

Written responses to follow-up questions
Colorado Department of Human Services
1331 Supplemental Budget Request – Trails Modernization
September 9, 2019

1. What is the timeline for the Department to receive FFPSA funding? Are there deadlines to apply for the funding? Also, please provide a summary of federal funding requirements.

The Department plans to begin implementation of Family First in January 2020. The Department must submit to the Administration for Children and Families (ACF) a State Plan for Title IV-E of the Social Security Act: Prevention Services and Program to implement Family First, and this plan must be approved prior to claiming any IV-E reimbursement. The Department is able to seek reimbursement as soon as ACF approves the plan and Colorado Trails upgrades have been finalized. The Department (in collaboration with the counties) is actively working on the FFPSA state plan, and anticipates submission to ACF in October. The Department's Accounting Office submits a claim for IV-E reimbursement on a quarterly basis, so the first opportunity to claim reimbursement is after the quarter ending March 2020.

Under FFPSA, federal IV-E reimbursement is allowed for out of home placements if:

- placements are made to a Qualified Residential Treatment Program (QRTP); or, the
- placement specializes in providing prenatal, post-partum, or parenting supports for the youth; or,
- the child is 18 years old and placed in a supervised independent living setting; or,
- the placement provides high-quality residential care and support services to children and youth who have been found to be, or are at risk of becoming, sex trafficking victims, in accordance with each state's policies and procedures.

Under FFPSA, federal IV-E reimbursement is allowed for prevention services if:

- the child or youth meets the definition of candidacy;
- the child has a prevention services plan; and
- 50% of prevention services provided are well-supported as defined on the federal clearinghouse.

2. Does the Department have an OIT agile project manager engaged in this project?

Yes. We have one Senior OIT Project Manager – trained in agile, one OIT project coordinator – knowledgeable in agile, and three scrum masters expert in Agile (the scrum masters are provided by CGI (1 senior scrum master and 2 scrum masters) the development vendor). OIT also provides agile project management support when requested out of the Enterprise Portfolio and Project Governance. In addition, OIT executive leadership engaged 3rd party vendor support for project and agile reset activities, Product Owner coaching along with other areas of consulting expertise during the Summer reset period. The selected vendor is Slalom.

3. Please describe how the Department will work with the counties to decommission or interface with their existing “auxiliary systems and time-consuming work-arounds” mentioned on page 4 of the request document.

The Department is taking multiple steps to address these issues:

- a. The Department hired an independent contractor in 2018 to assess the use of auxiliary systems with the goal of understanding how these systems may impact Colorado’s ability to meet federal Comprehensive Child Welfare Information System (CCWIS) rules. The contractor is assessing what other systems are being used and whether they duplicate work that is completed in Trails. Ultimately, the Department will use these findings to create a plan for if and when to work with counties to decommission auxiliary systems, and a plan for how to support appropriate interfaces between auxiliary systems and Trails.
- b. The Department has identified the need for an Implementation Lead whose role will be to assess and build a plan for operational readiness for each release, including communication, training, and end-user support. These activities are especially focused on helping users understand enhancements in the system to decrease the use of work-arounds. For example, workers can now have multiple tabs open and quickly toggle between a case and a referral; training will focus on helping users maximize these time-saving enhancements.
- c. The Department is actively creating a formal end-user advisory committee. The Department is working with state partners and the Colorado Human Services Directors Association (CHSDA) to redefine the structure and membership of the existing Colorado Trails User Group (CTUG) to ensure that the end-user advisory committee has input on multiple items, including the use of auxiliary systems and data interfaces.

4. Is the CGI contract fixed-term? Is this contract a time and materials contract?

The contract agreement is for milestone deliverables in an agile manner. The current contract ends on September 30, 2019, but it allows for option letters to extend the term, if necessary.

5. Given that OIT is contracting with CGI to fill staffing gaps, will OIT have enough technical staff to support the system once it is implemented? Does the Department plan to continue to contract with CGI under a support contract after implementation?

OIT has enough technical staff to support the system once implemented. The challenge now is the OIT staff performs double duty with legacy system support, Trails Modernization support (completed modules), and new Trails Modernization project activities. The Department, in collaboration with OIT, has CGI providing additional support while training the OIT staff for ongoing support activities. Ongoing support contract options will be

evaluated as Trails Modernization completes to determine the best way to apply Trails Operating & Maintenance dollars.

6. What projects will be restricted to fund the supplemental request?

According to OSPB, the Department will restrict the POTS project to fund the supplemental request.