August 2023

UNITY

Unified Nevada Information Technology for Youth
Statewide Automated Child Welfare Information System

Nevada Department of Health and Human Services
Division of Child and Family Services
Information Services

Contents

Section 1 – Executive Summary

In State Fiscal Year 2023, Nevada continued developing our transitional CCWIS system and continued to work towards making UNITY CCWIS compliant by completing most of the work to rewrite and modularize its user interface, among other enhancements.

Nevada requests approval for the following budget for SFY2024:

Total	$1,901,918.25	$1,901,918.25	$1,901,918.25	$1,901,918.25	$7,607,673.00
State Share	$950,959.13	$950,959.13	$950,959.13	$950,959.13	$3,803,836.50
Federal Share	$950,959.13	$950,959.13	$950,959.13	$950,959.13	$3,803,836.50

Section 2 – APD Reference

The following table summarizes recent APDU history for Nevada:

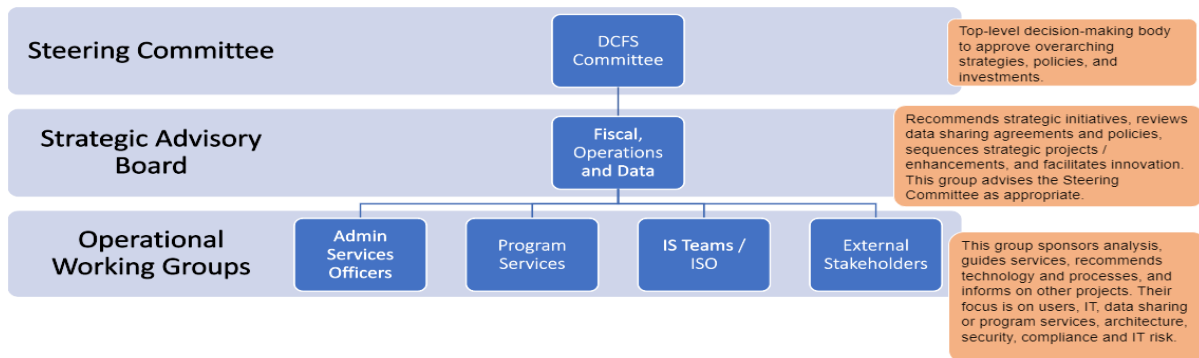|			
2024	September 1, 2023		Annual APDU
2023	July 29, 2022	September 20, 2022	Annual APDU
2022	June 25, 2021	August 4, 2021	Annual APDU
2021	June 26, 2020	July 16, 2020	Annual APDU
2020	December 12, 2019	January 14, 2020	As Needed APDU for RFP for UNITY Data Exchange Modernization project
2020	June 26, 2019	August 2, 2019	Annual APDU
2019	June 19, 2018	June 27, 2018	CCWIS Intent letter
2019	June 13, 2018	June 26, 2018	Annual APDU
2018	July 27, 2017	August 30, 2017	Annual APDU
2017	June 30, 2016	July 11, 2016	Annual APDU
2016	July 24, 2015	August 11, 2015	Annual APDU
2015	July 9, 2014	July 23, 2014	Annual APDU
2014	July 1, 2013	July 16, 2013	Annual APDU
2013	February 4, 2013	February 6, 2013	As Needed APDU outlining schedule changes.
2013	July 5, 2012	August 14, 2012	Annual APDU
2012	May 4, 2012	May 15, 2012	As Needed APDU requesting approval of contract with QA Technologies.
2012	June 27, 2011	July 1, 2011	Annual APDU
2011	March 7, 2010	March 10, 2010	As Needed APDU outlining schedule changes.
2011	September 30, 2010	October 22, 2010	Annual APDU
2010	July 15, 2009	August 11, 2009	Annual APDU
2009	September 29, 2008	November 17, 2008	Annual APDU
2008	September 28, 2007	Unknown	Annual APDU - Revised
2008	June 12, 2007	-	Annual APDU
2007	July 3, 2006	July 27, 2006	Annual APDU - Revised
2007	April 6, 2006	-	Annual APDU

Section 3 – Project Activity Report

Projects Completed

Since the last APDU, Nevada has completed the following activities:

- UNITY 3.0 User Interface Improvement Project – Although certain parts of this project are subsequently mentioned and explained, the overall project will be explained here at a high level. This project addressed some critical bugs/issues in the UNITY web application. This project implemented a web solution that is supportable using in-house resources, eliminated performance and navigation issues, and achieved a high degree of cross-browser compatibility in line with CCWIS regulations at § 1355.52(a), which requires information systems be efficient, economical, and effective. Nevada took a phased approach to this project; the final phases were developed and implemented in SFY2020, however continued several enhancements to the UNITY web application. As of June 2023, we have addressed many bugs/issues in the following functional areas of the UNITY application: Adoption Profile, Application Program Interface (API), Case Profile, Central Registry, Cognos, CPS Report Profile, Education Profile, Eligibility, Eligibility Profile, Facility Profile, Financial Overview, Financial Profile, Health Information, Independent Living (IL) Person Profile, Intake, Interstate Compact Placement of Children (ICPC), Investigation Profile, KinGAP, KinGAP Profile, Missing Data, Organization Profile, Person Profile, Placement / Service Authorizations Profile, Placement Profile, Placement/ Service Authorization Profile, Provider Maintenance, Provider Profile, Provider Resource Management (PRM), Report Profile, Reports, Safety Model, System Maintenance and UNITY Login Functionality. During the State Fiscal Year 2023, we have completed 5 (five) production deployments which includes regular and warranty deployments.

- DCFS established a **Governance Teams** at the end of 2022 based upon the COBIT framework to implement, monitor, and improve IT management for projects to include the UNITY replacement project. This team has 34 members including numerous representatives from Nevada Rurals (Representation from 15 counties), Washoe County and Clark County at all levels of the governance framework shown below. This governing body will be used to control technical issues, business risk, and control requirements.

DCFS Governance Model

- **CCWIS Data Quality Plan** – Nevada will continue to work on structuring and implementing a formal data quality plan in accordance with CCWIS requirements. To summarize, Nevada's data quality plan will involve several phases of work, some of which have been completed and other phases to be completed in the future.

  Phases 1-3 of the data quality plan have been completed. The first phase of the data quality plan involved improving the current Missing Data functionality by using ASP.NET and IBM Cognos Analytics. The second phase of the plan involved building the foundational framework for future success by developing the building blocks for a new functional area of UNITY called Data Quality. In this phase, we identified specific data elements at federal and agency levels to monitor and designed and developed logic to determine when and how the missing data would be identified for users. Data quality architecture components such as table triggers, data quality rule engine, and maintenance tables were also designed and developed in this phase. The third phase focused on user interface design and involved designing and building new data quality web pages in the UNITY application where users can see graphical representations of missing data elements at all organization levels of the child welfare agency, by functional areas, and by other various viewpoints such as case level, staff level, supervisor level, etc. In addition, quick links were added to the graphical web pages for easy access to areas of the system that need users' attention based on the missing data elements.

  As part of the ongoing active development of the data quality plan, phase 4 is the next step which is scheduled to be completed in the **SFY2024**. This step will involve getting users more aware of the capabilities of the new Missing Data web pages and how this can be a useful tool for users. In addition, phase 4 will allow for a data quality workgroup to review existing missing data elements, discuss the accuracy of these elements being reported in UNITY, the usefulness of these data elements, and how we can improve on these elements. Furthermore, phase 4 will include the opportunity for the data quality workgroup to add in additional missing data elements based on agency needs.

  The fifth phase of the data quality plan will continue to involve a user workgroup. Monitored data elements will be identified on UNITY web pages and more flags or interactive

highlights will be built to provide more worker and supervisor monitoring throughout the various workflows. Enhanced user data entry prompts will be set up and tied to timeframes to assist with the goals of complete, accurate, and timely data entry.

The sixth phase of the project will involve analyzing historical data from staff data quality history to identify missing data trends or help management make future decisions.

The result of phases 1-3 provided a new automated function in our CCWIS system known as Data Quality which is included on the automated function checklist. **Active development will continue to occur in SFY2024 with Phase 5** as well as additional items from other phases on an ongoing basis throughout the lifespan of the UNITY system.

- **IBM Cognos Analytics** - Updates and Report Development - During SFY2023, DCFS continued various work with Cognos Analytics, a powerful business intelligence and analytics application capable of producing scheduled and ad-hoc reports as well as interactive dashboards which provide real-time access to key performance indicators and other data. This solution will replace UNITY's legacy reporting technology with a contemporary modular reporting subsystem. During the past year, various updates were applied to the platform and Nevada continued converting and rewriting existing reports from legacy reporting platforms to the Cognos solution in addition to developing new reports as requested by various UNITY stakeholders. During SFY2024, DCFS is planning to upgrade the current of IBM Cognos Analytics from the current 11.17 (LTS) on Windows Server 2012R2 to 11.2.4 (LTS) on Window Server 2022.

- **Regular Maintenance Activities** – During the past fiscal year, Nevada continued to deploy fixes and modifications to improve UNITY on a regular basis, including system performance enhancements. This work was completed throughout SFY2023. During the SFY 2023, we have completed 5 (five) production deployments which includes regular and warranty deployments.

- **UNITY Data Exchange Modernization (UDEM)** – In SFY2019, Nevada submitted a Technology Investment Notification (TIN) proposal known as the UNITY Data Exchange Modernization (UDEM). This proposal was approved for funding by the Nevada Legislature during the 2019 session. This proposal was requested as a method to enhance the UNITY system with contemporary Service Oriented Architecture (SOA) features to support the creation of secure bi-directional data exchanges with child welfare contributing agencies or other external systems used to collect or use child welfare data. The UDEM project will implement a modern connectivity platform which uses industry best practices for facilitating data exchanges while enforcing data standards and implementing additional security features. Specifically, the project will use a connectivity platform known as an Enterprise Service Bus (ESB) in combination with an Application Programing Interface (API) gateway, and the platform will shift DCFS away from the strategy of implementing point-to-point interfaces between UNITY and other systems. Instead, it will allow UNITY to share data with other systems using a uniform set of APIs which can be customized to serve a variety of connectivity purposes. The API gateway will provide a central access point for managing, monitoring, and

securing access to child welfare data contained in UNITY. Additionally, this project will allow the UNITY system to more fully comply with CCWIS requirements while improving the State of Nevada's child welfare program to meet evolving constituent expectations in a way that will increase the speed of data-sharing efforts while improving security and reducing costs. The UDEM project was intended to allow us to build the foundation to set up bi-directional data exchanges as well as complete the listed projects more efficiently. This project, as well as its RFP, was approved for funding by the Children's Bureau in January 2020 following the submission of an as needed APDU submitted in December 2019. However, due to financial strain to the State of Nevada budget caused by the COVID-19 pandemic, all agencies were required to cut budgets in the current fiscal year (SFY2020) and plan for cuts in the next fiscal year (SFY2021). Consequently, the State General Fund portion of the funding for this project (50% of the cost) has been eliminated. Alternative funding sources, including federal grants were reviewed and 100% federal grant was identified and submitted for the approval to Nevada Board of Examiners. On August 11th 2020, Nevada BoE approved the budget/contract with Carahsoft Technology Corporation (Authorized Fulfillment Partner) as part of the Master Service Agreement # AR2472 and FTIN: 52-2189693. Carahsoft Technology Corporation agreed to implement the MuleSoft API Platform/Foundation for the initial setup cost of $180,000.00 and with the subsequent annual subscription costs of $125,769.54 (2nd Year), $130, 800.32 (3rd Year), $136,032.33 (4th year) and $141,473.62 (5th year). MuleSoft in conjunction with Carashsoft assisted NV DCFS UNITY staff to configure and implement the cloud-based solution. During SFY2023, NV DCFS developed and maintained various Application Programming Interfaces (APIs) which were consumed by MICA/DIONA (Clark County Mobile Integrated Case Management Applications) thus exchanging the bi-directional data between UNITY and MICA. During SFY2024, NV DCFS will continue the development and maintenance of Application Programming Interfaces (APIs) as well as planned to implement the bi-directional data exchanges with the third party service named "BINTI".

- **AFCARS Improvements** – NV DCFS altered UNITY to provide a consolidated view of a child removal episode and placement history to pull more consistent data in all reporting of UNITY foster care children. NV DCFS overhauled the ICWA data entry pages in UNITY to provider easier data entry and new elements needed for the AFCARS 2.0. The older ICWA pages were deprecated, and the data was converted into the new format. Also, several smaller work orders were completed to provide new data entry fields in various pages in the application. Along with these enhancements to User Intterfaces of UNITY, during SFY2023 NV DCFS developed the AFCARS 2.0 data extract with error reporting capabilities and timely submitted the AFCARS 2.0 dataextra file to Casey Family Programs thus meeting the compliance standards.

Projects in Progress

The following activities are currently in progress:

- **DCFS Work Request # 10976**: This DCFS work request is for compliance with NRS 432B.040 "Child" means a person under the age of 18 years or, if in school, until graduation from high school.
- **DCFS Work Request # 11028**: This DCFS work request is to link one or more (multiple) Reports and Investigations to one NIA (Nevada Initial Assessment).
- **DCFS Work Request # 12324**: This DCFS work request is to address the requirements of Assembly Bill No. 139 approved by State of Nevada Legislature during FY2024-25 session. AN ACT relating to governmental agencies; authorizing an agency that collects demographic information on race or ethnicity to include a category for persons of Middle Eastern or North African descent.

Risk Management

The greatest ongoing risk to the UNITY project is the shifting priorities that encumber the agency. Federal, state, county, and other entities all take interest in the well-being of children and the quality of the state's child welfare program. However, the priorities of these various entities frequently do not coincide with each other. Consequently, the UNITY project is constantly pressured to veer from its schedule to meet other priorities.

The UNITY project will mitigate this risk in two ways:

- **The Information Services (IS) manager** will continue to work towards sufficiently staffing and structuring the IS unit of DCFS so multiple projects can be worked on at the same time. The IS manager in conjunction with other leads will ensure that at least some UNITY staff are dedicated to the activities set forth in this APDU.

- **The UNITY Work Request Prioritization Process** - DCFS Family Programs Office (FPO), which is responsible for statewide oversight of child welfare activities has been leading on running the prioritization meetings which will include representatives from the agencies/jurisdictions, The prioritization committee chaired by the DCFS Deputy Administrator of Quality and Oversight who manages the FPO among other responsibilities. During SFY2023, NV DCFS conducted 3 (three) Work Requests Priority Meetings including the partners/representatives from DCFS Rurals, Washoe and Clark Country Child Welfare Information Services.

<u>**Section 4 – Project Deliverables**</u>

- **Significant bugs/issues were fixed in the UNITY 3.0** (Adoption Profile, Application Program Interface (API), Case Profile, Central Registry, Cognos, CPS Report Profile, Education Profile, Eligibility, Eligibility Profile, Facility Profile, Financial Overview, Financial Profile, Health Information, Independent Living (IL) Person Profile, Intake, Interstate Compact Placement of Children (ICPC), Investigation Profile, KinGAP, KinGAP Profile, Missing Data, Organization Profile, Person Profile, Placement / Service Authorizations Profile, Placement Profile, Placement/ Service Authorization Profile,

Provider Maintenance, Provider Profile, Provider Resource Management (PRM), Report Profile, Reports, Safety Model, System Maintenance, UNITY Login Functionality).

- **UNITY Data Exchange Modernization (UDEM)** – As part of the implementation of MuleSoft API Platform – Developed several Application Programming Interfaces to UNITY 3.0 Application namely: Person Profile API (Person), Person Maintenance API (Person), Current Address API (Person), Current Phone Numbers API (Person), Marital Status API (Person), Also Know As (AKA) API (Person), American Indian (ICWa-All Screens) API (Person), Birth Information API (Person), Characteristics API, Citizenship/Alien Status API (Person), Developmental Milestones API (Person), Employment API (Person), Current Student Information API (Education), Disciplinary Events API (Education), Current Mandatory Academic Plans API (Education), Placement/Service Maintenance API (Placement and Licensing), Provider API (Placement and Licensing), Assessments API (PDA, NIA, SPD, SP)

- **CCWIS Data Quality Plan** – Phases 1-3 of the data quality plan have been completed. The first phase of the data quality plan involved improving the current Missing Data functionality by using ASP.NET and IBM Cognos Analytics. The second phase of the plan involved building the foundational framework for future success by developing the building blocks for a new functional area of UNITY called Data Quality. In this phase, we identified specific data elements at federal and agency levels to monitor and designed and developed logic to determine when and how the missing data would be identified for users. Data quality architecture components such as table triggers, data quality rule engine, and maintenance tables were also designed and developed in this phase. The third phase focused on user interface design and involved designing and building new data quality web pages in the UNITY application where users can see graphical representations of missing data elements at all organization levels of the child welfare agency, by functional areas, and by other various viewpoints such as case level, staff level, supervisor level, etc. In addition, quick links were added to the graphical web pages for easy access to areas of the system that need users' attention based on the missing data elements.

Section 5 – Updated Project Activity Schedule

Major planned activities for the next fiscal year include the following:

Projects Ongoing Throughout SFY2024

- **CCWIS Data Quality Plan** – Phase Four – This step will involve getting users more aware of the capabilities of the new Missing Data web pages and how this can be a useful tool for users. In addition, phase 4 will allow for a data quality workgroup to review existing missing data elements, discuss the accuracy of these elements being reported in UNITY, the usefulness of these data elements, and how we can improve on these elements. Furthermore, phase 4 will include the opportunity for the data quality workgroup to add in additional missing data elements based on agency needs.

- **Upgrade of CA Technologies software, both mainframe and distributed products** – This project involves the major upgrade of critical software used throughout the UNITY application in order to remain compliant with CA Technologies support policies. This project will involve upgrading software in multiple UNITY environments and will be carefully managed to minimize impact on the software development lifecycle and users of the system. This project is currently work in progress.

- **Family First Prevention Services Act (FFPSA)** – This ongoing project relates to new requirements and changes to various child welfare processes that are associated with the Family First Prevention Services Act of 2018. While still in the requirement phase, it is anticipated that various functionality will likely need to be added or modified to support the objectives of the Act. The requirements for the project are planned to continue during SFY2024 with development likely to start after the requirements gathering process is completed and approved.

- **Create and Modify Various Reports** – This ongoing project encompasses the creation and modification of various operational, managerial, financial, and federal compliance reports in multiple functional areas of Child Welfare and Juvenile Justice Services. These will continue to be transitioned to or rewritten in the new IBM Cognos platform.

- **Upgrade IBM Cognos Analytics** – During SFY2024, NV DCFS is planning to upgrade the current of IBM Cognos Analytics from the current 11.17 (LTS) on Windows Server 2012R2 to 11.2.4 (LTS) on Window Server 2022.

- **Upgrade UNITY ProdRep (Datawarehouse – UNITY Production Database Replication)** – During SFY2024, NV DCFS is planning to upgrade the outdated version of the current IBM DB2 Database (UNITY Datawarehouse) which is running on Linux/Ubuntu Operation System to the latest version of IBM DB2 on Windows Server 2022.

- **UNITY Modernization – Needs Assessment (Request for Proposal)** – The main objective of this RFP is to assess the current UNITY functionalities via various channels of the stakeholder consultations/engagements/feedback sessions and gather requirements at a high level, business view of the envisioned to-be system environment to include CCWIS compliance as well as any pending legislation affecting data elements and reporting requirements. Requirements shall be analyzed from the perspective of the functional system, commonality needed across modules, ancillary technologies currently in-use across the enterprise such as Microsoft Teams and O365, skillset of existing support staff, operation of each functional area, and current DCFS child welfare policies. Requirements may also include any recommendations for consolidation of existing integrations, policy and procedural changes.

- **Project Management and Organizational Change Management (Request for Proposal)** – The main objective of this RFP is to identify the necessary project management, change management, and organizational change and readiness needed to

modernize the UNITY application. The project will involve Project Management and Change Management to educate and inform users, stakeholders, and staff on CCWIS requirements, project or organizational change needs, project schedule, timeline, assumptions, risks, key milestones, and other associated project or change management activities.

Projects from Past APDU Documents Currently On Hold

- o No projects are on hold at this moment.

Section 6 – Annual Budget

The table below shows the Operational (Planned) Budget for State Fiscal Year 2024:

State Personnel	$1,079,623.00	$1,079,623.00	$1,079,623.00	$1,079,623.00	$4,318,492.00
Contract Personnel	$223,321.50	$223,321.50	$223,321.50	$223,321.50	$893,286.00
Hardware Purchases	$172,473.00	$172,473.00	$172,473.00	$172,473.00	$689,892.00
COTS Software Licenses	$116,224.75	$116,224.75	$116,224.75	$116,224.75	$464,899.00
Training	$2,325.00	$2,325.00	$2,325.00	$2,325.00	$9,300.00
Overhead	$78,406.50	$78,406.50	$78,406.50	$78,406.50	$313,626.00
Supplies	$1,677.00	$1,677.00	$1,677.00	$1,677.00	$6,708.00
Other	$227,867.50	$227,867.50	$227,867.50	$227,867.50	$911,470.00
Total	$1,901,918.25	$1,901,918.25	$1,901,918.25	$1,901,918.25	$7,607,673.00

Section 7 – Project Expenditure Report

The following table summarizes the total expenditures for the past state fiscal year (SFY2023) with actuals for the first three quarters of the year and projected costs for the fourth quarter of the year which ends June 30, 2023.

Quarter 1 - Actual	$1,357,672.00	$678,836.00	$678,836.00
Quarter 2 - Actual	$1,501,182.00	$750,591.00	$750,591.00
Quarter 3 - Actual	$1,382,205.00	$691,102.50	$691,102.50
Quarter 4 - Projected	$2,206,199.00	$1,103,099.50	$1,103,099.50
Total	$6,447,258.00	$3,223,629.00	$3,223,629.00

The following table provides the budget for SFY2022 submitted in last year's APDU.

Total	$6,228,464.00	$3,114,232.00	$3,114,232.00

The actual expenditures are less than the budget submitted last year due to actual labor expenses being lower than anticipated due to a change in how system support is reported in relation to previous years.

Section 8 – Cost Allocation Report

Nevada does not anticipate any changes to the allocation basis in the APD's approved cost allocation methodology.

Section 9 – Summary of Acquisitions

Heather Bugg, DCFS Administrative Services Officer IV, certifies that these procurements comply with all Federal and State requirements including access to system records specified in § 96.615 and the retention of software ownership rights specified in § 95.617.

The following table lists the acquisitions that are part of the normal operational costs of UNITY.

KNOWLEDGE SERVICES	Hourly Rate	Staff Augmentation	Master Services Agreement	$692,136.00	7/1/2022	06/31/23	Contract Amendment
APHSA - NEICE	Fixed Rate	Annual Service Fee	Purchase Order	$25,000.00	7/1/2022	06/31/23	On-going
CA, Inc - CA: Gen Development Software	Fixed Rate	Software Licenses	Purchase Order	$131,880.90	7/1/2022	06/31/23	On-going
CA, Inc - CA: Gen Development Software for web	Fixed Rate	Software Licenses	Purchase Order	$31,526.25	7/1/2022	06/31/23	On-going
EITS BUSINESS PRODUCTIVITY SUITE	Fixed Rate	Software Licenses	Purchase Order	$431,358.00	7/1/2022	06/31/23	On-going
HEAT Software USA Inc. - HEAT Maintenance and Support	Fixed Rate	Software Licenses	Purchase Order	$11,220.00	7/1/2022	06/31/23	On-going

Contract Name							
Response Systems - CSE Edit	Fixed Rate	Software Licenses	Purchase Order	$18,592.88	7/1/2022	06/31/23	On-going
BCL Technologies - Allows Unity to Produce PDF and Word docs	Fixed Rate	Software Licenses	Purchase Order	$1,361.35	7/1/2022	06/31/23	On-going
Lifesize Polycom Video Equipment	Fixed Rate	Software / Hardware Licenses	Purchase Order	$5,435.00	7/1/2022	06/31/23	On-going
IBM - Cognos	Fixed Rate	Software Licenses	Purchase Order	$85,426.60	7/1/2022	06/31/23	On-going