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FLORIDA DEPARTMENT OF CHILDREN & FAMILIES | MODERNIZATION

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# REIMAGINING CHILD WELFARE

## FLORIDA'S LEAP FORWARD WITH CCWIS

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CCWIS MODERNIZATION 2022 - PRESENT

OPERATIONAL EFFICIENCY

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## EXECUTIVE SUMMARY

The Florida Department of Children and Families (DCF) has launched a major modernization initiative centered on the Comprehensive Child Welfare Information System (CCWIS). This project is designed to transform the department's technological landscape, optimize the integration of people, processes, and technology, and ultimately improve outcomes for vulnerable children and families across the state.

The CCWIS project is replacing the outdated Florida Safe Families Network (FSFN) with a more efficient, scalable, and user-friendly system. By doing so, DCF aims to modernize child welfare services, streamline case management, and enhance the ability of staff to deliver timely and effective support. The new system is built with flexibility and sustainability in mind, ensuring it can adapt to evolving needs and regulatory requirements.

Since 2021, DCF's leadership has prioritized reshaping the department's technology strategy to address longstanding challenges and seize new opportunities. The Office of Information Technology Services (OITS) has become a dynamic hub, blending a project-driven approach with advanced infrastructure. Through a strategic mix of in-house expertise and collaborative vendor partnerships, DCF is addressing critical business needs and accelerating digital transformation.

This modernization effort is not just about technology—it's about optimizing how people, processes, and technology work together. The result is improved business processes, greater efficiency, and enhanced engagement with the families and communities DCF serves. The CCWIS initiative exemplifies DCF's commitment to leveraging innovation to deliver better outcomes and position the department for long-term success.

## CCWIS OVERVIEW

The Comprehensive Child Welfare Information System (CCWIS) replaces the legacy FSFN system, which was fraught with inefficiencies and outdated technology. The new Salesforce-based CCWIS platform offers real-time data synchronization, mobile capabilities, and advanced analytics. It enhances service delivery by providing frontline workers with timely access to critical information, reducing processing times, and improving data quality and transparency. Key features include mobile investigations, electronic signatures, and self-service portals for caregivers and youth. The modernization roadmap includes the phased development and deployment of various modules, with full implementation expected by FY 2026-27.



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 REIMAGINING CHILD WELFARE: FLORIDA'S LEAP FORWARD WITH CCWIS

## Project Background

The CCWIS Modernization project aims to replace the existing Florida Safe Families Network (FSFN) legacy system with a modern, modular, and highly configurable system. The new system, developed on the Salesforce platform, will enhance efficiency, support better decision-making, and improve child and family outcomes.

The project will be executed in multiple phases, with a planned completion by FY 2026-27. The Project will modernize Florida's child welfare information system through the implementation of a flexible, interoperable, and data-driven platform that enhances service delivery, supports better decision-making, and improves outcomes for children and families.

## Timeline

### FY 2022-23

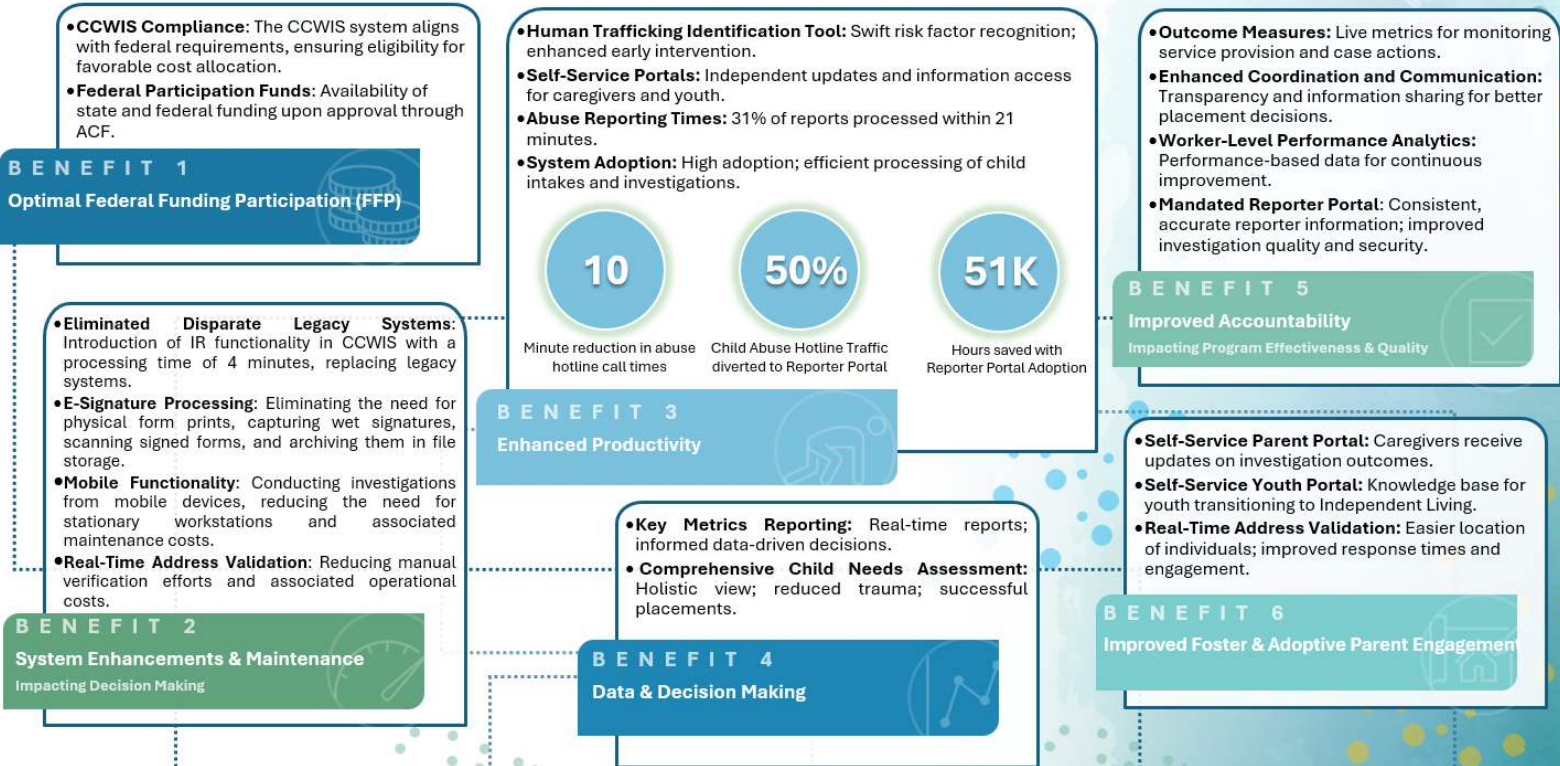
Launch of intake and investigation modules.

### FY 2023-24 to FY 2025-26

Full replacement of all case management functionality.

### FY 2026-27:

Decommissioning of the legacy FSFN system and fine-tuning of data exchanges.



PREVENT AND DETECT FRAUD, WASTE, AND ABUSE

PROMOTE AND ENCOURAGE COMPLIANCE WITH APPLICABLE LAWS, RULES, CONTRACTS, AND GRANT AGREEMENTS

SUPPORT ECONOMICAL AND EFFICIENT OPERATIONS

ENSURE RELIABILITY OF FINANCIAL RECORDS AND REPORTS

SAFEGUARD ASSETS

FLORIDA STATUTES §215.86

## IDEA

### CCWIS MODERNIZATION: TRANSFORMING CHILD WELFARE SERVICES

#### PROBLEMS AND OPPORTUNITIES ADDRESSED

The legacy Florida Safe Families Network (FSFN) system was hampered by slow processing times, limited data sharing, inefficient data capture, and inflexible technology. These issues hindered DCF's ability to deliver timely, effective services to children, youth, and families. Recognizing these critical business problems and opportunities, the DCF Office of Information Technology alongside the Office of Child Welfare championed the launch of the new Comprehensive Child Welfare Information System (CCWIS) on a modern Salesforce platform.

The vision was to revolutionize service delivery through a modular, highly configurable, and technologically advanced system. The new CCWIS introduced real-time data synchronization, mobile capabilities, and enhanced analytics—features previously unavailable. By implementing a modular architecture, the platform eliminated redundant data entry, streamlined documentation, and provided mobile access to critical information.

#### BUSINESS PROCESS IMPROVEMENTS AND CITIZEN ENGAGEMENT

This initiative transformed business processes by enabling real-time data access, reducing processing times, and increasing data quality and transparency. Advanced analytics capabilities allow for proactive trend analysis, better resource allocation, and improved service delivery. For instance, the average time for abuse reporting dropped to 30 minutes, with over 31% of reports processed within 21 minutes—a 10-minute reduction compared to previous processes.

Self-service portals, such as the Parent Portal and Youth Portal, provide updates and resources directly to caregivers and youth, further streamlining communication and support. The user-friendly interface and mobile accessibility ensure frontline workers can respond quickly to emerging situations, reducing delays and errors. Enhanced data transparency and accessibility foster better collaboration among stakeholders, leading to improved outcomes for children and families.

Modernizing the system has also increased citizen engagement. The user-friendly interface and mobile accessibility ensure frontline workers can respond quickly to emerging situations, reducing delays and errors. Enhanced data transparency and accessibility foster better collaboration among stakeholders, leading to improved outcomes for children and families. The Mandated Reporter (MR) Portal, for example, has registered over 23,000 users and processed 125,000 child intakes, with 59% screened in for further action.

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## IMPLEMENTATION

### BUSINESS RATIONALE AND TECHNICAL ARCHITECTURE

Addressing the limitations of the legacy FSFN system was essential for both operational and financial reasons. The legacy system's reliance on obsolete technology drove up maintenance costs and complicated integration with new tools. The Salesforce-based CCWIS reduces long-term expenses, improves scalability, and ensures sustainability. Mobile access and real-time data synchronization further enhance operational efficiency and service delivery.

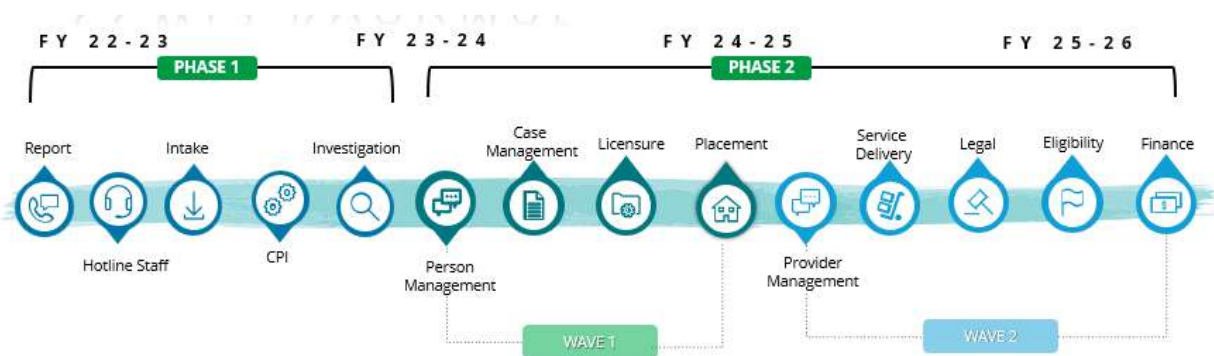
The technical architecture, focuses on sustainability and scalability, featuring robust enterprise solutions and a modular, microservices-based design. This allows for seamless integration, real-time data synchronization, and enhanced transparency. Advanced analytics and reporting now provide comprehensive, actionable insights for continuous improvement.

## ENTERPRISE INTEGRATION AND PROJECT MANAGEMENT

This structured, phased approach ensured each module integrated with the existing system, with clear milestones and success metrics. Stakeholder engagement was prioritized, with regular updates, training, and feedback loops to secure buy-in from frontline workers, DCF leadership, law enforcement, healthcare providers, and educational institutions. Success was measured by incremental upgrades, enhanced real-time data access, and improved data quality and transparency. For example, average daily DCF user logins now exceed 1,750, and the MR Portal has facilitated a significant increase in web reports created and resolved.

Modernizing the child welfare information system kicked off with development of Intake and Investigations modules in 2023. By Spring 2024, our project team successfully implemented the first two modules of the FL CCWIS solution for use by our internal DCF stakeholders. We are continuing our progress while meeting critical requirements of the Federal CCWIS mandate.

## MODERNIZATION ROADMAP:



- Years 1-2:** Over the first two years, a new CCWIS system platform will be established, supported by robust enterprise architecture and infrastructure. This period saw the full development and deployment of the new Intake and Investigations modules, as well as the launch of several key portals—including the Mandatory Reporter Portal, Youth and Parent Portals, and Mobile Applications. Additionally, an Analytics Portal was introduced, featuring capabilities such as mobile investigations,

document e-signature, and ad-hoc dashboards to enhance user experience and data-driven decision-making.

- **Year 3:** The following year focuses on building and testing foundational modules—such as Case Management, Assessment and Safety Planning, Investigation (Case Administration), Placement, Licensure, Person Management, Reports, and Interfaces—to establish the core capabilities needed for effective child welfare operations.
- **Year 4:** The final year expands the system with advanced modules, including Service Planning, Legal/Judicial, Permanency, Eligibility, Finance, Provider Management, Resource Management, and additional Person Management, to deliver a comprehensive and fully integrated CCWIS solution.
- **Go-Live:** All production-ready modules from both years will be deployed together, providing users with an enhanced and unified system experience.

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## SUCCESSFUL IMPLEMENTATION

Success was measured by incremental upgrades, enhanced real-time data access, and improved data quality and transparency. Key metrics included reduced processing times, improved service delivery, and higher user satisfaction. For example, average daily DCF user logins now exceed 1,750, and the MR Portal has facilitated a significant increase in web reports created and resolved.

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## TECHNICAL ARCHITECTURE

The technical architecture focuses on sustainability and scalability, featuring robust enterprise solutions and modular, microservices-based design. This allows for seamless integration, real-time data synchronization, and enhanced transparency. Advanced analytics and reporting now provide comprehensive, actionable insights for continuous improvement.

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# IMPACT

## BEFORE AND AFTER

Previously, FSFN was plagued by inefficiencies, redundant data entry, and limited mobile access. Frontline workers faced challenges in managing case records and making timely decisions. Post-modernization, processes are streamlined, data access is enhanced, and mobility is increased, resulting in better service delivery and outcomes.

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## KEY METRICS AND OUTCOMES:

- Intake Module: Over 119,000 adult, 299,000 child, and 36,000 special condition intakes processed.
- Mobile Investigations: Over 6,000 investigations created via mobile devices.
- E-Signatures: 9,500+ forms electronically signed.
- User Engagement: 1,750+ daily DCF user logins; 23,000+ reporter portal registrations.
- Abuse Reporting: Median processing time reduced to 30 minutes; 31% processed within 21 minutes.
- MR Portal: 125,000 child intakes processed; 59% screened in.
- Web Reports: Increased volume and resolution rates compared to legacy system.
- Advanced Analytics: Real-time, actionable insights for hotline, investigations, and case management.

## LONG-TERM PLAN AND INVESTMENT WORTHINESS

The project will be executed in multiple phases, with a planned completion by FY 2026-27. CCWIS will modernize Florida's child welfare information system through the implementation of a flexible, interoperable, and data-driven platform that enhances service delivery, supports better decision-making, and improves outcomes for children and families. Investing in CCWIS modernization is justified by substantial gains in efficiency, service delivery, and citizen engagement. The project's innovative approach and successful execution ensure sustainability and cost-effectiveness, delivering long-term benefits for Florida's children and families.

The Florida Department of Children and Families (DCF) has achieved remarkable progress in modernizing and enhancing its service delivery systems. The department's commitment to leveraging cutting-edge technology and innovative solutions has transformed the way child welfare services are administered. We have made it a priority to increase efficiency, adopt user-centric design, and look toward the future with data-driven insights. The department has ensured that the CCWIS modernization addresses existing challenges but also paves the way for sustainable, long-term improvements for the citizens throughout Florida. The outcomes of these initiatives have led to reduced processing times, increased transparency, and better resource allocation, showcasing our dedication to fostering a resilient and supportive environment for Florida's most vulnerable citizens. As a result, the Florida Department of Children and Families is now better equipped to fulfill its mission of promoting safeguarding the well-being of families and children across the state.

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