

The Florida Senate
COMMITTEE MEETING EXPANDED AGENDA

CHILDREN, FAMILIES, AND ELDER AFFAIRS
Senator Grall, Chair
Senator Garcia, Vice Chair

MEETING DATE: Tuesday, February 4, 2025
TIME: 4:00—6:00 p.m.
PLACE: 301 Senate Building

MEMBERS: Senator Grall, Chair; Senator Garcia, Vice Chair; Senators Brodeur, Harrell, Rouson, Sharief, and Simon

TAB	BILL NO. and INTRODUCER	BILL DESCRIPTION and SENATE COMMITTEE ACTIONS	COMMITTEE ACTION
1	Presentation and Discussion on the Department of Children and Families Technology Systems Modernization: - Cole Sousa, Chief Information Officer, Department of Children and Families		Presented

Other Related Meeting Documents

CourtSmart Tag Report

Room: SB 301
Caption: Senate Children, Families, and Elder Affairs Committee

Case No.:

Type:
Judge:

Started: 2/4/2025 4:00:08 PM
Ends: 2/4/2025 4:40:42 PM **Length:** 00:40:35

4:00:09 PM Chair Grall calls meeting to order
4:00:11 PM Roll call
4:00:25 PM Chair Grall provides opening announcements
4:00:37 PM Tab 1, Presentation and Discussion on the Department of Children and Families Technology Systems Modernization: Cole Sousa, Chief Information Officer, Department of Children and Families
4:00:50 PM Cole Sousa, Chief Information Officer, Department of Children and Families
4:08:32 PM Chair Grall
4:08:44 PM Cole Sousa
4:14:20 PM Chair Grall opens for questions
4:14:56 PM Cole Sousa
4:15:33 PM Chair Grall
4:16:03 PM Cole Sousa
4:16:23 PM Senator Harrell
4:17:02 PM Cole Sousa
4:17:51 PM Senator Harrell
4:17:54 PM Cole Sousa
4:18:15 PM Senator Harrell
4:18:34 PM Cole Sousa
4:19:19 PM Senator Harrell
4:19:35 PM Cole Sousa
4:20:19 PM Senator Harrell
4:21:16 PM Cole Sousa
4:22:06 PM Senator Simon
4:22:18 PM Cole Sousa
4:22:29 PM Senator Simon
4:22:34 PM Cole Sousa
4:22:45 PM Senator Grall
4:22:57 PM Cole Sousa
4:29:38 PM Chair Grall
4:29:45 PM Cole Sousa
4:30:16 PM Chair Grall opens for questions
4:30:21 PM Senator Harrell
4:31:01 PM Cole Sousa
4:32:00 PM Senator Harrell
4:32:30 PM Cole Sousa
4:33:07 PM Senator Harrell
4:33:38 PM Cole Sousa
4:34:20 PM Senator Harrell
4:34:38 PM Cole Sousa
4:35:28 PM Senator Harrell
4:35:38 PM Cole Sousa
4:35:58 PM Senator Harrell
4:36:10 PM Chair Grall
4:36:23 PM Cole Sousa
4:36:46 PM Chair Grall
4:36:56 PM Cole Sousa
4:37:01 PM Chair Grall
4:37:10 PM Cole Sousa
4:38:04 PM Senator Harrell
4:38:22 PM Cole Sousa
4:39:36 PM Chair Grall thanks Cole Sousa
4:40:24 PM Senator Harrell moves to adjourn

4:40:32 PM Meeting adjourned



CCWIS/ACCESS/FASAMS PROJECT UPDATE

Florida Senate

Children, Families & Elder Affairs Committee

February 4, 2025

Presented By:

Cole Sousa, Chief Information Officer

ACCESS FLORIDA SYSTEM MODERNIZATION

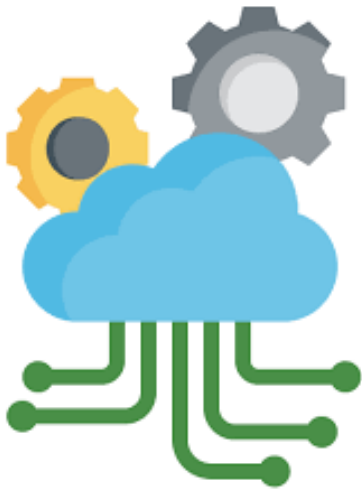
- ACCESS is the Department's integrated eligibility processing system for government assistance:
 - **Food Assistance**
 - Supplemental Nutrition Assistance Program (SNAP)
 - **Cash Assistance**
 - Temporary Assistance for Needy Families (TANF)
 - **Medical Coverage Assistance**
 - Medicaid
 - **Other programs**
 - Electronic Benefits Transfer (EBT), Optional State Supplementation (OSS), Refugee Assistance Program (RAP), etc.
- The system **processes over 6 million applications/\$6.9B* in government assistance annually** (*represents SNAP and TANF dollars only; excludes dollar amount for PEBT, D-SNAP, and Medicaid issued by AHCA).
- Mainframe has been the system of record since **1992**.



ACCESS MODERNIZATION PROJECT OVERVIEW & GOALS

Project Overview

- Project Duration: 6 Years
- Total Project Budget: \$205M
- Status: Year 3 In Progress



Modernization Goals

- Transform the customer experience by increasing the speed of delivery of services to further enable economic self sufficiency
- Establish a resilient, scalable foundation with supporting infrastructure and enterprise architecture
- Increase accessibility by providing mobile-friendly, device agnostic interfaces for both clients and staff
- Strengthen fraud prevention, privacy, and security
- Consolidate case processing into one system
- Reduce overall case processing time
- Increase worker efficiency
- Replace outdated mainframe infrastructure with new supported and resilient technologies



PROJECT ACCOMPLISHMENTS (YEARS 1-3)

Total Budget:

- \$73M Appropriated (78% federally funded)

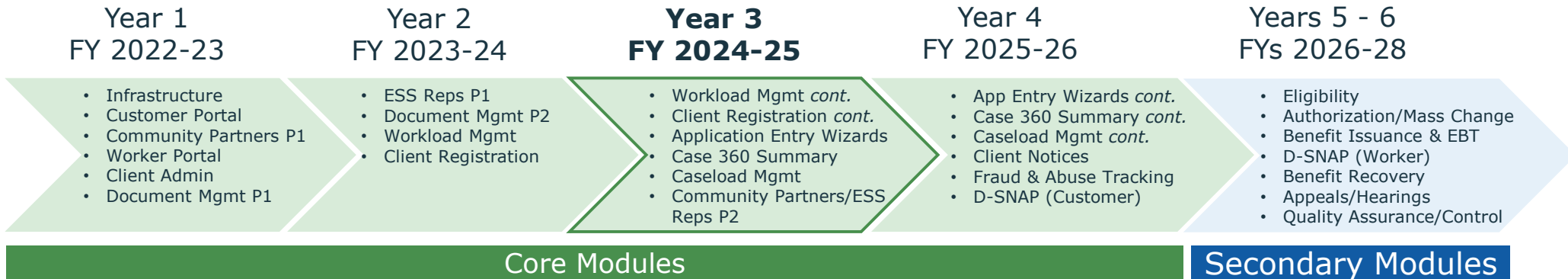
Accomplishments:

- **Successfully Procured and Implemented a New ACCESS Technology Platform**
 - Established a resilient, scalable technology foundation
- **Launched MyACCESS Customer Portal (December 5, 2023)**
 - Improved citizen experience
 - Over 3.7M client accounts created and 5.8M applications submitted since go-live
- **Implemented New Mobile Functionality**
 - Monthly document uploads tripled with mobile capabilities
 - Over 65% of all interactions are now preformed via mobile devices
- **Strengthened Security Protocols and Fraud Detection**
 - Over 630K high-risk or bot detection sign-in attempts blocked and over 40K fraudulent account creation attempts thwarted
 - All accounts now secured with multifactor authentication
- **Enhanced Economic Self Sufficiency Community Partners & Representatives Functionality**
 - Over 4K partner/representative accounts created and more than 160K applications securely submitted for clients
- **Introduced a New Worker Portal (December 5, 2023)**
 - On track to replace 4 legacy systems (SSP, ADI, CPTS, and AMS) and two mainframe modules by end of Year 3
- **Deployed a Document Management Module (June 14, 2024)**
 - Over 2M case documents processed automatically (74% of all received)



ACTIVITIES

Scope:



Year 3 (In Progress):

- Implement Workload Management in Worker Portal**
 - Provides flexibility to manage priorities and caseloads statewide; replaces legacy ACCESS Management System (AMS)
- Implement Client Registration in Worker Portal**
 - Provides robust master client index solution; replaces legacy mainframe functionality
- Begin Application Entry Wizards (design and development of groups 1 and 2), Case 360 Summary, and Caseload Management**
 - Streamlines case processes and boosts worker efficiency; replaces legacy mainframe functionality
- Implement Community Partners (Phase 2) in Customer Portal**
 - Provides partner self-management efficiencies; replaces legacy ACCESS Community Partner Tracking System (CPTS)



FY 25-26 LBR REQUEST (YEAR 4)

- **Request: \$36,625,000**
- **Year 4 of the project**
- **Mainframe Modernization**
 - Continue system modernization from mainframe screens and processes to new modern workforce worker portal
 - Enables workforce to be off the mainframe by end of fiscal year
 - Start retirement of core mainframe batch workflows into new modernized cloud processes
 - Integrate fraud and abuse risk metrics and functionality within the Worker Portal
- **System Notices**
 - Modernization of client notices to new platform enabling a human-centered design with plain language and digital delivery options
- **Consolidation of Legacy Systems**
 - Continue consolidation of legacy systems with the replacement of D-SNAP
- **Infrastructure / Data Exchanges**
 - Continue implementation of cloud infrastructure and creation of new interoperable data exchanges



FROM CURRENT STATE TO FUTURE STATE

Current State

```

AICI CASE INFORMATION 11/14/2024 15:12
CASE: 5007221988 CASELOAD: 024015 FZ0203 C GRIFFITHS
EFFECTIVE BEGIN DATE: 11/14/2024
SERVICE SITE: 46401 STATUS: PENDING
CASE FILE LOCATION: IN LOCATION DATE: 11142024 ERROR PRONE PROFILE:
FIRST MI LAST SUF NOTCE LANG LIVES INT LS
PIP: JAMES DAVID E Y 00
DEAF AND HARD OF HEARING ASSISTANCE: VISUAL ASSISTANCE:
NUMBER UNIT DIR STREET/RURAL ROUTE SFX DIR APT
HOUSEHOLD LIVING ADDRESS: 599 BROOKE HAMPTON DR
CITY: TALLAHASSEE STATE: FL ZIP: 32311 CNTY: 37
PHONE:
IS MAILING ADDRESS SAME AS ABOVE? Y
HOUSEHOLD MAILING ADDRESS:
(IF DIFF FROM ABOVE)
CITY: STATE: ZIP: DC:
PHONE:
PIP MAILING ADDRESS: (IF
NOT RESIDENT IN HOUSEHOLD)
CITY: STATE: ZIP: DC:
PHONE:
NEXT TRAN: PARMS:
    
```

Department of Children and Families Access Management System

User Name: ALATYAM | Role: Supervisor | Client: 52 | Rev'd Date: 12/13/2022

Client Registration Summary

Expedited Food Stamp Application

Jerrie 60 | Vince 15

Individual Information

Client Data

First Name: Jerleen | SSN: | Alias Name: |
 Middle Initial: | Date of Birth: 08/12/1961 | Alias SSN: |
 Last Name: WestCovina | Sex: Female |
 Suffix: | Race: White |

FLORIDA Data

First Name: | SSN: |

Future State

FL Benefits Management Portal

My Dashboard | Supervisor Dashboard | Search | Notices | Doc Management | Admin | Quick Actions

Case 500000000

Open | Arthur Weasley

Contact Information

Residential Address 123 E Lakewood Place Orlando, FL 32132	Mailing Address 123 E Lakewood Place Orlando, FL 32132	Home Phone Number 331-223-2245	Cell Phone Number 331-223-2245
Notice Language English	Deaf and Hearing Assistance -	Spoken Language English	Interpreter -
Visual Assistance -	PIP Lives in Household No		
PIP First Name Arthur	PIP Middle Initial -	PIP Last Name Weasley	PIP Suffix -
PIP Address 1836 Mulberry Drive Orlando, FL	PIP Phone Number 331-223-2245		

Income \$5,500.00 | **Assets** \$18,175.00 | **Expenses** \$9,700.00

Household Details

```

graph TD
    A[ARTHUR WEASLEY (45 M)] --- B[MEGAN WEASLEY (45 M)]
    A --- C[AROMY WEASLEY (15 M)]
    A --- D[RYAN WEASLEY (16 M)]
    A --- E[1107 WEASLEY (13 F)]
    
```

Programs

- Food Assistance FS 01: Open
- Cash Assistance ADCR 01: Denied
- Medicaid MA R 01: Pending

Historical Programs

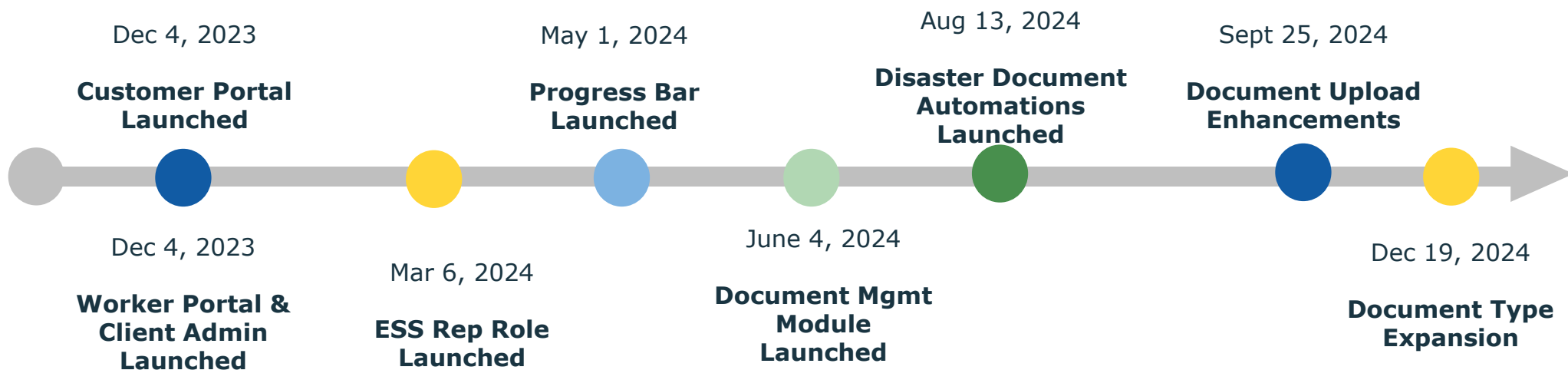
- Food Assistance FS 01: Closed
- Cash Assistance ADCR 01: Closed
- Medicaid MA R 01: Closed

Non-Custodial Parent

NCP Name: John Davis (45 M)
 Child Name: Sam Davis (12F)
 Relationship: Father



INCREMENTAL RELEASE TIMELINE

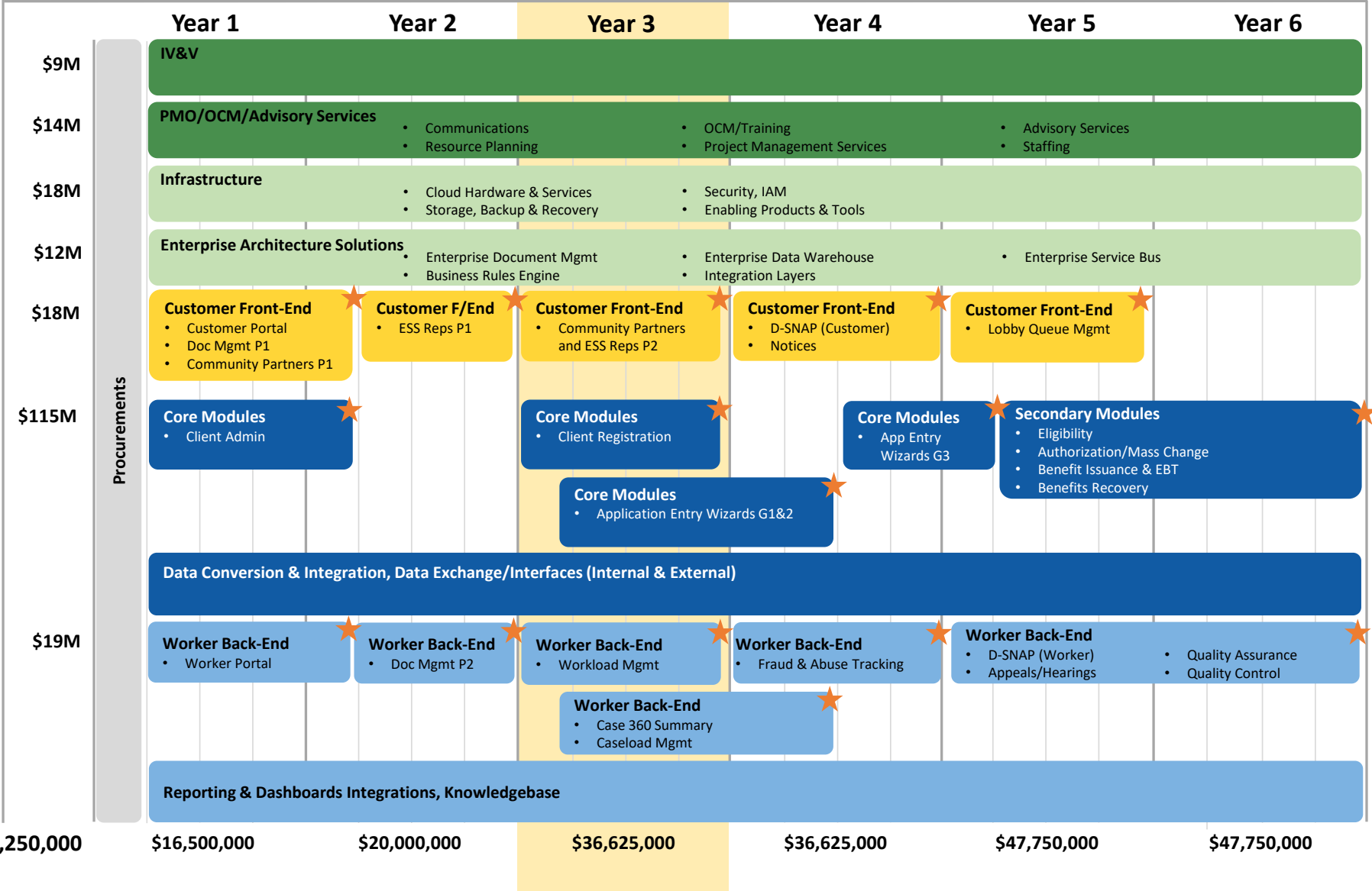


★ Adopted agile delivery approach to implement and deploy new functionality in smaller, more frequent increments for faster value delivery.



6-Year Roadmap

- MANAGEMENT**
- INFRASTRUCTURE**
- CUSTOMER FRONT-END FUNCTIONALITY**
- MAINFRAME REPLACEMENT**
- WORKER BACK-END FUNCTIONALITY**
- GO-LIVE MILESTONE**

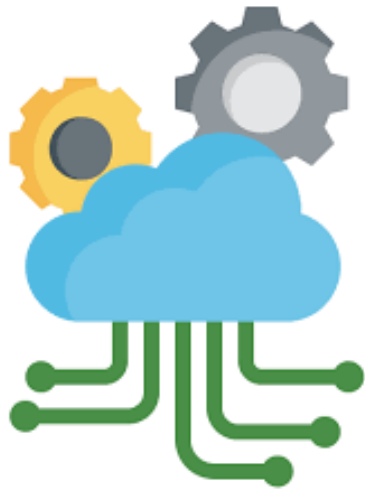


Procurements

CCWIS PROJECT OVERVIEW & GOALS

- **Project Duration:** 4 Years
- **Project Budget:** \$75.M
- **Currently In Third Year of the Project**

The FL CCWIS project is designed to transform how we serve children, youth, and families by providing a modernized system that enhances service delivery and empowers our workforce. Through innovative technology, the system will streamline operations, improve data quality, increase data-driven decisions, and support collaboration, driving better outcomes for the children and families we serve.

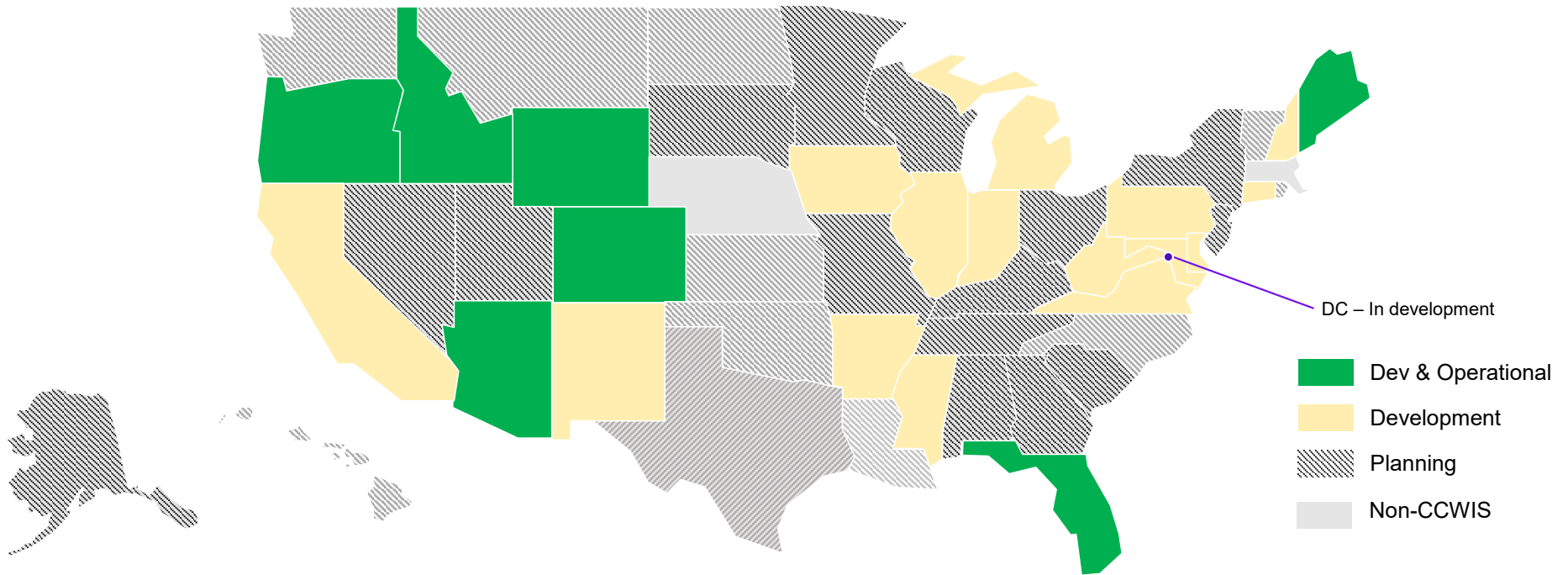


Goals

- A child welfare system that is adaptable to best meet the needs of the children & families we serve
- Operational efficiencies through technology
- Interoperability
- Ease of data collection
- Federal CCWIS Compliance
- Data transparency & accessibility
- Holistic view of the child and family



CCWIS National Landscape



- Florida is the 1st large state to implement major modules in CCWIS
- Six states have fully deployed a CCWIS system
- 62% of states are still in planning stages




CCWIS PHASE 1 ACCOMPLISHMENTS

CCWIS System:

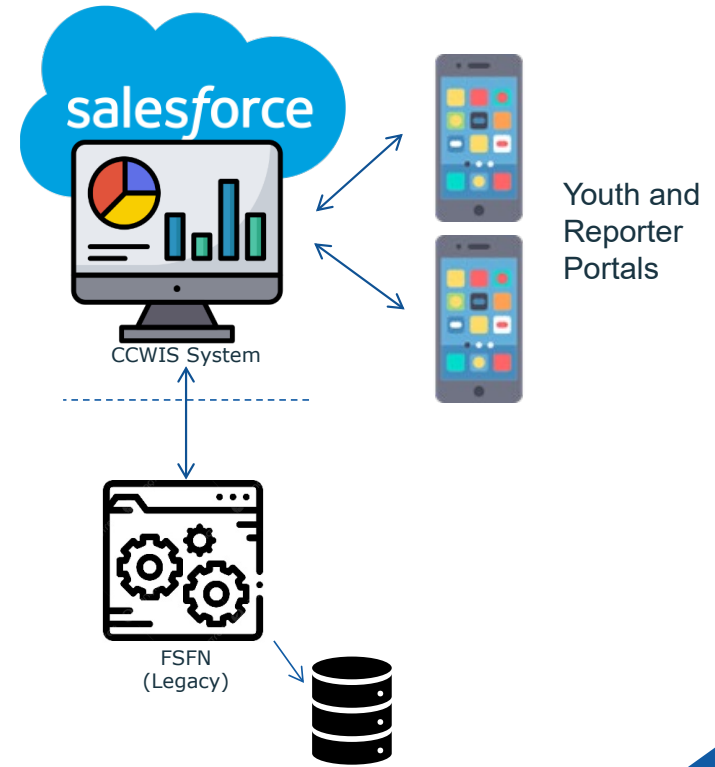
-  A new CCWIS System platform with supporting enterprise architecture and infrastructure
-  New Intake Module
 - Fully developed and deployed
-  New Investigations Module
 - Fully developed and Deployed

Portals

-  Reporter Portal
-  Youth and Parent Portals and Mobile Applications
-  Analytics Portal

Key Features

-  Mobile Investigations
-  Document E-Signature
-  Ad-Hoc Dashboards



FL CCWIS PROJECT (FY 2022-23 THROUGH FY 2025-26)



■ Year 3 (FY 2024-25):

- Phase II Development of FY 2024-25 modules
- DCF Agency Leads, CBC Advisory Committee, superusers and subject matter experts (SMEs) collaboration to validate system requirements and functional design
- User Acceptance Testing (UAT) planning and activities
 - Current modules in UAT have a pass rate of 97%
- Organizational Change Management (OCM) planning and activities
- End-user training planning and development

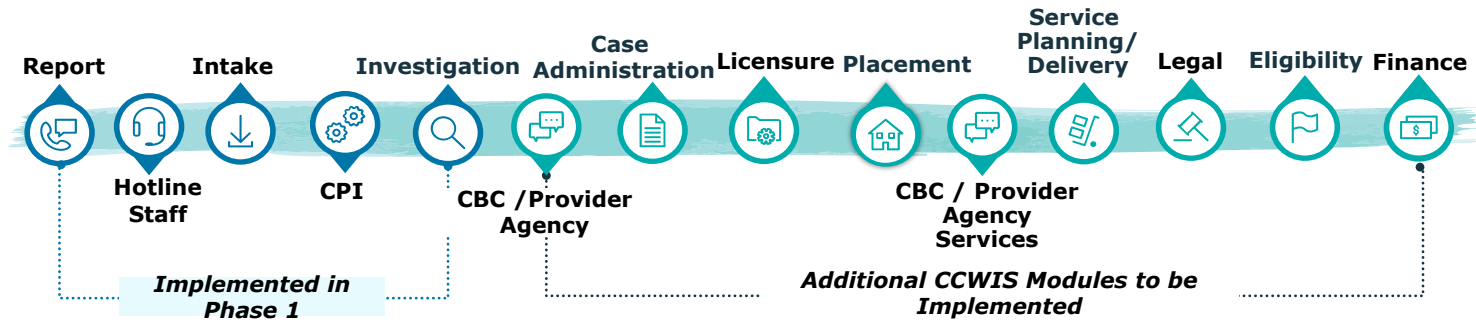


25-26 LBR REQUEST

- **Request: \$28,000,000**
- **4th and final year of the project**
- **Collaboration**
 - **Continued collaboration with DCF Agency Leads, CBC Advisory Committee, superusers and subject matter experts (SMEs)**
- **System Development**
 - **Begin development and testing phases of Service Planning, Legal and Provider Management modules**
- **Requirement Validation Sessions**
 - **Conduct final requirement validation sessions with CBC's and other stakeholders for remaining modules(Financial, Eligibility, Permanency)**
- **Development & Testing**
 - **Develop & test Financial, Eligibility & Permanency Modules**
- **Reporting & Analytics / Data Exchanges**
 - **Continue implementation of cloud infrastructure and creation of interoperable data exchanges**
- **End to End testing, change management, training & deployment of System** ★ 🎆



CCWIS ROAD MAP



DDI				M&O																							
2024			2025			2026			2027																		
J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S
Production Ready Year 1 ★						Production Ready Year 2 ★						★ Ongoing															
<ul style="list-style-type: none"> ✓ Case Administration ✓ Assessment and Safety Planning ✓ Investigation (Case Administration functions) ✓ Placement ✓ Licensure ✓ Person Management R1 ✓ Reports R1 ✓ Interfaces R1 						<ul style="list-style-type: none"> ✓ Service Planning ✓ Legal/Judicial ✓ Permanency ✓ Eligibility ✓ Finance ✓ Provider / Resource ✓ Person Management R2 ✓ Reports R2 ✓ Interfaces R2 						<ul style="list-style-type: none"> ✓ Data Conversion ✓ Train the Trainer (TTT) ✓ End User Training* ✓ Go-Live 						<ul style="list-style-type: none"> ✓ M&O (12 months) ✓ Enhancements (5,000 hours) 									
★ Production Ready						★ Go-Live						* DCF Activity															
Production Ready by July 2025						Production Ready by July 2026						Go-Live - September 2026															



FASAMS PROJECT UPDATE

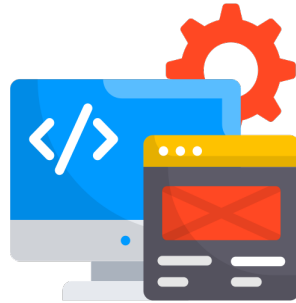
FINANCIAL AND SERVICES ACCOUNTABILITY MANAGEMENT SYSTEM

(FASAMS) is a uniform management information and fiscal accounting system for use by providers of community substance abuse and mental health services. FASAMS has automated interfaces to Florida Medicaid Management Information System (FMMIS) and Child Welfare (FSFN) systems. FASAMS modernized the legacy SAMH Information System (SAMHIS)

Deployment: FASAMS was completed and deployed in December 2018
Updates to the system occur quarterly

Maintenance and Operation: Current M&O contract is through 10/31/2025

Future modernization plans: The Department prioritized its most critical applications for modernization. Future plans for FASAMS will be evaluated after current projects are completed.





QUESTIONS?

