Deloitte.



Attachments and Forms

Technical Proposal Packet

Bid No. RFP 710-21-0048

Arkansas Comprehensive Child Welfare Information System (AR CCWIS)

Submission Date: July 2, 2021



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Proposal Signature Page (Attachment B)

PROPOSAL SIGNATURE PAGE

Type or Print the i	following informatio	n.				
		PROSPECTIVE CONTRACT	TOR'S INFORM	IATION		
Company:	Deloitte Consulti	ng LLP				
Address:						
City:			State:		Zip Code:	
Business Designation:	□ Individual ⊠ Partnership	 □ Sole Propriet □ Corporation 	orship		Public Serv Nonprofit	ice Corp
Minority and Women- Owned	I Not Applicable □ African Americ		□ Asian America □ Pacific Islande		Service Dis Women-Ow	abled ∨eteran ⁄ned
Designation*:	AR Certification #		* See Min	ority and Woi	men-Owned Bu	siness Policy
		ROSPECTIVE CONTRACTOR ide contact information to be used in				
Contact Person	n:		Title:			
Phone:			Alternate Pho	one:		
Email:						
	-	CONFIRMATION OF R	EDACTED CO	PY		
□ NO, a redad		mission documents is enclosed nission documents is <u>not</u> enclos f requested.		id a full copy	y of non-redac	ted submission
and neitl pricing),	her box is checke will be released i	submission documents is not pro d, a copy of the non-redacted d n response to any request made Iditional information.	locuments, with	the exception	on of financial	data (other than
		ILLEGAL IMMIGRANT	CONFIRMATIO	Л		
By signing and submitting a response to this <i>Bid Solicitation</i> , a Prospective Contractor agrees and certifies that they do not employ or contract with illegal immigrants. If selected, the Prospective Contractor certifies that they will not employ or contract with illegal immigrants during the aggregate term of a contract.						
ISRAEL BOYCOTT RESTRICTION CONFIRMATION						
By checking the box below, a Prospective Contractor agrees and certifies that they do not boycott Israel, and if selected, will not boycott Israel during the aggregate term of the contract.						
I Prospective Contractor does not and will not boycott Israel.						
An official authorized to bind the Prospective Contractor to a resultant contract shall sign below. The signature below signifies agreement that any exception that conflicts with a Requirement of this Bid Solicitation will cause the Prospective Contractor's proposal to be rejected.						

Authorized Signature:			
	Use Ink Only.		
Printed/Typed Name:		Date:	_June 29, 2021

SECTIONS 1, 2, 3, 4, and 5 -Vendor Agreement and Compliance

• Exceptions to Requirements shall cause the vendor's proposal to be disqualified.



By signature below, vendor agrees to and **shall** fully comply with all Requirements as shown in this section of the bid solicitation. *Use Ink Only*

Vendor Name:	Deloitte Consulting LLP	Date:	June 29, 2021
Authorized Signature:		Title:	
Print/Type Name:			

<u>Attachments J, K, L, and M</u> <u>- Vendor Agreement and</u> Compliance

- Do not complete and return any of the above named attachments. They are for your information only.
- Exceptions to Requirements shall cause the vendor's proposal to be disqualified.

By signature below, vendor agrees to and **shall** fully comply with the DHS Standard Terms and Conditions as presented in Attachment J, a pro forma contract as presented in Attachment K, the Business Associate Agreement as presented in Attachment L, and the Organizational or Personal Conflict of Interest policy as presented in Attachment M. Requirements as shown in this section of the bid solicitation. *Use Ink Only*

Vendor Name:	Deloitte Consulting LLP	Date:	June 29, 2021
Authorized Signature:		Title:	
Print/Type Name:			

State of Arkansas Comprehensive Child Welfare Information System (CCWIS) RFP No. 710-21-0048

Signed Addenda

State of Arkansas DEPARTMENT OF HUMAN SERVICES OFFICE OF PROCUREMENT 700 South Main Street P.O. Box 1437 / Slot W345 Little Rock, AR 72203

ADDENDUM 1

TO:All Prospective VendorsDATE:June 4, 2021SUBJECT:RFP 710-21-0048 Comprehensive Child Welfare Information System

The following change(s) to the above referenced Request for Proposal has been made as designated below:

- _____ Change of specification(s)
- _____ Additional specification(s)
- _____ Change of bid submission/opening date and time
- _____ Cancellation of bid
- X Other

BID OPENING DATE AND TIME

Remains the same.

Please see revised:

RFP document Attachment B Attachment J

The specifications by virtue of this addendum become a permanent addition to the above referenced Invitation for Bid.

FAILURE TO RETURN THIS SIGNED ADDENDUM MAY RESULT IN REJECTION OF YOUR BID.

If you have questions,	please co	ontact (buyer	email addres	ss)
or 501-682-8743.				

June 29, 2021

Vendor Signature

Date

Deloitte Consulting LLP

Company

E.O. 98-04 – Contract Grant and Disclosure Form (Attachment G)

Contract Number

Attachment Number ______Action Number ______

CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM

	0		nay result in a delay in obtaining a co	ontract, lea	se, purchas	e agreement, or grant award with any Arkansas State Ag	ency.
SUBCONTRACTOR SUBCON	TRACTOR	NAME					
						IS THIS FOR:	
TAXPAYER ID NAME:						Goods? Services? Bo	oth?
YOUR LAST NAME:			FIRST NAME			M.I.:	
ADDRESS:							
CITY:			STATE:		ZIP COD	E: COU	INTRY:
						A CONTRACT, LEASE, PURCHASE AG	
OR GRANT AWARD WI	TH AN	Y ARK	ANSAS STATE AGENCY	, THE F	OLLOW	ING INFORMATION MUST BE DISCLOS	<u>ED:</u>
			FOR	IND	ΙVΙΙ) U A L S *	
Indicate below if: you, your spous Member, or State Employee:	se or the	brother, s	sister, parent, or child of you or your	spouse <i>is</i> a	a current or	former: member of the General Assembly, Constitutiona	I Officer, State Board or Commission
Position Held	Mark (√)		Mark ($$) Name of Position of Job Held [senator, representative, name of		w Long?	What is the person(s) name and how are the [i.e., Jane Q. Public, spouse, John Q. Public	
	Current	Former	board/ commission, data entry, etc.]	From MM/YY	To MM/YY	Person's Name(s)	Relation
General Assembly							
Constitutional Officer							
State Board or Commission Member							
State Employee							
None of the above appli	es						
			FOR AN EN	N T I I	гу (B U S I N E S S) *	
Officer, State Board or Commission	on Memb	er, State	nt or former, hold any position of cor Employee, or the spouse, brother, s ans the power to direct the purchasi	ister, parer	nt, or child o	ship interest of 10% or greater in the entity: member of the of a member of the General Assembly, Constitutional Office e the management of the entity.	ne General Assembly, Constitutional er, State Board or Commission
		'k (√)	Name of Position of Job Held		w Long?	What is the person(s) name and what is his/her % of what is his/her position of contr	
Position Held	Current	Former	[senator, representative, name of board/commission, data entry, etc.]	From MM/YY	To MM/YY	Person's Name(s)	Ownership Position of Iterest (%) Control
General Assembly							
Constitutional Officer							
State Board or Commission Member							
State Employee							
None of the above appli	es		•				

Contract Number

Attachment Number

Action Number

Contract and Grant Disclosure and Certification Form

Failure to make any disclosure required by Governor's Executive Order 98-04, or any violation of any rule, regulation, or policy adopted pursuant to that Order, shall be a material breach of the terms of this contract. Any contractor, whether an individual or entity, who fails to make the required disclosure or who violates any rule, regulation, or policy shall be subject to all legal remedies available to the agency.

As an additional condition of obtaining, extending, amending, or renewing a contract with a *state agency* I agree as follows:

- 1. Prior to entering into any agreement with any subcontractor, prior or subsequent to the contract date, I will require the subcontractor to complete a **CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM**. Subcontractor shall mean any person or entity with whom I enter an agreement whereby I assign or otherwise delegate to the person or entity, for consideration, all, or any part, of the performance required of me under the terms of my contract with the state agency.
- 2. I will include the following language as a part of any agreement with a subcontractor:

Failure to make any disclosure required by Governor's Executive Order 98-04, or any violation of any rule, regulation, or policy adopted pursuant to that Order, shall be a material breach of the terms of this subcontract. The party who fails to make the required disclosure or who violates any rule, regulation, or policy shall be subject to all legal remedies available to the contractor.

3. No later than ten (10) days after entering into any agreement with a subcontractor, whether prior or subsequent to the contract date, I will mail a copy of the **CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM** completed by the subcontractor and a statement containing the dollar amount of the subcontract to the state agency.

I certify under penalty of perjury, to the best of my knowledge and belief, all of the above information is true and correct and that I agree to the subcontractor disclosure conditions stated herein.						
SignatureTitle_Managing Director Date_6/29//2021						
Vendor Contact Person	Title Managing Director	Phone No				
Agency use only Agency Agency Agency Number 0710 Name Department of Human Services	Agency Contact Contact PersonPhone No	Contract D or Grant No				

Deloitte's Equal Opportunity Policy



Deloitte LLP 30 Rockefeller Plaza New York USA Tel: 212-492-4000

Fax: 212-489-1687 www.deloitte.com

AFFIRMATIVE ACTION FOR EQUAL EMPLOYMENT OPPORTUNITY – A STATEMENT OF POLICY

The success of the Deloitte U.S. Firms, as a professional services organization, requires that we maintain a rich diversity of people able to render services with exceptional quality, excellence and commitment. Our affirmative action policy advances the principles of equal employment opportunity and supports that goal by enlarging our talent pool.

The policy of each Deloitte U.S. Firm is to seek and employ people with skill and integrity and to provide them with the means to develop professionally, without regard to race, color, religion, creed, citizenship, national origin, age, sex, gender, pregnancy, gender identity/expression, sexual orientation, marital status, disability (including neurodiversity), genetic information, veteran status or any other legally protected basis, in accordance with applicable federal, state or local law. Our policies aim for the highest standards of fairness and equal opportunity, covering all aspects of employment, including, but not limited to, recruitment and employment, promotions, compensation, team opportunities, and training programs. We are committed to compliance with all laws and regulations relating to equal employment opportunity, affirmative action and harassment.

Employees and applicants must not be subjected to harassment, intimidation, threats, coercion, discrimination or any form of reprisal because they have (1) filed a complaint; (2) assisted or participated in an investigation, proceeding, or any other activity related to the administration of any federal, state, or local law requiring EEO; (3) engaged in any activity that is protected by any Deloitte U.S. Firm policy; (4) opposed any act or practice made unlawful by any federal, state, or local law requiring equal opportunity; (5) inquired about, discussed, or disclosed their own pay or the pay of another employee or applicant; or (6) engaged in any other activity that is protected by any federal, state or local law.

To support our inclusive culture, KP Prabhakar Chief Diversity, Equity, and Inclusion (DEI) Officer, oversees the vision and the implementation of our Inclusion strategy. Overall direction and support on our affirmative action program is provided at the national level through Talent ELE Compliance. They are responsible for monitoring compliance with federal affirmative action regulations across the Deloitte U.S. Firms.

Invitation to Self-Identify

Employees may choose to voluntarily disclose their sex, race, ethnicity, protected veteran status and disability at any time via Deloitte's self-service portal. Applicants may self-identify during the application process. Employees and applicants with disabilities are encouraged to inform Talent Relations if they need a reasonable accommodation to perform a job for which they are otherwise qualified.

Affirmative Action Plans

The Office of Federal Contract Compliance Programs (OFFCP) requires that the Deloitte U.S. Firms prepare affirmative action plans and update them annually. The Deloitte U.S. Firms' plans incorporate the policies referenced herein and also specify the actions to be taken if the policies are not adhered to. Employees may request access to these plans by contacting Talent ELE Compliance.



Proposed Subcontractors Form (Attachment B)

PROPOSED SUBCONTRACTORS FORM

• Do not include additional information relating to subcontractors on this form or as an attachment to this form.

PROSPECTIVE CONTRACTOR PROPOSES TO USE THE FOLLOWING SUBCONTRACTOR(S) TO PROVIDE SERVICES.

Type or Print the following information

Subcontractor's Company Name	Street Address	City, State, ZIP

□ PROSPECTIVE CONTRACTOR DOES NOT PROPOSE TO USE SUBCONTRACTORS TO PERFORM SERVICES.

Child Welfare Client History Form (Attachment N)

Attachment N Child Welfare Client History Form

Instructions: This form is intended to help the State gain a more complete understanding of each Respondent's child welfare systems experience. This form **must** be completed completely and accurately.

The State reserves the right to verify the accuracy of these answers by contacting any of the listed clients, and all applicable clients **must** be listed. Omission of a client will constitute a failure to complete this form.

For purposes of this form, the "client" is not an individual but the entity which held the contract. By way of explanation, in the Contract resulting from this RFP, Arkansas's DCFS will be the client. For each listed client, Respondents may (but are not required) provide the contact information for a person at the client entity who is knowledgeable of the named project. If the State contacts clients listed on this form, the State reserves the right to contact the listed individual or another person at the listed client.

The boxes below each prompt will expand if necessary. The form **must** be signed (please see the final page) by the same signatory who signed the Proposal Signature Page.

1. Please list every client state, tribe, or county (with an estimated population over 1 million as of 2020) where you (the prime contractor only) served as the prime contractor to implement, modify or maintain either a S/TACWIS or a CCWIS in the past eight (8) years. For each client, please specify the organization/agency/division, not just the state or political subdivision. Please briefly describe the scope of the contract. If there are no contracts which meet this definition please state "none."



2. Please list every client state, tribe, or county (with an estimated population over 1 million as of 2020) where you (the prime contractor only) served as a subcontractor for a contract to implement, modify or maintain either a S/TACWIS or a CCWIS in the past eight (8) years. For each client, please specify the organization/agency/division, not just the state or political subdivision. Please briefly describe the scope of the contract and the role you specifically served in relation to the broader contract. If there are no contracts which meet this definition please state "none."



3. Please list every client state, tribe, or county (with an estimated population over 1 million as of 2020) where a proposed subcontractor served as the prime contractor to implement, modify or maintain either a S/TACWIS or a CCWIS in the past eight (8) years. For each client, please specify the organization/agency/division, not just the state or political subdivision. Please briefly describe the scope of the contract. If there are no contracts which meet this definition please state "none."



4. Please list every client where you (the prime contractor) served as the prime contractor for a contract to design, develop or implement software for a child welfare agency (or division) of a state, county (with an estimated population over 1 million as of 2020), federal district, American territory, tribe or Canadian province in the past eight (8) years. For each client, please specify the organization/agency/division, not just the state, province or political subdivision. Please briefly describe the system.



5. Please list every client where a proposed subcontractor served as the prime contractor for a contract to design, develop or implement software for a child welfare agency (or division) of a state, county (with an estimated population over 1 million as of 2020), federal district, American territory, tribe or Canadian province in the past eight (8) years. For each client, please specify the organization/agency/division, not just the state, province or political subdivision. Please briefly describe the system.



Authorized Signature:	Title:
Printed/Typed Name:	 Date: June 29, 2021

Other Documents and/or Information

Deloitte is providing the following Exhibits to *Attachment B*, attached separately:

- Exhibit 1. Duns & Bradstreet Report
 "Deloitte AR CCWIS 710-21-0048 Exhibit 1 Dunn and Bradstreet Report.pdf"
- Exhibit 2. Attachment C Functional Requirements Matrix "Deloitte - AR CCWIS 710-21-0048 - Exhibit 2_Attachment-C-Functional-Requirement-Matrix.xlsx"
- Exhibit 3. Integrated Project Management Plan "Deloitte - AR CCWIS 710-21-0048 - Exhibit 3_Draft Integrated Project Management Plan.pdf"
- Exhibit 4. Draft Project Schedule "Deloitte - AR CCWIS 710-21-0048 - Exhibit 4_Draft Project Schedule.pdf"
- Exhibit 5. Project Status Report Template "Deloitte - AR CCWIS 710-21-0048 - Exhibit 5 Project Status Report Template.pdf"
- Exhibit 6. Solution and Technical Architecture Details "Deloitte - AR CCWIS 710-21-0048 - Exhibit 6_Solution and Technical Architecture Details.pdf"
- Exhibit 7. Platform, Hardware, and Software Tools "Deloitte - AR CCWIS 710-21-0048 - Exhibit 7 Platform Hardware Software Tools.pdf"
- Exhibit 8. Draft System Security Plan
 "Deloitte AR CCWIS 710-21-0048 Exhibit 8_Draft System Security Plan.pdf"
- Exhibit 9. Draft Data Conversion Plan "Deloitte - AR CCWIS 710-21-0048 - Exhibit 9_Draft Data Conversion Plan.pdf"
- Exhibit 10. Key Personnel Resumes "Deloitte - AR CCWIS 710-21-0048 - Exhibit 10_Key Personnel Resumes.pdf"
- Exhibit 11. Personnel Letters of Reference "Deloitte - AR CCWIS 710-21-0048 - Exhibit 11_Personnel Letters of Reference.pdf"
- Exhibit 12. Draft Training Plan "Deloitte - AR CCWIS 710-21-0048 - Exhibit 12_Draft Training Plan.pdf"
- Exhibit 13. Attachment D Technical Requirements Matrix "Deloitte - AR CCWIS 710-21-0048 - Exhibit 13_Attachment-D-Technical-Requirement-Matrix.xlsx"
- Exhibit 14. Draft CCWIS Intake Self-Assessment Tool "Deloitte - AR CCWIS 710-21-0048 - Exhibit 14_Draft CCWIS Intake Self-Assessment Tool.pdf"

- Exhibit 15 Interfaces "Deloitte - AR CCWIS 710-21-0048 - Exhibit 15_Interfaces.pdf"
- Exhibit 16. Draft Requirements Validation Schedule "Deloitte - AR CCWIS 710-21-0048 - Exhibit 16_Draft Requirements Validation Schedule.pdf"
- Exhibit 17. Voluntary Product Accessibility Template (VPAT)
 "Deloitte AR CCWIS 710-21-0048 Exhibit 17_Voluntary Product Accessibility Template (VPAT).pdf"

Deloitte.



System Proposal

Technical Proposal Packet

Bid No. RFP 710-21-0048

Arkansas Comprehensive Child Welfare Information System (AR CCWIS)

Submission Date: July 2, 2021



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System Proposal

It is hard to identify a more important function in state government than child welfare. COVID-19 underscored once again how critical the child welfare safety net is for our most vulnerable population. As the Arkansas Division of Children and Family Services (DCFS) seeks to further its vision to improve the safety, permanency, and well-being of children throughout the state, Deloitte hopes to have the opportunity to support this life-changing vision. In implementing CCWIS, it will be critical that the state selects a partner that brings deep experience in child welfare services, has successfully delivered complex technology



projects, and has proven to successfully collaborate with state partners in implementing new business processes and systems for DHS.



Building a System to Improve Child Outcomes

Since the division's first annual report in 2016, "Moving Beyond Crisis," DCFS has been clear that the agency is committed to transforming child welfare. The agency has effectively focused on placement of children with the family over group settings, reduced placements by increasing the access and availability of prevention services, engaged providers and the community, leveraged data driven decision making, and targeted new permanency initiative's with great success We are excited about

supporting DCFS in the next step of the transformation -- the implementation of a modernized CCWIS solution.

We understand and recognize the DCFS practice model that unites the casework process with an approach that values and supports families at every step of a family's encounter with the Division. includes features and functions as sampled in the

following figure that are aligned with the latest business and technical trends and will be available for Arkansas based on DCFS' goals.



Figure 1. Innovations to Position Arkansas.





Figure 2. GovConnect for Child Welfare.

An essential part of improving outcomes for children is accuracy of data and how that data is used. For example, caseworkers provide key details on the safety of children in potentially dangerous scenarios. It is mission critical that these are reported accurately and in a timely manner. This capability is enhanced



CON

incorporates many unique functional and technical components that will drive results for the Division and ultimately improve the capacity and productivity of caseworkers.

One of the most essential parts of any child welfare system is the safe and effective placement of children who have been removed from their homes. Helping to ensure quality of circumstances for children taken for temporary placement is essential in maintaining the child's well-being and maximizing comfort in this difficult time.



following figure that are aligned with the latest business and technical trends and will be available for Arkansas based on DCFS' goals.



States are increasingly turning to COTS CRM platform-based solutions for their CCWIS projects. Deloitte was named a leader by Gartner in the Magic Quadrant of CRM and Customer Experience Implementation Services, Worldwide Services for the fourth consecutive year. Deloitte has delivered over 700 CRM projects in the last five years. Over 100 of these projects are in State Government.

Gartner

"Deloitte has the broadest set of CX an CRM capabilities, from business strategy consulting to design and digital marketing agency skills through to technology implementation and integration resources. It also can supplement these with its financial audit, risk and finance advisory practices, when needed. Deloitte has large technology practices in CRM software (Salesforce, Pegasystems, Adobe, Oracle CX Cloud and SAP Hybris), as well as technology architecture and integration. References gave Deloitte high ratings for business acumen, business process consulting, industry expertise and business change management, as well as in technology integration and architectural skills."



Figure 3. Leader in CRM and Customer Experience.

for CCWIS

demonstrates our commitment to child welfare. Since our original design, we have continued to invest in and enhance the user experience leveraging our collaboration with states, child welfare thought-leaders, and SaaS Customer Relationship Management (CRM) technologists.



Deloitte's response to meeting all Functional Requirements is included in *Exhibit 2 - Attachment C – Functional Requirements Matrix*.

		. For detai	. For detailed descriptions of the work involved, please				
refer to the completed tabs in	Attachment C.						
	<u> </u>						
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						<u> </u>	

Production-Proven System Using CCWIS Design Principles



- Support the Division's workforce and improve their dayto-day operations through streamlined processes and enablers that positively impact service delivery and outcomes for children and families






State of Arkansas Comprehensive Child Welfare Information System (CCWIS) RFP No. 710-21-0048



and we bring our understanding from other states along with Arkansas to guide this development. We will work collaboratively to develop a system that facilitates worker's interactions with the children and families of Arkansas.

Experienced Team to Guide a Successful CCWIS Implementation

Experience with ACF and CCV	WIS Compliance			
Our team has successfully imp	lemented solutions			
collaboratively with these stat		ue requirements of .	CCWIS and are working	

Deloitte Brings Industry-Leading Partners to Deliver CCWIS

Deloitte is

In developing our solution and approach for Arkansas, we have carefully selected

- based on



Experience Developing and Maintaining Systems with DHS

Beyond our extensive experience with CCWIS implementations across the country, we bring a team that is familiar with Arkansas DHS/DCFS and the unique challenges and environment that DCFS works in.

We have

Did You

Know?

extensive experience working with Arkansas for a wide range of maintenance, technical, enhancements and operations release.

We have been there through maintenance and enhancements across different systems all the way through current support with COVID across different agencies.



System Proposal Navigation

Our response to the AR CCWIS RFP is formatted in to respond to each of the business areas Arkansas directly and clearly has outlined. As outlined in the figure that follows, each section is separated by business function as outlined in Attachment A to allow for quick identification throughout our response.

State of Arkansas Comprehensive Child Welfare Information System (CCWIS) RFP No. 710-21-0048



Figure 10. Arkansas CCWIS System Proposal Navigation.

General Functions (Attachment A, Section 1.1)



Meeting Your Requirements

		_	
Att. A Reference	Functional Areas		
1.1.1	Search		
1.1.2	Travel	Ø	
1.1.3	Narrative and Contacts	Ø	y

Att. A	Functional Areas		
Reference			
1.1.4	Workload Standardization and Workload Management		
1.1.5	Supervisor Approval		
1.1.6	Internal Review	Ø	
1.1.7	Document and File Upload		
1.1.8	Numbering	Ø	
1.1.9	Summary View		
1.1.10	Timestamps		
1.1.11	Addresses	Ø	
1.1.12	Tracking		
1.1.13	Paperless Files		
1.1.14	Records Retention and Security		
1.1.15	Logic Rules and Quality Control of Information		

Figure 11. meets the General Function Requirements.

Search [Att. A, Section 1.1.1]

Figure 12. Global Search.		





The Division seeks two key functionalities for travel, firstly ability to optimize travel schedule based on client locations and calendar activities, and secondly, ability to input travel information such as hours and mileage within CCWIS



Considerations for Different Types of Visits.



Narrative and Contacts [Att. A, Section 1.1.3]

DCFS seeks to capture large narratives, in association to a specific record such as Case and speed up data entry of these large narratives.

			•		
					•
	DCFS seeks	to docume	ent Contacts	and associate	them to
appropriate records.					

Workload Standardization and Workload Management [Att. A, Section 1.1.4]

DCFS seeks to have a workflow engine to standardize business processes, track key events with due dates, and provide appropriate notifications so that activities are completed in a timely manner.





Supervisor Approval [Att. A, Section 1.1.5]





Internal Review [Att. A, Section 1.1.6]

DCFS seeks to document Internal Reviews by the supervisors and managers in case of special conditions and allow supervisors and managers the ability to override any information within the solution.



Document and File Upload [Att. A, Section 1.1.7]

DCFS seeks to allow users to upload documents, videos, and photographs on both the web and mobile applications.



Numbering [Att. A, Section 1.1.8]



Summary View [Att. A, Section 1.1.9]

DCFS seeks to have summary views for key records such as Clients, Cases, Providers etc. GovConnect already has pre-built summary views on Intake, Case, Person and Provider based on our human centered design.



Please refer to different sections within this document, such as *Client Information* [1.3], *Case Management* [1.6], and *Provider Management* [1.7],

Timestamps [Att. A, Section 1.1.10]

Auditing provides information about use of the system, which can be critical in diagnosing potential or real security issues.

Addresses [Att. A, Section 1.1.11]



For detailed explanation about routing directions and optimization, please see Travel [1.1.3].

Tracking [Att. A, Section 1.1.12]



Paperless Files [Att. A, Section 1.1.13]

DCFS seeks to maintain electronic documentation and generate "packets" of existing information for business purposes such as reviews.





Records Retention and Security [Att. A, Section 1.1.14]

DCFS seeks to maintain historical records indefinitely as per DCFS policy, Federal standards, and State Standards.

Logic Rules and Quality Control of Information [Att. A, Section 1.1.15]

DCFS seeks to incorporate automated data quality tools, mark fields are required, and monitor data quality.







1. Describe your solution's search features, including how you can search by different or multiple types of parameters, how searches are presented including whether specific searches have different formats/presentation, and how your solution maximizes the speed of retrieving search results.



For additional details, see our responses in *Search Parameters* [1.1.1.1] and *Presentation of Search Results* [1.1.1.2], within *Search* [1.1.1].

2. Provide a description of the availability of detailed client history across the entire system (not just by function) in searches (Refer to Sections 1.1.1 and 1.2.5 in Attachment A for the description of the business need.)

For additional details, see our response in *Checking for Existing Clients & Creating New Clients* [1.2.5] and *Client Search* [1.6.6] sections.

Attachment A: Section 1.1 General Functions; General Questions

3. A challenge for all DCFS staff is the optimization of travel. By way of example, an FSW may need to make multiple field visits at different places throughout their area and it is presently very difficult for that FSW to sequence those visits and plot an optimal route. How would your proposed solution help a State resource in identifying the optimal way to sequence and route field visits within his or her caseload? Are there different considerations for announced and unannounced visits?

		I

4. A travel related challenge for FSWs is the provision of travel to Clients for case-related purposes. By way of example, FSWs sometimes find that they have driven a Client to the same location where another FSW is also driving a different Client and those rides could have been shared. Describe how your solution would assist DCFS in determining efficient travel for FSWs.

See our response within Travel [1.1.2] for additional details.

Attachment A: Section 1.1 General Functions; General Questions

5. Describe your solution's workflow and workload capabilities. How will it save employee's time? How will it help them prioritize and address the most pressing tasks? How will supervisors and employees track and address key events?



In the solution, existing forms, workflow, business rules, and other configurations are well-documented





6. Describe your solution for providing notifications of due dates, including alerts or ticklers, and including notifications on mobile devices.



For additional details, see our response within *Travel* [1.1.2] and *Mobility* [1.14] for mobile related notification functionality.

Attachment A: Section 1.1 General Functions; General Questions

7. Describe any dashboards on desktops and mobile devices that you provide for reporting child welfare information.







8. Describe how your solution helps the State move towards a paperless state. Describe the types of files (video, audio, image) that can be supported in the electronic file and any advantages that offers over a paper-driven solution.





Additional details can be seen in our response within the *Paperless Files* [1.1.15].

9. Describe your solution's ability to capture narratives, contacts, and interviews while workers are in the field.





10. Describe your solution for doing automatic redaction within all types of documents, and for scanning all types of documents for specific words.

Attachment A: Section 1.1 General Functions; General Questions

11. Describe your approach for ensuring data quality within your solution.

Refer to our *Logic Rules and Quality Control of Information* [1.1.17] section above to see specific details on our data quality approach.

Referrals (Attachment A, Section 1.2)

DCFS requires a solution for capturing real-time referral information efficiently.



Section Highlights

Meeting Your Requirements





Reporting Parties [Att. A, Section 1.2.1]



Methods of Reporting [Att. A, Section 1.2.2]



Hotline [Att., Section 1.2.2.1]





Referral Information Capture [Att. A, Section 1.2.3]

Referral intake process in child welfare is complicated and difficult terrain. Intake staff must navigate a range of unpredictable family situations while making sure that the most relevant information is captured during the call. Intake staff require timely and accurate access to information to allow



Adding to an Existing Referral [Att. A, Section 1.2.6]

Sometimes people call back on the referral hotline and add new information to a previous referral they had reported, information that is crucial to the referral and can help serve the child and their family better.



Referrals Related to Providers [Att. A, Section 1.2.7]

We understand that in addition to referrals observed for children in their home environment, the Division also thrives to track and provide safety to children in care of providers, including kinship, foster care, or congregate care placement settings.



Referral Disposition and Merger [Att. A, Section 1.2.8]

We understand that in addition to capturing critical referral information, timely routing, and assignment of received referrals is essential to helping the children and families in need.



Referral Audit Trail [Att. A, Section 1.2.9]

Referral Overrides [Att. A, Section 1.2.10]

All the required information may not be available during the hotline call, and certain referral data elements occasionally needs to be modified as the referral review and investigation progresses in its life cycle. We understand the need to lockdown a referral at a specific point in the business process and significantly restrict the level of access to modify. This reduces the number of data scripts that are

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Other Hotline Responsibilities [Att. A, Section 1.2.11]

We understand that the hotline may receive requests to support additional functions which are related to helping ensure child safety, including death assessments, CARA Act-related inquiries, and fetal alcohol syndrome (FAS) information. Child welfare systems are reporting increases in cases involving Neonatal Abstinence Syndrome associated with opioid use during pregnancy because of the escalating rate of





Attachment A: Section 1.2 Referrals; Referral Questions

12. Describe the aspects or features of your proposed Solution that help solution users identify Referrals which may relate to the same incident or allegations (i.e. duplicate Referrals), and whether/how the solution handles consolidation of potentially similar Referrals.

Attachment A: Section 1.2 Referrals; Referral Questions

13. Describe how your solution assists Hotline staff to avoid creating duplicate clients.

Investigations and Differential Response (Attachment A, Section 1.3)

DCFS is firmly committed to performing timely investigations, protecting children, conducting health & safety checks, and identifying differential services to increase child's safety and promote their goal for permanency. To execute this mission, the Division is looking for systematic methods in the new CCWIS system that continues to route an investigation to either the Crimes Against Children Division (CACD) of the Arkansas State Police or to the DCFS Investigation Unit for investigation based on established protocols based on the priority to allow for prompt response for high priority cases.



Routing intake referrals to the appropriate unit based on the allegation(s) and severity is critical to the start of the investigation process. Arkansas utilizes Differential Response teams within DCFS to address some low and moderate risk allegations based on the referral information and system recommendations based on business rules that have been implemented in CHRIS. This business and system process are incorporated in the future system and is outlined in further detail in our response to *Differential Response (1.4.7)*. A holistic view of the family's engagement with the state, including originating referral, investigation and ongoing or historical cases, is crucial for workers to review documents, search case histories and determine the outcome of investigations. This holistic view is available to the investigation influences the next steps for the child and whether they can remain with their families and prevent entry into foster care.

DCFS seeks structured processes to complete investigations and determine subsequent actions and promote data sharing across business units and external agencies.

Meeting Your Requirements



Investigations & Differential Response Processes and Workflow [Att. A, Section 1.3.1]




Investigation Components [Att. A, Section 1.3.2]



to proactively alert workers of upcoming deadlines and escalate notifications to desktop and mobile devices when appropriate.



Findings and Determinations of Investigations [Att. A, Section 1.3.3]







Extensions to Timeframes [Attachment A, Section 1.3.4]

Arkansas needs the future CCWIS solution to allow Area Managers to have the capability to request extensions with the appropriate documentation submitted.



Child Maltreatment Central Registry [Att. A, Section 1.3.5]

Currently, most of the entry, reporting, and management of the Central Registry requires manual activities. DCFS wants to reduce manual process, specifically in processes related to the recording and maintenance of the Central registry.





Referral Assessments [Att. A, Section 1.3.6]



Child Fatalities, Near Fatalities, and Death Assessments {Att. A Section 1.3.6.1]



Differential Response [Att. A, Section 1.3.7]

In Arkansas, the routing and completion of the investigation may be completed by the Differential Response team depending on the referral information. If it is deemed a low to moderate risk allegation, then the DR team would most likely be completing the investigation. We also understand that the differential response process can be relatively different as compared to the investigation processes and timelines that are expected for a Priority-1 or 2 referral investigations conducted by CACD or ASP.

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Attachment A: Section 1.3 Investigations and Differential Response; Investigations/Differential Response Questions

14. Describe how your proposed Solution captures the information necessary to meet the State's obligations related to child fatalities and near fatalities, including the tracking and publication of certain related information.

The tragic nature of child fatalities and near fatalities and the importance of examining and publishing each referral to determine the cause. This is extremely important to assist departments and communities, to allow each of the parties to work together to prevent further tragedies. In Arkansas these cases are investigated by the Crimes Against Children Division (CACD) and GovConnect will allow this business process to continue.



Attachment A: Section 1.3 Investigations and Differential Response; Investigations/Differential Response Questions

15. Describe the functionality of your proposed Solution related to support and maintenance of a Child Maltreatment Central Registry.

DCFS' requirement is to optimize process for maintaining the Child Registry, thereby avoiding overhead and potential errors in manual maintenance of the registry.



Attachment A: Section 1.3 Investigations and Differential Response; Investigations/Differential Response Questions

16. Explain how your system will handle Differential Response. Include a description of how the proposed Solution transitions from the Investigations to the Differential Response pathway and vice versa.

Arkansas utilizes Differential Response teams within DCFS to address some low and moderate risk allegations based on the referral information and system recommendations based on business rules. Data fields captured as part of the referral process continue to be used as inputs for the Structured Decision Making Model (SDM) to derive specific outcomes and route the referrals to the correct business unit based on the record type (DR or criminal investigation), priority of the allegation or allows DCFS to screen it out if necessary.



Attachment A: Section 1.3 Investigations and Differential Response; Investigations/Differential Response Questions

17. Describe your solution for allowing staff to open multiple cases linked to one investigation.



Attachment A: Section 1.3 Investigations and Differential Response; Investigations/Differential Response Questions

18. Discuss how your solution facilitates notifications in investigations, such as notifying staff regarding key dates related to completion of due process and timely automatic notification letter generation.





Assessments (Attachment A, Section 1.4).

Protecting children, while stabilizing and restoring their families or achieving permanency for children, even for those who cannot go back home, is core to the mission of DCFS. To execute this mission, agency social workers having access to the right resources is critical. Assessments are utilized by DCFS staff members to navigate the range of unpredictable family situations and gain a better understanding of the parties and individuals involved. The State is interested in leveraging a modern assessment system to increase the efficiencies in populating assessments and enable DCFS to modify the assessments as improvements are identified. The information gathered from assessments like the Health and Safety Assessment and Life Skills Assessment aid case planning, health and safety reviews, risk evaluations, and other aspects of service provision.





Meeting Your Requirements

	_				
	-	-	-		
Att. A Reference	Functional Areas				
1.4.1	Assessments Used Today				
1.4.1	Assessments Used in the				

Att. A Reference	Functional Areas		
1.4.2.1	Data Capture		
1.4.2.2	Data Storage		
1.4.2.3	Data Display		
1.4.2.4	Mobility and Assessment		

Assessments Used Today... [Att. A, Section 1.4.1]

To help ensure workers can provide the most accurate recommendation for case planning, health and safety reviews, risk evaluations, and other aspects of service provision they need to have access to standardized tools and organized assessment results over time. These results and data come from over 15 types of assessments used by the DCFS staff members to standardize decision makings. The Family Advocacy and Support Tool (FAST) is one of the assessments utilized to support effective intervention when the focus of those efforts is on an entire family. Unlike the more individualized Child and Adolescent Needs and Strengths (CANS) and Adult Needs and Strength Assessment (ANSA) tools, FAST addresses the needs of



a family who are at risk of child welfare involvement, capturing the need for action on a 0-3-point scale. These are not easy decisions and an accessible and easily navigable assessment tool is required to support effective involvement. The AR CCWIS solution provides DCFS staff access to an up to date repository of assessments.

Assessments Used...in the Future [Att. A, Section 1.4.1]



Data Capture, Storage, and Display [Att. A, Section 1.4.2]

Data Storage {Att. A Section 1.4.2.2]

DCFS requires a data storage solution that not only provides security for the millions of sensitive documents in its system, but also mandates an increased configurability for DCFS staff users.



Data Display {Att. A Section 1.4.2.3]





Assessment Training or Certification

DCFS requires its assessment tool administrators to have a certain level of certification and training to be able to confront these potentially difficult questions.

Assessment Module Features.

Attachment A: Section 1.4 Assessments; Assessments Questions

19. Describe how your proposed Solution will be able to accommodate (provide a platform for completion and repository for information) both current and future assessment tools, including those developed by Evident Change (as discussed in Section 1.115 of Attachment A).



Attachment A: Section 1.4 Assessments; Assessments Questions

20. Outline how your proposed Solution links all information captured by assessments to relevant Cases(s) and any other relevant files, windows, and interfaces.



Refer to *Data Storage* [1.4.2.2] section above for more information.

Attachment A: Section 1.4 Assessments; Assessments Questions

21. Explain how your proposed Solution will display the results of assessments (including legacy assessment data) in an easy to read format, allow for printing of results when required, and ensure results are easily transferred or displayed for use in relevant reports.



Case Management (Attachment A, Section 1.5)

DCFS is firmly committed to children, youth, and their families receiving the highest quality services. A critical component for DCFS to provide service to families impacted by the child welfare system is efficient case management. In order to improve efficiency, we understand that DCFS is interested in a case management system that leverages current and future technologies, reduces time spent on system input, and allows DCFS staff to perform the duties necessary to protect and promote the well-being of children and families.

We understand that the new CCWIS system should be the official system of record within the State. Components of the case management system include maintaining case documentation, prioritizing case load, preparing case plans, and providing services that lead to permanent living arrangements.

The system should provide users with accurate and current information to manage caseloads and provide users with access to child, family, and case-specific information in order to make important and timely case decisions. In addition, supervisors should be provided with information to monitor and evaluate case decisions, program goals, and resource allocation while maintaining adequate privacy and security to protect confidential information and restrict access based on roles and permissions.



We understand that DCFS is interested in a system that identifies and provides electronic management of various case types and services with unique considerations, including, but not limited to Protective Services, Foster Care, and Adoption cases.

Meeting Your Requirements



Att. A Reference	Functional Areas	
1.5.1	Case Documentation	
1.5.2	Case Load Management	
1.5.3	Preparation of Case Plans/Ongoing Services	
1.5.4	Protective Services /In-home Services	
1.5.5	Family Reunification Service	s (Y)
1.5.6	Child Placement/Foster Care	
1.5.7	Interstate Compact on Placement of Children (ICPC	
1.5.8	Indian Child Welfare Act (ICWA)	
1.5.9	Transitional Youth Services (TYS)	
1.5.10	Adoption	
1.5.11	Adoption and Foster Care Analysis and Reporting System	

Case Documentation [Att. A, Section 1.5.1]

s.







Family Reunification Services [Att. A, Section 1.5.5]



Child Placement/Foster Care [Att. A, Section 1.5.6]



Change in Out-of-Home Placement [Att. A Section 1.5.6.1]

Change in placement is common and may be in the best interest of a child in foster care, whether planned or emergency

Interstate Compact on Placement of Children [Att. A, Section 1.5.7]

When determining the optimal placement for a child, caseworkers look at many possibilities. There are times when that examination results in placing the child with a family out-ofstate. The Interstate Compact on the Placement of Children (ICPC) was established to set up procedures that states can use to communicate with each other to maximize the safety and stability of out-of-state placements.



Indian Child Welfare Act [Att. A, Section 1.5.8]

The Indian Child Welfare Act (ICWA) is a federal law regulating placement proceedings involving children of Native American descent.



Traditional Youth Services [Att. A, Section 1.5.9]

Traditional Youth Services (TYS) prepares youth in DCFS custody who are in an out-of-home placement or whose adoption or guardianship is finalized at age 16 or after for a successful transition to adulthood.

Adoption [Att. A, Section 1.5.10]

DCFS supports adoption by a foster parent, provisional foster parent, or relative who has a well-established relationship with the child.



DCFS also assists in the placement of children in adoptive homes. In order to increase efficiency and reduce time spent on documentation for Adoption Specialists,



Adoption Subsidies {Att. A Section 1.5.10.2]

Once the adoption disclosure packet is completed, a subsidy packet is created and sent to the subsidy coordinator in the Central Office.

Adoption and Foster Care Analysis and Reporting System [Att. A, Section 1.5.11]



Attachment A: Section 1.5 Case Management; Case Management Questions

22. Describe the ways your solution leverages the results of an assessment to assist a user developing a Case Plan.

Attachment A: Section 1.5 Case Management; Case Management Questions

23. Discuss how your solution transitions cases from one type to another, including from a protective services case to an adoptive case or from a supportive services case to a protective services case.



Attachment A: Section 1.5 Case Management; Case Management Questions 24. Discuss how your solution will automate and improve the current process of matching appropriate potential adoptive families to eligible children.

We know that child welfare caseworkers serve on the frontlines of protecting America's most vulnerable children. Facilitating children's safety often involves working with fractured families and making difficult decisions—when to remove a child from a home, place a child in foster care, or reunify a child with his or her family, find a suitable parent for adoption — while minimizing the trauma child's experience. It is a tremendous responsibility carried out under some of the most challenging circumstances.



25. Describe your understanding of the Family First Preventative Services Act and how your solution will meet the requirements of the Act.

The Family First Prevention Services Act (FFPSA) is aimed at amending the IV-E entitlement to provide more federal resources for preventative services and maintaining family connections through kinship care. States must identify preventive services to maintain children in their homes with their family. When these services are evidence-based services at least 50 percent of the time helps to maximize federal funding for the State. Eligibility is evaluated as children are referred to the child welfare agency and then annually to identify FFPSA cases. FFPSA focusses on addressing the following:

- Changing how Title IV-E funds can be spent by States
- An age-appropriate and evidence-based review must be performed to determine if a qualified
 residential treatment program (QRTP) is the best fit for the client within 30 days of placement. Th
 court must approve or disapprove the placement within 60 days and continue to demonstrate each
 status review that the placement is beneficial to the youth. The client is qualified for the Title IV-E
 funds for as long as he/she resides in a QRTP facility
- Helps to ensure the necessity of a placement that is not in a foster family home by limiting two weeks of federal payments for placements that are not foster homes or qualified residential

treatment programs. Also defines a reimbursement-eligible family foster home as having six or fewer children, and a reimbursement-eligible child-care institution (CCI) as having 25 or fewer youth

• Family First Prevention Services Act states, territories, and tribes with an approved Title IV-E plan have the option to use these funds for prevention services that would allow "candidates for foster care" to stay with their parents or relatives. States will be reimbursed for prevention services for up



Client Information (Attachment A, Section 1.6)

Child welfare services are generally provided to families within the context of a multitude of other human services programs. To effectively achieve the goals of DCFS and help ensure child safety, social workers must have knowledge of the services their clients receive, and they must be able to refer and work across offices.

Integration with a division-wide unique identification system is imperative to streamline data exchanges and get important service information into the hands of case workers as they are making family plans to help ensure the safety of the child.



Meeting Your Requirements

-	-	
Att. A Reference	Functional Areas	
1.6.1	Master Client Index	
1.6.2	Client Defined	
1.6.3	Client Record Administration	
1.6.4	Elements of Client Information	
1.6.5	Validation or Acquisition of Client Information Through Interfaces with External Sources	
1.6.6	Client Search	

Master Client Index [Att. A, Section 1.6.1]

Interface with MCI and the Maintenance of Information in CCWIS [1.6.1.1].





Hierarchical Order of Client Information {Att. A Section 1.6.1.2]

In the fast-moving environment of Health and Human Services, we understand that information captured from referrals can at times conflict with the central EMCI repository.

Client Defined [Att. A, Section 1.6.2]

We understand that there are nuances as to who DCFS and the broader DHS define as a client. We acknowledge DCFS's definition for a client being an individual involved with a referral, investigation, differential response, assessment, or case as a child in care (in-home or out-of-home), sibling(s), family member(s), as well as the alleged perpetrator



Client Record Administration [Att. A, Section 1.6.3]



Functional Areas			
Active and End- Dated Client Status [Section 1.6.3.5]	Ø		
Client Information Retention [Section 1.6.3.6]	ď		

Elements of Client Information [Att. A, Section 1.6.4]



Client Identification	
Number	
[Section 1.6.4.1]	
Relationship Mapping	
[Section 1.6.4.2]	
File Upload	
[Section 1.6.4.3]	
Audit Trail or	
"Freezing" Client Data	
[Section 1.6.4.4]	



Validation or Acquisition of Client Information Through Interfaces with External Sources [Att. A, Section 1.6.5]

Client Information					
client mormation					
Validation of Social					
Security Number [Section 1.6.5.1]					
	-				
Vital Records					
[Section 1.6.5.2]					

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Client Information	
Immunization Records [Section 1.6.5.3]	
Drivers' Licenses [Section 1.6.5.4]	
Education Records [Section 1.6.5.5]	

Client Search [Att. A, Section 1.6.6]



Attachment A: Section 1.6 Client Information – System Proposal

1. Explain how your proposed Solution handles unknown Clients.

Attachment A: Section 1.6 Client Information – System Proposal

2. Explain how your proposed Solution handles Clients who are associated with multiple Cases. For example, if a Client is a mother in one Case but, in the next county, an Offender for a different Case, how would your proposed Solution account for this?

Attachment A: Section 1.6 Client Information – System Proposal

3. Describe your solution's process for merging and unmerging potential duplicate clients.

Provider Management (Attachment A, Section 1.7)

Providers are the backbone to the child welfare system. When children and families require services to preserve the family or when children need to be taken out of the home for their safety, services are rendered by the DCFS provider community. For DCFS to provide timely, consistent, and reliable service, providers must be recruited, evaluated, and maintained.

DCFS is responsible for maintaining the information for foster care and adoptive parents, contracted providers, daycare providers, organizations, and volunteers. The Division maintains a provider portal that allows providers


the ability to explore different ways in which they can be involved with children in need of services. DCFS requires that the new system addresses the pain points in the current module by making provider payments more efficient, accurate and timely. Additionally, DCFS wants to see how communication and interaction with different types of providers can be improved and made more transparent.

Meeting Your Requirements

Att. A Reference	Functional Areas			
1.7.1	Provider Types			
1.7.2	Provider Resource Directory			
1.7.3	Provider Search Capabilities			
1.7.4	New Providers			
1.7.5	Provider Ineligibility and Unavailability			
1.7.6	Volunteers			
1.7.7	Master Provider Index			

Provider Types [Att. A, Section 1.7.1]



Provider Resource Directory [Att. A, Section 1.7.2]



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Provider Search Capabilities [Att. A, Section 1.7.3]



Placement Provider Search and Communication [Section 1.7.3.1]





New Providers [Att. A, Section 1.7.4]

DCFS is seeking a solution that allows users to create entries in a Provider Resource Directory when the Division approves new providers. Providers need to be opened and approved before they can be engaged for services, receive placements, or access certain necessary functionalities in the Foster and Adoption Family Portal.

The safety and health of the child is paramount.



Foster and Adoption Family Recruitment {Att. A Section 1.7.4.1]



Approved Applications {Att. A Section 1.7.4.2]

A specialized team of resource workers at DCFS track foster and adoption family applications from inquiry to approval.



Provider Re-evaluations {Att. A Section 1.7.4.3]

The re-evaluation process occurs on a cyclical basis based on the type of provider. Periodic reevaluations are required for home studies, training, licensing, background checks etc.



Provider Ineligibility and Unavailability [Att. A, Section 1.7.5]

It is crucial that the DCFS is informed when providers become ineligible or unavailable to help ensure a guick response and prevent new placements.



Unavailability and Improper Provider Conduct {Att. A Section 1.7.5.1] The Division's need for a swift response upon receiving abuse-neglect allegations.



Licensure {Att. A Section 1.7.5.2]

With child safety as the utmost priority for DCFS, placement providers are examined with greater scrutiny before placing a child in their care. The provider licensing process is extensive and is recorded carefully. In the State, the Placement Residential Licensing Unit (PRLU) within the Division of Child Care and Early Childhood Education (DCCECE), is responsible for tracking the licensing and compliance for foster homes. Other types of residential placement services like Therapeutic Foster Care and Developmental Disability, are licensed by different agencies and have their own licensing processes.



Training {Att. A [Section 1.7.5.3]

Certain services offered by providers have training and certification requirements. The Provider Management module has a specific section for recording provider training information. Providers who deliver these services must meet training requirements in order to be eligible for services



Home Studies {Att. A Section 1.7.5.4]

Completion of a home study is required as part of the licensing process for foster homes. DCFS is required to conduct a physical home study to help ensure the safety of the child. Staff interview and visit potential foster homes in accordance with the Structured Analysis Family Evaluation (SAFE) standards. Results of the home study are recorded in the Provider Management module. Rules to determine the licensing of a foster home pick up these results automatically in the overall licensing process. Providers can see which stage of the home study process they are at as well as the results of the home study in the provider portal.



Alternative Compliance and Policy Waivers [Att. A Section 1.7.5.5]

Some providers request for an alternatives to comply with licensing regulations. Even though licensing is maintained with other agencies, DCFS requires the new system to track requests and status for Alternative Compliance and Policy Waivers.



Required Volunteer Information	
Background checks	Yes
Training hours	Yes
References	Yes
Emergency contact ss	Yes
Demographics	Yes
Confidentiality statements	Yes
Auto insurance	Yes
Availability	Yes
Additional information	Yes

Volunteers [Att. A, Section 1.7.6]

Direct and Indirect Volunteers can be recorded as separate Provider Types in the GovConnect solution. The flexibility of the solution allows users to define the requirements for each provider type. Direct Volunteers can be set up with clearance and training requirements. Indirect volunteers can be set up without these requirements. Similarly, both provider types are set up as unpaid providers as they are volunteers. As volunteers are set up as a type of provider, they are tracked through the provider management screens and can be tracked and maintained through the provider management workflow.

Master Provider Index [Att. A, Section 1.7.7]

Attachment A: Section 1.7 Provider Management – System Proposal

1. Discuss how your solution identifies available foster care placement matches and how it facilitates efficient ways to communicate with Providers for placements and decrease multiple contacts to the same provider (see Attachment A Section 1.7.3.1).

Attachment A: Section 1.7 Provider Management – System Proposal

2. Detail the approach that your solution uses to manage the foster provider recruitment, applications, and credentialing.

Attachment A: Section 1.7 Provider Management – System Proposal

3. Describe how your proposed Solution manages re-evaluations for Providers, especially for Providers that render two or more service types with different reevaluation dates.



Attachment A: Section 1.7 Provider Management – System Proposal

4. Describe how your proposed solution would provide the functionality currently supplied by the DCFS Foster and Adoption Family Portal.NET application.

Attachment A: Section 1.7 Provider Management – System Proposal

5. Describe the features of your solution that support timely entry and approval of Daycare requests for prompt Daycare provider payment.

Attachment A: Section 1.7 Provider Management – System Proposal

6. Explain how your solution handles reports of Provider abuse and how that impacts the availability of providers in your system.

Any allegations of abuse and neglect against a provider can be recorded within the Provider Management module. These claims may result in a Referral and Investigation. An allegation of abuse and neglect immediately changes the status of the provider to make them unavailable to offer services.



Title IV – E Eligibility (Attachment A, Section 1.8)

Helping to ensure a child's safety and preserving the family unit is the primary focus of casework. Maximizing federal drawdown for services paid by the state is the primary focus of the Eligibility Unit at DCFS. Title IV-E eligibility allows states to get reimbursed for a portion of the maintenance and administrative costs for eligible children in placement and adoption. Similarly, the Family First Prevention Services Act, allows states to claim federal funds for children receiving certain types of in-home services.

The Eligibility Unit is responsible for determining the initial and ongoing eligibility for children who enhance the federal claim. In addition to the service-related eligibility, the Eligibility Unit is also responsible for helping to ensure children receive Medicaid eligibility once in State custody or in Adoption subsidy placements. Like several states, the eligibility process in the State is primarily manual. Eligibility workers log into multiple State eligibility systems to get information manually and capture it in the current system. Manual processes can require increased administrative oversight and be prone to human error.



Additionally, the current system lacks a robust audit capacity which can increase the time workers spend on data entry and data verification.

	weeting	Your Requirements.			
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	Att. A Reference	Functional Areas			
		Functional Areas Medicaid Eligibility Determination	ľ		
	Reference				

IV-E Eligibility Determination [Att. A, Section 1.8.1]





Court Orders and the Finding of "Reasonable Efforts" {Att. A Section 1.8.1.1]

DCFS is required to make every effort to provide services that would maintain the family structure without removing a child from home. However, if removal is paramount to the safety of a child, DCFS is required to have a court order within 72 hours of removal for the child to be potentially Title IV-E eligible. In order to qualify for Federal funding, the initial court order should contain specific language around "reasonable effort to prevent removal" and "contrary to the welfare of the child." The Eligibility Unit has to verify and maintain records of the court orders as part of the eligibility file.



Medicaid Eligibility Determination [Att. A, Section 1.8.2]

When a child is removed from home, caseworkers may not have any medical information on the child. DCFS is required to evaluate a child for Medicaid within 24 hours of removal. Establishing Medicaid eligibility for a child in custody is critical for case workers to ensure children can receive necessary medical treatment.

The Eligibility Unit is responsible to complete Medicaid Eligibility for children in foster care, children receiving a Guardianship Assistance Program, adopted children in the ICAMA program, and children placed in other states through the ICPC program. Currently, the Eligibility Unit logs into multiple eligibility systems to determine Medicaid eligibility and then manually records this information in CHRIS. With the State's transition to the new integrated eligibility system, ARIES, the Eligibility Unit has to manually determine Medicaid eligibility in one system but continues to record the information in CHRIS.

Eligibility Unit Resource Management and Quality Assurance [Att. A, Section 1.8.3]

Currently, the work of the Eligibility Unit is manual and largely offline. Assignments for Eligibility workers are tracked manually offline and similarly, quality review of their work is done through a paper process.





Attachment A: Section 1.8 Title IV-E Eligibility – System Proposal

1. Describe how your proposed Solution effectively obtains and presents court orders for the Eligibility Unit's review.

Attachment A: Section 1.8 Title IV-E Eligibility – System Proposal

2. Describe how your solution provides the eligibility information for Medicaid determinations to users of the Solution so that the Medicaid results do not need to be manually entered, with sufficient security so that only appropriate staff are able to create, update, and review Medicaid eligibility determinations and results?

Attachment A: Section 1.8 Title IV-E Eligibility – System Proposal

3. The work of the Eligibility Unit is presently assigned, managed and quality controlled mainly offline (i.e. manually tracked on spread sheets, printed paper applications reviewed for quality). What functionality can be provided that will assist with automation of the Eligibility Unit?

Attachment A: Section 1.8 Title IV-E Eligibility – System Proposal

4. Eligibility determinations are subject to periodic Federal review. Does your proposed Solution offer any remote auditor access functionalities? If so, please explain how they function.

Attachment A: Section 1.8 Title IV-E Eligibility – System Proposal

5. How does your proposed Solution support the assignment, management, and quality assurance efforts of the Eligibility Unit, including ensuring accurate Title IV-E Eligibility determinations and the review, adjustment and tracking of payments to ensure the use of proper fund sources?



Attachment A: Section 1.8 Title IV-E Eligibility – System Proposal

6. Please discuss how your proposed Solution would reduce the time and effort needed for the entry and review of court orders.



Staff Management (Attachment A, Section 1.9)

DCFS is a 24x7 run agency which requires tools to manage the staff levels of case workers across the State to help ensure availability to respond to emergency situations and monitor caseload. Without appropriate tools, state agencies can find it difficult to identify and respond to staffing shortages in a timely manner.

Meeting Your Requirements

Transactions and critical touchpoints associated with child welfare demand that strict governance principles are in place to



oversee the chain of custody when it comes to data, the processes and procedures, and protocols associated with case work.

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Att. A Reference	Functional Areas	
1.9.1	Staff Directory	
1.9.2	Security Level Management	Ø
1.9.3	Unit Group Management	
1.9.4	Workload Management	r
1.9.5	On-Call Management	

Staff Directory [Att. A, Section 1.9.1]



State of Arkansas Comprehensive Child Welfare Information System (CCWIS) RFP No. 710-21-0048



Restricted Items {Att. A Section 1.9.2.1]

On-Call Management [Att. A, Section 1.9.5]



Attachment A: Section 1.9 Staff Management – System Proposal

1. Please explain how your proposed Solution tracks Staff training and certification, including the ability to block access to solution features if training or certification is absent or expired.

The extremely sensitive nature of child welfare data helps to ensure the need for controlled access to the information. Restricting access to databased on worker roles, assignments, location, designations, certifications, etc. cannot be overstated.



Attachment A: Section 1.9 Staff Management – System Proposal

2. Describe your solution's on call scheduling functionality for both DCFS and CACD.

Attachment A: Section 1.9 Staff Management – System Proposal

3. Explain how your role-based security works, including how cases can be restricted to a small group of individuals.





Functional Areas			
Data Security			
User Activity Monitoring	Ø		
Vulnerability Assessment	Ø	2	
Courte (Atte	chmont /	Section 1 10)	\$ e

Courts (Attachment A, Section 1.10)

DCFS requires a solution which supports efficiency in data sharing with the Arkansas state judiciary to support child safety and timely permanency decisions.





Meeting Your Requirements

Att. A Functional Areas Reference			
1.10.1 Tracking of Court	Information		
1.10.2 The Office of Chie	f Counsel		
1.10.3 Interface with the Administrative Of			
1.10.4 Provision of Infor Courts (Court Rep			
1.10.5 Affidavits			
1.10.6 Court Information			

Figure 102. Functional Areas and Benefits.

Review/Appeals Hearings

Administrative

Tracking of Court Information [Att. A, Section 1.10.1]

Many types of Cases require periodic hearings, judicial findings memorialized in orders, or other periodic or as-needed interactions with the court system.

1.10.7



{Att. A Section 1.10.1.1]

Presently, timeliness is manually tracked for a given court case, if tracked at all. Accordingly, DCFS has only limited insight into its performance managing the timeliness of these cases as well as the operations of judges or courts.





OCC Future System Access (Att. A Section 1.10.2.1)

As DCFS's counsel, OCC requires access to information about Cases and Clients.

Court Reports {Att. A Section 1.10.4.1]

The Court Report Statute specifies the hearings that require Court Reports, the information required in the Court Reports, the parties to whom copies of the Court Reports must be furnished, and the timing of the Court Reports' distribution.





Other Information Provided to Courts {Att. A Section 1.10.4.2]

After legal review through the DHS privacy office, DCFS furnishes additional information to a court other than the provision of Court Reports pursuant to the Court Report Statute. The preparation of this information occurs with sufficient uniformity and frequency

Affidavits [Att. A, Section 1.10.5]

Court Information on the Foster Adoption Family Portal [Att. A, Section 1.10.6]

Foster/Pre-Adoptive/Adoptive parents are considered as team members working with other child welfare professionals for the family. As such, foster/adoptive parents are entitled to receive certain information regarding children who are placed in their home.

The State desires some of this information to be readily available on the Foster/Adoptive Parent Family Portal.



Administrative Review/Appeals Hearings [Att. A, Section 1.10.7]



Some decisions of DCFS are appealable to administrative law judges within the State's Office of Appeals and Hearings. This process provides an opportunity for parties to contest certain DCFS decisions. DCFS must retain complete case documentation in the event of appeal. Information must be complete and contain necessary information to support the DCFS initial decision.

Additionally, there must be functionality to override and edit previously entered

information and findings in the system in the event of that a previous determination is changed by the Administrative Law Judge.

Court Features.



Attachment A: Section 1.10 Courts – System Proposal

1. Please explain how your proposed Solution will allow DCFS to track its adherence to court timelines, operations, and outcomes, and assess courts', judges', and its own performance in accordance with those timelines.

Attachment A: Section 1.10 Courts – System Proposal

2. Please explain how your proposed Solution will support DCFS's preparation and distribution of Court Reports.



Attachment A: Section 1.10 Courts – System Proposal

3. Describe your solution for creating packets of multiple documents for the preparation of Affidavits, and the preparation and distribution of other documents or information for the Courts.


Interfaces (Attachment A, Section 1.11)

Integrating relevant data sources increases the information available to caseworkers and providers caring for Arkansas's children and families.



	-	
Att. A	Functional Areas	
Reference		

Referenc	e		
1.11.1	Anticipated Data Exchanges and Data Exchange Partners at Implementation		
1.11.2	Current Applications External to CHRIS	ſ	
1.11.3	Future Interfaces and Interface Partners		
1.11.4	Interface Security and Quality		
1.11.5	Integration of Evident Change Portal		

Figure 111. Functional Areas and Benefits.

Anticipated Data Exchanges and Data Exchange Partners at Implementation [Att. A, Section 1.11.1]

We understand that the current DCFS CHRIS system has real-time/batch bi-directional data exchanges with internal and external systems.

Current Applications External to CHRIS [Att. A, Section 1.11.2]

We understand that the current CHRIS system is supported by multiple web-based applications.

Future Interfaces and Interface Partners [Att. A, Section 1.11.3]



Interface Security and Quality [Att. A, Section 1.11.4]

Integration of Evident Change Portal (DCS) [Att. A, Section 1.11.5]



Attachment A: Section 1.11 Interfaces – System Proposal

1. Describe your approach to working with interface partners to ensure agreements are reached and interfaces are in place on a timely basis prior to go-live of the solution. Discuss your proposed Interfaces Plan, what it will consider and how it will factor the needs and resources of the State.

Attachment A: Section 1.11 Interfaces – System Proposal

2. Describe how your proposed Solution will meet or exceed any minimum type and frequency of access requirements for the solutions, databases, applications, and other interface partners listed in Attachment A Section 1.11.1.

Attachment A: Section 1.11 Interfaces – System Proposal

3. Detail, by interface, whether you are able to develop the interfaces listed as either Tier 1 or Tier 2 in Attachment A Sections 1.11.1 and 1.11.2.

Attachment A: Section 1.11 Interfaces – System Proposal

4. Describe your approach to testing interfaces. Include information regarding testing environment, coordination with interface partners, confirmation of data accuracy and correct operation within the Solution, and frequency and timing of testing.

Successfully integrating with Federal, State, Internal and External data exchange partners requires a dedicated approach for testing. We understand that testing interfaces is not just transfer of data and establishing the network and system connections but to make sure the data coming in or going out of the system is serving the business purpose. Testing interfaces is important as it helps ensure seamless functioning and performance of data-driven applications and partnering agencies, by verifying the communication between the database, networks, and systems.



Attachment A: Section 1.11 Interfaces – System Proposal

5. How will your proposed Solution account for the fact that, at present, Court dockets and DCFS cases are labeled with different names (the former being the child's last name, the latter the mother's)? How will this interface allow critical information from the Court's solution to reach relevant users in your proposed Solution?

We understand that DCFS and the AOC cur an existing challenge for DCFS to process the	rrently track the cases using different search criteria and it is the Court hearing details.
	s

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Attachment A: Section 1.11 Interfaces – System Proposal

6. Describe how your proposed Solution will ensure all Interfaces meet State and federal security standards, including those related to confidentiality and privacy as well as ensuring the Solution facilitates bi-directional sharing of data for all Required Data Exchanges to comply with 45 CFR 1355.52 (e) and (f).



Attachment A: Section 1.11 Interfaces – System Proposal

7. Explain how your proposed Solution will ensure all Interfaces exchange and communicate required data without error and within required timeframes. If there are errors, delays, or disruptions in real-time or batch processes how will your solution handle those issues and recover any missed data?



Attachment A: Section 1.11 Interfaces – System Proposal

8. Describe how your proposed Solution will interface with State travel systems to streamline the employee travel reimbursement process.

Currently DCFS staff uses the TR-1 application to enter the travel expenses. The worker manually enters data and upload receipts to TR-1 application. Once the staff has entered the information, the workflow is triggered to send the information to the supervisor for approval. Once the supervisor approves the expense, the expense details are sent to the AASIS payment system for payment on a nightly basis.

Attachment A: Section 1.11 Interfaces

9. How does your proposed solution link work that is done inside the Solution to an external travel solution to make travel more efficient, supervisory approval faster and easier, make reimbursement of travel more efficient, and make documentation of travel by workers simpler and faster with less duplication of data entry and information.



Attachment A: Section 1.11 Interfaces

10. Describe how you will integrate the various tools developed by Evident Change described in Attachment A Section 1.11.5.

Reporting (Attachment A, Section 1.12)

Robust Business Intelligence (BI), reporting, and data analytics capabilities are critical to informed policy and decision making by Health and Human Services organizations. Having the ability to break down siloes and consolidate reporting capabilities across the enterprise allows actionable information to make its way to decision makers.







Meeting Your Requirements

Att. A Reference	Functional Areas	_	
1.12.1	Key Federal Reports		
1.12.2	Functional and Operational Reports		



Figure 120. Functional Areas and Benefits.

Key Federal Reports [Att. A, Section 1.12.1]

We understand that Arkansas DCFS expects the CCWIS system captures the relevant information needed to support the Federal reporting and data submission requirements primarily focusing on AFCARS, NCANDS and NYTD. While the system should enable the DCFS staff to manually inspect and review the data prior to submission, it expects that quality controls to be put in place that audits and balances the data prior to submission and requires minimal review. Importantly, the system should be able to automatically generate the report natively without need for manually exporting the data and formatting to meet the reporting needs. Lastly, reports and data submissions are expected to meet the Division's security and privacy requirements.



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AFCARS Att. A [Section 1.12.1.1]



NCANDS Att. A [Section 1.12.1.2]



NYTD Att. A [Section 1.12.1.3]

To support the National Youth in Transition Database, DCFS must compile the information on youth in foster care, including gender, race, ethnicity, date of birth, and foster care status. The information on the outcomes is also collected for those youths who have aged out of Foster care.



Title IV Reports [Att. A Section 1.12.1.4]

We understand that the "Client Payment History report" is a complex daily report that provides the DCFS with the consolidated data for client demographics, provider and service provision details, details about the provider's rates, payments made to them, the invoice details and how these payments are funded. Additionally, it includes child's placement dates like return, removal, entry, and exit. Lastly it includes how the funds are adjusted between DCFS and ACF for the benefit of the client. This report is required by DCFS to support audits conducted by ACF every three years.

Family First Reporting [Att. A Section 1.12.1.5]

As part of the FFPSA, the states can spend the Title IV-E funds for prevention services that would allow "candidates for foster care" to stay with their parents or relatives. States will be reimbursed for prevention services for up to 12 months. A written, trauma-informed prevention plan must be created, and services will need to be evidence-based.





Development of Additional or Ad Hoc Reports [Att. A, Section 1.12.4]





Attachment A: Section 1.12 Reports – System Proposal

1. Describe your approach to meeting DCFS reporting requirements. Include a description of the report or query builder tool that would enable State users to develop their own reports, save reports, and automate the production of reports.

Attachment A: Section 1.12 Reports – System Proposal

2. How does your proposed Solution support the generation of AFCARS, NCANDS, and NYTD data? How does it minimize the burden of cleaning this data prior to submission? What method do you use to gather the information required for the NYTD report?



Attachment A: Section 1.12 Reports – System Proposal

3. Describe your solution for doing the multitude of reports that DCFS must generate, such as reports to the legislature, daily management reports, tracking reports, financial reporting, and compliance with state and federal laws and policies.

Attachment A: Section 1.12 Reports – System Proposal

4. Outline how your proposed Solution will help display and report high-level data trends across relevant populations over time.

Attachment A: Section 1.12 Reports – System Proposal

5. Describe how your solution allows users to generate their own reports or dashboards, including the ability to help individual workers manager their tasks and/o caseloads.



Financial Management (Attachment A, Section 1.13)

A critical mission of the Financial unit is to ensure that providers of placements are paid promptly for services provided and that providers working with the children and families of DCFS receive appropriate reimbursement. Managing funding sources efficiently and maximizing federally matched dollars is also critical to the success of the financial unit. Arkansas requires an efficient and automated process that pays correctly and requires less intervention by workers, enabling more time to be spent in the field directly helping clients. At the same time, we recognize that there is a need to configure processes needed for approval and reviews of invoices before those are paid out in specific situations. DCFS requires documentation for any changes to financial payments or



changes in funding sources to have clear visibility into how and why a service is being paid with specific federal or state funds.

A critical component of any child welfare agency is tracking, and validating costs incurred while serving children and families across the state. In Home services, foster care services, and recurring adoption and guardianship payments must be made accurately and in a timely manner using appropriate funds for the combination of service, child, and provider in order to keep the organization running efficiently and maximize use of match funding.

Meeting Your Requirements





Figure 132. GovConnect supports each of the Financial Management business requirements.

Provider Payments and Contracts [Att. A, Section 1.13.1]

DCFS pays providers for services rendered either through direct pay or via contracts. Most foster homes are paid through client board payments. Service providers and large placement providers like residential treatment facilities are paid through contracts.





Providers Paid Pursuant to a Contract for Services Att. A [Section 1.13.1.1]

Currently, DCFS has multiple systems to track and pay contracted providers. Each application collects different pieces of information regarding the provider, contract, and service. Some, but not all the information, is transmitted to CHRIS. Payments generated from CHRIS are paid by AASIS, the State's Financial and Administrative system. This multi-layered process to process and pay contracted providers on a regular basis causes delays in payments, communication and most importantly, a potential gap of essential service for the child.



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Encumbrance [Att. A Section 1.13.1.3]

Contracted providers can provide services only after the funds have been encumbered. Some providers can have services pre-authorized and later encumbered. Currently, the encumbrance process is extremely manual at every

stage, depending on several people completing manual steps before the provider can contact the client for services. Additionally, the encumbrances are associated with specific clients rather than allowing for services to be provided to multiple clients. This further slows down providers from delivering essential services to children and their families.



Providers Who Are Paid via Client Board Payments [Att. A Section 1.13.1.4]

Foster families, adoptive families and some contracted placement services are paid on a regular and consistent basis. Their rates are usually set at the service type level which also defines whether the service type is eligible for automatic payments.

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Provider Overpayments and Recoupments {Att. A Section 1.13.1.5]

Daycare Providers [Att. A, Section 1.13.2]

DCFS is responsible to provide daycare for children in custody. Many of these children are also eligible for subsidy through the Division of Child Care and Early Childhood Education (DCCECE). Currently, DCFS pays daycare providers directly and then seeks reimbursement from DCCECE. DCFS is required to show pre-authorization and accurate invoices to be reimbursed promptly. They currently face challenges in getting accurate invoices from daycare providers and they are also faced with the challenge of helping to ensure case workers enter childcare authorizations in a timely manner.





Attachment A: Section 1.13 Financial Management – System Proposal 1. Describe how your proposed Solution supports the encumbrance process.

Attachment A: Section 1.13 Financial Management – System Proposal

2. Describe your Solution's functionality for processing Board Payments (payments to Foster Parents and other providers), including off-cycle payments and payments at Special Board Rates. What approach do you propose for automating the Board Payment process to ensure that placements are documented into the system for timely payments?



Attachment A: Section 1.13 Financial Management – System Proposal

3. Describe your proposed Solution's capability to track all expenditures for all children receiving services from Providers, including both Placement and Non-Placement providers.



Attachment A: Section 1.13 Financial Management – System Proposal

4. Describe how your solution tracks contract information, recoupments, service rates, and units of services available and remaining, (i.e. how much of the contract money remains unencumbered).

General Functions - Mobility (Attachment A, Section 1.14)

Caseworkers bear the burden of balancing the provision of services and being responsible for the children and family in custody versus administrative case management responsibilities. Natural time lags between case activities and documentation of the events could result in case record data quality issues and increased inefficiencies in the business process. DCFS workforce need that information timely to be able to make and support informed decisions, most of which are time sensitive. Field workers need tools that enable them to complete documentation quickly and easily at the time of contact. Imagine capturing goals and tasks on a mobile device while sitting with the family, referring a client for services in their neighborhood while they are in front of you, or communicating personal safety concerns with your supervisor –



Meeting Your Requirements

An essential component of the CCWIS project is the creation of a modern system that offers the functions and flexibility required to serve the diverse needs of Arkansas's CCWIS users.











Attachment A: Section 1.14 General Functions – Mobility – System Proposal

1. What can your solution do on a mobile device with connectivity? What can your solution provide on a mobile device without connectivity? What cannot be done on a mobile device at all?

Attachment A: Section 1.14 General Functions – Mobility – System Proposal

2. What is your proposed Solution's ability to upload documents and files, including but not limited to: maximum file size, speed, mobile capabilities, and picture and video upload capabilities?

Deloitte.



Business Proposal

Technical Proposal Packet

Bid No. RFP 710-21-0048

Arkansas Comprehensive Child Welfare Information System (AR CCWIS)

Submission Date: July 2, 2021


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Business Proposal

Adherence to Federal Requirements (RFP 2.13 and 2.14)

RFP Section 2.13 and 2.14 Adherence to Federal Requirements – Business Proposal

1. Please confirm your acceptance of ACF's software licensing requirements listed in RFP Section 2.13.

Deloitte acknowledges and accepts ACF's ownership/software licensing requirements listed in *RFP Section 2.13.*

RFP Section 2.13 and 2.14 Adherence to Federal Requirements – Business Proposal

2. Please confirm your ability to adhere to all applicable federal requirements listed in RFP Section 2.14.

Deloitte acknowledges the applicable federal requirements and confirms our ability to adhere to the requirements in *RFP Section 2.14*.

Minimum Qualifications – Business Proposal (RFP 2.2.12)

RFP Section 2.2.12 Minimum Qualifications – Business Proposal

1. Please explain how you meet all of the Minimum Qualifications set forth in RFP Section 2.2.12. Specifically address each, by number. To the extent that a Subcontractor is the means by which a Respondent meets a Minimum Qualification, please identify this.

2.2.12.1 Financial Stability

2.2.12.2 Experience in Child Welfare

(In preparing your explanation for criteria 2.2.12.2, please also explain how your proposed Project Manager has the required child welfare experience and complete the Child Welfare Client History Form located at the end of this Technical Proposal packet)

2.2.12.3 Experience in System Transition

2.2.12.4 Proposed Solution (or Component Thereof) in Use in Child Welfare

2.2.12.5 Experience Producing Federal Reports

2.2.12.6 Experience with Mobility

2.2.12.7 Experience with Privacy

Deloitte meets each of the minimum qualifications outlined in RFP Section 2.2.12, as detailed below:

Financial Stability



Experience in Child Welfare

Deloitte has extensive experience in implementing new systems, streamlining program processes, and improving operations. We care deeply about the issues facing at risk and foster care youth, serving clients, and investing in innovative tools focused on improving outcomes for children.

We have also provided details in Attachment N – Child Welfare Client History Form within our **Technical Proposal Packet – Attachments and Forms**.

Experience in Solution Transition



Proposed Solution (or Component Thereof) in Use in Health and Human Services or an Analogous Commercial Setting



Experience Producing Federal Reports



Experience with Mobility

Deloitte has been an innovator in the delivery of mobile solutions that enable human services case work.

We have implemented mobile accessible solutions that provide access to data and tools where and when child welfare case workers need them most.

Experience with Privacy

Deloitte is a global leader in providing cyber security and privacy consulting services. We have a dedicated Cyber Risk Practice and bring a strong understanding and insights to the sensitivity of Child Welfare system data, including HIPAA.

More information on our

experience with privacy can be found in the *Privacy, Confidentiality, and Security [2.10]* section below.

Company Information and Experience

Company Information and Experience – Business Proposal

1. Describe your company and all subcontractors and their roles on this Project. Please explain why you would be a stable and dependable Contractor for the state. Please confirm whether your subcontractors have, or do not have, signed agreements or letters of intent. Please explain the role of each subcontractor and the anticipated extent of their involvement.

Deloitte is distinguished by its broad capabilities, deep industry knowledge, and ability to implement the advice we provide. This broad range of capabilities means that that we can draw upon specialized resources and skillsets when needed to help solve complex and challenging problems for our clients. **Deloitte will be the prime contractor on this project**





Company Information and Experience – Business Proposal

2. Describe your experience on similar projects for similar clients. In particular, please describe your child welfare systems experience. Please demonstrate your experience in leading the design, implementation, and support of large human services information systems systemin a timely and cost-efficient manner.

a. Describe three large human services DDI projects completed or substantially completed of similar size, scope and complexity to the Project identified in this RFP within the last 5 years.

b. Demonstrate proven experience with system development lifecycle methodologies and with the development environment that Proposer is proposing for this Project.



Deloitte's Proven Child Welfare Experience

. The following figure provides an overview where we have assisted similar clients with their transformation to a new child welfare information system.



Experience with the US DHHS Administration for Children and Families

Innovation



Large Human Services DDI Project Experience

As requested, we provide details regarding three large Human Services DDI Projects that Deloitte has completed (or substantially completed) in the last five years





System Development Lifecycle Methodology: EVD for Hybrid Agile

Development Environment Experience: GovConnect for Child Welfare



Project Governance and Project Management (RFP 2.3)

RFP Section 2.3 Project Governance and Project Management - Business Proposal

1. Discuss your experience with collaborating with the Project Governance Body and the state's PMO, including how you will incorporate feedback and direction. Describe how you will work cooperatively and effectively with the PMO and the IV&V oversight vendor.



RFP Section 2.3 Project Governance and Project Management - Business Proposal

2. Describe your project management methodology, tools and techniques that will be used to support the project from initiation through M&O which addresses the state's business needs including deployment of the solution, and support of the solution throughout its lifecycle. Describe policies and procedures employed to ensure the timely completion of tasks to a level of quality expected of a professional firm.



3. Describe your risk and issues management approach, including interactions between you and the state in this process. Describe any expected risk areas and initial mitigation plans. Include references to the use of any specific methodologies, as well as any specific tools being used.



4. Describe your approach to managing the project lifecycle and M&O documentation. This should include, at a minimum, a discussion regarding the repository that will be used to store and share project and M&O documentation, and the approach to ensuring project team members use the repository, maintaining documents, document security, repository back-up and transition of ownership at the end of the Contract period.



RFP Section 2.3 Project Governance and Project Management - Business Proposal

5. Provide a draft Integrated Project Management Plan, Project Schedule, and Project Status Report template.

6. Describe how you will develop and manage an integrated master project schedule.



7. Discuss your deliverable development, submission, quality assurance, and review process, including your standard timelines for deliverable reviews.



Step 1: Establish Expectations for Project Deliverables

Step 2: Create Deliverable.

Step 3: Deliverable Review & Acceptance

RFP Section 2.3 Project Governance and Project Management - Business Proposal

8. Describe your Project Change Management approach and explain how you follow the Project Change Management process, providing examples from previous experience where applicable.



9. Explain your understanding of Organizational Change Management and your approach and role in this project activity.



Overall SDLC Approach (RFP 2.4)

RFP Section 2.4 Overall SDLC Approach - Business Proposal

1. Describe your proposed SDLC methodology for the solution. Include in the response a description of what you believe will be an effective SDLC methodology for both your proposed Solution and for the state during the implementation of the proposed Solution. This should focus on how the different phases interrelate to ensure the requirements are further defined and result in a tested solution which addresses the state's business objectives.



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2. If you are proposing a COTS solution, describe how you define the terms Customization and Configuration. Describe how your COTS product of service will provide a more economical, efficient, and effective approach to service delivery and program administration than the use of a custom built or transferred IT solution.





3. Describe the protections and safeguards that clearly demonstrate that the state maintains complete administrative control and ownership of its data. Describe how the state will retain ownership of its data stored transformations so the state's data may be reliably and easily extracted in industry standard formats.



4. Describe your plan for designing the Solution Architecture, including the set of technologies that support the Solution, detail the software components, design patterns, technology infrastructure and the conceptual, logical and physical architectures for the solution.





5. Describe the environments you require to complete this project and the necessary hardware, software and tools required for each required environment. This should include all environments being proposed. This description should include all hardware and software items that will be required to make each environment functional and how these will leverage/can be leveraged by other state related efforts (if applicable).



6. Describe how you intend to maintain physical and logical security of the solution and its implementation relative to the services it provides. Provide a draft Solution Security Plan.





Figure 30. Security Leading Practices.





System Design, Development, and Implementation (RFP 2.5)

Planning and Management [RFP Section 2.5.1]

RFP Section 2.5 Solution Design, Development, and Implementation - Business Proposal

2.5.1 Solution Design, Development, and Implementation: Planning and Management

1. Describe your approach to ensure the quality of the project and solution and include details on: management of Federal, state, and project requirements through the traceability matrices, change readiness, and metrics to analyze quality goals, compliance, and management of defect and issue tracking.

Management of Federal, State and Pr	roioct Poquiromonto		
ivianagement of rederal, State and Pr	oject Requirements.		



Figure 35. Five-Step Approach for Managing Risks and Issues.

RFP Section 2.5 Solution Design, Development, and Implementation - Business Proposal

2.5.1 Solution Design, Development, and Implementation: Planning and Management

2. Describe your approach to how you will work with the state during the bootcamp and project kick off period to ensure roles, responsibilities, and expectations are identified and documented, and training or other preparedness activities have occurred to adequately prepare the state for requirements validation sessions.

RFP Section 2.5 Solution Design, Development, and Implementation - Business Proposal

2.5.1 Solution Design, Development, and Implementation: Planning and Management

3. Describe your process for managing your project team composition, as well as the coordination approach with other project entities including state staff and others.

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RFP Section 2.5 Solution Design, Development, and Implementation - Business Proposal

2.5.1 Solution Design, Development, and Implementation: Planning and Management

4. Provide a table with sufficient detail to demonstrate how your product or solution meets – or contributes to meeting –1355.52 (a) - (h) and 1355 53, including, at a minimum, modular design, plain language, and sharing and reusability requirements.

RFP Section 2.5 Solution Design, Development, and Implementation - Business Proposal

2.5.1 Solution Design, Development, and Implementation: Planning and Management

5. Describe your overall plan, roles and responsibilities, and key activities necessary to promote data quality within the Future System, including how you will continually track, monitor, and report on the status of compliance during the project.

Requirements Validation [RFP Section 2.5.2]

RFP Section 2.5 Solution Design, Development, and Implementation - Business Proposal

2.5.2 Solution Design, Development, and Implementation: Requirements Validation

1. Describe your process for requirements validation, including how you will work with the state to understand the solution requirements and how you will review and validate the detailed Functional and Non-Functional Requirements documentation.



RFP Section 2.5 Solution Design, Development, and Implementation - Business Proposal

2.5.2 Solution Design, Development, and Implementation: Requirements Validation

2. Describe how you will take into account state resource constraints when building the requirements validation schedule (staggered sessions, not having multiple meetings in parallel, adequate duration) to ensure state resources can participate in the required sessions to complete a detailed analysis of what needs to be built in the Future solution based on Arkansas' unique requirements and child welfare practices.
Design and Development [RFP Section 2.5.3]

RFP Section 2.5 Solution Design, Development, and Implementation - Business Proposal

2.5.3 Solution Design, Development, and Implementation: Design and Development

1. Please fully describe your proposed approach to design and develop the solution. Please include, in your description, the project documentation you propose to create with and for the state and its PMO, any expectation or need you have for state support or resources, a description of what you believe will be an effective approach to validating the requirements and developing detailed designs (e.g., JAD sessions, usability studies, managing policy changes), and how business requirements are translated into solution architecture.

A. If your approach is a Waterfall approach, what are the proposed steps?

If your approach is an Agile approach, what are the proposed steps, how long is each sprint, and how do you propose to deal with the backlog?

B. If your approach is an Agile approach, what are the proposed steps, how long is each spring, and how do you propose to deal with the backlog?







2.5.3 Solution Design, Development, and Implementation: Design and Development

2. Describe your expectations for state staffing of the project, including both business and technical staff. Include detail for both full-time and part-time expectations and identify the key points where state participation is critical to success. If you are proposing an Agile solution delivery methodology, describe staffing requirements for state Product Owners (s), including where they are Responsible or Accountable for review or approval activities within Sprints or Iterations. Similarly, if you are proposing a Scaled Agile framework, describe the key points where state Product Owners (POs), stakeholders, or key executives are required to provide approvals of the that features have been developed.

2.5.3 Solution Design, Development, and Implementation: Design and Development

3. Describe how you will work with the state to design and develop a solution that reflects the desired future state and does not merely replicate features, functions, and processes in the legacy CHRIS system. Include how you will ensure the solution supports modularity, is based on user experience and user design principles, addresses the needs of users and other stakeholders, and provides the efficient, economical, and effective administration of DCFS programs.

Testing [RFP Section 2.5.5]

RFP Section 2.5 Solution Design, Development, and Implementation - Business Proposal

2.5.5 Solution Design, Development, and Implementation: Testing

1. Describe what you believe to be an effective testing approach to ensure that the solution is functioning and processing data correctly. This plan should include the testing approach from unit testing through UAT. This should also include a discussion regarding the anticipated level of automated testing scripts and how these will be handed off to the M&O team for ongoing regression testing, as well as a thorough description of how you will work to ensure all project and design requirements are identified, tested, and validated, including critical activities related to achieving compliance to Federal requirements documented within 45 CFR 1355.52 (a) - (h) and 1355.53.







2.5.5 Solution Design, Development, and Implementation: Testing

2. Describe the processes, activities, and steps you will use to ensure that by the time UAT is started, the incidence of defects is limited so that UAT and end-to-end testing can be completed within identified timeframes. Describe the roles and responsibilities and support that will be provided during UAT.



Steady state (Warranty Period) [RFP Section 2.5.7]

RFP Section 2.5 Solution Design, Development, and Implementation - Business Proposal

2.5.7 Solution Design, Development, and Implementation: Steady state (Warranty Period)

1. Describe how you plan to identify, classify, and manage any required warranty fixes including the timing for doing fixes and how this will integrate with the M&O processes.

Data Quality, Data Conversion, and Migration [RFP Section 2.5.4]

RFP Section 2.5 Solution Design, Development, and Implementation - Business Proposal

2.5.4 Solution Design, Development, and Implementation: Data Quality, Data Conversion, and Migration

1. Describe your approach to Data Conversion that will optimize the level of automated conversions including the tools that will be used. Describe your approach in detail around mapping of data elements between the source and target solutions, extraction, transformation, and load.



2.5.4 Solution Design, Development, and Implementation: Data Quality, Data Conversion, and Migration

2. Describe how you will ensure data and information integrity and consistency in the solution, both during conversion and migration and thereafter, per CCWIS requirements.



2.5.4 Solution Design, Development, and Implementation: Data Quality, Data Conversion, and Migration

3. Describe your approach to testing converted data.

RFP Section 2.5 Solution Design, Development, and Implementation - Business Proposal

2.5.4 Solution Design, Development, and Implementation: Data Quality, Data Conversion, and Migration

4. Provide a draft Data Conversion Plan, including a high-level schedule that supports ensuing data is clean, accurate, and complete in advance of the corresponding UAT period.

Implementation and Go-Live [RFP Section 2.5.6]

RFP Section 2.5 Solution Design, Development, and Implementation - Business Proposal

2.5.6 Solution Design, Development, and Implementation: Implementation and Go-Live

1. Describe your methodology, tools, and techniques for rolling out the Future System according to the state's desire for a limited phased approach. Describe how you will work the state to plan, deploy, exercise, and validate full readiness and preparedness across people, processes, data and technology in a pre-production or production environment. For the Pilot, describe the resources, roles and responsibilities and high-level strategy and approach for doing a Pilot that validates implementation readiness, but also mitigates risks for engaging a large segment of end-users who are focused on existing child welfare and case management activities in the legacy system.





2.5.6 Solution Design, Development, and Implementation: Implementation and Go-Live

2. Describe your approach to successful phased deployment strategy, considering geographically remote locations that may require an extended period of time for roll-out, including communications, training (including multiple types of materials – online refresher training, desk-side support tools, and tips and hints, known and approved workarounds), and on-site support to ensure users have a positive experience with adopting to the new platform, processes, and tools.

2.5.6 Solution Design, Development, and Implementation: Implementation and Go-Live

3. Describe how Organizational Change Management (OCM) and training activities will be completed for both the Referral module and the remaining modules, features, and functions to ensure that both populations have adequate time to prepare, sufficient time to attend training, and have the proper communications to successfully mitigate implementation risks and end-user acceptance of the new solution.



2.5.6 Solution Design, Development, and Implementation: Implementation and Go-Live

4. As part of change management and readiness, provide an overall strategy based on previous experience with similar projects. Include a detailed list of roles, responsibilities and activities for the various Go-Live support activities, including the War Room, Contractor-led on-site support, and potentially the use of state Change Champions or Super Users across various counties to ensure users and supported and able to seamlessly and efficiently use the new system.

2.5.6 Solution Design, Development, and Implementation: Implementation and Go-Live

5. Describe how state acceptance will be documented and the implementation phase of the project closed out, including final testing and validation that all compliance criteria have been met, and if requirements or compliance activities have not been met, describe your approach to work with the state to document those gaps.



System Hosting (RFP 2.6)

RFP Section 2.6 System Hosting - Business Proposal

1. Describe how you propose to host the solution. Please include all components (e.g. OS, servers, data center, network, storage etc.) and the related managed services (e.g. back-up, disaster recovery) required to provide the hosting as a service. Describe how you will provide, operate, and maintain the facilities and technology infrastructure (e.g. data center, racks, servers, storage, network, and operating solution, engineered appliances, etc.) required to support the Solution, including the disaster recovery environment. If the proposed Solution is a cloud-based or SaaS solution, please explain how this best meets the needs of the state.





RFP Section 2.6 System Hosting - Business Proposal

2. Describe your approach to reestablishing operations in the event of a catastrophe, as well your envisioned approach to developing a disaster recovery plan for the state. Include the required components, configurations, and procedures to enable a recovery.







Project Staffing (RFP 2.7)



1. Provide a Staffing Plan and associated organization chart detailing the number of personnel, level, roles and responsibilities, and team reporting relationships, and identify the approach to providing "shoulder-to-shoulder" links for key staff roles between Contractor staff, PMO staff, and DCFS staff. Please ensure that all details listed in a. through f. of RFP Section 2.7.1 are included in your response.





RFP Section 2.7 Project Staffing - Business Proposal

2. Provide a list and description of subcontractors and their key personnel that will be performing the services rendered by this Contract.

<u> </u>	

3. For each Key Person proposed in Section 2.7.2, please furnish the following:

- A. Resume: The resume will include the candidate's education, training, experience, and qualifications outlined below:
 - 1. Education and Training: Respondent will list the relevant education and training of the proposed candidate and demonstrate in detail, how a candidate's education and training relates to their ability to properly and successfully perform the intended duties and obligations in this RFP.
 - 2. Required Experience and Qualifications: The Respondent will show how the proposed candidate meets the experience requirements for the position. For each proposed candidate, the Respondent must provide the following profile information:
 - Full Name of project or engagement
 - Contact Information
 - Date(s) of Experience
 - Description of Duties

Name, Role(s), and Brief Experience

Meets RFP Requirements

Name, Role(s), and Brief Experience

Meets RFP Requirements

Requirements

RFP Section 2.7 Project Staffing - Business Proposal

4. For the Engagement Director/Executive and the Project Manager (See RFP Section 2.7 2) please submit two written references, per individual, from clients similar to DCFS. Please submit these references as part of your printed proposals (and electronically with the electronic submission).

Appropriate written references have been submitted as *Exhibit 11 – Personnel Letters of Reference* for the Engagement Director/Executive and the Project Manager.

5. Describe your staff's experience in the health and human services and child welfare services sectors.

RFP Section 2.7 Project Staffing - Business Proposal

6. Describe the locations where you propose to perform work associated with this RFP. Indicate the site(s) from which you will perform the relevant tasks identified in this Proposal. If the site(s) for a specific task changes during the Contract term, provide a timeline reflecting where the task will be performed during each time period. Please identify a proposed location for the Local Office contemplated by RFP Section 2.7.5.



RFP Section 2.7 Project Staffing - Business Proposal

7. Specifically identify where the Key Personnel identified in RFP Section 2.7.2 will be physically located for the duration of the Contract and your plan for on-site presence of staff.

RFP Section 2.7 Project Staffing - Business Proposal

8. Describe your plan to replace staff throughout the duration of the Contract within the timeframes specified in RFP Section 2.7.3.

9. Describe your overall staff management approach, including internal standards, policies and procedures regarding hiring, professional development, and human resource management.



10. Describe your process and methodology for retaining personnel and ensuring that Key Personnel are consistently engaged on this Engagement. Please also discuss steps you have/will take to minimize staff turnover.



RFP Section 2.7 Project Staffing - Business Proposal

11. Describe how your proposed team (including subcontractor(s), if proposed) has a proven track record of successfully collaborating in a similar environment to the environment outlined in the RFP. This should include experiences working with a team to improve DDI and M&O efficiency and effectiveness. Describe how you and any subcontractor(s) will ensure that the proposed team will achieve the required team dynamics.



12. Describe how you will be responsive to the day-to-day customer service needs of the state (e.g. how phone calls about training logistics will be fielded, how state access to the Contractor Local Office will be handled, etc.)

Training (RFP 2.8)

RFP Section 2.8 Training - Business Proposal

1. Provide a draft Training Plan that adheres to the requirements listed in RFP Section 2.8.1.




RFP Section 2.8 Training - Business Proposal

2. Describe how state Staff will be provided the required technical and functional training. Describe how external users will be trained.



RFP Section 2.8 Training - Business Proposal

3. Describe what you believe to be an effective approach to training all end-users who will use the Solution including executives. Please include different classifications of users, the proposed method of training for each of these classifications of individuals, estimated duration of each component of the training program, and the method to be used to ensure that the training was successful. Include the tools and techniques you plan to use in training.





RFP Section 2.8 Training - Business Proposal

4. Describe what you believe to be an effective approach to Knowledge Transfer including a description of the approach to ensuring super users and technical personnel have an appropriate level of understanding of the Solution.





State of Arkansas Comprehensive Child Welfare Information System (CCWIS) RFP No. 710-21-0048

Maintenance & Operations (RFP 2.9)





RFP Section 2.9 Maintenance & Operations - Business Proposal

1. Please explain how you will perform the System Monitoring contemplated by RFP Section 2.9.1, including any experience performing similar duties for similar clients.





RFP Section 2.9 Maintenance & Operations - Business Proposal

2. Please explain how you will work with OIT to provide Level 2 and 3 Technical Support in accordance with RFP Section 2 9.2, including any experience performing similar duties for similar clients.





RFP Section 2.9 Maintenance & Operations - Business Proposal

3. Please explain your approach to proposing upgrades to the solution in accordance with RFP Section 2.9.5.



RFP Section 2.9 Maintenance & Operations - Business Proposal

4. Please detail your experience keeping system documentation similar to what is contemplated in RFP Section 2.9.6.

RFP Section 2.9 Maintenance & Operations - Business Proposal

5. Please confirm your ability to collaborate with the state as required by RFP Section 2.9.7.

RFP Section 2.9 Maintenance & Operations - Business Proposal

6. Describe how the state will maintain reliable access to the Future System and the standards for operational uptime and data security.

Privacy, Confidentiality, and Security (RFP 2.10)

RFP Section 2.10 Privacy, Confidentiality, and Security - Business Proposal

1. Please state your understanding of 45 CFR 1355 52 (d) (iii) and explain how your Solution will ensure that this requirement is met. In your answer, please describe how your Solution can manage confidential data.



State of Arkansas Comprehensive Child Welfare Information System (CCWIS) RFP No. 710-21-0048

Requirement Category	Description
45 CFR 1355.52(d)(iii) Title 45–Public Welfare– Department of Health and Human Services (HHS)– Administration for Children and Families (ACF)	Confidentiality and Data Quality Requirements – CCWIS must be exchanged and maintained with applicable federal and state laws including 471(a)(8), 45 CFR 205.50, and 42 U.S.C. 5106a(b)(2)(b)(viii) through (x).
471(a)(8)	Safeguarding Information
Social Security Act	CCWIS must restrict the use of or disclosure of information concerning individuals assisted by the state CCWIS.
45 CFR 205.50	Safeguarding Information
Title 45–Public Welfare– Department of Health and Human Services (HHS)– Administration for Children and Families (ACF)	Disclosure of information
42 U.S.C. 5106a(b)(2)(b)(viii) through (x)	Preserving the confidentiality of each of the records and to only
US Code Title 42–Public Health and Welfare– Child	disclose confidential information to federal, state, or local government that has a relevant need for such information.

Single Sign On



RFP Section 2.10 Privacy, Confidentiality, and Security - Business Proposal

2. Describe all privacy and security incidences (i e. a breach, improper disclosure) affecting the information of over 10,000 individuals that have occurred in systems implemented or maintained by the Respondent (its subsidiaries and affiliates) or any subcontractor within the past five years. Describe how you handled the incident(s).

RFP Section 2.10 Privacy, Confidentiality, and Security - Business Proposal

3. Provide a proposed System Security Plan in accordance with the details outlined in RFP Section 2.10.

RFP Section 2.10 Privacy, Confidentiality, and Security - Business Proposal

4. Describe how your proposed Solution will protect sensitive information, including but not limited to Client information, Provider information and Staff information.

Organizational security is pivotal in governing system access and prohibiting unauthorized personnel from accessing and/or updating data without permission.



RFP Section 2.10 Privacy, Confidentiality, and Security - Business Proposal

5. Detail how all collected assessment information (including legacy data captured from assessments conducted before the solution) will be stored securely in your proposed Solution, including meeting all relevant federal and state confidentiality standards and requirements.





RFP Section 2.10 Privacy, Confidentiality, and Security - Business Proposal

6. How will you ensure security and confidentiality of case management information, while allowing for a free flow of information accessible through various means?



Transition to Subsequent Vendor (RFP 2.11)

RFP Section 2.11 Transition to Subsequent Vendor - Business Proposal

1. Please confirm your acceptance of the end of contract obligations outlined in this section.



1. Please explain your proposed Solution's role-based security solution, including the possible types of profiles, the ability to create customized profiles, any limitations on the number or types of profiles, the ability to create quality reviews of security access reports, and ability to set temporary security access (with or without set expiration dates) and any other features which are included in the proposed solution which may be of interest or benefit to the state.

2. In the event that the state wishes to add more information fields to the information tracked in the solution (e.g. new fields to the Staff Directory, about a Provider type) after implementation and go-live of the Solution, what would be required to accomplish this in your proposed Solution?



3. What is the recommended set of specifications for a users' computer? What is the minimum specifications? What is the recommended and minimum specifications for mobile devices?

4. Please complete the Technical Requirements Matrix Attachment D. Your answers on this matrix will impact the evaluation of this section and the Score you receive for this section. Please note: a failure to agree to a mandatory requirement in Attachment D may result in the disqualification of a Respondent. Also, the number of Tier 1 and 2 requirements agreed to may impact this section's score.