

Project Startup Report

Submitted to Large Project Oversight on 11/18/2020

GENERAL INFORMATION

Project Name: Child Care Licensing System (CCL)

Agency Name: Department of Human Services (DHS)

Project Sponsor: Lauren Sauer

Project Manager: Sarah Lee / Daryl Andes

PROJECT DESCRIPTION

This project will implement an electronic child care licensing system for the Department of Human Services (DHS) and provide a public website. Via the State's Request for Proposal (RFP) process, DHS contracted with GL Solutions to provide a Software as a Service (SaaS) product, GL Suite. The project will also include an organizational change component, as the system will be replacing mostly manual processes. Key stakeholders are the DHS Early Childhood Services (ECS) main office staff, ECS supervisors, ECS Licensing Specialists, DHS partners, and the child care providers. The project is driven by a 2015 Internal Audit of the Early Childhood Services program which recommended the development of a cohesive data system to help monitor and track the licensing process, and the 2016 Child Care and Development Fund (CCDF) Final Rule (based on the Child Care and Development Block Grant Act of 2014).

BUSINESS NEEDS AND PROBLEMS

1. Internal and federal audit requirements: North Dakota does not have a central data system to track and monitor the child care licensing process and oversight providers. Internal and federal audit recommendations and federal funding requirements necessitate implementation of an electronic licensing system.
2. Manual processes: County licensors and regional supervisors store and share information about licensing inspections, correction orders, health and safety, injuries, and fatalities with the state office in a series of spreadsheets requiring manual effort.

PROJECT BASELINES

Project Start Date	Baseline Start Date	Baseline End Date	Baseline Budget
12/04/2017	11/19/2020	4/12/2022	\$1,337,962.07

Notes:

The project started RFI activities in December 2017, and due to the loss of the key subject matter expert, the RFP process was delayed to January 2020.

The implementation of the system is planned for 4/06/2022, however training is scheduled to go out past that date by one week to 4/12/2022.

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OBJECTIVES

Business Objective	Measurement Description
1. Decrease the number of improperly licensed providers	1.1. During the project, a baseline will be taken of the number of improperly licensed providers; three months after go live that number will have decreased
2. Accurate count of current and active licensed and registered providers that is available to DHS staff with decreased manual effort	2.1. One month after go live, a baseline will be take of child care providers needing a follow up from DHS to obtain required information upon initial and renewal application; six months after the baseline is established, there will be a 50% improvement in the number of times DHS has to seek information
3. All required staff qualifications (e.g., CPR, First Aid, CBCU Memo) records are associated with the provider	3.1. One month after go live, a baseline will be taken of complete staff records associated with the provider; six months after the baseline is established, there will be a 50% improvement in the number of complete staff records
4. Accurate reporting of the following for DHS staff with decreased manual effort: correction orders and when they were fixed; number of MOUs and deadlines and terms; provisional licenses, deadlines, and terms; child care concerns and their resolution; serious accident, injury, or death annual report	4.1. Time estimate is that serious accident, injury, or death federal report currently takes four hours to complete; at the end of the calendar year after go live, the report would be completed in under 15 minutes (since the other reports are only on an as-requested basis, the report for serious accident, injury, or death will represent the success of the objective)
5. Correction orders and inspection reports are available on a public website	5.1. After go live, the correction order and inspection reports are available on a website that can be accessed by any member of the general public

KEY CONSTRAINTS AND/OR RISKS

1. The project is dependent on the ND Legislature approving carry over funds to the 2021-2023 biennium
2. Both the DHS and NDIT team members have been involved in COVID-19 related initiatives and issues during the project so far. There is a likelihood that these team members would also be called on for COVID-19 related initiatives and issues in the future. Depending on the situation, it is possible that this COVID-19 related work will require more time from the DHS and NDIT team member than planned for during project scheduling. This would likely cause delays in the project.
3. The DHS team members are not dedicated project resources and therefore need to continue other job duties while working on the project. Also, there is always a risk that an event will occur which could cause team members to be unable to allocate as much time to the project as planned. This could cause delays in the schedule and possible to the overall project end date.