# Ohio | Department of Job and Family Services

**John R. Kasich,** Governor
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February 10, 2011

**To:**      Directors, Public Children Services Agencies

**From:**    Sandra T. Holt, Deputy Director Child/Adult Protection
             Office of Families and Children
             SACWIS Executive Sponsor

**Subject:** SACWIS Directors Update

***Phase 2 Foster Care Maintenance Financial Roll Out Progress*** ~ Wave 1 counties are working hard to prepare for FCM roll out.  Similar to Phase 1 (Medicaid/AA), counties are receiving individualized case reports and support to understand how data should appear in SACWIS.  Each county participates in three (3) individualized webinars where county specific cases and functionality are reviewed (additional webinars and assistance are available).  A practice environment enables counties to conduct "dry runs" to replicate "go live" proactively.  Wave 2 counties are currently engaged in data review/preparation activities. ***Please join me in recognizing the excellent work of the counties and SACWIS team as the financial roll out continues!***

## Phase 2 FCM Financial Roll Out

| Wave 1 | | Wave 2 |
|---|---|---|
| **Data Clean-up & Dry Run for FCM:** Nov – Jan | | **Data Clean-up & Dry Run for FCM:** Jan – Mar |
| **FCM Go Live & 1925 & 1659 Cutoff:** 1/31/11 | | **FCM Go Live & 1925 & 1659 Cutoff:** 3/31/11 |
| **Begin Processing Purchase Care:** March 2011 | | **Begin Processing Purchase Care:** May 2011 |
| **Begin Process Own Home:** April 2011 | | **Begin Process Own Home:** June 2011 |
| Champaign, Clark, Darke, Gallia, Geauga, Harrison, Hocking, Lake, Madison, Mahoning, Marion, Paulding, Perry, Putnam, Scioto, Seneca, Shelby, Tuscarawas, Washington, Wayne, Wood | | Ashland, Athens, Auglaize, Carroll, Coshocton, Fayette, Fulton, Hancock, Hardin, Highland, Jackson, Lorain, Medina, Mercer, Morrow, Sandusky, Trumbull, Van Wert, Vinton, Williams, Wyandot |
| **Wave 3** | | **Wave 4** |
| **Data Clean-up & Dry Run for FCM:** Mar – May | | **Data Clean-up & Dry Run for FCM:** May – Jul |
| **FCM Go Live & 1925 & 1659 Cutoff:** 5/31/11 | | **FCM Go Live & 1925 & 1659 Cutoff:** 7/29/11 |
| **Begin Processing Purchase Care:** July 2011 | | **Begin Processing Purchase Care:** Sept. 2011 |
| **Begin Process Own Home:** August 2011 | | **Begin Process Own Home:** Oct. 2011 |
| Allen, Brown, Clermont, Clinton, Crawford, Defiance, Huron, Knox, Miami, Morgan, Preble, Richland, Stark, Union, Warren | | Adams, Belmont, Delaware, Erie, Fairfield, Greene, Guernsey, Henry, Holmes, Jefferson, Lawrence, Logan, Monroe, Ottawa, Pickaway, Pike, Ross |

_**Managing Multiple SACWIS Initiatives and Sharing Resources**_ ~ Thank you to the many counties (Butler, Champaign, Clark, Cuyahoga, Fairfield, Franklin, Geauga, Hamilton, Jackson, Licking, Lorain, Lucas, Monroe, Muskingum, Noble, Ottawa, Portage, Richland, Stark, Summit and Union) who are assisting with testing activities as we move forward with critical project initiatives.  As there is a great deal of inter-related development work underway, thorough testing and end user feedback is invaluable.  As we introduce new functionality to better support case transfer, case merge, Differential (Alternative) Response, intake and services functionality, please keep in mind overcoming barriers is just part of the process.  We continue to learn and mitigate risks, _**but also ask for your patience as we accomplish significant project milestones**_.  _**Thank you again!**_

_**Service Enhancements and Data Entry**_ ~ Many of you are familiar with limitations currently impacting service data integrity:  1)  it is difficult to link case plan services to multiple case members;  2) service status audit/history trail is over written/lost and 3) duplicate providers in the system hinder work flow and data accuracy.  Inconsistency in the use of service status terms/values ("provided", "needed" and "planned") is also a problem.  _**All of these issues are being worked on as part of the Services Initiative under the Differential (Alternative) Response Project and additional functionality should be in production no later than June 2011.**_

Counties and stakeholders expressed many additional concerns/needs in the services area:  tracking service participation detail by individuals/groups, tracking services for "associated persons"/"non case members" and standardizing data collection/reporting for prevention services.  As there is existing logic between services and the case plan/reviews as well as financial authorizations and payments, changes in this area are complex.  While progress is being made, it is understood additional future work will be necessary to make longer term changes to improve the intuitive flow of this information onto CAPMIS tools, case plans, financial functionality and ultimately meaningful reports.  In addition, as counties are not yet consistently recording services in discreet data fields, utilization reports linking services to outcomes or finances are not yet fully possible.  _**We will need your support and assistance in helping front-line staff to understand why this information is important.  Recording services will likely require more staff time in the beginning as we make this change to capture service information in both narrative and discreet fields.  Caseworkers have been bypassing this functionality (entering data in discreet fields) for some time, so we will need to change habits to truly make a difference.  While the SACWIS team continues to streamline functionality to support practice, we ask for your assistance in working with staff to improve service data entry timeliness and integrity.**_

***System of Record/Required Child Welfare Information in SACWIS*** ~ While we continue to partner with counties to make SACWIS a more responsive and intuitive tool, we need your help to ensure required information is entered.  We have heard from several counties that the ProtectOhio Waiver and/or other local practices absolve the county from having to record case, placement and/or financial information in SACWIS.  In working with counties we see that active/open children are not always entered into SACWIS.  It is important that everyone understands SACWIS is the child welfare system of record regardless of the funding and the entire population of children served is required to be in SACWIS.  Please review OAC 5101:2-33-70 to ensure required information is entered in SACWIS. ***We appreciate your ongoing help and support with this issue!***

***Protecting Social Security Numbers "SSN"*** ~ A recent query revealed more than 500 person records statewide include a reference to Social Security Numbers (SSNs) in a field within the Person Profile tab apart from those designated to capture SSNs.  The level of security within these fields is basic, they are viewable statewide by users with ordinary security access rights.  Examples include recording the person's SSN in the **AKA field**, recording the SSN in the **Drivers License** field, recording the SSN in the person's **Middle Name** field, or recording the SSN as an **"Other"** in any field that allows for free form text to list a few.  This practice by-passes system administrative roles/security and confidentiality protections designed to reduce risk to counties and consumers. ***We will follow up with identified counties to discuss this issue and ask for support in stopping/controlling the practice at the local level.***

***System Reports and Results Oriented Management "ROM"*** ~ The project team and county participants continue to make good progress on the ROM reporting tool which will ultimately provide county and child specific child welfare outcome reports.  The data mapping logic has already been shared with participating counties who are offering feedback and assistance.   The initial data pull was completed and shared with Kansas University; preliminary data testing has begun.  Ongoing testing and county collaboration will continue in the coming month as we share results and work towards implementing a statewide solution.  We also continue to work on improving system report templates, creating new management reports and strengthening the Business Intelligence Channel "BIC".

***Monthly Visitation*** ~ Thank you for your continued efforts to ensure monthly visits are entered into SACWIS timely. ***For FFY 2011, we must achieve an annual 90% compliance rate to avoid a loss of IV-B revenue.  At this time, 54 counties (including for the first time all of the major metropolitan agencies) are consistently managing very close to or above the target goal!!!*** Several counties achieved the goal for the first two months of the FFY, but delayed data entry for December is negatively impacting results.  Statewide for the first three months of the FFY, we have not yet achieved the 90% goal.  Of course, the final rate cannot be determined until after September 2011. ***Please continue to work with your staff to enter visits as they occur.  If you are not***

***utilizing the BIC monthly visitation reports to monitor your county's progress, please contact the SACWIS Helpdesk for assistance.***

***Fostering Connections*** ~ As of December 31, 2010, OAC rules were amended to support Fostering Connections.  These changes impact requirements related to sibling visitation, efforts to place siblings together, efforts to maintain children in  their school, documenting educational setting appropriateness, and strengthening efforts to identify relative/kin placements.  Please take a few moments to review the SACWIS Knowledge Base Article at http://www.webetools.com/drc/users/kb.php?id=10797.   Additional enhancements are being introduced incrementally in the next several builds to support these requirements.

***Access of Confidential Personal Information in SACWIS*** ~ Please see the attached communication re-affirming confidentiality requirements and automated tracking of end user access.  As this communication was sent out during the last week of December when many folks were off, and questions recently came up in a build call, we are re-sending it.  ***Please review it with and re-distribute it to your staff.***

***Statewide User Group Meeting*** ~ is scheduled for Friday, February 18th from 9:30 a.m. – 1:00 p.m. at the Air Center, 4020 5th Ave., room A118/A119.  Video conferencing is available; please RSVP to Gaye.Crawford@jfs.ohio.gov.