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# MEMO

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TO: Joint Legislative Child Protection Oversight Committee

FROM: Aryka Radke, Deputy Commissioner,  
DCF – Families Services Division

DATE: December 7, 2021

RE: Comprehensive Child Welfare Information System (CCWIS)

The Family Services Division of DCF (DCF FSD) is very appreciative for the opportunity to speak to the needs of the Division as it relates to providing the best care for children and families. As such, we are also grateful for the insightful presentation by VCAB member Sally Borden, shining a light on the need for a modernized IT system at DCF FSD.

Currently, DCF FSD operates its functions on outdated systems. To provide an integrated service approach, DCF FSD must use 11 separate systems and over 30 Excel spreadsheets to support business processes. These outdated systems take more time to serve Vermont families and children, sometimes in moments when they need it most. The systems also lead to significant administrative costs associated with worker time and audit findings.

Consequently, DCF FSD is moving forward with the planning process for the Comprehensive Child Welfare Information System (CCWIS). CCWIS encompasses business aligned modules including relationship, contractor, financial, operations, member, and performance management systems that provide a comprehensive case management system for DCF FSD. Implementation of the CCWIS is consistent with the national standard for child welfare information systems of which 45 states have adopted.

CCWIS implementation will be a holistic case management solution for FSD and is necessary for the Family First Prevention Services Act (FFPSA) implementation. The new system will have more advanced permissions, allowing DCF FSD to provide information quickly to those who have a right to that information, while still protecting individuals.

CCWIS implementation leverages a 50% federal match for both planning and development. At the SFY22 closeout, DCF secured \$2 million in General Funds for the

development of the first module of CCWIS. DCF FSD has initiated the process plan for this significant IT project and more details will be outlined by early next year.

The entire implementation will take roughly five years from the formal start assuming no pauses due to lack of funding. DCF-FSD is dedicated to building a system that best serves those in our care and custody. The cost for the five-year implementation process has not yet been finalized. DCF is defining the approach for the first module, which will inform the subsequent processes.

In summary, the DCF FSD is committed to moving the work around CCWIS implementation forward, both from a financial as well as workload perspective. We believe that this will also enhance our ability to strengthen community-based prevention services by having the ability to better measure the array of services delivered. This is crucial for the work of Family First. We are excited about the opportunities that a modernized IT system will bring in service to the children and youth of Vermont.