Stage 1 Business Analysis

California Department of Technology, SIMM 19A.3 (Ver. 3.0.8, 02/01/2022)

1.1   General Information

1. **Agency or State entity Name: 5180 - Social Services, Department of**

   If Agency/State entity is not in the list, enter here with the organization code.

   Click or tap here to enter text.

2. **Proposal Name and Acronym: California Supporting Providers and Reaching Kids (CalSPARK) Core**

3. **Proposal Description: (Provide a brief description of your proposal in 500 characters or less.)**

   CalSPARK Core will support the California Department of Social Services' (CDSS) child care program administration, oversight and reporting capabilities presently delivered through three legacy applications owned by the California Department of Education (CDE): the Child Development Management Information System (CDMIS), the Child Nutrition Information and Payment System (CNIPS), and the Provider Accounting Reporting Information System/Child Development Provider Accounting Reporting Information System (PARIS/CPARIS). CDSS's role in the administration of child care programs was transformed by the Early Childhood Development Act of 2020 (Senate Bill (SB) 98, Chapter 24, Statutes of 2020). This act authorized the transfer of CCD programs administered by the California Department of Education (CDE) to CDSS effective July 1, 2021.

4. **Proposed Project Execution Start Date: 10/2/2023**

5. **S1BA Version Number: Version 1**

1.2   Submittal Information

1. **Contact Information**

   Contact Name: Jeremy Rabideau

   Contact Email: Jeremy.Rabideau@dss.ca.gov

Contact Phone: (916) 247-6124

2. **Submission Type: New Submission**

   If Withdraw, select Reason: Choose an item.

   If Other, specify reason here: Click or tap here to enter text.

   Sections Changed, if this is a Submission Update: (List all sections changed.)

   Click or tap here to enter text.

   Summary of Changes: (Summarize updates made.)

   Click or tap here to enter text.

3. Attach **Project Approval Executive Transmittal** to your email submission.

4. Attach **Stage 1 Project Reportability Assessment** to your email submission.

1.3   Business Sponsorship

1. **Executive Champion (Sponsor)**

   Title: Deputy Director, Chief Data Officer

   Name: Ryan Gillette

   Business Program Area: Research, Automation and Data Division

   Title: Deputy Director, Chief Information Officer

   Name: Chad Crowe

   Business Program Area: Information Systems Division

2. **Business Owner**

   Title: Deputy Director

   Name: Lupe Jaime-Mileham

   Business Program Area: Child Care and Development Division

   Title: Chief, Child and Adult Care Food Program Branch

   Name: Jessie Rosales

   Business Program Area: Family Engagement and Empowerment Division

3. **Product Owner**

   Title: Education Administrator I

   Name: Nadirah Jones

Business Program Area: Child Care and Development Division

TIP: Copy and paste or click the + button in the lower right corner on any section to add additional Executive Champions, Business Owners, or Product Owners with their related Business Program Areas as needed.

1.4   Stakeholder Assessment

The Stakeholder Assessment is designed to give the project team an overview of communication channels that the state entity needs to manage throughout the project. More stakeholders may result in increased complexity to a project.

1. **Indicate which of the following are interested in this proposal and/or the outcome of the project. (Select 'Yes' or 'No' for each.)**

    State Entity Only: Yes

    Other Departments/State Entities: Yes

    Public: Yes

    Federal Entities: Yes

    Governor's Office: No

    Legislature: Yes

    Media: No

    Local Entities: Yes

    Special Interest Groups: Yes

    Other: No

2. **Describe how each group marked 'Yes' will be involved in the planning process.**

    The planning, requirements elicitation, design and delivery of the CalSPARK Core solution will leverage the human-centered design (HCD) process. HCD places a premium upon documenting and understanding the experiences of individuals and groups who are impacted both by the current business processes operative within the child care and development domain space, as well as those who will be impacted by the future state solution. A comprehensive suite of HCD approaches, inclusive of interviews, process observation and workshops are planned to be deployed to document both child care contractor and agency experiences (local entities, public), as well as experiences of CDSS State staff within the context of program administration, oversight and reporting.

    As CalSPARK Core is seeking to deliver the administrative functionalities presently supported through three legacy applications developed and supported by the California Department of Education (CDE), the CDSS will engage closely with CDE throughout the planning, design and implementation of CalSPARK Core to ensure that both the technical capabilities and architecture

of the existing solutions are understood and documented, and related business capabilities and functionalities are supported. Additional attention will be paid to documenting data transfers and exchanges at the data element level, as well as documenting required transmissions to federal oversight entities, including United States Department of Agriculture Food and Nutrition Services (FNS).

The umbrella organizations representing the local child care contractors and agencies within California will be engaged early and often as part of the planning process, and will serve as the gateway through which CDSS will engage with the actual contractors and agencies themselves, fostering a culture of transparency in the planning and execution of the CalSPARK Core project.

CalSPARK Core will leverage the periodic funding request process through the Department of Finance (DOF) annually throughout the lifecycle of the project, and provide concrete, measurable metrics to facilitate transparency and provide accountability for staffing and funding resources requested.

1.5   Business Program

1. **Business Program Name:** California Department of Social Services, Child Care and Development Division (CCDD), and Family Engagement and Empowerment Division (FEED), Child and Adult Care Food Program (CACFP) Branch

2. **Program Background and Context:** (Provide a brief overview of the entity's business program(s) current operations.)

CDSS's role in the administration of child care programs was transformed by the Early Childhood Development Act of 2020 (Senate Bill (SB) 98, Chapter 24, Statutes of 2020 SEC. 86. Part 1.7). This act authorized the transfer of Child Care and Development (CCD) programs administered by the CDE to the CDSS effective July 1, 2021. Prior to the transition, CDSS only administered CalWORKS Stage 1. As a result of the transition, CDSS now administers 18 child care subsidies programs and 1 food and nutrition program (Child and Adult Care Food Program). CDSS also received staff from CDE to fulfill the responsibilities and ongoing administration of the transitioned programs.

SB 98 amended Division 9 of the Welfare and Institutions Code, beginning at Section 10200, adding a number of sections pertaining to administration and oversight of child care programs by the CDSS, and requiring transition of functions and systems from CDE to CDSS. Section 10203(b)(20) required the transition of the Child Development Management Information System (CDMIS) and any other data systems necessary to support administration of the transitioned child care programs.

The CDSS CCDD division was created to ensure successful administration and consistent implementation of the CDSS' 17 new and one previously existing child care programs. CCDD is responsible for the oversight of child care programs, reporting requirements, managing contracts, and remitting apportionments, among other operations. The Child and Adult Care Food Program (CACFP) program was placed under the Family Engagement and Empowerment Division (FEED) to align with the other food and nutrition programs administered by CDSS.

3. **How will this proposed project impact the product or services supported by the state entity?**

Key data systems to support these programs did not transition to CDSS despite the authority mandated under SB 98, which creates a serious risk to CDSS's ability to administer transitioned programs effectively. Namely, contract, fiscal, and demographic data is not readily available to the program staff within CDSS that are directly administering and monitoring the newly transitioned child care and nutrition programs. Within CDSS, the program areas that are directly impacted are CCDD and the CACFP branch.

The three key data systems from CDE - the Child Development Provider Accounting Reporting Information System (CPARIS), Child Development Management Information System (CDMIS), and Child Nutrition Information and Payment System (CNIPS) - did not transfer to CDSS. These systems need to remain at CDE for use in other early childhood programs that did not transfer to CDSS. Currently, CDSS has an interagency agreement (IAA) to access data from the systems, but the IAA has a limited term and it is not practical to maintain a permanent linkage to these legacy CDE systems. This creates substantial procedural barriers for CDSS to provide efficient, timely administration and oversight, while relying on the three legacy systems residing at CDE. The lack of a centralized administration solution for all CDSS child care programs creates gaps from perspective of data analysis and from program oversight and reporting. Additionally, the lack of a centralized solution results in inefficiencies in both contractor experience, with duplicative entry of information, and in state administration, with challenges tracking outcomes. Manual data entry processes introduce substantial risk of human error at the contractor and state administrative levels. For contractors and participants enrolled in these programs, this means slower and/or inaccurate service delivery and reporting with potential errors in data transfer. Additionally, this results in delayed or cumbersome delivery of reports that are federally mandated.

Given the priority on reporting, administrative oversight capabilities and the authority granted to CDSS under SB 98, CDSS is focusing on CalSPARK Core to achieve independence from the CDE's data systems and replicating their key functionalities in a single CDSS-owned solution. Upon delivery, CalSPARK Core will enable the CDSS to be self-sufficient, compliant with federal reporting requirements for child care programs, and support accurate, efficient program administration and oversight, while creating longitudinal datasets facilitating outcome-based decision-making, and supporting program transparency.

CDSS must submit reports to the federal government on subsidized child care and development programs to receive federal matching grant funds, and to comply with state and federally mandated reporting requirements. Depending upon the program, reports are submitted at a variety of intervals including monthly, quarterly, and annually. The Data, Research, & Planning Office completes many of the reporting requirements along with program staff in other units in the CCDD and other divisions within CDSS. Most notable are the CDD-801A Monthly Child Care Population Report (CDD-801A) and CDD-801B Monthly Sample Report (CDD-801B) were created to meet requirements for the Child Care and Development Block Grant (CCDBG).

TIP: Copy and paste or click the + button in the lower right corner to add Business Programs, with background and context and impact descriptions as needed.

1.6   Project Justification

1. Strategic Business Alignment

Enterprise Architect

Title: CDSS Senior Solutions Architect

Name: Isaac Vallee

Strategic Plan Last Updated? 7/1/2021

Strategic Business Goal: "Build, strengthen, and maintain an equitable, comprehensive, quality, and affordable child care and development system."

Alignment: CalSPARK Core will facilitate the unification of interfaces and processes through which CDSS-administered child care programs submit data to CDSS, and support equity efforts in reaching smaller contracted agencies, giving them technology tools needed to submit required program administration and remittance data to the CDSS.

Strategic Business Goal: "Provide vital support to the child care and development workforce and programs."

Alignment: CalSPARK Core will substantially improve the contracted agency experience and work process flow by which remittance information is submitted to the CDSS for intake, review, and reimbursement processing. It will unify disparate systems, reduce duplicative workflow and data entry, and centralize tools for the child care and development workforce and programs to support administration of their business operations.

Strategic Business Goal: "Integrate child care with other CDSS programs and services that serve the whole child and whole family."

Alignment: CalSPARK Core is the flagship technical project of the Brilliant Beginnings initiative, and will represent a critical step in unifying child-level program data, enabling standardization of data. It is planned that this transactional data collected by CalSPARK will be fed into the CDSS Enterprise Data Pipeline for transfer to CalHHS' Early Childhood Integrated Data System (ECIDS). CalSPARK will collect critical data around the use of subsidized child care and development programs within the State of California at the level of the individual child, facilitating informed and data-driven decision-making regarding program efficacy and outcomes.

Strategic Business Goal: "Build a sustainable data culture and maximize the full value of data assets through enterprise data asset inventory, management, and data migration."

Alignment: CalSPARK will transition the functional and technical capabilities from three legacy applications--CDMIS, CNIPS, and CPARIS—presently housed at CDE to the CDSS. This will enable the CDSS to have direct custody of its child care and development program data assets. Additionally, the functional unification of capabilities that will be delivered through CalSPARK will support value maximization, enabling standardization of data submitted,

facilitating ready insights into child care and development programs, and promoting a culture of transparency.

TIP: Copy and paste or click the + button in the lower right corner to add Strategic Business Goals and Alignments as needed.

Mandate(s): State

Bill Number/Code, if applicable: Senate Bill (SB) 98, Chapter 24, Statutes of 2020 Sec. 86, Part 1.7

Add the Bill language that includes system-relevant requirements:

(commencing with Section 10200) is added to Division 9 of the Welfare and Institutions Code, to read:

PART 1.7: The Early Childhood and Development Act of 2020

CHAPTER 1: Transfer of Childcare Programs to the State Department of Social Services

Bill Number/Code, if applicable: Division 9, Welfare and Institutions Code, Section 10203(b)

Add the Bill language that includes system-relevant requirements:

"To effectuate this transition, effective July 1, 2021, responsibility for the following programs, responsibilities, services, and systems are hereby transferred from the State Department of Education and the Superintendent of Public Instruction to the State Department of Social Services: (20) The Child Development Management Information System (CDMIS) and other related data systems as they pertain to the programs, services, and systems listed in this subdivision."

TIP: Copy and paste or click the + button in the lower right corner to add Bill Numbers/Codes and relevant language as needed.

2. **Business Driver(s)**

   Financial Benefit: No

   Increased Revenue: No

   Cost Savings: No

   Cost Avoidance: No

   Cost Recovery: No

   Will the state incur a financial penalty or sanction if this proposal is not implemented? No

      If the answer to the above question is "Yes," please explain:

      Click or tap here to enter text.

Improvement

Better Services to the People of California: Yes

Efficiencies to Program Operations: Yes

Improved Equity, Diversity, and/or Inclusivity: Yes

Improved Health and/or Human Safety: Yes

Improved Information Security: Yes

Improved Business Continuity: Yes

Improved Technology Recovery: No

Technology Refresh: Yes

Technology End of Life: Yes

1.7   Business Outcomes Desired

Executive Summary of the Business Problem or Opportunity:

The CalSPARK Core solution will modernize the core CDSS-needed capabilities of the three key data systems currently residing at CDE: Child Development Provider Accounting Reporting Information (PARIS/CPARIS), Child Development Management Information System (CDMIS), and Child Nutrition Information & Payment System (CNIPS), while also unifying key administrative functionalities and processes, and creating a single, unified provider experience. Without these functionalities, these programs and services would be unavailable to the families who need them and the administration of these programs would not be possible. PARIS/CPARIS are used together to manage child development reimbursement fiscal information, CDMIS collects data from subsidized early learning and child care providers to meet federal reporting requirements, and CNIPS is used to monitor and reimburse contracts for child and adult nutrition programs. Collectively, these key systems provide the data backbone to administer and monitor the newly transitioned child care and nutrition programs at CDSS.

Provider Accounting and Reporting Information System (PARIS)
PARIS is used to manage a portion of fiscal operations for childcare program contracts at CDSS. The system is manually populated by staff who reference the CDFS and CPARIS systems regarding contracted agencies. Once populated, PARIS produces a report that was previously readable by the State Controller's Office's (SCO) California State Accounting and Reporting System (CalSTARS), which was decommissioned. This report is now extracted from PARIS, uploaded into the CPARIS system and converted into a format readable by the Financial Information System for California (FI$Cal). The system was created for CDE and has not been transferred to CDSS. Users of the system include CDSS fiscal, accounting, audits, contract, and program consultant units. The outputs produced by the system include: the CalSTARS/FI$Cal report, contract projections and payment calculations, and data useable for research into provider contracts.

Child Development Provider Accounting Reporting Information System (CPARIS)

CPARIS is used to manage a portion of fiscal operations for childcare program contracts at CDSS. Child care agencies contracted by CDSS enter data into CPARIS for reimbursements. The system also produces a report that is sent to the Financial Information System for California (FI$Cal) systems so payments can be processed by the State Controller's Office (SCO). CPARIS utilizes data entered into PARIS to do so. The system was created by CDE and has not been transferred to CDSS. Users of the system include CDSS and CDE fiscal staff, accounting, contracts, program consultants, and contracted child care agencies. Outputs produced by the system include: FI$Cal report, contract projections, and data useable for research into provider contracts. Known constraints include the complicated data lifecycle for PARIS and CPARIS. Data must be manually entered by agency staff and then manually entered into PARIS by CDSS staff.

Child Development Management Information System (CDMIS)
The CDMIS system is a public web-based system used by CDSS contracted childcare agencies to comply with federal reporting requirements. The system was built at CDE and has not been transitioned to CDSS. Users of this system include contracted childcare agencies, and the Child Care Development Division (CCDD) Data, Research, and Planning Office. The outputs produced by the system include: the CDD-801A Monthly Child Care Population Report (CDD-801A), the CDD-801B Monthly Sample Report (CDD-801B), and the Subsidized Provider Report (SPR), plus contract, and site information downloaded regularly for internal use. The system has linkages to Contract and Tracking System (CATS), Certificate Management Tool (CMT), the Provider Accounting Reporting Information System (PARIS), CPARIS, and Alternative Payment Monitoring Database (APMD). Known concerns include duplicative data entry processes, data update time delays, and change control issues, including form field changes not being communicated to vendors, resulting in data mismatch errors.

Child Nutrition Information & Payment System (CNIPS)
The Child Nutrition Information & Payment System (CNIPS) is used by CDSS's Community Nutrition Program Section (CNPS) and CDSS fiscal staff to monitor contracts and reimburse sponsors for the Child and Adult Care Food Program (CACFP). The system ensures that contractors are paid in accordance with their contracts and required federal reporting requirements are met. CNIPS has not been transitioned to CDSS. Its users include the CNPS and contracted child and adult care agencies. The outputs produced by the system include required United States Department of Agriculture (USDA) reports, contractor payment validation, and financial and participation data useable for child nutrition research. The system has linkages with the CDSS' Community Care Licensing Division (CCLD) Licensing Information System (LIS). Known constraints include duplicative data entry processes, manual data entry for users, and batch uploads are not fully automated resulting in data entry errors.

Additionally, with the development and implementation of CalSPARK Core, CDSS will have control and administration of the data solution, which will create many benefits including: process rationalization and re-use, functional rationalization and re-use, reduction of procedural overhead, recasting of CDSS risk posture, and the direct administration of CDSS child care and development and nutrition funds. There will be a resulting unification of child care and development and nutrition programs in a CDSS-owned solution for all transferred programs as well as a unification of the data and architecture necessary for the administration and reporting on child care and development and nutrition programs. Along with this unified administrative data architecture, there will be an opportunity for review of CDSS administered child care program reimbursement and subsidy utilization across time, as well as integration of this data with other means-tested human services programs administered by the CDSS. This will support both the goal of understanding impacts and

outcomes of needs-based child care programs, as well as fostering transparency around both program administration and outcomes.

OVERALL COMMENT

Objective ID: 1

Objective: Ensure continuity of CDSS' ability to appropriately remit early childhood education remittance of apportionment payments to CDSS child care contractors and CACFP sponsors.

Metric: Percentage of remittance apportionment payments that CDSS can independently make without reliance on external support from CDE.

Baseline: 0% of payments.

Target Result: 60% of payments are completed independent of CDE support 6 months after implementation of solution (Minimum Viable Product) and 100% of payments are completed independent of CDE support 12 months after implementation of final product solution.

Objective ID: 2

Objective: Ensure continuity of CDSS' ability to report within compliance on child care programs and the CACFP program.

Metric: Percentage of child care and CACFP reports that CDSS can independently complete without reliance on external support from CDE.

Baseline: 0% of reports.

Target Result: 30% of federal and legislative reports can be generated independently of CDE support 6 months after implementation of solution (Minimum Viable Product) and 100% of federal and legislative reports can be generated independently of CDE support 12 months after implementation of final product solution.

Objective ID: 3

Objective: Provide better services to the people of California by facilitating continuation of services through timely payments.

Metric: Percentage of on-time payments, based on quarterly assessment of payments.

Baseline: TBD following completion of PAL S2AA.

Target Result: TBD following completion of PAL S2AA.

Objective ID: 4

Objective: Improve efficiencies to program operations associated with site visit documentation so resources can focus on higher value added tasks.

Metric: Average days to complete sponsor administrative review, from entrance date to reviewer submitting report to supervisor.

Baseline: 60 days.

Target Result: 6 months after implementation of final product solution, a 10% reduction in days to complete sponsor reviews. 12 months after implementation of final product solution, a 33% reduction in days to complete sponsor administrative reviews.

Project Management

1. **Project Management Risk Score: 1.8**

(Attach a completed Statewide Information Management Manual (SIMM) Section 45 Appendix A Project Management Risk Assessment Template to the email submission.)

2. **Project Approval Lifecycle Completion and Project Execution Capacity Assessment**

Does the proposal development or project execution anticipate sharing resources (state staff, vendors, consultants, or financial) with other priorities within the Agency/state entity (projects, PALs, or programmatic/technology workload)?

Answer: Yes

Does the Agency/state entity anticipate this proposal will result in the creation of new business processes or changes to existing business processes?

Answer (No, New, Existing, or Both)**:** Both New and Existing Processes

1.8   Initial Complexity Assessment

1. **Business Complexity Score:** 2.7

(Attach a completed SIMM Section 45 Appendix C to the email submission.)

2. **Noncompliance Issues:** (Indicate if your current operations include noncompliance issues and provide a narrative explaining how the business process is noncompliant.)

Programmatic regulations: No

HIPAA/CIIS/FTI/PII/PCI: No

Security: No

ADA: Yes

Other: No

Not Applicable: No

Noncompliance Description:

Components of external-facing user interfaces associated with the existing solutions maintained by the CDE are not compliant with screen readers.

3. **Additional Assessment Criteria**

If there is an existing Privacy Threshold Assessment/Privacy Information Assessment, include it as an attachment to your email submission.

How many locations and total users is the project anticipated to affect?

Number of locations: Approximately 600 child care contractors and sponsors located throughout the State of California.

Estimated Number of Transactions/Business Events (per cycle): between 60,000 and 1,000,000

Approximate number of internal end-users: between 100 and 200

Approximate number of external end-users: between 4,000 and 20,000

1.9   Funding

Planning

1. Does the Agency/state entity anticipate requesting additional resources through a budget action to *complete planning* through the project approval lifecycle framework? Yes

   If Yes, when will a budget action be submitted to your Agency/DOF for planning dollars?

   1/20/2023

2. Please provide the Funding Source(s) and dates funds for planning will be made available:

   State Fiscal Year 2021-22: approved BCP for planning (IT consulting) and technology dollars. https://esd.dof.ca.gov/Documents/bcp/2122/FY2122_ORG5180_BCP4856.pdf

   State Fiscal Year 2022-23: approved BCP to roll over and reclass all funds as planning (IT consulting). https://esd.dof.ca.gov/Documents/bcp/2223/FY2223_ORG5180_BCP5776.pdf

Project Implementation Funding

1. Has the funding source(s) been identified for *project implementation*? No

   If known, please provide the Funding Source(s) and dates funds for implementation will be made available:

   Click or tap here to enter text.

   Will a budget action be submitted to your Agency/DOF? Yes

   If "Yes" is selected, specify when this BCP will be submitted: The project anticipates submitting a BCP for implementation after completing PAL, likely for FY 24-25. The project will be leveraging the challenge-based procurement process to ensure that the solution selected meets core defined business scenarios for child care program oversight and administration. Depending upon PAL progress to Q3 of FY 22-23, the project may include funds for a potential initial award arising out of the challenge-based procurement process as part of the FY 23-24 request.

2. Please provide a rough order of magnitude (ROM) estimate as to the total cost of the project:
Between $10 Million and $50 Million

End of agency/state entity document.

Please ensure ADA compliance before submitting this document to CDT.

When ready, submit Stage 1 and all attachments in an email to ProjectOversight@state.ca.gov.

Department of Technology Use Only

Original "New Submission" Date: 09/30/2022

Form Received Date: 09/30/2022

Form Accepted Date: 09/30/2022

Form Status: Completed

Form Status Date: 09/30/2022

Form Disposition: Approved

If Other, specify: Click or tap here to enter text.

Form Disposition Date: 09/30/2022

Department of Technology Project Number (0000-000): 5180-227