



Department of
Job and Family Services

John R. Kasich, Governor

Michael B. Colbert, Director

October 3, 2011

TO: PCSA Directors and SACWIS Super Users
FROM: Jennifer R. Justice, Acting Deputy Director
Office of Families and Children
SUBJECT: SACWIS Update

2011-2012 Advance Planning Document Update “APDU” and SACWIS Priorities

The SACWIS team recently submitted federal planning documents describing Ohio’s progress and seeking additional federal funding for future Project priorities for the 10/1/11 through 12/31/12 period.

An overview will be presented at the 10/24/11 Statewide User Group Meeting. The plan is not official until it is approved by the Administration for Children and Families. Highlights of the request include authorization to complete:

- ✓ **Platform Upgrade and System Performance**
- ✓ **Automated Data Mart to Strengthen Aggregate Reporting**
- ✓ **Online Report/Form Templates Infrastructure**
- ✓ **Results Oriented Management “ROM”**
- ✓ **ProtectOHIO Waiver Interventions**
- ✓ **Private Foster Care/Adoption Agency Access**
- ✓ **Strengthening Custody/Court Module**
- ✓ **Streamlining New Case Plan Functionality**
- ✓ **New Activity Log**
- ✓ **Streamlining System Navigation and Data Integrity**
- ✓ **CRIS-E Interface**
- ✓ **New Knowledge Base**

We are making significant progress and appreciate your ongoing support and partnership. The inclusion of county staff in our regular deployment testing activities, as well as the robust and active dialogue during design meetings, Statewide User Group, Focus Groups and ad-hoc targeted conference calls, strengthens our productivity and effectiveness. **Please thank your staff for their dedication and commitment!**

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Ohio Successfully Completes Phase 2 Foster Care Maintenance Roll Out

Congratulations to all local and state staff for successfully completing financial roll out activities! At this time, all counties are utilizing SACWIS to process Medicaid, Adoption Assistance and Foster Care Maintenance reimbursement. This critical milestone will improve child welfare data overall and eventually provide better information to understand relationships between funding decisions and outcomes for children.

While we still have considerable work to do to improve our system, streamlined data entry and reduced variation among local systems are critical to our long term progress. **Thank you to the SACWIS team, county staff and all state/federal stakeholders who have contributed to this work!**

System Performance, Kick Outs, Online Report Delays ~ “Can You Hear Me Now”?

A July 2011 survey from 500 users and a follow-up focus group in August revealed caseworkers’ daily frustrations when trying to run SACWIS online report templates (e.g. case plans, intake forms, CAPMIS tools).

While the team is working on the overall platform upgrade (targeted for May 2012 completion), as well as an analysis of several longer term options for improving the underlying online report infrastructure, many risk mitigation strategies are currently underway, such as:

- 1) Recycling COGNOS servers more frequently;
- 2) Using additional monitoring tools to diagnose issues and assess improvement results;
- 3) Redirecting “traffic” to additional servers to balance loads during afternoon “back-up” activities;
- 4) Completing modifications to reduce frequency of “memory” errors;
- 5) Implementing code changes to simplify existing forms/tools;
- 6) Increasing use of data mart to store historical report data for complex/time consuming online functions; and
- 7) Streaming back-up methods to increase efficiency/minimize impact to end users.

While recent performance metrics are showing a decrease in report “error” occurrences, we know end users are still experiencing “kick outs”, especially in late afternoon hours. **We are actively working on these issues and follow up on every incident shared with the Help Desk.**

We appreciate your patience and feedback/monitoring as we continue these efforts. Additional information will be shared in the upcoming Statewide User Group Meeting.

Statewide “Results Oriented Management” ROM Training

Please mark your calendars – We are excited that Terry Moore from the University of Kansas will be conducting statewide training for the initial launch of the ROM reporting tool.

This project has enabled us to partner with agencies to create shared data mapping logic/documentation, test complex code functions to reduce data entry, improve federal report accuracy and create the first automated data mart to improve long term child welfare reporting and data exchange needs.

We know statewide use of ROM will reveal data discrepancies/issues as counties drill down further into their own case data and challenge us in productive and needed dialogue. The tool offers another option for analyzing, displaying and creating child welfare reports. We hope you will join us in learning more about this tool – additional details was recently sent under separate cover.

<p style="text-align: center;">Monday, 10/17/11</p> <p style="text-align: center;">9:00 AM - 3:00 PM Columbus, Downtown, Lazarus Building 50 West Town Street, 4th floor, C406 Columbus, OH 43215</p>	<p style="text-align: center;">Tuesday, 10/18/11</p> <p style="text-align: center;">9:00 AM - 3:00 PM Akron Regional Training Center – O'Casek Building 161 S. High Street, 4th floor, Suite 403 Akron, OH 44308</p>
<p style="text-align: center;">Wednesday, 10/19/11</p> <p style="text-align: center;">9:00 AM - 3:00 PM Bowling Green Regional Training Center (in the Woodland Mall) 1234 N. Main Street, Room C Bowling Green, OH 43402</p>	<p style="text-align: center;">Thursday, 10/20/11</p> <p style="text-align: center;">9:00 AM - 3:00 PM Cincinnati Regional Training Center – Pictoria Tower 225 Pictoria Drive, 5th floor – Room C Springdale, OH 45246</p>
<p style="text-align: center;">Friday, 10/21/11</p> <p style="text-align: center;">9:00 AM - 1:00 PM Columbus, Air Center 4020 E. Fifth Ave, 2nd floor, M-121 (2nd floor) Columbus, OH 43219</p>	<p style="text-align: center;">TBD – Early / Mid November</p> <p style="text-align: center;">Cuyahoga County CS Cuyahoga County</p>

Private Foster Care/Adoption Agency Access

Productive design work sessions and dialogue are underway with private foster care and adoption agencies. Functionality will enable private agencies to process training reimbursement, view agency specific demographic information/provider activity logs and enter matching criteria.

The team is working toward initial roll out activities in Q1 and Q2 of 2012. This is an exciting and long anticipated step for improving private agency data in SACWIS. Thank you to those private agencies and OACCA who are actively partnering with us as we approach this critical work.

Aligning SACWIS Training with Practice

Recent survey feedback indicates end users need additional SACWIS training options and better integration with ongoing practice activities (OCWTP, CPOE and Technical Assistance). The SACWIS team has reached out to OCWTP who is actively engaged in broadening SACWIS expertise to better support caseworkers and supervisors and integrate/share training opportunities.

The SACWIS team is also currently organizing MOCK SACWIS efficiency reviews to better prepare counties for the upcoming onsite SACWIS and AFCARS reviews, as well as improve collaboration at the local level. More to come on these activities ~ thanks to those who are leading the efforts!

Onsite Federal SACWIS and AFCARS Reviews

At this time, onsite federal reviews for SACWIS are scheduled for late July 2012 and AFCARS for mid August 2012. While reviews often highlight areas needing improvement, they also provide critical feedback and oversight to improve our work and accountability.

We will be preparing documentation to highlight Ohio's strengths/weaknesses and soliciting county involvement.

CRIS-E Interface

Initial design/requirements work is underway and the team is working to deploy the SACWIS/CRIS-E interface in late Spring/Early Summer 2012. We expect the interface will reduce local workload and improve data integrity in both systems, especially when children enter and leave placement.

Additional feedback from counties will be essential as this work continues. Thanks to those who are bringing this long needed functionality to fruition!

How Important is Mobile Technology To You?

The SACWIS and OIS state teams are exploring various mobile technology solutions and understand some counties are independently exploring mobile options. Nationally, mobile technology in child welfare seems to be most needed to accurately and quickly record caseworker visits or access immediate case demographic information (rather than all areas of the SACWIS application).

While Ohio SACWIS is web based, it is not structured to be easily used on smart phones or iPads. **If you are exploring options or believe caseworkers would actively utilize mobile technology, please let us know by e-mail to tresa.young@ifs.ohio.gov, or by contacting any of the SACWIS leads/managers.**

Security Protocols

We are interested in learning more about local security protocols. Does your agency restrict storage of confidential data on home computers or flash drives? Are policies in place to ensure confidential information is not lost or stored on laptops?

As we work to proactively improve ongoing security protocols statewide, we are interested in local practices and concerns on these issues. **Additional follow-up will occur in multiple venues; if you are interested in sharing agency policies, please forward them via e-mail to gary.stought@jfs.ohio.gov.**

Discontinued Use of SIS/FAC SIS

Several notices have gone out reminding counties that effective 11/1/11, SIS/FAC SIS will no longer be supported. Risks related to data being stored in multiple systems, as well as financial/staff resource constraints, require that the system be shut down at this time. If you need assistance with this issue, please contact Joan Denman via e-mail at joan.denman@jfs.ohio.gov. Thank you for your cooperation.

Upcoming SACWIS Statewide User Group Meeting

The meeting is scheduled for Monday 10/24/11 from 9:30 -12:30 at the Air Center (4020 5th Ave., Columbus, Ohio Room A118-A119) and via video conference.

Counties have expressed interest in learning more about: recording independent living services, state response to “kick out” reports, juvenile court SACWIS access plans and general updates.

If you have additional topics/ideas, please send them to tresa.young@jfs.ohio.gov.