

## THE RESULTS

Significant business value for DCS were realized from the following key TFACTS Modernization Features.

TFACTS Modernization Feature	TFACTS Modernization Feature
Cloud based development and operating environments.	Enables TFACTS to be developed, operated, and maintained more cost efficiently on the State's preferred Cloud platform.
Latest enterprise java frameworks and security.	Enables TFACTS to be more secure.
Refactored object model and code base.	Enables TFACTS to be easily modified and enhanced as needed by Federal and State mandates as well as evolving DCS Program needs.  Enables TFACTS to be more readily maintained and operated.
Open standards-based architecture.	Enables TFACTS to be fully modular in terms of interfaces and integrations with external applications (present and future).

The following Key Performance Indicators (KPI's) for the modernized TFACTS application and the value achieved under each:

TFACTS KPIs	Value Achieved
Cloud based development and operating environments.	Created a new cloud-ready system that is significantly easier to maintain and enhance as needed.
Latest enterprise java frameworks and security.	Converted TFACTS from Struts to Spring, removed all Optimal J, and updated JAVA (JDK).
Refactored object model and code base.	Reduced Security Vulnerabilities by over 93% (from 828 to under 60 and falling).  Performance testing of modernized TFACTS demonstrated performance improvements ranging between 30% and 70% in all functional areas.
Open standards-based architecture.	Reduced outstanding Accounts Receivable Balances by 60% (\$35m to under \$15m).  Implemented business rule enhancements reducing future financial errors by 75% or more.

## success story

# HEALTH & HUMAN SERVICES CCWIS



## SUCCESS STORY:

**CLIENT:** The State of Tennessee Department of Children's Services (DCS)

**INDUSTRY:** Health and Human Services

### CMA TRANSITIONAL CCWIS SUCCESS STORY

In 2016, the U.S. Department of Health and Human Services (HHS) Administration for Children and Families (ACF) issued the Final Rule for a next generation of state child welfare systems called the Comprehensive Child Welfare Information System (CCWIS), replacing what is known as the Statewide and Tribal Automated Child Welfare Information System (S/TACWIS) regulation.

CCWIS is an automated child welfare case management solution that supports the use of cost-effective, innovative technologies to automate the collection of high-quality case management data and to promote its analysis, distribution, and use by workers, supervisors, administrators, researchers, and policy makers. This new framework is intended to assist Title IV-E child welfare agencies in developing information and case management systems that leverage innovations in technology for the efficient and effective administration of the Title IV-B and IV-E child welfare program, supporting the federal and state's child welfare business needs to better serve children and families.

The Title IV-E state's CCWIS must maintain Title IV-B and Title IV-E data that supports the administration of the programs including: data required for ongoing federal and state child welfare reports; data required for Title IV-E eligibility determinations, authorizations of services, and expenditures under IV-B and IV-E; data to support federal and state child welfare laws, regulations, and policies; and case management data to support federal and state audits, reviews, and other monitoring activities as well as to support state child welfare laws, regulations, policies, practices, reporting requirements, audits, program evaluations, and reviews.

The State of Tennessee Department of Children's Services (DCS) statewide automated child welfare information system project, known as the Tennessee Family and Child Tracking System (TFACTS), was implemented as a SACWIS in August 2010. In June 2018, DCS requested the transition of TFACTS from a Statewide Automated Child Welfare Information System (SACWIS) to a Comprehensive Child Welfare Information System (CCWIS).



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**BUSINESS CASE**

TFACTS is used to operate and administer the State’s Title IV-B and IV-E child welfare programs which includes, but is not limited to: Intake, Child Protective Investigation and In- Home Services, Independent Living, Foster Care, including Extended Foster Care (EFC), Adoption and post-Adoption Services and Juvenile Justice. TFACTS is the central repository for all information regarding children and families served and is vital in ensuring DCS leadership and case managers can make informed decisions about the children and families to whom they provide services, and those who are under the care, custody, and supervision of the State.

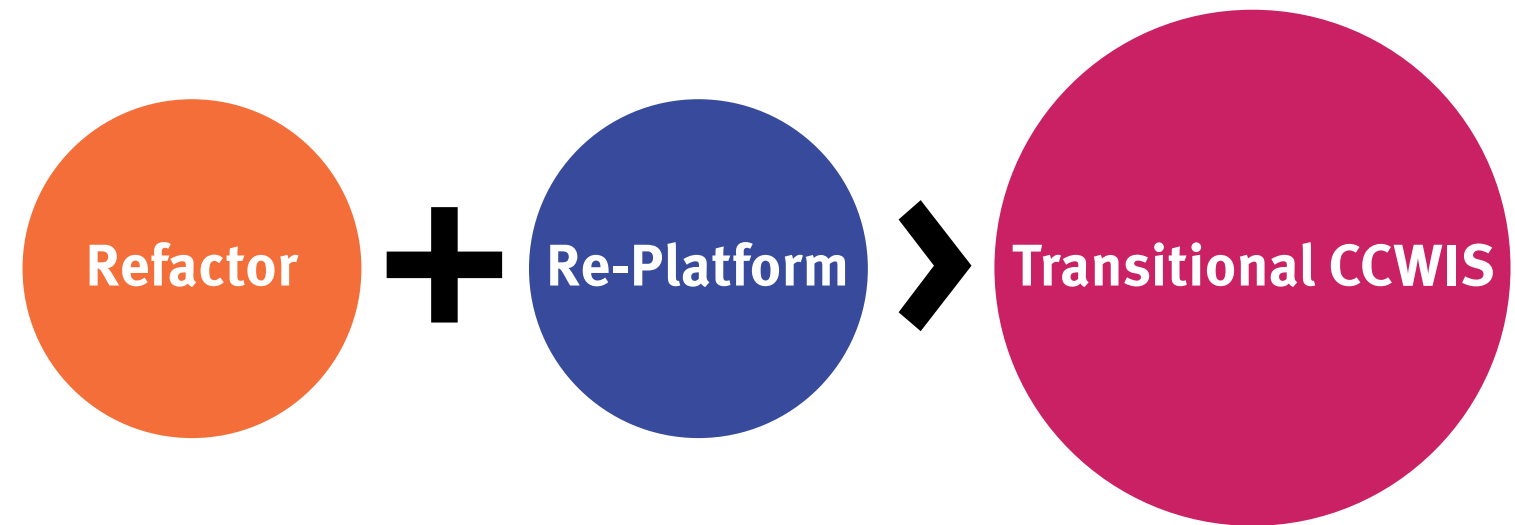
DCS has identified numerous challenges with TFACTS that prevent and/or hinder operational optimization and DCS’ ability to achieve its business goals efficiently, effectively, and economically. These challenges increase costs, contribute to incomplete data needs, and create reduced worker efficiency ultimately hindering DCS’ ability to effectively serve children and families. TFACTS is based on outdated technology which contributes to its inflexibility in addressing necessary updates. TFACTS was originally developed incorporating a now outdated framework (Optimal-J) which was discontinued not long after the system went live. The result was a web-based Java application that could not be evolved as needed by federal and state mandates. The system platform (Java 7) was incapable of being upgraded, thus creating significant security performance issues.

**THE SOLUTION**

In May 2023, DCS selected CMA to modernize the TFACTS infrastructure, platform, and application making it cloud ready.

*Modernization of TFACTS was accomplished by both:*

- **Refactoring**
  - Refactoring an existing application code base is a comprehensive and systematic process of improving the current code base without changing functionality
  - The goal was to transform overly complex, unnecessary, and improper code into clean code with a simplified design
- **Re-Platforming**
  - Remove Optimal-J and transition to latest Java Spring



TFACTS Modernization was fully executed and rolled out into production by CMA working together with Tennessee’s STS (Strategic Technology Solutions) and DCS agencies in just under 14 months.