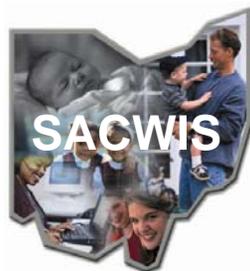


***Ohio
Statewide
Automated
Child Welfare
Information
System***

**SACWIS
Partnership Forum
March 20, 2009**



OHIO STATEWIDE AUTOMATED CHILD WELFARE INFORMATION SYSTEM

Opening Remarks

Sandra Holt

Ohio

Department of
Job and Family Services



OHIO STATEWIDE AUTOMATED CHILD WELFARE INFORMATION SYSTEM

Federal Update

Tresa Young

Ohio

Department of
Job and Family Services

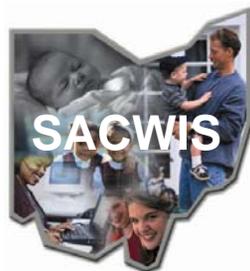


- Annual APDU Revised Project Plan due July 1, 2009
- Project Team is working through revised work plan and schedule – high priorities include:
 - Improving Provider/Person data integrity and sensitive data fix process and functionality
 - Completing suggested financial enhancements, initiating targeted financial roll out, and finishing requirements for the reconciliation requirement
 - Previous SARGe issues and CCRB priorities such as activity logs, visits, unknown persons, NCANDS, AFCARS
 - Private Agency Planning and Requirements
 - CFSR and PIP Reports
 - NYTD and Alternative Response



Federal Site Visit in May

- Purpose – Review functionality with new analyst and identify critical areas that would impact compliance review
- 2 onsite county visits to understand implementation / end user issues
- Opportunity to recognize improvements and target resources/action plans
- Opportunity to gain support in additional funding approval to complete application functionality requirements.



OHIO STATEWIDE AUTOMATED CHILD WELFARE INFORMATION SYSTEM

Project Transition

Tresa Young

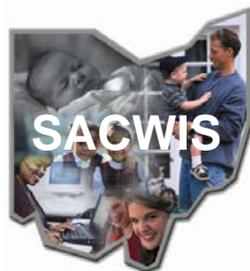


Department of
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DRC Transition

- Contract terminated 6 weeks early, but RFP is already released and submissions are opened 4-1-09
- Development resources targeting placement data fixes, critical defects/enhancements
- Longer term efforts to reduce need(s) for tickets/sensitive data requests



OHIO STATEWIDE AUTOMATED CHILD WELFARE INFORMATION SYSTEM

Managing Data Fixes with Reduced Resources

Joan Denman

Ohio

Department of
Job and Family Services



Managing Data Fixes with Reduced Resources

- February 27th DRC/Compuware transitioned off project
- Currently have 11 State Developers
- Prioritizing Data Fixes related to Placement and Payment
- Reviewing different categories of data fixes to determine additional utilities/changes to application



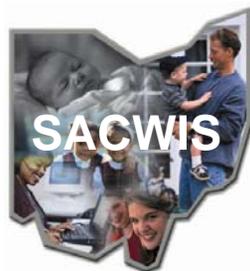
Managing Data Fixes with Reduced Resources

- Application changes identified
 - Update to Unknown Perpetrator in Intake
 - Changes to recording Reporter information
 - Activity Log
 - JAD Sessions scheduled March 23rd & 24th
 - Participation from 5 counties
 - Edit Placement Dates
 - Internal JAD scheduled March 25th



Managing Data Fixes with Reduced Resources

- Application changes (cont)
 - Copy Address
 - Backdate Case Opening
 - Alternative Response
- Application Upgrade could impact timeline for completion of above functionality changes



OHIO STATEWIDE AUTOMATED CHILD WELFARE INFORMATION SYSTEM

Financially Live County Reviews

Dan Shook

Ohio

Department of
Job and Family Services



Financially Live County Reviews

- January – March 2009; Calls were held with all but two of the 14 SACWIS financially live counties.
- Appreciation to all of the counties who agreed to go financially live.
- Valuable lessons were learned to improve implementation of financial module; how to bring other counties live.
- Areas of discussion in the calls focused on Processing Payments, Ancillary Systems, Reports, and Ongoing Support.



GOING LIVE FINANCIALLY – THEN AND NOW

GOING LIVE THEN - ISSUES

- Converted data; specifically from other areas within the application, which affects the financial module.
- Behind on processing purchased care; difficulty working through exceptions, and trouble shooting individual issues.
- Timely cleaning of records to keep from losing federal reimbursement.
- Complete understanding and planning for reimbursements going from prospective to retrospective.
- Problems in making placements, and maneuvering placements for children who move around a lot.
- Network provider's cost reports being extended, and service ceilings not being entered, no work-around available.



GOING LIVE FINANCIALLY – THEN AND NOW

GOING LIVE NOW - KEYS TO SUCCESS

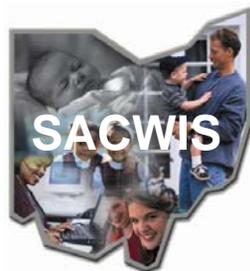
- Continued partnership; strong communication between county and state staff
- Comfort level and commitment of the end users
- Recognition of agency work flow- improvement opportunities
- Preparation of Data Cleansing in records prior to conversion
- Assistance with Change Management- improving communication among units and functions
- Quantity and quality of training provided to county
- Management and Staff expectations related to payment processing steps
- Follow up support



FINANCIAL IMPLEMENTATION STRATEGY

MOVING FORWARD

- Currently providing internal cross training on financial module with other areas of the project team.
- Focus on validating records that will affect the financial module; how data entered and maintained up-stream within the application impact financials.
- Assistance with improving agency work flows.
- Comprehensive training.
- Ongoing follow up and support.
- FCM/AA joint application design
- Additional enhancements to include county and state reimbursement reconciliation



OHIO STATEWIDE AUTOMATED CHILD WELFARE INFORMATION SYSTEM

Data Reports

Tresa Young



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Job and Family Services



Data Reports

- Development of 5 new NCANDS Reports
- Based on annual NCANDS federal file submissions for FFY 2003 – Current
- Cognos Cube format to allow flexible in depth analysis and drill through for individual child identification
- Currently being tested by State staff and County participants in Data Reporting Assurance Program (DRAP)



Data Reports

- Description of new Reports
 - NCANDS – Presents the entire annual NCANDS file in a flexible report format for data analysis and validation purposes
 - NCANDS Child Fatality – presents cases that will be reported as child fatalities
 - NCANDS Error – Displays errors identified by federal validation utility



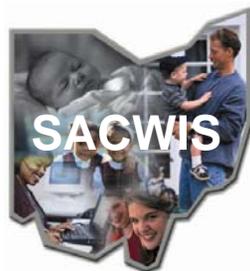
Data Reports

- Description (cont)
 - NCANDS Foster Parent Abuse – Displays cases making up the numerator of the federal Foster Parent Abuse Indicator
 - NCANDS Recurrence – Displays the federal Child Abuse/Neglect Recurrence Indicator



Data Reports

- Reports located at BIC > Public Folders > OCF – Office of Children and Families > OCF – SACWIS-DART Testing
- Contact John McKibben with any questions/suggestions regarding reports
 - John.McKibben@jfs.ohio.gov
 - (614) 644-0011



OHIO STATEWIDE AUTOMATED CHILD WELFARE INFORMATION SYSTEM

Ad Hoc Reporting User Group

Fred Crawley



Department of
Job and Family Services



Ad Hoc Reporting User Group

- Purpose: County and JFS Report Users partner to supplement existing reports available through SACWIS application, BIC/DART Management Reports, CPOE/CFSR Reports with Ad Hoc environment reports
- Meetings: Every 3rd Friday
9:30 am to 1:00 pm
Air Center, Columbus
- Update: 10 to 12 Active Counties



Ad Hoc Reporting User Group

Key Activities

- Reports
 - Creation
 - Validation
 - Utilization
 - Documentation
- User Group Presentation
 - Goals
 - Benefits
 - Access
 - Sample Reports



Ad Hoc Reporting User Group

Reports

- 25+ Reports Created
 - Development, priority, testing
- Validated by group
 - Ready to use
 - Global-SACWIS Application
- Sharing- Crystal reports
 - Open and run-parameters
 - SQL as command
- Documentation
 - Standards for report posting
 - Report specifications



Ad Hoc Reporting User Group

User Group Presentation

- Goals/purpose
 - Case worker and supervisor awareness of the assets we have been developing
 - Invite all counties- various levels of participation
- Benefits
 - Partnering for Ad Hoc REPORTS
 - Real “Work” group, flexible



Ad Hoc Reporting User Group

Steps for Connection and Access

- Get access to Crystal Reports
 - JFS 7078
 - SACWIS Knowledge Base article
- Configure your PC
 - SACWIS Knowledge Base article
- Join the Yahoo Ohio SACWIS Reporting Work-Group
 - <http://groups.yahoo.com/group/OhioSACWISReportingWorkGroup/>



Ad Hoc Reporting User Group

Running Reports

- Yahoo Ohio SACWIS Reporting Workgroup – FILES
 - Locate Report Folders
- Open, Save, Run reports
 - User id and password
 - Agency ID
 - Parameters
- Also SQL – “command”



Ad Hoc Reporting User Group

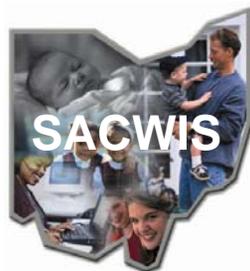
Sample Reports

- Provider Report
- Family Assessment Due/Timely
- Active Placements
- Case Plan Report
- Subsidy Review for Children Turning 18



Ad Hoc Reporting User Group

- **Comments/Suggestions**



OHIO STATEWIDE AUTOMATED CHILD WELFARE INFORMATION SYSTEM

Provider Merge

Joan Denman



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Job and Family Services



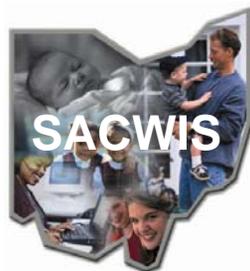
Provider Merge

- On Line Provider Merge completed in B.1.70
- Approx 30 Merge requests have been completed for 12 counties
- These requests resulted in over 70 duplicate records merged
- Knowledge Base Article
 - How to request merge
 - Record readiness



Provider Merge

- Montgomery County pilot
- Staff developing Provider Merge Training
- Training take place May-July
- 1-2 people in each agency that have significant knowledge of provider record



OHIO STATEWIDE AUTOMATED CHILD WELFARE INFORMATION SYSTEM

Duplicate Person

Jennifer Justice



Department of
Job and Family Services



Duplicate Person

- Many duplicates exist in SACWIS due to the legacy data and it's conversion as well as users creating duplicates presently- this is not a new problem
- Some duplication is attributed to the way the legacy system was set up and some duplication is directly related to the level of effort each county invested in cleansing their data prior to conversion
- Users continue to create duplicates due to inadequate searches which can be attributed to the large number of duplicates that already exist.
- Planning has begun to reduce/eliminate the large number of duplicates in the system



Duplicate Person

- The process cannot not be automated. Human intervention to confirm that two persons are truly duplicates is needed.
- Project will generate spreadsheet of potential matches
- Matching on multiple categories
 - Last Name
 - First Name
 - DOB
 - SSN
 - Reference ID (FCM; AA; CRISE; Legacy ID)



Duplicate Person

- Piloting with Licking, Montgomery and Franklin
- Targeting mid April to send to all counties
- Discussions on frequency of follow-up reports to track progress
- Updated Knowledge Base Article on Person Merge



Duplicate Person - Benefits

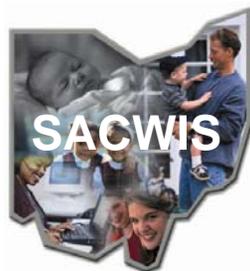
- **Potential benefits of prioritizing this clean-up effort:**
- Improved data integrity -More accurate, reliable person history to improve decision-making
- Faster, more user-friendly person searches
- One step closer to counties completing their own central registry checks



Duplicate Persons

Potential risks if duplicates remain in the system:

- Incomplete person histories that are stored over multiple records in the system leading to poor, uninformed decision-making
- Cumbersome, time-consuming person searches that will likely result in errors and additional duplicate records
- The continuation of the current procedure of relying on the state for information

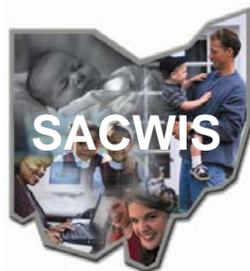


OHIO STATEWIDE AUTOMATED CHILD WELFARE INFORMATION SYSTEM

Questions and Answers



Department of
Job and Family Services



OHIO STATEWIDE AUTOMATED CHILD WELFARE INFORMATION SYSTEM

Agenda Items for Next Forum

Tresa Young

Ohio

Department of
Job and Family Services