ensure consistent use of FSFN functionality.

Resource Management

FSFN functionality includes the ability to input and search for providers, placement resources and services. However, the local CBCs have business needs that FSFN does not fully support and therefore have ancillary systems that collect and maintain expanded information. Functionality related to providers to whom referrals for services are made (Items 60, 61, 62 and 63) may be duplicated in local systems.

There are some inefficiencies around the maintenance, updating and processing of foster home information/applications in that some CBCs document some recruitment information and prospective families in excel tracking sheets and do not enter it in FSFN until after the family completes the first class.

The CCWIS planning vendor will be charged with working with the CBCs to identify the best strategy for mitigating this duplication and ensuring consistent use of FSFN functionality.

Court Processing

The documents submitted to the court are all system generated and pre-filled with information entered in the FSFN system. Some inefficiencies may exist in the tracking of legal activity related to cases in that spreadsheets are sometimes used to track court

deadlines and documents that are submitted by other parties; however, Children's Legal Services and case managers use FSFN to generate court documents and track court activity.

Financial Management

CBCs record paid services and all placements in FSFN. When it is time to issue a payment for these services and the paid placements, the CBCs will schedule the financial batch in FSFN. Scheduling the financial batch in FSFN generates a Pending Invoice Report. The invoices within this report represent payments and payment adjustments that are eligible to be disbursed during the next check run. After the invoices within the report have been reviewed for accuracy and deemed valid, the financial batch is then released in FSFN. Payments and overpayment adjustments are then released to the FSFN to CBC – Check Write File Extract Batch Program, which sends the information to the CBC Fiscal Agency Accounting System from FSFN. An email notification is generated to the user who releases the financial batch once the Check Write File has been generated and is ready for the Agency to download. The Check Write File includes all the details of the payments for the specified disbursement cycle and is used to print the provider's checks and the associated check stubs through the Fiscal Agency's accounting system. Once the check numbers are assigned for the payments and overpayment adjustments, the CBC can manually enter or use the CBC Fiscal Accounting System Interface to upload them back into FSFN so that the check number can be documented for each of the invoices released in the assigned financial batch. Currently, not all CBCs are entering check numbers back into FSFN. Once a month, the CBCs request a report from FSFN of the payments and overpayment adjustments for a defined period which summarizes the amounts by DCF's assigned Other Cost Accumulators (OCAs). The total for each OCA is reported to DCF via a Monthly Expenditure Report. At the end of each state fiscal year, a year-end reconciliation is completed by DCF of the expenditures recorded in FSFN to the total amount of expenditures recorded in the State's accounting system, Florida Accounting Information Resource System (FLAIR), for each OCA.

Administration

As reflected on the checklist, most administrative functionality in FSFN is not duplicated and is consistently used with the exception of tracking employee training. Child Welfare Professionals can maintain a training record using the worker training module in FSFN. Child Welfare Professionals employed by the Department of Children and Families are required to use this FSFN module. Some Child Welfare Professionals employed by Sheriff Offices, Community Based Care Lead Agencies and Case Management Organizations are required to use this module, but this is not consistent. Many agencies have purchased separate Learning Management Systems to support their local training needs and require their Child Welfare Professionals to keep their training records in these systems.

There are many functionality issues with the worker training module which make it difficult for Child Welfare Professionals to use in a consistent way. In addition, there are no data elements in FSFN to document that a training was paid for using Title IV-E funds.

FSFN is not currently used to track Title IV-E paid trainings because it is not programmed to provide data out of the worker training module. Past estimates of the cost to build the functionality in FSFN have been cost prohibitive.

There are some inefficiencies around recording/tracking case assignments and workload management in that spreadsheets may be used to track certain things (like cases assigned that day to a specific worker); however, this information is ultimately entered in FSFN as the system of record.

Consideration will be given to decommissioning functionality that cannot be used (such as recording criminal history background results in FSFN) or is an unnecessary duplication of another existing system (such as employee performance documentation).

Interfaces

FSFN continues to include the interfaces that were required under the SACWIS rule and is transitioning these to the CCWIS system. FSFN also supports interfaces with Vital Statistics, FHP (the hotline support application) and web services. There was a question around whether the web services are consistently used; however, the Department considers any use of the existing web services to reflect consistent use.

QA

Data Quality assurance in FSFN is supported through system edits, range checks, and prompts for critical or incomplete data to ensure quality data.

The Department's Office of Information Technology Services Family and Community Services Team worked with IBM, Smartronix and Amazon Web Services to migrate the FSFN application to the Cloud in December 2017.

After just one month in the cloud, the following metrics on performance were captured:

Web Application Transactions

- There were over 43,000 more single logons to the FSFN application in January 2018 (584,653), over January 2017 (541,466); this was an increase of 7.94%.
- 2.52 Million more transactions (an increase of 11.23%) were executed in January 2018 (24,959,653) versus January 2017 (22,440,023).
- There were *2.57 Million fewer transaction seconds* in January 2018 (4,569,294) than in January 2017 (7,165,170) – a reduction of 36.23% even though the overall transaction volume increased by over 10%.
- *2.57 Million transaction seconds* equates to almost 89 man days of 8 working hours a day.
- The average transaction time was 135 milliseconds (ms), or 42%, faster in January 2018 (184 ms), over January 2017 (319 ms).

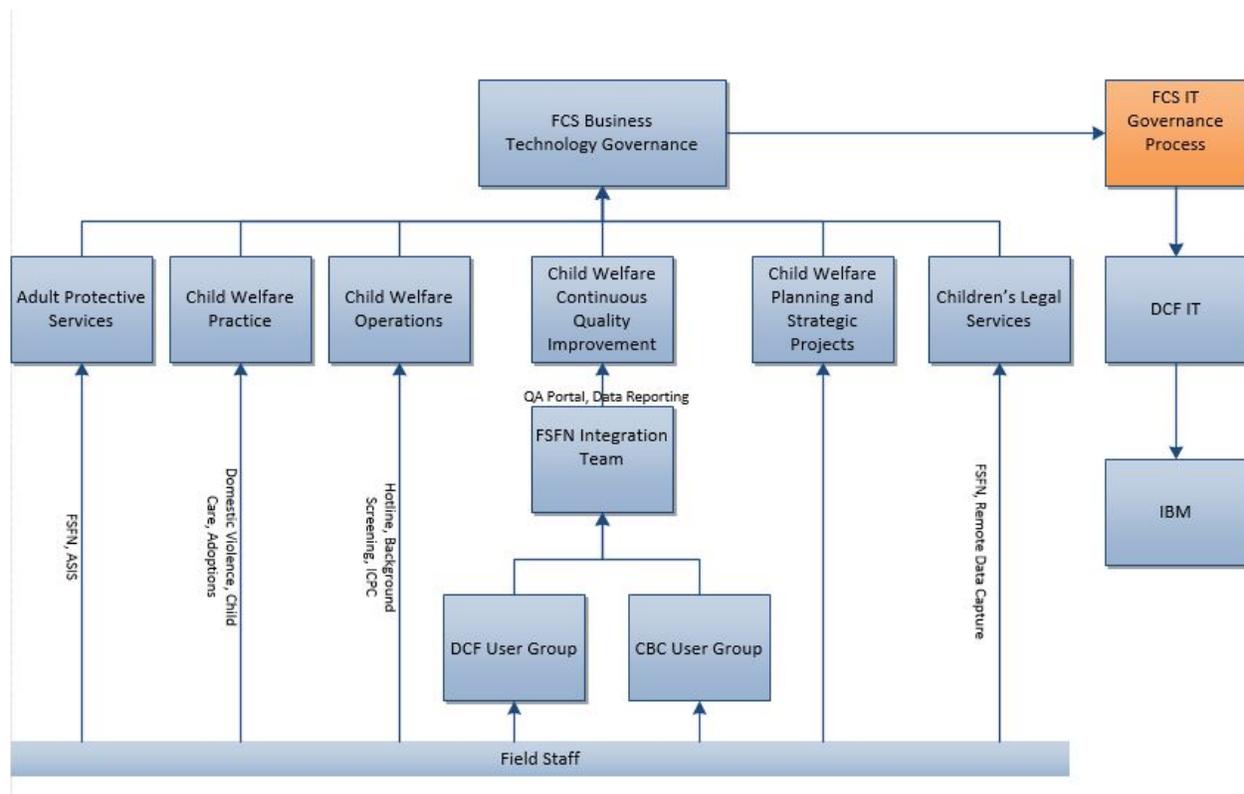
Overall, the FSFN Web Application is performing better in Amazon compared to performance at the Agency for State Technology (AST), when comparing similar periods from different years. The performance is such that, even with a higher overall transaction volume, the department gained an efficiency of almost 89 work-days or almost 3 FTEs for the month of January.

FSFN Autosys Jobs

Between January 1, 2017, and January 1, 2018, Autosys executed 315 different jobs, consisting of Batch, ETL, and Report jobs. Overall, 146 (or 46%) of the jobs realized a performance improvement in January 2018 over the same period in the prior year.

Section D: Updated Project Activity Schedule

The Department has an established governance process to prioritize design and implementation efforts for future FSFN enhancements. The figure below illustrates the governance process used by the Department to determine enhancement priorities:



The CCWIS Planning Initiative is anticipated to require eighteen (18) months and will be occurring simultaneously with the below enhancements to the system and extend into the following year.

First Quarter and Second Quarters SFY2018-2019 July 1, 2018 - December 31, 2019

Beginning July 1, the FSFN Team will be developing and demonstrating sprints of work to prepare for release of Independent Living and Guardianship eligibility functionality by the end of the second quarter.

Third and Fourth Quarters SFY2018-2019 January 1, 2019 - June 30, 2019

During the second half of SFY2018-2019, the FSFN Team will be developing and demonstrating sprints of work to prepare for release of additional eligibility enhancements by the end of the fourth quarter. These enhancements will ensure that the same automated

function or the same group of automated functions are used for all title IV-E eligibility determinations.

Section E: Cost Allocation

The FSFN operational costs are Currently determined using the Department's approved Cost Allocation Plan (see Attachment 2), developed in accordance with the requirements of 2 CFR Part 225, (OMB Circular A-87), "Cost Principles for State, Local and Indian Tribal Governments." However, a new Cost Allocation Plan will be developed around the CCWIS automated functions checklist and submitted to Cost Allocation Services for approval.

Under the Department's currently approved Cost Allocation Plan, Costs for SFY2017-2018 were allocated under two categories:

FSFN-Project

This category captures the costs of the Department's Office of Information Technology Services (OITS) system integrator contract activities related to new development in the FSFN system. These associated costs have been allocated in accordance with the Department's approved Cost Allocation and Direct Charge Plan and are directly charged to the Title IV-E SACWIS Grant.

FSFN-Maintenance and Operations

This category captures the costs related to the Department's OITS software licenses, fees and maintenance and hardware maintenance support for the deployed FSFN SACWIS application. This allocation includes charges, such as lines of print, Central Processing Unit (CPU) seconds, system administrative and use charges related to the production/operation of the FSFN SACWIS deployed application. The cost associated with these are allocated to the Title IV-E Foster Care Grant - SACWIS - Operation Costs, State Funds & State Funded TANF grant based on the Quarterly FSFN Out-of-Home Care (OHC), In-Home Supports (IHS) and Adoption Assistance (AA) Group Eligibility Rate (GER) and further allocated based on the Quarterly FSFN OHC GER, the FSFN IHS GER and the FSFN AA GER.

FSFN operational costs for system enhancements and maintenance for SFY2018-2019 will be determined using the updated Cost Allocation Plan, based upon the State's declaration to transition the FSFN system to a CCWIS compliant system, for which a plan will be developed in the next twelve to fifteen months.

Section F: Budget

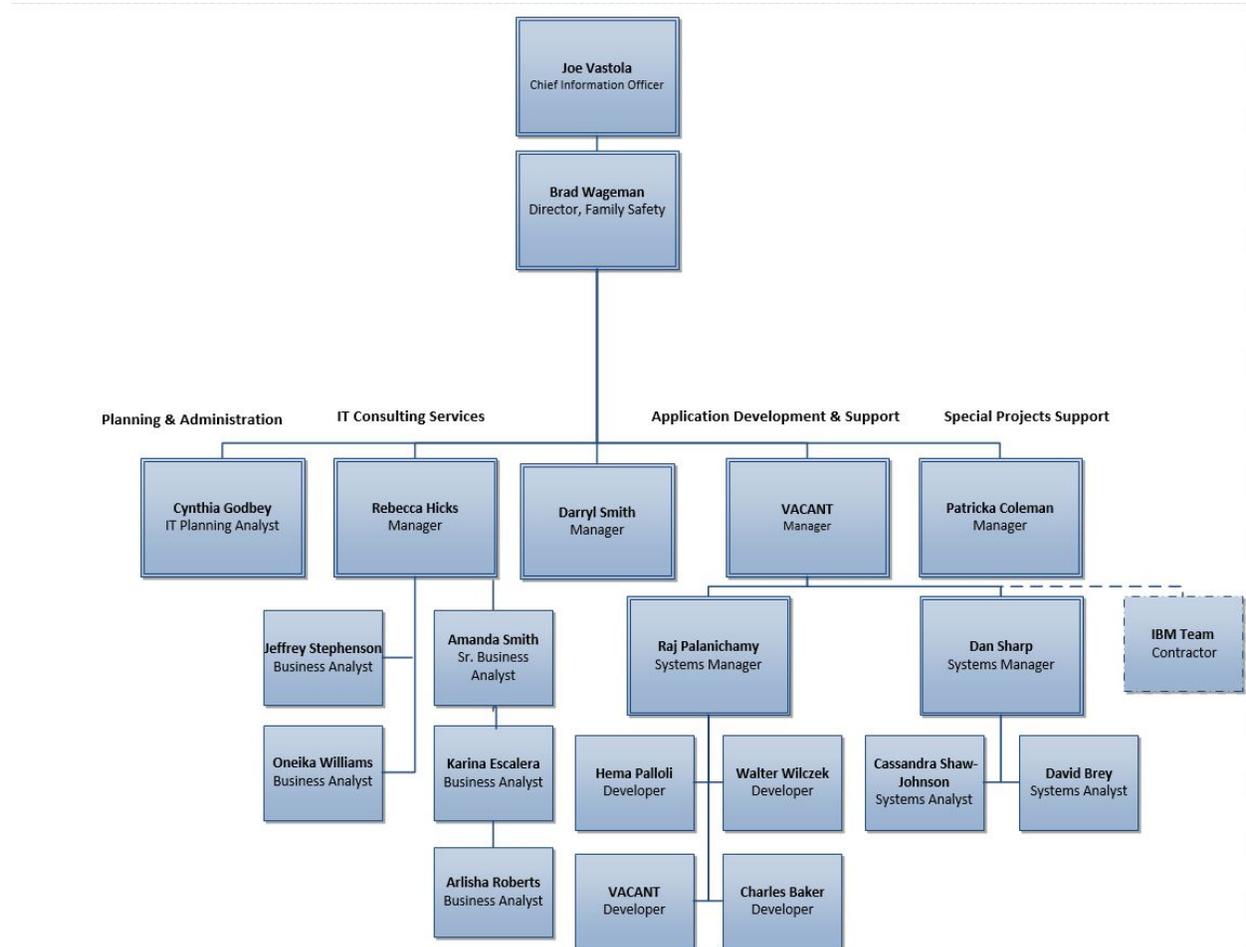
The Department is requesting approval of \$1,591,200 for SFY2018-2019 to undertake comprehensive planning for transitioning FSFN to a CCWIS compliant system.

The Department is also requesting \$4,555,114 in development costs for work that will extend eligibility determination functionality Independent Living, Extended Foster Care, Guardianship and Extended Medicaid Adoption Subsidies/IL and ensure alignment with the existing eligibility determination functionality within FSFN.

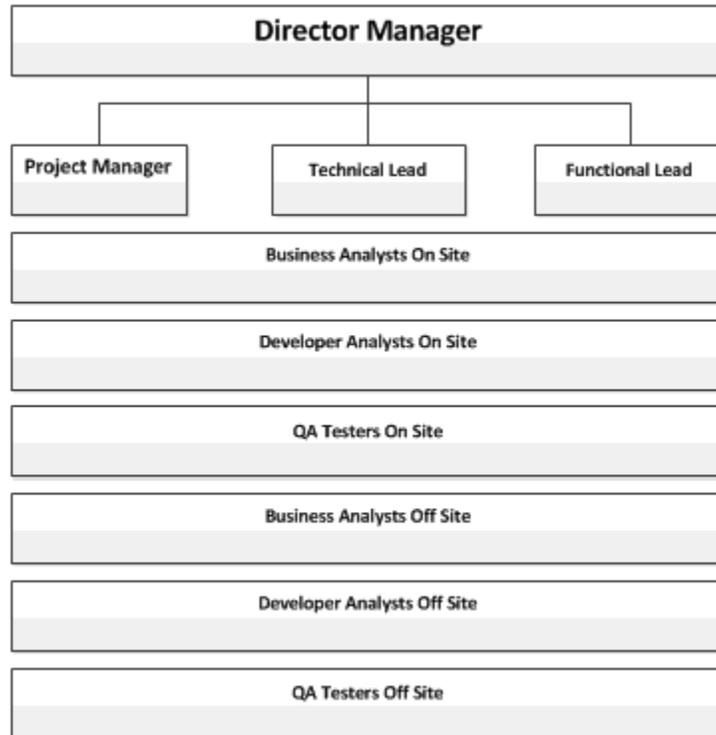
Complete budget information is provided in Attachment 3, which outlines a SFY2018-2019 Project Request, SFY2018-2019 Maintenance and Operations Projections and the Life Cycle Budget. The ongoing vendor contract with IBM, the system integrator, is wholly reflected in the budget line item for Programming Services.

Section G: Project Staffing

The Department of Children and Families and IBM have dedicated teams to support the FSFN. Current team members involved in the initiatives discussed in this document are included in the following organizational charts:



Below is the most recent organizational chart provided by IBM.



Section H: Project Correspondence

The following table outlines the correspondence submitted by the Department and the reference numbers of the Administration for Children and Families (ACF) response related to approvals required from ACF.

Subject	Reference	Additional Detail
Request approval of CGI amendment for additional change management services	070708FL	ACF approval of CGI amendment for additional change management services
Request approval to amend contract LU718, The Florida Information Technology Centers of Excellence, Inc.	091708FL	ACF approval of contract amendment for quality assurance services funding
Submission of 2008 Annual Advance Planning Document Update (AAPDU), including judicial access component and procurement document for remote data capture technology	101808FL	ACF approval of judicial access to FSFN functional enhancements provided with 2008 annual AAPDU.
Request the use of contingency funds to implement functional enhancements, and project activity extension	010209FL, 010309FL	ACF approval of activities to implement functional enhancements using funds authorized in FSFN Case Management Enhancements funding; ACF approval to change three-phased approach to implement Release 2b Go-Live date
Request to amend maintenance contract with system integrator	020909FL	ACF approval of contract amendment #005. System integrator's activities to interface FSFN with mobile data capture technologies
Request approval of as-needed APD (ANAPD)	021909FL	ACF approval of ANAPD to modify University of South Florida (LJ721) for FSFN training services, and use of contingency fund

Subject	Reference	Additional Detail
Request approval of ANAPD, to modify contract LU821, Integrated Computer Solutions Inc.	042209FL	ACF approval of ANAPD, to renew contract LU821, Integrated Computer Solutions Inc.
Request approval of functional requirements	050609FL	ACF approval of functional enhancements funded by contingency funds authorized in FSFN case management enhancements
Request approval of ANAPD and three (3) contract amendments.	061509FL, 061609FL	ACF approval of FSFN project schedule change, and contract LU718, LU821 and LJ721 amendments
Request approval of ANAPD and system integrator contract amendment #006	062509FL, 062609FL	ACF approval of ANAPD and FSFN system integrator contract amendment #006
Request approval of AAPDU	070609FL	ACF approval of AAPDU, and fund requests totaling \$2,726,237 for the period July 1, 2009 through June 30, 2010
Request approval to utilize funding for the FSFN legal component	082609FL	ACF approval use funds for the enhancement of the FSFN legal component
Request approval of ANAPD to modify project management and quality assurance contracts	091809FL	ACF approval of ANAPD, contract LU718 renewal and contract LU821 amendment
Request approval of ANAPD to renew contract with Florida IT Center of Excellence	122909FL	ACF approval of ANAPD, contract LU918 renewal
Request approval of ANAPD to extend LU 718 and LU918 and a request for quote	FL 2010-06-28	ACF approval for Request for Quote (RFQ) for new QA services and to extend current contract, LU918, while RFQ is processed

Subject	Reference	Additional Detail
Request for APD approval	FL_2010_07_07	ACF approval of APD with request of revised quarterly project budget
Request approval of amendment to CGI contract	FL 2010-08-05	ACF approval of amendment to LU910
Request approve amendment of contract LU910	FL 2010_08_05	Approval to amend contract to implement functionality to collect National Youth in Transition data
ANAPDU in response to ACF concerns in FL_2010_07_07 letter re APDU	FL-2010_11_03_DSS	Funding adjustment
Request approval of proposed award and contract for QA services.	FL_2010_12_30_DSS	ACF approval of Strategic IT Alignment Group, LLC, LU912
Request for approval of contract with IBM for Hotline Transformation	FL_2011_02_15_DSS	ACF approval of request
Request to extend CGI contract LU610/910 amendment 4	FL_2011_05_04_DSS	ACF approval of CGI contract
Request to extend CGI contract LU610/910 amendment 5	FL_2011_06_20_DSS	Request to extend CGI contract LU610/910 amendment 5
Request for approval of annual APD	FL 2011_06_07_DSS FL 2011_07_05_DSS	ACF approval of APD
Request to amend CGI contract LU 610/910	FL_2011_09_20_DSS	ACF approval of amendment
Request for approval of ANAPDU and procurement for Hotline Transformation	FL_2011_11_28_DSS	ACF approval of ANAPDU and procurement
Update on review of SARR financials	No control number (dated 12-01-2011)	ACF findings related to financials
Submission of pilot evaluation for ICPC document imaging and mail distribution	To be determined by ACF	Request for action plan on outstanding SARR items related to ICPC interface
SARR Update	To be assigned by ACF	Pending ACF response

Subject	Reference	Additional Detail
Request to adhere to established APD submission date this year instead of move to 60 days in advance of funding cycle as required by new APD regulations	FL_2012_04_19_DSS	Request approved for this year
Letter to ACF dated April 20, 2014, adding Don Sherman and Patricia Armstrong as signatories	Not applicable	The Department sends update to ACF as signatories are added
Request for approval of ANAPDU for Hotline Transformation, dated 05/07/2012	FL_2012_05_08_DSS	Request approved
Request to extend CGI contract LU610/910 for \$1,190,400	FL_2012_05_31_DSS	Request for amendment for SFY2012-2013 approved
Request to extend CGI contract LU610/910 for \$800,000	FL_2012_06_08_DSS	Request to proceed with amendment for services to bridge fiscal year approved
ACF letter acknowledging receipt of Annual APDU	References FL_2012_07_02_DSS	Letter to Patricia Armstrong from Terry Watt
ACF letter approving Annual APDU	FL_2012_07_02_DSS	Also referenced in FL_2012_07_17
Department letter requesting approval of IBM contract	FL_2012_07_17	Sent by the Department on 7-16-2012; reference number comes from ACF approval letter
ACF letter approving IBM contract for FSFN	FL_2012_07_17	Approved 5-year contract for \$35,258,857; requests copy of signed contract
SARR technical assistance note addition by ACF	Attachment to 9-11-2012 e-mail to ACF	"NYTD TA Brief 1-Race Mapping" is title/subject of file
SARR update from the Department to ACF	Attachment to 2-4-2013 e-mail to ACF	Contains latest SARR information
Feedback on FSFN SARR	04/19/2013 e-mail from ACF	Preliminary feedback on updated SARR response provided to ACF on 2-4-2013.
Florida 2013-2014 APD submission	Attachment to 04/30/2013 e-mail to ACF	APD approved

Subject	Reference	Additional Detail
Request to Add Andrea Tulloch as authorized signatory Copy of Amendment #0001 to Contract LU913		Andrea Tulloch added to list of authorized signatories Amendment #0001 to Contract LU913 executed
Response from ACF regarding request for approval of 2013 APD	FL_2013_05_01	2013 APDU approval granted via letter dated 06/03/2013
Response to ACF Request for Clarification	Attachment to 6/11/2013 e-mail to ACF	Update to SARR #s 12, 18, 23, 25, 30, 34, 35, 49, 51, 63, 77, 85 and Appendix C-16 response.
Response to ACF Request for Clarification	Attachment to 6-13-2013 e-mail to ACF	Update to SARR #84 response
Response to ACF Request for Clarification	Attachment to 06-22-2013 e-mail to ACF	Additional updates to SARR items #23, 30 and 85,
Response to ACF Request for Clarification	Attachment to 08-06-2013 e-mail to ACF	Additional update to SARR #30 finding response
ACF feedback on the Department response to SARR #29 re: ICPC	E-mail to the Department dated 08/15/2013	Updated response provided to ACF
FL SARR #29 Updated Response with Action Plan	Attachment to 01/17/2014 e-mail to ACF	Updated response to SARR #29, re: FSFN-ICS/NEICE Interface
Transmittal letter from ACF with final report from SACWIS Assessment Review of FSFN	Attachment to 02/28/2014 e-mail to the Department	Closed SARR with approved action plans
Annual Advance Planning Document Update (APDU) 2014 - Request for Extension	Attachment to 03/27/2014 e-mail to ACF	Extension of annual APDU submission granted from 05/01/2014 to 08/01/2014
Letter from ACF dated 03/27/2014 approving request for annual APDU extension	FL_2014_03_27_DSS	Extension granted on 03/27/2014

Subject	Reference	Additional Detail
Letter dated 08/01/2014 from Terry Watt, Director, Division of State Systems acknowledging receipt of the Annual APDU document	FL_2014_08_01_DSS	Indicates that future requests should be addressed to Ms. Joo Yeun Chang, Associate Commissioner. Additionally, indicates that the request will be reviewed and a response to our request received within 30 days.
Request for clarification on contract amendment information and SACWIS enhancement completion dates.	E-mail from Geeta Mannes received on 09/04/2014	Request for clarification that (a) contract amendments do not exceed 20% of original contract amount, and (b) a request for a table or chart that shows work and estimated completion date of all SACWIS enhancements with a caveat that the NEICE piece will remain outstanding and is unknown at this time
E-mail to ACF submitting Request for Clarification – APD June 24 document and SARR Action Plan Status by Date table	E-mail to Geeta Mannes and Joseph Castro dated 09/18/2014	Clarification provided to questions raised during 09/11/2014 monthly call
Letter from ACF dated 09/24/2014 providing conditional approval of the annual APDU for SFY2014-2015	FL_2014_08_01	Conditional approval provided on 09/24/2014 pending submission of Acquisition summary section of the APD. To be provided to ACF within 30 days of letter (by 10/24/2014).
Letter to ACF dated 10/22/2014, submitting Acquisition Summary, Section J to the 2014 AAPDU. Acquisition Summary enclosed.	FL_2014_08_01_DSS_Final_Draft Submitted via e-mail to ACF, dated 10/23/2014	Received receipt acknowledgement e-mail.

Subject	Reference	Additional Detail
Letter from ACF dated 10/24/2014 acknowledging receipt of Request for approval of 2014-2015 Acquisition Summary	FL_2014_10_23_DSS	Will reach decision within 30 days. Otherwise, a member of the Department staff will be contacted to be apprised of status.
Updated SFY2014-2015 Acquisition Summary submission	Sent via e-mail dated 11/05/2014	Submitted updated Acquisition summary per discussion with ACF on 10/31/2014
Letter from ACF dated 11/14/2014 Approval of Annual APD Update	FL 2014_10_23	Based on Acquisition Summary Review, ACF approved the Annual APD Update and activities through June 30, 2015. The next Annual APD Update is due May1, 2015.
Annual Advanced Planning Document Update (AAPDU) May 2015	Attachments sent via email dated 5/1/2015 to ACF to Tresa Young and cc: Joseph Castro.	Florida Submittal of AAPDU, with contract LU913 amendments #0005 and #0006, to add monies to Contract Year 3 budget for Provider services to analyze and plan the future-state system architecture for the Department's FSFN system and for Provider services to analyze, consolidate and resolve Low Severity issues
5/27/15 Email Correspondence to ACF (Tresa Young) submitting requested responses and updates derived from the May 11, 2015 AAPDU follow-up call.	Attachments sent via 5/27/15 email: Cost Allocation Plan Approval Letter and (KPMG Feasibility Study) DCF_FSN_Schedule IV-B-10_FINAL_201411062125	Email responses and attachments provided to Tresa Young in follow-up to May 11, 2015 call to discuss Florida's AAPDU submission on May 1, 2015.

Subject	Reference	Additional Detail
Letter from ACF dated 6/4/2015 Approval of Annual APD Update	FL_2015_05_04_DSS_Final_Draft	ACF approved the Annual APD Update. The next Annual APD Update is due May1, 2016.
Letter from ACF dated August 13, 2015 to transmit the Children’s Bureau (CB) report from the May 2015 SACWIS monitoring review of the FSFN application.	FL_2015May_DSS_Site_Visit_Letter_Final_Draft	The May 2015 report identifies issues that will need to be addressed to support the state’s efforts to implement the new practice model.
Letter from ACF “Florida Site Visit Report Summary”	FL_2015_May_Site_Visit_Summary	This report summarizes the Children’s Bureau observations from the May 2015 monitoring review of the FSFN project.
Annual Advance Planning Document Update (AAPDU) May 2016	Attachments sent via email dated 5/2/2016 to ACF to Terry Watt and cc: Tresa Young and Shalonda Cawthon.	Florida Submittal of AAPDU, with contract LU913 amendments #0008 and #0009 to add monies to Contract Year 4 budget to support the Department and CBC Lead Agency adoption incentive award program and assist the Department in providing technical assistance for NW Region FSFN users; and amendment #0010, to add monies to Contract Years 4 and 5 budgets for Provider services to assist the Department in Java Development for the FSFN System Supported Platform effort.

Subject	Reference	Additional Detail
Letter dated 05/02/2016 from Terry Watt, Director, Division of State Systems acknowledging receipt of the Annual APDU document	FL_2016_05_02_DSS	Indicates that the request will be reviewed and a response to our request received within 30 days.
5/25/2016 Email Correspondence from ACF (Tresa Young)	Email Subject Line: OAPD Documentation	Requested follow up information on the Budget and target date for all CBCs to be using FSFN
5/27/2016 Email Correspondence to ACF (Tresa Young) submitting APDU inquiry responses and updates requested during the May 12, 2016 Florida SACWIS Monthly Calls.	Email Subject Line: 2016 Florida AAPDU Follow Up	Email responses and updated Section G Budget attachment were provided to Tresa Young as a follow-up to the May 12, 2016 SACWIS Monthly Call and the 5/25/2016 Email which included discussion of Florida's submission of the AAPDU on May 1, 2016.
6/1/2016 Email Correspondence from ACF (Tresa Young) requesting clarification on Florida legislative appropriations and corresponding FFP and when	Email Subject Line: RE: 2016 Florida AAPDU Follow Up	Requested clarification that the Florida appropriation of \$4 million included FFP and an amendment to LU913 for FSFN enhancements would be submitted to ACF for approval prior to execution
Letter dated 06/13/2016 from Terry Watt, Director, Division of State Systems approving the APD document	FL_2016_05_02_Final_Draft	ACF approved the Annual APD Update. The next Annual APD Update is due May1, 2017.

Subject	Reference	Additional Detail
7/15/2016 Submittal of LU913 Contract Amendment #11	Email Subject Line: Florida SACWIS Contract Amendment	Requested approval of contract LU913 amendment #11 to add monies to Contract Year 5 budget to design, develop and deploy 18 FSFN application enhancements
Letter dated 07/15/2016 from Terry Watt, Director, Division of State Systems acknowledging receipt of contract amendment	FL_2016_07_15_DSS_ACK	Acknowledges receipt of request for approval of contract LU913 amendment #11 and indicates that the request will be reviewed and a response issued within 30 days
Letter dated 07/22/2016 from Terry Watt, Director, Division of State Systems approving contract LU913 amendment #11	FL_2016_07_15_DSS_Final_Draft	ACF approved the LU913 contract amendment #11
10/29/2016 Submittal of Invitation to Negotiate (ITN) for an IaaS Cloud Provider for FSFN	Email Subject Line: Florida Cloud Provider ITN	Requested approval of an ITN for an Infrastructure as a Service cloud provider
Letter dated 10/31/2016 from Terry Watt, Director, Division of State Systems acknowledging receipt of a request for approval of an ITN for an IaaS Cloud Provider for FSFN	FL_2016_10_31_DSS_ACK	Acknowledges receipt of request for approval of the ITN and indicates that the request will be reviewed and a response issued within 30 days
Letter dated 11/10/2016 from Terry Watt, Director, Division of State Systems approving the ITN for an IaaS Cloud Provider for FSFN	FL_2016_10_31_Final_Draft	ACF approved the ITN for procurement of IaaS cloud provider

Subject	Reference	Additional Detail
12/7/2016 Submittal of Procurements for Cloud Migration	Email Subject Line: Florida Cloud Project Procurements	Requested approval of two procurements, one for a purchase order under an existing state contract with EY for a cloud managed services financial analysis and project management support and contract LU913 amendment #12 to add monies to Contract Year 5 budget to migrate FSFN from a mainframe to mid-tier environment
Letter dated 12/08/2016 from Terry Watt, Director, Division of State Systems acknowledging receipt of a request for approval of two procurements for the Cloud Project	FL_2016_12_08_DSS_ACK	Acknowledges receipt of request for approval of the two procurements and indicates that the request will be reviewed and a response issued within 30 days
Letter dated 12/19/2016 from Terry Watt, Director, Division of State Systems approving the two procurements for the Cloud Project	FL_2016_12_08_DSS_Final_Draft	ACF approved the two procurements for the cloud project
12/14/2016 Submittal of Request for Quotes for an IaaS Cloud Provider for FSFN	Email Subject Line: Florida IaaS Cloud RFQ Procurement	After requesting approval of an ITN for a cloud provider, the Department identified an alternate contracting vehicle that could expedite procurement

Subject	Reference	Additional Detail
Letter dated 12/14/2016 from Terry Watt, Director, Division of State Systems acknowledging receipt of a request for approval of an RFQ for an IaaS Cloud Provider for FSFN	FY_2016_12_14_DSS_ACK	Acknowledges receipt of request for approval of the RFQ and indicates that the request will be reviewed and a response issued within 30 days
Letter dated 12/27/2016 from Terry Watt, Director, Division of State Systems approving the RFQ for an IaaS Cloud Provider for FSFN	FL_2016_12_14_DSS_Final_Draft	ACF approved the RFQ for an IaaS cloud provider
04/07/2017 Submittal of request to purchase software licenses and Cloud infrastructure services	Email Subject Line: Florida Software and Cloud Infrastructure Purchase	Requested approval of software licenses and Cloud Infrastructure-as-a Service procurements, using a NASPO ValuePoint contract and state term contracts
Letter dated 04/10/2017 from Terry Watt, Director, Division of State Systems acknowledging receipt of a request for approval to purchase software licenses and Cloud infrastructure services	FL_2017_04_10_DSS	Acknowledges receipt of request for approval of software and cloud infrastructure purchases and indicates that the request will be reviewed and a response issued within 30 days
Letter dated 04/10/2017 from Terry Watt, Director, Division of State Systems approving the purchase of software licenses and Cloud infrastructure services	FL_2017_04_10_DSS	ACF approved the software and cloud infrastructure purchases

Subject	Reference	Additional Detail
04/21/2017 Submittal of request for approval of IBM Amendment #13	Email Subject Line: Florida Transition to Cloud	Requested approval of contract LU913 amendment #13 to add monies to Contract Year 5 budget to transition a production-like environment to the cloud
Letter dated 04/24/2017 from Terry Watt, Director, Division of State Systems acknowledging receipt of a request for approval of IBM Amendment #13	FL_2017_04_24_DSS	Acknowledges receipt of request for approval of IBM Amendment #13 and indicates that the request will be reviewed and a response issued within 30 days
Letter received 04/26/2017 from Joe Bock, Director, Division of State Systems approving IBM Amendment #13	FL_2017_04_24_DSS	ACF approved the IBM Amendment #13
Annual Advanced Planning Document Update (AAPDU) May 2017	Attachments sent via email dated 5/1/2017 to ACF to Terry Watt and cc: Tresa Young and Shalonda Cawthon.	Florida Submittal of AAPDU.
Letter dated 05/03/2017 from Terry Watt, Director, Division of State Systems acknowledging receipt of the Annual APDU document	FL_2017_05_03_DSS	Indicates that the request will be reviewed and a response to our request received within 30 days.

Subject	Reference	Additional Detail
5/26/2017 Correspondence to ACF (Tresa Young) submitting APDU inquiry responses and updates requested during the May 11, 2017 Florida SACWIS Monthly Calls.	Email Subject Line: FL DCF Follow Up Budget Information	Email responses and updated Cloud spending plan were provided to Tresa Young as a follow-up to the May 11, 2017 SACWIS Monthly Call and the 5/26/2017 conversations around the need for budget clarification.
Letter received 5/31/2017 from Joe Bock, Acting Associate Commissioner, Administration on Children, Youth and Families approving the APD document	FL_2017_05_03_DSS	ACF approved the Annual APD Update. The next Annual APD Update is due May1, 2018.
06/14/2017 Submittal of request for approval of IBM Amendment #14	Email Subject Line: Florida System Integrator Contract Renewal	Requested approval of contract LU913 amendment #14 to renew the IBM contract for 5 years, effective August 1, 2017 and extending it through July 30, 2022
Letter dated 06/15/2017 from Terry Watt, Director, Division of State Systems acknowledging receipt of a request for approval of IBM Amendment #14	FL_2017_06_15__DSS	Acknowledges receipt of request for approval of IBM Amendment #14 and indicates that the request will be reviewed and a response issued within 30 days
Letter dated 06/16/2017 from Jerry Milner, Associate Commissioner, Children's Bureau approving IBM Amendment #14	FL_2017_06_15_DSS	ACF approved the IBM Amendment #14

Subject	Reference	Additional Detail
07/25/2017 Submittal of request for approval of IBM Amendment #15	Email Subject Line: Florida SACWIS System Integrator Amendment #15	Requested approval of contract LU913 amendment #15 to transition the SACWIS to Amazon Web Services and modify IBM contract terms
Letter dated 07/26/2017 from Terry Watt, Director, Division of State Systems acknowledging receipt of a request for approval of IBM Amendment #15	FL_2017_07_26_DSS	Acknowledges receipt of request for approval of IBM Amendment #15 and indicates that the request will be reviewed and a response issued within 30 days
Letter dated 07/28/2017 from Jerry Milner, Associate Commissioner, Children's Bureau approving IBM Amendment #15	FL_2017_07_26_DSS	ACF approved the IBM Amendment #15
10/25/2017 Submittal of request for approval of IBM Amendment #16	Email Subject Line: Florida SACWIS System Integrator Amendment #16	Requested approval of contract LU913 amendment #16 to complete the move to Amazon Web Services and expand the scope of work for Smartronix
Letter dated 10/26/2017 from Terry Watt, Director, Division of State Systems acknowledging receipt of a request for approval of IBM Amendment #16	FL_2017_10_25_DSS	Acknowledges receipt of request for approval of IBM Amendment #16 and indicates that the request will be reviewed and a response issued within 30 days

Subject	Reference	Additional Detail
Letter dated 10/27/2017 from Jerry Milner, Associate Commissioner, Children's Bureau approving IBM Amendment #16	FL_2017_10_25_DSS	ACF approved the IBM Amendment #16
03/23/2018 Submittal of request for approval of IBM Amendment #17	Email Subject Line: Florida SACWIS System Integrator Amendment 17	Requested approval of contract LU913 amendment #17 to implement Data Quality Improvement and Data Virtualization support services
Letter dated 03/23/2018 from Terry Watt, Director, Division of State Systems acknowledging receipt of a request for approval of IBM Amendment #17	FL_2017_03_23_DSS	Acknowledges receipt of request for approval of IBM Amendment #17 and indicates that the request will be reviewed and a response issued within 30 days
Letter dated 03/28/2018 from Jerry Milner, Associate Commissioner, Children's Bureau approving IBM Amendment #17	FL_2018_03_23_DSS	ACF approved the IBM Amendment #17

Section I: Acquisition Summary

The following table provides a list of the contracted acquisitions related to the FSFN system integrator, IBM, under contract LU913, beginning SFY2012 - 2013 to present.

Type	Scope	Procurement Strategy	Total Cost of Current Contract/ Amendment	Timeframe
Firm Fixed Price	Contract LU913 FSFN M&O, SACWIS Compliance & CPI Transformation Project / Training / Hardware	Full and open competition (Invitation to Negotiate)	\$34,794,565	SFY2012-2017 (08/01/2012 through 07/30/2017)
Firm Fixed Price	Amended Contract LU913 to modify the payment schedule.	Amendment to contract LU913 #0001	No changes to cost involved	SFY2013-2014
Firm Fixed Price	Amendment to contract LU913 to modify payment terms for the User Initiated Enhancements and Legislative Enhancements, shifted the variable team to a steady state team, and added monies to Contract Year 2 to fund additional Provider services, financial management, and risk assessment functionality.	Amendment to contract LU913 #0002	\$1,150, 000	07/01/13- 06/30/14
Firm Fixed Price	Amendment to contract LU913 to add deliverables for the Provider for Contract Year 2 to fund an assessment of the CRM environment, provide recommendations for improvements and update the environment to enhance performance for the user, as well as complete end-to-end regression testing.	Amendment to contract LU913 #0003	\$300,000	07/01/13- 06/30/14

Type	Scope	Procurement Strategy	Total Cost of Current Contract/ Amendment	Timeframe
Firm Fixed Price	Amendment to contract LU913 to add monies to the budget for Contract Year 2 to fund additional Provider services (including travel expenses), such as application training and post user acceptance testing support.	Amendment to contract LU913 #0004	\$325,000	07/01/13-06/30/14
Firm Fixed Price	Amendment to contract LU913 to add monies to the budget for Contract Year 3 to fund additional Provider services to analyze and plan the future-state system architecture for the Department's Florida Safe Families Network system. Provider services under this amendment will support achievement in the future of approved Department strategic goals related to Technology and Architecture.	Amendment to contract LU913 #0005	\$220,000	11/04/14-06/30/15
Fixed Unit and Total Cost	Amendment to contract LU913 to add monies to the budget for Contract Year 3 to fund additional Provider services to support Low Severity issue analysis, consolidation and resolution.	Amendment to contract LU913 #0006	\$264,000	03/06/14-06/30/15

Type	Scope	Procurement Strategy	Total Cost of Current Contract/ Amendment	Timeframe
Firm Fixed Price	Amendment to contract LU913 for Contract Year 3 to fund additional Provider services to provide a dashboard framework with the ability to display a variety of metrics.	Amendment to contract LU913 #0007	\$83,160	06/23/15-08/31/15
Fixed Unit and Total Cost	Amendment to contract LU913 for Contract Year 4 to fund additional Provider services to support Department and CBC Lead Agency adoption incentive award programs.	Amendment to contract LU913 #0008	\$250,000	09/30/15-06/30/16
Firm Fixed Price	Amendment to contract LU913 for Contract Year 4 to fund additional Provider services to assist the Department in providing technical assistance for FSFN users in the Northwest Region.	Amendment to contract LU913 #0009	\$233,760	11/24/15-06/30/16
Firm Fixed Price	Amendment to contract LU913 for Contract Years 4 and 5 to fund additional Provider services to assist the Department in Java Development for the FSFN Systems Supported Platform effort.	Amendment to contract LU913 #0010	\$530,200	05/01/16-07/31/16
Firm Fixed Price	Amendment to contract LU913 for Contract Year 5 to fund additional Provider services to design, develop and deploy 18 enhancements to the FSFN system	Amendment to contract LU913 #0011	\$6,698,010	07/01/16 - 06/30/17

Type	Scope	Procurement Strategy	Total Cost of Current Contract/ Amendment	Timeframe
Firm Fixed Price	Amendment to contract LU913 for Contract Year 5 to fund Provider services to migrate FSFN from a mainframe to a mid-tier environment	Amendment to contract LU913 #0012	\$1,980,000	12/27/16 – 06/30/17
Firm Fixed Price	Amendment to contract LU913 for Contract Year 5 to fund Provider services to transition FSFN from a mid-tier environment to the cloud	Amendment to contract LU913 #0013	\$999,500	05/01/17 – 06/30/17
Firm Fixed Price	Amendment to contract LU913 for Contract Years 6 through 10, extending the contract with	Amendment to contract LU913 #0014	\$24,725,530.83	07/01/17 – 7/30/22
Firm Fixed Price	Amendment to contract LU913 for Contract Year 6 to transition FSFN to Amazon Web Services	Amendment to contract LU913 #0015	\$345,000	07/01/17 – 12/31/17
Firm Fixed Price	Amendment to contract LU913 for Contract Year 6 to fund Provider services for final transition to the cloud, post-migration support and managed services	Amendment to contract LU913 #0016	\$777,882.88	07/01/17 – 12/31/17

Type	Scope	Procurement Strategy	Total Cost of Current Contract/ Amendment	Timeframe
Firm Fixed Price	Amendment to contract LU913 for Contract Year 5 to fund Provider services to implement Data Quality Improvement and Data Virtualization Support Services, additional FSFN enhancements and an interface with the Agency for Persons with Disabilities	Amendment to contract LU913 #0017	\$1,899,225	03/19/18 06/30/18
TOTAL			\$75,575,833.71	SFY2012-2013 through 2021-2022

The following table provides a list of the acquisitions supporting the FSFN system migration to the cloud for SFY2016 - 2017.

Type	Vendor	Scope	Procurement Strategy	Total Cost	Time-frame
Firm Fixed Price	EY	Financial Analysis	Purchase Order against Existing State Term Contract	\$71,340	12/06/16 – 06/30/17
Firm Fixed Price	EY	Project Management	Purchase Order against Existing State Term Contract	\$165,330	12/06/16 – 06/30/17
Firm Fixed Price	AT&T through the Florida Department of Management Services	Networking	Purchase Order against Existing State Term Contract	\$2,769	04/01/2017 – 06/30/2017
Firm Fixed Price	Third Party Reseller: DLT Solutions	Operational Software and Support: Oracle WebLogic	Purchase Order against Existing State Term Contract	\$441,266	04/01/2017 – 12/31/2017

Type	Vendor	Scope	Procurement Strategy	Total Cost	Time-frame
Fixed Firm Price	Third Party Reseller: SHI	Operational Software: Autosys	Purchase Order against Existing State Term Contract	\$133,334	04/01/2017 - 06/30/2017
Fixed Firm Price	IBM	Database Software: DB2 Bridge to cloud	Purchase Order against Existing State Term Contract	\$16,000	04/01/2017 - 06/30/2017
Firm Fixed Price	NASPO/Amazon Web Services	AWS Cloud Hosting	Purchase Order against a NASPO ValuePoint contract	\$98,500	04/01/2017 - 06/30/2017
TOTAL				\$928,539	

The following table provides a list of recurring FSFN related maintenance and operations acquisitions for the upcoming year.

Type	Scope	Procurement Strategy	Total Cost of Current Contract	Timeframe
Services	Disaster Recovery Software	Purchase Order against a NASPO ValuePoint contract	\$15,000	SFY 2018-2019 with annual renewal option of one year
Software Support	Oracle WebLogic License Renewal	Purchase Order against Existing State Term Contract	\$105,000	SFY 2018-2019 with annual renewal option of one year
Software Support	Oracle Management Cloud 1Year Subscription	Purchase Order against Existing State Term Contract	\$195,000	SFY 2018-2019 with annual renewal option of one year
Software Support	IBM DB2 License Renewal (3180 PVU, 200 Development Licenses)	Purchase Order against Existing State Term Contract	\$250,000	SFY 2018-2019 with annual renewal option of one year

Type	Scope	Procurement Strategy	Total Cost of Current Contract	Timeframe
Software Support	IBM DB2 License Renewal (1040 PVU, 25 Development Licenses)	Transferred from AST	\$125,694	SFY 2018-2019 with annual renewal option of one year
Software Support	CA Autosys Licenses Renewals (25 Agents, 1 Prod Server, 1 test server, idash)	Purchase Order against Existing State Term Contract	\$62,500	SFY 2018-2019 with annual renewal option of one year
Software Support	IBM Tivoli ISIM Software License Renewal (8PVU)	Purchase Order against Existing State Term Contract	\$25,000	SFY 2018-2019 with annual renewal option of one year
Software Support	ESXi License Renewal for LDAP EC2 Instances	Purchase Order against Existing State Term Contract	\$17,800	SFY 2018-2019 with annual renewal option of one year
Software Support	Vmware Subscription	Purchase Order against Existing State Term Contract	\$2,776	SFY 2018-2019 with annual renewal option of one year
Software Support	FSFN BOE	Purchase Order against Existing State Term Contract	\$380,000	SFY 2018-2019 with annual renewal option of one year
TOTAL			\$1,178,770	

Attachment 1: CCWIS Automated Functions Checklist

Attachment 2: Approval of Cost Allocation Plan for Florida

Attachment 3: SFY2018-2019 M & O Projections and Life Cycle Budget
