



# COMPREHENSIVE CHILD WELFARE INFORMATION SYSTEM UPDATE

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DEPUTY SECRETARY TANYA KEYS | 12.17.25

# TABLE OF CONTENTS

- 3 | CCWIS OVERVIEW
- 5 | BUDGET
- 6 | CONTRACT AWARDS
- 8 | PROJECT TIMELINE
- 9 | VENDORS
- 17 | WHAT'S NEXT

# WHAT IS CCWIS

“COMPREHENSIVE CHILD WELFARE INFORMATION SYSTEM”

The CCWIS project modernizes DCF's child welfare information systems and develops interfaces between the various agencies serving DCF's Prevention and Protection Services (PPS) and Adult Protective Services (APS) programs.

CCWIS is a:

- **Single, comprehensive case management information system** to be used by DCF and all grantee partners
- System compliant with **standards set by the Federal Government** for which Kansas receives **enhanced reimbursement**
- System designed to support Prevention & Protection Services (PPS) staff needs to organize and record quality case information
- Active Kansas Information Technology Office (KITO) project in ***good standing***.

# DCF'S VISION FOR CCWIS

*CCWIS aims to generate benefits related to People, Process, Policy, Practice, and Technology*



## People:

- Retain qualified staff
- Strengthen supervisory capacity
- Increase time workers spend with families vs completing administrative tasks
- Improve how quickly, effectively, and holistically people are served
- Strengthen connections between birth and foster families

## Process:

- Improve communications and standardize workflows
- Log in once to access case management tools
- Make data-driven decisions for continuous process improvement
- Eliminate backlog at Kansas Protection Reporting Center to ensure timely case assignment and safety assessment

## Policy & Practice:

- Reinforce consistent implementation of policy through standardized, automated decision-support and documentation tools
- Standardize practice for assessment and management of risk and safety
- Improve quality, and ensure appropriate frequency, of child, parent, and family-care management visits
- Improve monitoring at critical points throughout the life of a case
- Make data-driven decisions for safety and pathways to permanency
- Enable efficient tracking and reporting aligned with CFSR and PIP

## Technology:

- Replace array of legacy systems with single, comprehensive, modern system
- Enhance reporting capabilities
- Promote data standardization and information exchange
- Retain needed existing functionality, streamline and modernize antiquated functionality, add new functionality where needed

# CCWIS FUTURE BUDGET



SFY	BASE BUDGET ALL FUNDS	BASE BUDGET SGF	REAPPROPRIATION ALL FUNDS	REAPPROPRIATION SGF	TOTAL ALL FUNDS	TOTAL SGF
2026	21,127,104	10,563,552	15,364,042	7,682,021	36,491,146	18,245.573
2027	21,127,104	10,563,552			21,127,104	10,563,552
2028	21,127,104	10,563,552			21,127,104	10,563,552
2029	21,127,104	10,563,552			21,127,104	10,563,552
Total	84,508,416	42,254,208	15,364,042	7,682,021	99,872,458	49,936,229

- The reappropriation is crucial to the Comprehensive Child Welfare Information System (CCWIS) project financing because the costs are front-loaded.
- Any lapsed funding will compromise the first-year funding for this project, creating costly delays which will in turn lengthen the timeline and overall expenses for the system.

# CCWIS CONTRACT AWARDS

CONTRACTS ANNOUNCED ON JULY 22, 2025



## DDI Contract – RedMane Technology LLC

### **Design, Development, and Implementation (DDI)**

The DDI contract is the largest contract for the project, and the contractor will work alongside DCF staff to develop and roll out the new system.

RedMane Technology is a Chicago-based software solutions and systems integration company.

## IV&V Contract – Maximus US Services Inc.

### **Independent Verification and Validation (IV&V)**

Maximus brings 23 years of experience, providing IV&V and real-time objective assessment services to the CCWIS project, as well as independent oversight of the DDI contractor's project performance and adherence to schedules and scope of work.

## Quality Assurance (QA) - CSG Government Solutions

### **Quality Assurance (QA)**

The CSG team offers 25 years of experience delivering quality assurance services for complex health and human services agencies across the country, including multiple active CCWIS projects.

# RFP / BID PROCESS

BIDDERS TO THE REQUEST FOR PROPOSALS

## **Design, Development, and Implementation (DDI) Vendors:**

RedMane (awarded)

- Accenture, Business Integra Technology Solutions, CoreSphere LLC, Digital Mobile Innovations, Gecko, Inc, eSystems Inc, Servos LLC, Tata Consultancy Services Limited, Unisys Corporation, and Experis US

## **Independent Verification and Validation (IV&V) Vendors**

Maximus (awarded)

- Gartner and NTT Data

## **Quality Assurance (QA)**

CSG Government Solutions (awarded)

- iLab LLC, Maximus NTT Data, Public Knowledge, Software Engineering Services

# MEET OUR VENDOR PARTNERS

<b>PCG</b> <b>PMO</b>	<ul style="list-style-type: none"> <li>Provide project management support, including status reporting, maintenance of project management plans, federal reporting, deliverable and work product review, vendor coordination, and project communication</li> <li>Provide support for Organizational Change Management (OCM), Business Process Reengineering (BPR), and Data Quality Planning activities</li> </ul>
<b>CSG</b> <b>QA</b>	<ul style="list-style-type: none"> <li>Review, assess, and evaluate technical and functional activities and deliverables</li> <li>Provide monthly QA reports</li> <li>Provide ongoing technical advice and counsel regarding design, development, and implementation of the project</li> <li>Plan, conduct, and manage user acceptance testing activities to assure the quality of the CCWIS Solution</li> </ul>
<b>Maximus</b> <b>IV&amp;V</b>	<ul style="list-style-type: none"> <li>Conduct independent assessments of project health, including risk rating.</li> <li>Review project artifacts, attend meetings, and interview stakeholders.</li> <li>Make observations, establish findings, and identify project-related risks.</li> <li>Provide actionable recommendations to mitigate risks and contribute to project performance.</li> <li>Submit assessment reports for the overall project and testing.</li> </ul>
<b>RedMane</b> <b>DDI</b>	<ul style="list-style-type: none"> <li>Provide a solution that aligns with organization requirements</li> <li>Design, Develop, and Implement (DDI) CCWIS Solution</li> <li>Provide Training and Organizational Change Management Support</li> <li>Provide warranty support for post go live stabilization and transition to operations and maintenance (O&amp;M)</li> </ul>

# CCWIS PROJECT TIMELINE

State Fiscal Year (SFY)

Project Phases	SFY 2026	SFY 2027	SFY 2028	SFY 2029
Discovery		November 2025 – February 2026		
Design			February 2026 – December 2027	
Building			August 2026 – March 2028	
Systems Integration Testing				April 2028 – June 2028
User Acceptance Testing			June 2028 – September 2028	
Training			July 2028 – November 2028	
Go Live !!!				 November 2028



- The CCWIS **project management office (PMO)** strives to standardize and introduce repetition in the execution of tasks and projects. The CCWIS PMO is the source of documentation, guidance, and metrics regarding project management and execution.
- **Organizational Change Management (OCM)** purpose is to provide staff, partners, and other interested parties the right information and supports, at the right times, and in the right ways to prepare for and successfully navigate the implementation of the new CCWIS solution.
- **Data Quality Planning (DQP)** will codify the data governance policies and procedures for the Title IV-E program that includes how much structure and formality will be needed for governing Title IV-E data.
- **Business Process Reengineering (BPR)** involves making changes to current business processes to create new processes which improve efficiency and effectiveness of an agency. At its core, BPR aligns business processes of an agency with available technology to complete tasks.

01

## Core Common Functionality

- Intake & Screening
- Investigations & Assessments
- Case Management
- Placement & Permanency
- Adoption & Guardianship
- Financials & Eligibility
- Service Referrals
- Provider Management

02

## APS-Specific

- APS-Specific Assessments
- Emergency Placements
- Adult Registry Management

03

## Technical Architecture

- Hosting
- Technical Design
- Mobility
- Security
- Interoperability

# WHAT IS mCASE?

- **CCWIS**
  - Purpose built by RedMane and tailored for Human Services case management
  - Highly configurable Low Code/No Code platform
  - Azure Government Cloud hosted
  - Natively mobile, fully offline capable
- **CCWIS Portals**
  - Public facing web portal technology
  - Web Content Management backbone
  - Enables self service (providers, foster parents, mandated reporters)

## **Child Welfare, Adult Protective Services, and Other Human Services Implementations**

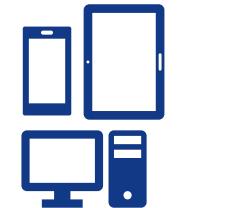
- Commonwealth of Virginia Mobile
- State of Mississippi CCWIS
- State of New Mexico CCWIS
- State of Florida (APS & APD)
- State of South Dakota (OLA)
- Over 50 First Nations / Tribes in North America



## Provider Access

-  Provider Portal
- License Details
- Placements
-  Invoicing
- Training

## Device Independent



## Agency Access

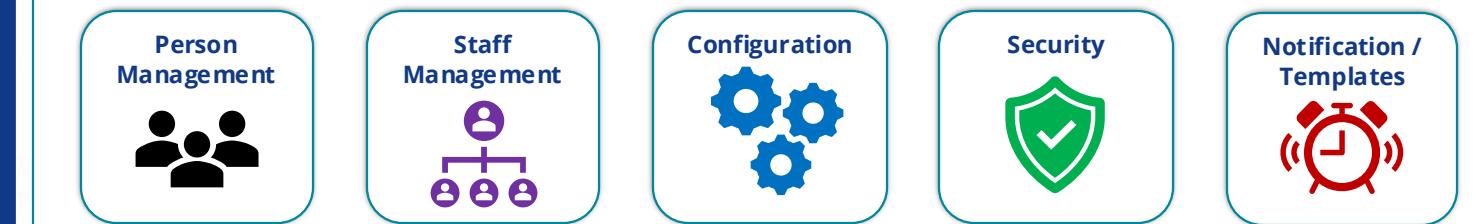
*In the Office and the Community*



## Pre-Configured Child Welfare Solution



## Administrative Management / Common Functions



## Performance & Quarterly Management

-  Federal Reporting  
AFCARS  
NCANDS  
NYTD

## Management Reports

-  Dashboards  
MSA  
Case Loads  
Timelines

## No Code / Low Code Enterprise Platform

Data Definition and Validation

UI/UX Administration

Mapping and GIS

Rules Processing

Natural Language Processing

Genograms

Workflow Services

Audit Services

Chatbot AI Services

Client Events

## Integration Services – REST, SOAP, Batch



Document Management



Third Party Vendors



State and Federal Agencies



Court Systems



Financials Systems



Access Control Systems

# QA VS. IV&V: WHAT'S THE DIFFERENCE?



## QA

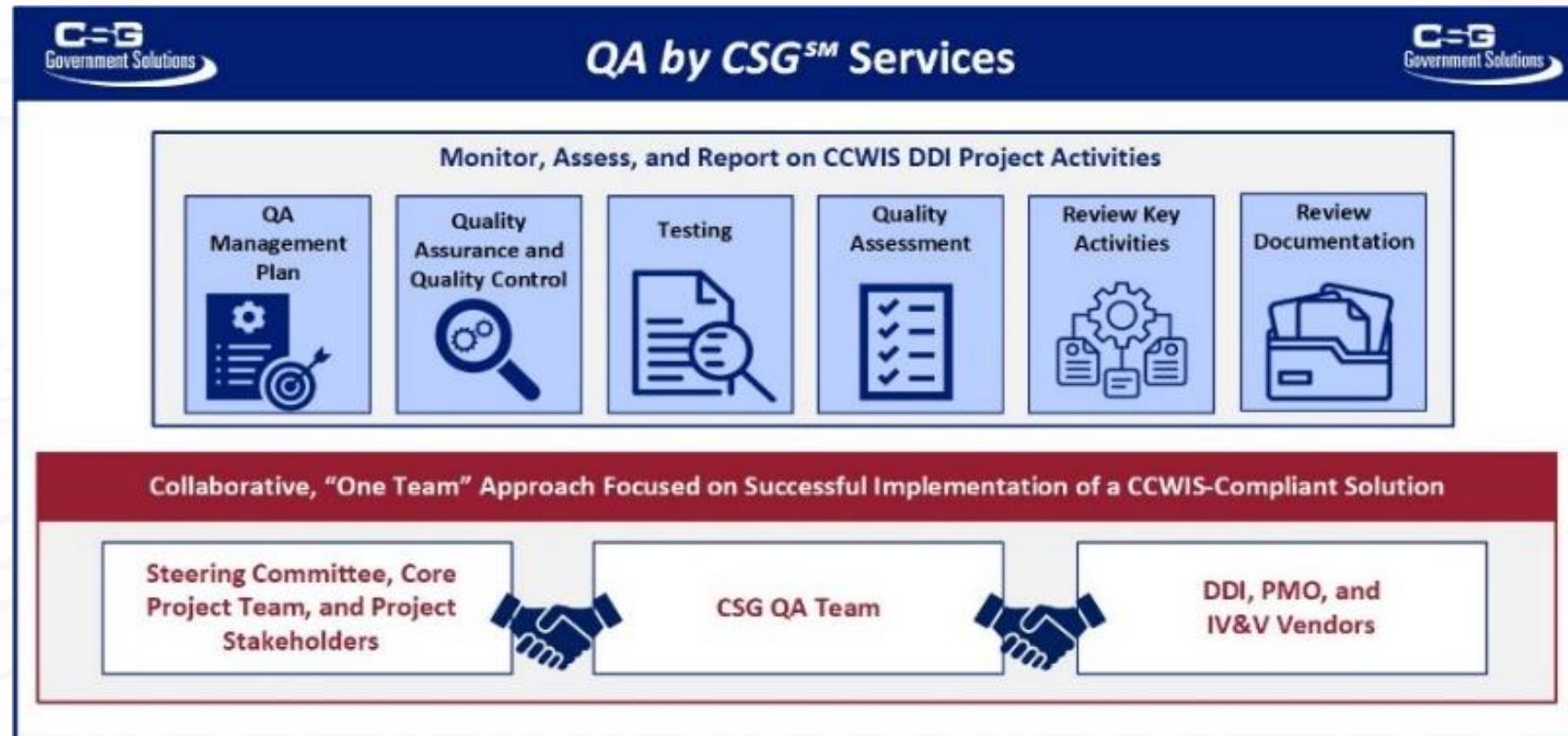
- Integrated – **involved** as part of the Kansas project team in project activities
- **Participate** in meetings and project activities
- Gather information more **informally** through conversations
- Conduct **detailed** deliverable reviews against acceptance criteria
- Propose **risks and issues** and document in the project log or tool

## IV&V

- Independently evaluate project team performance against the plan.
- Observe and **analyze project activities** for alignment and effectiveness.
- Validate observations through end-of-period interviews with **key stakeholders**.
- **Review all project artifacts** to assess coverage (gaps) and recommend mitigation strategies for quality risks.
- Report risks, recommendations, and **overall project health** to the CCWIS Project Steering Committee.

# CSG & QA?

Our overall goal is to provide QA services for this project that help Kansas migrate from its legacy systems and technologies to a modern, web-based, mobile-friendly CCWIS solution, while achieving the goals of modernization.



# MAXIMUS IV&V

1. Conduct independent assessments of project health, including risk rating.
  - Industry standards and best practices
  - Organized by focus area
  - Review project artifacts, attend meetings, and interview stakeholders
2. Make observations, establish findings, and identify project-related risks.
3. Provide actionable recommendations to mitigate risks for the triple constraints.
  - Scope, Schedule, and Quality
4. Submit periodic assessment reports for the overall project and testing.
5. Maximus' work approach.
  - Our goal is project success
  - “No Surprises” (full transparency)



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# WHAT'S NEXT

## Discovery Phase (November 2025 – February 2026)

- Bootcamp Sessions (As-Is & To-Be review, validation session preparation)
- Requirements Validation Sessions
- Technical Architecture Sessions
- Requirements Gap Analysis

## Organizational Change Management

- Quarterly Newsletters (next release: December 2025)
- Development of public-facing project website
- Preparations for organizational readiness assessment later in 2026

# QUESTIONS?

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