



Texas Department of
Family and Protective Services

House Appropriations Committee Subcommittee Article II:
Information Technology Projects Update

February 19, 2019

IT Projects Overview

Software Development Projects	Status	Budget
Community Based Care Services Region 3B Stage I and II (CBC)	On Schedule	On Budget
Temporary Emergency Placement (TEP)	On Schedule	On Budget
Treatment Foster Care (TFC)	On Schedule	On Budget
Intense Plus Service Level	On Schedule	On Budget
HB 4 - Kinship Caregiver Payments Long Term Solution	On Schedule	On Budget
IMPACT Modernization Phase 2	Behind Schedule	On Budget
Child Placement Portal (CPP)	On Schedule	On Budget
Interoperability	On Schedule	On Budget
SSCC Catchment Region 8 and 2	On Schedule	On Budget
External Access Provisioning (EAP)	On Schedule	On Budget
Incentives and Remedies	On Schedule	On Budget
CPS SB 190 New Admin Closure Codes	On Schedule	On Budget
Statewide Intake (SWI) Enhancements	On Schedule	On Budget
PEIRS EXPANSION Project - Phase 3	On Schedule	On Budget

What is IMPACT?

The Information Management Protecting Adults and Children in Texas (IMPACT) system is the core casework management tool used by DFPS since 1996. IMPACT is essential for worker efficiency, timely management review of work performed, and consistency and quality of services provided across the state.

The IMPACT Modernization Project is updating the application and technology capabilities for IMPACT. The project is divided into phases.

Project	Start Date	Projected Completion	Actual Completion
Phase I	5/28/2015	3/25/2016	12/18/2016
Insight (RDM)	3/25/2015	4/20/2016	7/11/2016
Phase II	1/9/2017	8/31/2017	<i>In Progress</i>
Phase II (continued)	2019	2022	Starting 2019

IMPACT Costs

Project	Vendor	Cost	Start Date	Projected Completion	Actual Completion
Planning	Gartner	\$1,249,900	8/9/2013	3/31/2015	3/31/2015
Batch Modernization	McLane	\$2,328,531	3/5/2014	6/1/2015	5/7/2015
Phase I	Accenture	\$6,631,322	5/28/2015	3/25/2016	12/18/2016
Insight (RDM)	Accenture	\$3,435,900	3/25/2015	4/20/2016	7/11/2016
Project Management	Deloitte	\$6,039,712	2/7/2014	8/31/2017	8/31/2017
Phase II*	Infosys	\$15,676,209	1/9/2017	8/31/2017	In Progress
Phase II (continued)*	DFPS	\$10M*	2019	2022	Starting 2019
Independent Verification and Validation (IV&V)*	KPMG	\$6,658,618	2/13/2014	8/31/2017	08/31/2019

*Cost projections

IMPACT Modernization is divided into phases including: Phase 1, Insight, and Phase 2. Phase 2 is currently in progress.

Phase 1 Summary (Complete):

- Updates to Statewide Intake processes, including electronic reporting through a website (eReports);
- Added features for external access for Court Appointed Special Advocates (CASA) and other partners; and
- Improvements to submission processes for required background checks for certain providers.

Phase 1 Benefits:

- Improve underlying architecture for the existing IMPACT system;
 - Lays the foundation for other IMPACT improvements for caseworkers and external partners;
 - Quicker and easier entry of E-Reports for the public;
 - Allow providers to see the status of a background check submitted for an individual and visual cues for due dates for subsequent background checks;
 - Alerts to caseworkers for case assignments and improvements to alerts for potential safety issues within a case; and
 - New features which allow caseworkers to receive alerts to view documents uploaded to a case file by Court Appointed Special Advocates (CASA).
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Insight Summary:

- For Insight, DFPS implemented new business intelligence and analytics software and a new data warehouse tool which is updated daily to help caseworkers and supervisors better manage their work;
- Critical Task tool: Help staff better manage critical tasks that must be completed on all cases as required in policy; and
- Case Complexity tool: Provides case complexity factors so supervisors can get a better overall picture of staff workload. Will allow supervisors and case routers to more efficiently and equitably assign new cases.

Insight Benefits:

- Focus is on providing visibility to tasks that lead to caseworker and supervisor action on a day-to-day basis. Dashboards will provide the capability to easily view summary and detailed information;
 - Customized dashboards display the status of tasks for cases assigned to caseworkers;
 - Designed around routine responsibilities of frontline caseworkers; and
 - Intended to bring visibility to critical case actions in order to take action and prioritize workload.
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Phase 2 Summary:

- Phase 2 of IMPACT Modernization continues to build upon system improvements and usability for caseworkers within the remaining areas of IMPACT, such as Investigations, Conservatorship, and Family Based Safety Services.

Phase 2 Releases 1 & 2 Benefits:

- New, user-friendly and easier to navigate interface
- Implement federal sex trafficking legislation by adding data collection and tracking
- Re-engineer key casework processes to save caseworker time, such as re-designed and automated forms that assist users by populating forms with data
- Structured Decision Making (SDM) assessments to Family Based Safety Services and CPS Conservatorship, to improve key decisions regarding safety, risk, service planning and reunification.
- Redesigned Family Plan; Single Child Plan of Service, which permits external access for Residential Child Care Providers, also allowing for plan progress to be more easily tracked
- Simplify case history by providing a single view for users in reviewing case history, allowing users to see most critical data elements such as allegations

IMPACT Phase II Continued

Phase 2 Remaining Modernization:

- Beginning in FY 2019, DFPS plans to complete the remaining work of IMPACT Modernization using DFPS IT staff and use of contract options offered by the Department of Information Resources (DIR). DFPS will break the work into smaller projects to minimize disruption to direct delivery staff and improve quality of the final products. Modernization of the remaining as-is stages and modules will be accomplished in FY2019–2022:

PLANNED FY19-22 IMPACT MODERNIZATION WORK			
FY2019	FY2020	FY2021	FY2022
Financials	CPS Conservatorship Stages <ul style="list-style-type: none"> • Adoption • Post Adoption • Permanency Care Assistance 	Primary APS In-Home Stages <ul style="list-style-type: none"> • Intake • Investigation • Service Delivery 	Remaining Resources and Stages <ul style="list-style-type: none"> • Kinship • Foster/Adoptive Home • Administrative Review Stages

- Child Welfare Contractor Insufficient Expertise
 - Extended timelines
 - Poor Quality
- Independent Verification
 - KPMG Examination
 - Internal Audit Review
- Contract Management
- Change Orders
- Customer Satisfaction