



SACWIS
Statewide User Group Meeting
May 15, 2009

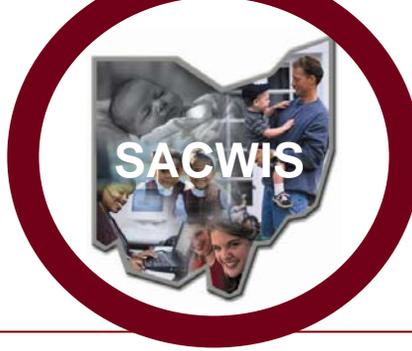


Department of
Job and Family Services



Agenda

- Welcome
- Project Update
- Cube Report Update
- Duplicate Person Initiative
- Unknown Intake Participant Clarification
- Financial Team Update
- Ad Hoc Reporting Demonstration
- System Performance
- After Hours Support
- Functional Enhancements



OHIO STATEWIDE AUTOMATED CHILD WELFARE INFORMATION SYSTEM

Project Update

Joan Denman

Ohio

**Department of
Job and Family Services**



Project Update

- The Office for Children and Families and Office of Family Stability have merged. Our new name is “Office of Families and Children”
- Michael McCreight promoted to Assistant Deputy Director over CRIS-E, Child Care and SACWIS
- Additional Staff Changes
 - Jennifer Justice – TWL Bureau Chief of Family Services
 - Kevin Bullock – TWL Supervisor of New Initiatives And Implementation Unit
 - Financial Team Relocated Back To Project



Federal Site Visit

- On Site Visit May 5th – 7th
- Purpose – To Identify Critical Items That Would Impact Ohio From Becoming SACWIS Compliant
- Four Federal Analysts Received In Depth Demo Of SACWIS Application For 2 Full Days
- Third Day Was Spent On Site In Hamilton County And Warren County
- Official Report Forthcoming



Federal Site Visit

- Identified Strengths
 - Involvement And Support From Senior Management
 - Positive Collaboration And Participation From County Staff
 - County Acknowledgment That SACWIS Has Improved Child Safety As Information On Families Who Move From County To County Is Readily Available And Siloed Units At The Local Level Must Work More Collaboratively To Support An Integrated System



Federal Site Visit

- Additional Strengths
 - Private Providers Are Supportive And Want Access To SACWIS
 - Comprehensive System Performance Metrics And Ongoing Review/Monitoring Of Speed, Responsiveness And System Stability Indicators



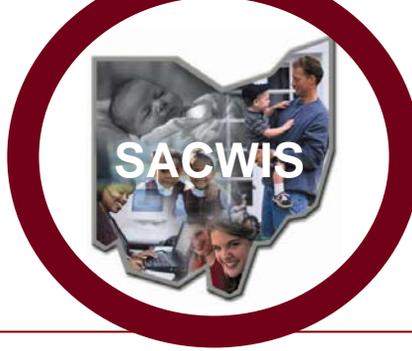
Federal Site Visit

- Noted Concerns
 - The System Does Not Meet Federal Requirements Related To The State Financial System And Electronic Interface Of Local Paid Claims Data
 - The System Does Not Meet Federal Requirements Related To Title IV-A, IV-D, and Title XIX Interfaces
 - The Application Forces The User To Enter Similar Data In Multiple Areas Of The Application Rather Than Pulling Known Information Forward



Federal Site Visit

- Concerns Cont
 - Intake Staff Still Rely On Written Notes Rather Than Entering Information Directly Into SACWIS
 - The Application Allows Users To Delete Pending Intakes
 - Narrative Boxes Should Be Split Out Per Child Instead Of Having One Narrative
 - Look At More Robust Search Engine
 - Users Reported Being “Kicked Out” Of Application



OHIO STATEWIDE AUTOMATED CHILD WELFARE INFORMATION SYSTEM

Cube Report Update

Roger Ward

Ohio

Department of
Job and Family Services



How to Use and Not Use CFSR Indicators

- **Problem**- Leaders should not use most CFSR measures for planning:
 - Large delay between the observation period and when the report is issued.
 - The methods used to construct the measures prevents us from determining what needs to change for improvement to occur.

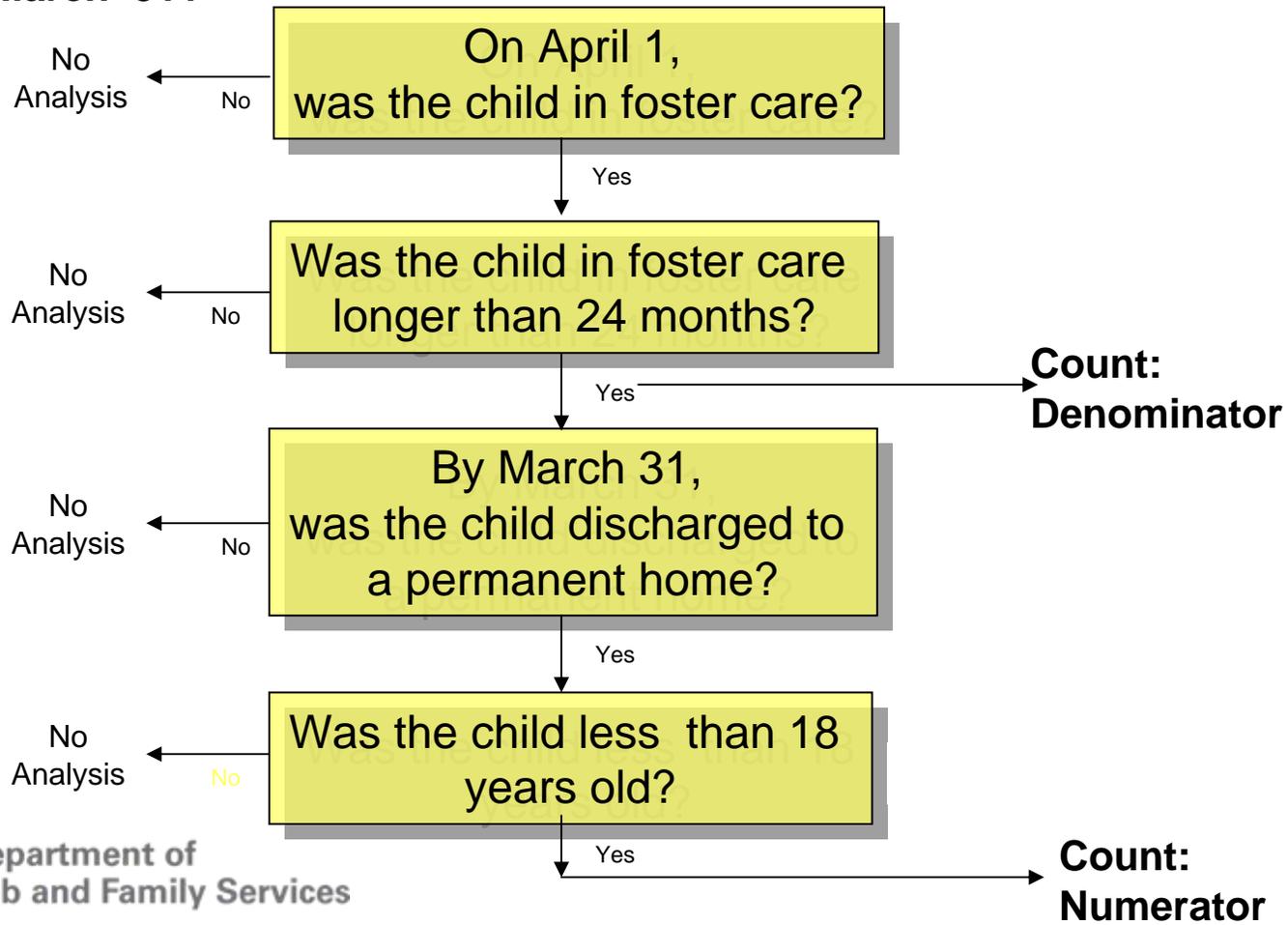
SOLUTION- PROACTIVE MEASURES:

- Allow PCSAs to identify opportunities to intervene in cases timely.
- Ultimately meet the CFSR outcomes.



Measure C3.1: Exits to Permanency Prior to 18th Birthday for Children in Care for 24+ Months

C3.1: Of all children who were in foster care for 24 months or longer on April 1, what percent were discharged to a permanent home prior to their 18th birthday and by March 31?

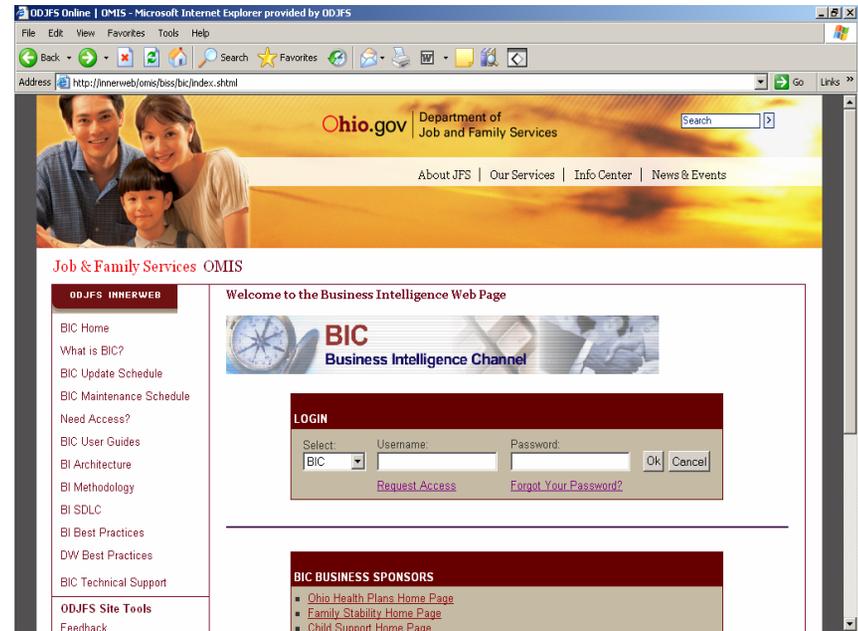




For C3.1, What Does A Leader Do?

- On a regular basis, go to BIC, and logon.
- Go to OCF- Office of Children & Families
 - CFSR – Children & Family Services Review.
 - Permanency Composite 3: Permanency for Children and Youth in Foster Care for Long Periods of Time.
 - Proactive Analyses.

➤ *To Demo!*





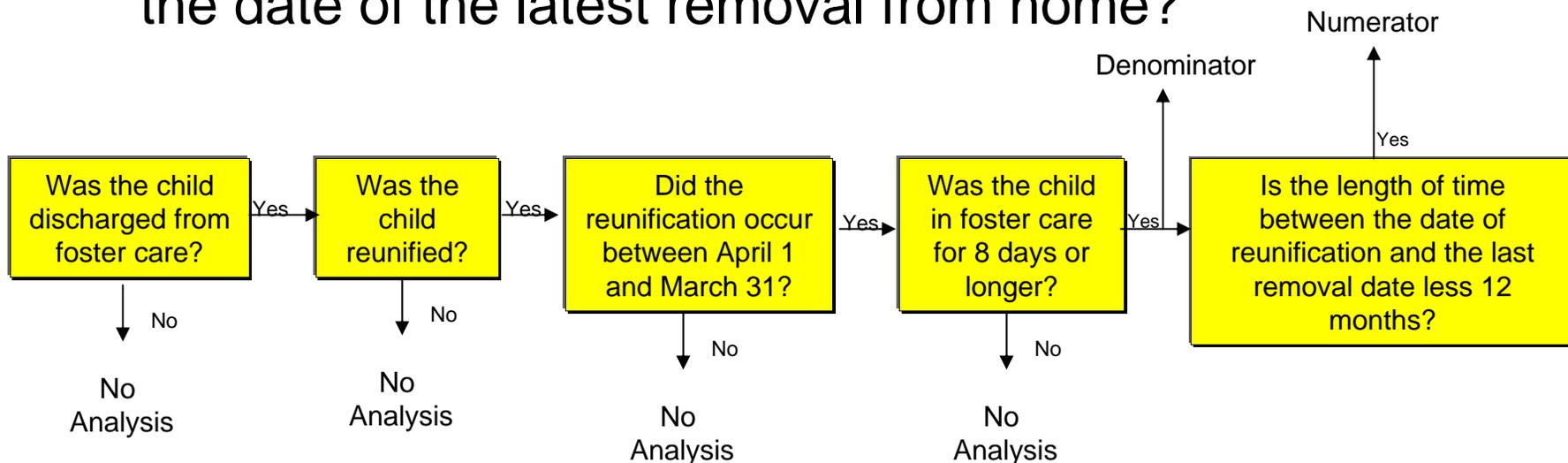
Summary: What Leaders Can Do

- We recommend leaders:
 1. Examine the C31. Cube for the county.
 2. Print a detailed list of children needing permanency by March 31, 2010.
 3. Establish a review team to determine how each child can achieve permanency and set target dates.
 - Establish milestones (e.g., 10%).
 4. Regularly (weekly or monthly) go back to the cube to see the county's performance.
 - Celebrate when milestones are reached.
 - If milestones are not being met, examine the cube for counties that are successful with this measure. Call those directors and discuss how they are meeting the milestones.
 5. Discuss progress with the field office staff (They will be asking you about it anyway.)



C1.1: Exits to Reunification in Less than 12 Months

C1.1: Of all children discharged from foster care to reunification between April 1 and March 31, and who had been in foster care for 8 days or longer, what percent were reunified in less than 12 months from the date of the latest removal from home?



Reunified is defined as having a Discharge Reason of (1) Reunification with parent(s) or primary caretakers, (2) Living with other relatives, or (3) VAC Expired.



What Are the Driving Factors? How Do Leaders Deal With Them?

- What is the county's history?
 - Number of children entering care.
 - How long they stay in care.
 - Number reunified.
- Apply the county's history to current cases, and prepare for new cases.
 - Seasonal patterns of entry, changes in community that might trigger changes.
 - » To Demo!

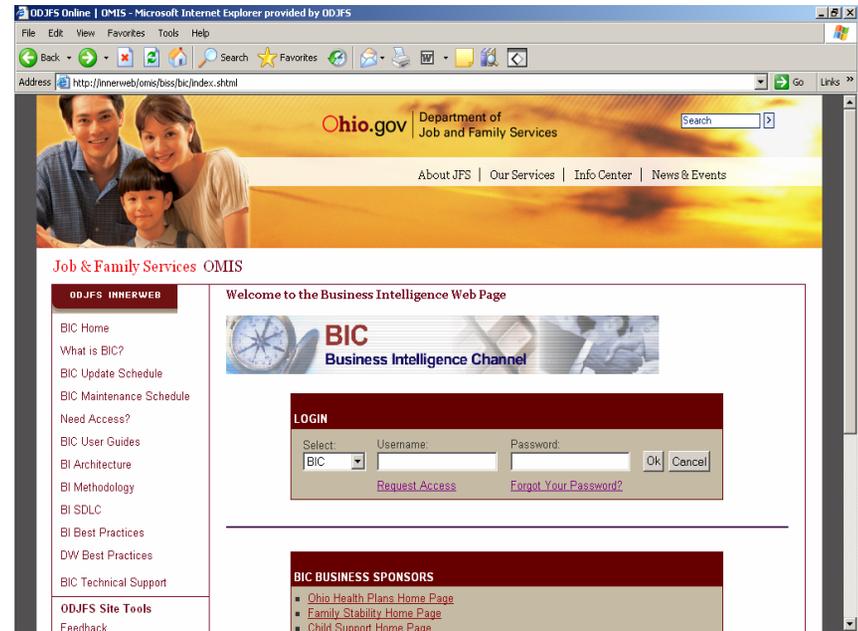
C1.1: Of all children discharged from foster care to reunification between April 1 and March 31, and who had been in foster care for 8 days or longer, what percent were reunified in less than 12 months from the date of the latest removal from home?



For C1.1, What Does A Leader Do?

- On a regular basis, go to BIC, and logon.
- Go to OCF- Office of Children & Families
 - CFSR – Children & Family Services Review.
 - Permanency Composite 1: Timeliness & Permanency Reunification.
 - Measure 1.1: Exits to reunification in less than 12 months (Exit cohort)
 - Proactive Analyses.

➤ *To Demo!*





For C1.1, What Does A Leader Do?



Systemic Analysis

- Using the survival analysis, identify the timeframes when children are getting stuck in care.
 - What are systemic factors causing this delay?
 - Establish review systems at or prior to children hitting those timeframes and determine how to overcome the systemic delays.
- Using the survival analysis, identify sharp decreases in length of time in care within the first 30, 60, 90 days of care.
 - If there are sharp decreases, ask staff the question: “Are we taking more children into custody than we really need to? Why are children entering care and then leaving in a short timeframe? How else can we keep these children safe?”



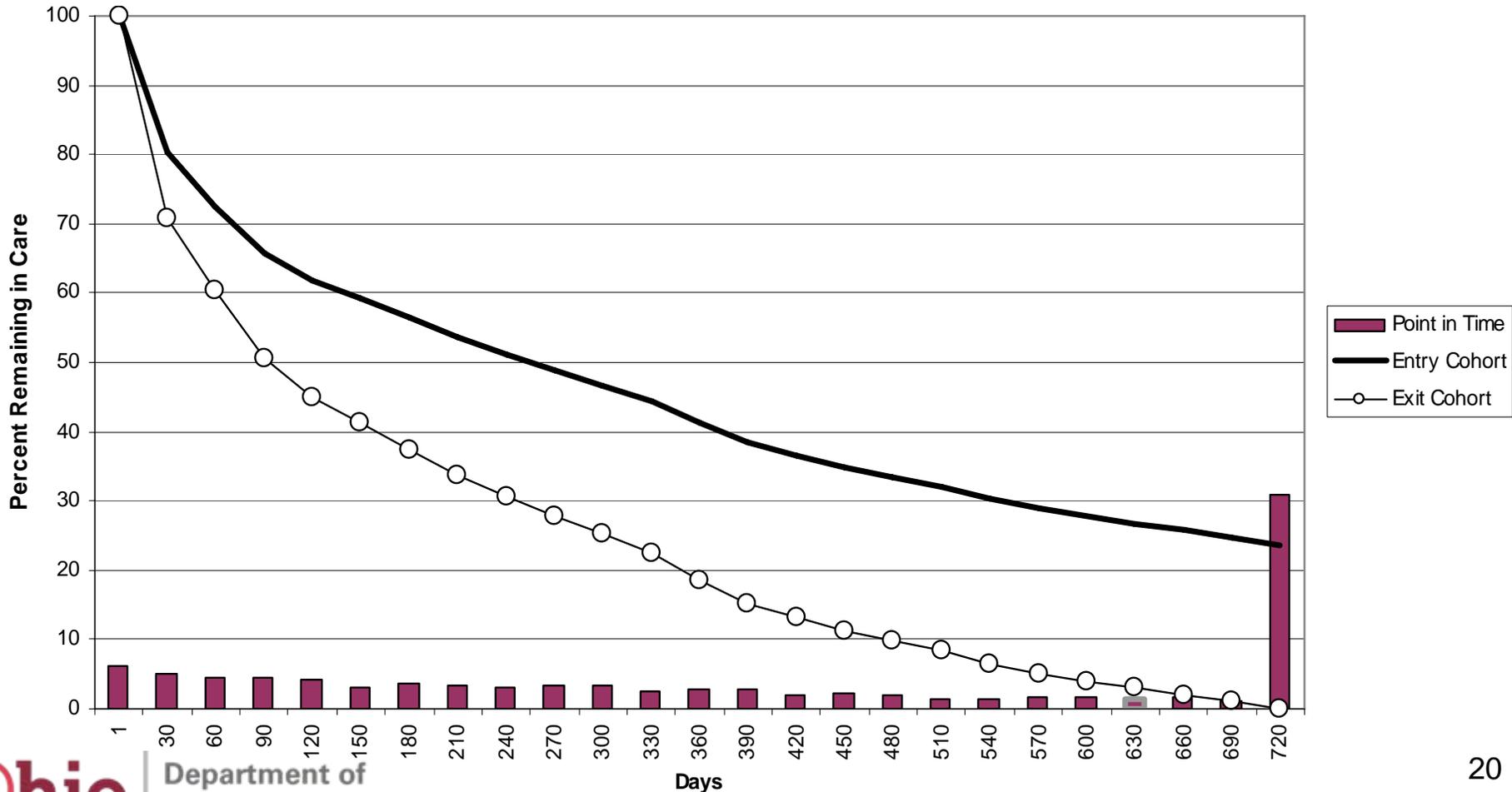
For C1.1, What Does A Leader Do?

- Applied Analysis
 - Who are the children stuck in care now?
 - Who are the children who will be stuck in care within 60 days?
 - *To Demo!*
 - How are the children in care for brief periods different from children in care for longer periods?
 - *To Demo!*
 - *If policy and practice doesn't change, how many children will come into care in the future?*
 - *To Demo!*



Why Do People Get Confused on Length of Stay?

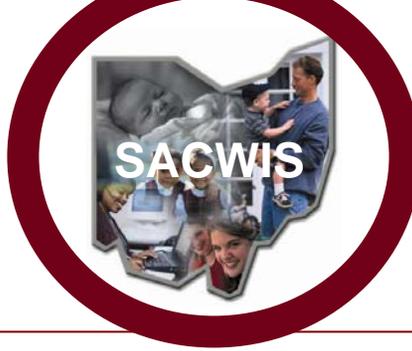
How Long Do Children Remain In Care?





Why Do People Get Confused on Length of Stay?

- Exit cohort:** Only includes children who have recently left care. The experiences of children stuck in care are always unknown.
- Experts say: This is the worst possible method, and has no potential for improving the outcomes of children.
 - Examples: Some Federal Indicators, NCCANS, AFCARS, CSFR data sets.
- **Point-in-time:** Only includes children still in care. Because this method excludes children who have left care, point-in-time data cannot offer insights on how long children remain in care.
- Experts say: Essential for daily management, but not as a length of stay measure.
 - Examples: Many reports in BIC>SACWIS-DART.
- **Entry cohort:** Captures the experiences of all children and measures length of stay based on actuarial models.
- Experts say: Best method for understanding and modifying policy and programs.
 - Examples: Chapin Hall data sets, BIC>CFSR.



OHIO STATEWIDE AUTOMATED CHILD WELFARE INFORMATION SYSTEM

*Merging Duplicate Person
Records Initiative*

Kristine Monroe

Ohio

Department of
Job and Family Services



Merging Duplicate Person Records Initiative

Recent Defect Resolutions And Enhancements To Person Merge:

- **Person Records Can Now Be Merged If Both The "Retain" And The "Remove" Records Are Case Reference Persons. The Case That Has The "Remove" Record As The CRP Must Be In A Closed Status**
- **The Issues Related To The Merge Of Provider Members Has Been Resolved. The Provider Participant Link On The Provider Activity Log Is Now Being Transferred To The "Retain" Person And The Provider Description Of Family Narrative For The "Retain" Person Is Being Retained**



Merging Duplicate Person Records Initiative

Continued

- **The “Remove” Person ID Is Now Being Added By The Application As A Reference Number To The Person Record Of The “Retained” Person**
- **Person Records Are Able To Be Merged If There Are Pending Payments On The “Retain” Record. There Cannot Be Pending Payments On The “Remove” Record (Effective 5/15/09 In Build 1.76)**
- **The User Is No Longer Given The Option To Choose Which Person ID To Retain In The Person Record Comparison Box (Effective 5/15/09 In Build 1.76)**



Merging Duplicate Person Records Initiative

Resolving The Overlapping Addresses Error
Message: If This Error Message Is Received, Click On The Name Of The "Remove" Person

OHIO SACWIS UAT [2] [home](#) | [search](#) | [help & training](#) |
Logged In: [Ohio Department of Job and Family S

Home Intake Case Provider Financial Administration
Staff Maintenance Security Reports Training Utilities

Merge Person
[Associate Case](#)
[Maintain PSA](#)
[Restrict Case/Intake](#)
[Alleged Perpetrator](#)
[Geographical Designations](#)
[SACWIS Access Mode](#)
[Case Closure](#)
[Provider Merge Requests](#)

Please correct the following data validation errors:
Address records overlap

Retain Person

[Search Person](#)

Person ID: 109169
Name: [Bee, Marc](#)
Gender: Male
SSN: DOB: 04/16/1999

Address: 111 N Main St
Dayton, OH 45402-1709
Phone:

[Compare Records](#)

Remove Person

[Search Person](#)

Person ID: 34057
Name: [Bee, Marc](#) ←
Gender: Male
SSN: DOB: 04/16/1999

Address: 111 N Main St
Dayton, OH 45402-1709
Phone:



Merging Duplicate Person Records Initiative

You Will Need To Click On The View Address History Link And Update The Address History. You Will Then Click On The Edit Link And Update The Current Address

OHIO SACWIS UAT [2] [home](#) | [search](#) | [help & training](#) | [!](#)
Logged In: [Ohio Department of Job and Family Serv | [he](#)

[Profile](#) | [Education](#) | [Medical](#) | [Employment](#) | [Military](#) | [Legal](#) | [Delinquency](#) | [SACWIS History](#)

Basic	Demographics	Address	Add'l	Background	Characteristics	Safety Hazard
Name: Bee, Marc	Person ID: 34057	SSN:	DOB: 04/16/1999			

Person Address [View Address History](#)

Type	Address	Effective Date	Primary	Hazard	
edit Residence	111 N Main St Dayton, OH 45402-1709	05/11/2008	<input checked="" type="radio"/>	No	delete

[Add Address](#)

Person Phone/Email

Type	Detail	Primary
------	--------	---------

[Add Phone/Email](#)

[Apply](#) [Save](#) [Cancel](#)



Merging Duplicate Person Records Initiative

Clicking on "View Address History Will Navigate the User to This Screen. Click on the Edit Button to Change the Address Type.

The screenshot displays the OHIO SACWIS system interface. At the top left is the logo "OHIO SACWIS". To its right, there is a navigation bar with links for "home", "search", and "help & training". Below this, the user is logged in as "UAT [2]" and the system identifies the user as "[Ohio Department of Job and Family Ser".

A secondary navigation bar includes links for "Profile", "Education", "Medical", "Employment", "Military", "Legal", "Delinquency", and "SACWIS History".

The main profile information shows:
Name: Bee, Marc
Person ID: 34057
SSN: [redacted]
DOB: 04/16/1999

The "Person Address History" section contains a table with the following data:

	Type	Address	Primary	Effective Date	End Date	
edit	Residence	31 Barbara Dr Middletown, OH 45044	No	09/12/2003	05/10/2008	reactive

Below the table is a "Close" button.



Merging Duplicate Person Records Initiative

After Clicking on Edit from the Address History or Edit on the Main Address Screen for the current address, the User is Navigated to the Address Details Page. The Address Type Should be Changed. The Address Type Must be Different from the Type Associated with the "Retain" Person. The Merge can Generally be Completed if the Type is Changed to "Last Known Address."

OHIO SACWIS UAT [2] [home](#) | [search](#) | [help & training](#) | [!](#)
Logged In: [Ohio Department of Job and Family Serv

Home Intake Case Provider Financial Administration Workload

Name: Bee, Marc Person ID: 34057 SSN: DOB: 04/16/1999

Address Details

Address: 111 N Main St Dayton, OH 45402-1709

Address Type: * Last Known Address

Effective Date: * 05/11/2008 End Date:

C/O:

Delivery Details:

250



Merging Duplicate Person Records Initiative

- After Changing The Address Types In The Address History, If Applicable, And On The Main Address Page, Save The Changes

OHIO SACWIS UAT [2] [home](#) | [search](#) | [help & training](#) | [!](#)
Logged In: [Ohio Department of Job and Family Serv | he

[Profile](#) | [Education](#) | [Medical](#) | [Employment](#) | [Military](#) | [Legal](#) | [Delinquency](#) | [SACWIS History](#)

Basic	Demographics	Address	Add'l	Background	Characteristics	Safety Hazard
Name: Bee, Marc	Person ID: 34057	SSN:	DOB: 04/16/1999			

Person Address [View Address History](#)

Type	Address	Effective Date	Primary	Hazard	
edit Last Known Address	111 N Main St Dayton, OH 45402-1709	05/11/2008	<input checked="" type="radio"/>	No	delete

[Add Address](#)

Person Phone/Email

Type	Detail	Primary
------	--------	---------

[Add Phone/Email](#)

[Apply](#) [Save](#) [Cancel](#)



Merging Duplicate Person Records Initiative

This Returns The User To The Person Merge Page. Click "Compare Records"

OHIO SACWIS UAT [2] [home](#) | [search](#) | [help & training](#) | [!](#)
Logged In: [Ohio Department of Job and Family Serv

Home Intake Case Provider Financial Administration
Staff Maintenance Security Reports Training Utilities

Merge Person
[Associate Case](#)
[Maintain PSA](#)
[Restrict Case/Intake](#)
[Alleged Perpetrator](#)
[Geographical Designations](#)
[SACWIS Access Mode](#)
[Case Closure](#)
[Provider Merge Requests](#)

Retain Person
Search Person
Person ID: 109169
Name: [Bee, Marc](#)
Gender: Male
SSN: DOB: 04/16/1999
Address: 111 N Main St
Dayton, OH 45402-1709
Phone:

Remove Person
Search Person
Person ID: 34057
Name: [Bee, Marc](#)
Gender: Male
SSN: DOB: 04/16/1999
Address: 111 N Main St
Dayton, OH 45402-1709
Phone:

Compare Records 



Merging Duplicate Person Records Initiative

The User Is Presented With The Person Record Comparison Grid. Click The Appropriate Radio Buttons And Click On The Merge Button.

OHIO SACWIS | Logged In: [Ohio Department of Job and Family Serv

Home Intake Case Provider Financial Administration
Staff Maintenance Security Reports Training Utilities

Merge Person
[Associate Case](#)
[Maintain PSA](#)
[Restrict Case/Intake](#)
[Alleged Perpetrator](#)
[Geographical Designations](#)
[SACWIS Access Mode](#)
[Case Closure](#)
[Provider Merge Requests](#)

Retain Person
Search Person
Person ID: 109169
Name: [Bee, Marc](#)
Gender: Male
SSN: DOB: 04/16/1999
Address: 111 N Main St
Dayton, OH 45402-1709
Phone:

Remove Person
Search Person
Person ID: 34057
Name: [Bee, Marc](#)
Gender: Male
SSN: DOB: 04/16/1999
Address: 111 N Main St
Dayton, OH 45402-1709
Phone:

Compare Records

Person Record Comparison

	Retain Person	Remove Person
Person ID	109169	34057
Highest Level of Education	<input checked="" type="radio"/> CONVERT**	<input type="radio"/>
Primary Address	<input checked="" type="radio"/> RESIDENCE 111 N Main St Dayton, OH 45402-1709	<input type="radio"/> LASTKNOWNADDRESS 111 N Main St Dayton, OH 45402-1709

Merge **Cancel**





Merging Duplicate Person Records Initiative

You Will Receive A Message That The Merge Was Successfully Completed.

OHIO SACWIS | [home](#) | [search](#) | [help & training](#) | [switch profiles](#) | **Logged In:** [] County Job & Family Se

Successfully merged the duplicate persons. [close confirmation](#)

Merged Person Record Comparison

	Retain Person	Remove Person	Merged Person
Person ID	109169	34057	
Highest Level of Education	CONVERT**		CONVERT**
Primary Address	RESIDENCE 3304 N Main St Dayton, OH 45405-2709	MAILING 31 Barbara Dr Middletown, OH 45044	RESIDENCE 3304 N Main St Dayton, OH 45405-2709
Title IV-E Number	05757		05757

[Close](#)

[HOME](#) | [HELP & TRAINING](#) | [PRIVACY & SECURITY](#) | [AGENCY SEARCH](#) | Staging version



Merging Duplicate Person Records Initiative

You Have The Option Of Reviewing The Address History And Address Type Of The Current Address In The "Retain" Record And Then Comparing The Type With Those In The "Remove" Record. You Will Then Know What Address Types Need Changed In The "Remove" Record. In Testing, The Project Has Found That By Using The Methodology Demonstrated Above, And Simply Changing The "Remove" Address Or Addresses To "Last Know Address," The Merge Will Be Able To Be Completed In The Vast Majority Of Situations, Saving Time For The Merge Administrator.



Merging Duplicate Person Records Initiative

Spreadsheets of Duplicate Person Records

- Spreadsheets Have Been Developed For Each County. The Spreadsheets Consist Of Person Records That Are Potential Duplicates. The Spreadsheets Contain A Match “Score” Which Is Designed To Calculate The Likelihood That Records Are Matches.
- Test Spreadsheets Were Sent To Several Counties.
- Based On Feedback From Those Counties And From Findings Of Testing By Business Analysts, We Have Enhanced The Spreadsheets.
 - Person IDs That Were Found To Be Pre And Post Adoptive Person Ids That Had Been Matched Have Been Removed
 - When A “Base” And “Match” Record Were Created By The Same County, They Were Appearing On The Spreadsheet Twice. These Records Are Now Only Appearing On The Spreadsheets Once.
 - Matches With Negative “Scores” Have Been Removed From The Spreadsheet As In Testing It Appeared That These Records Were Not Matches
 - Persons With The Last Name Of Unknown, Unk, And Doe Have Been Removed From The Spreadsheets



Merging Duplicate Person Records Initiative

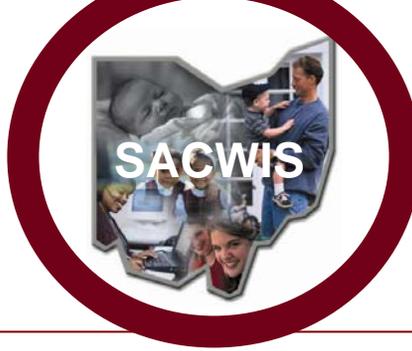
Tips For Working On Merging The Records On Your County's Spreadsheets

- Sort By Open Cases (Base_Case_Status)
- Research The Records Prior To Merging Them To Confirm Whether They Are Duplicates
- If The "Match" Record Is From Another County, Contact That County's SACWIS Coordinator Before Merging The Records. SACWIS Coordinators Are Listed On The Knowledge Base.
- Follow The Guidelines Regarding Which County "Owns" The Record And Should Complete The Merge That Are Recommended In The Kb Article Entitled "Merging Duplicate Persons."
- Start With Merging Records With Higher Match Scores Since There Is A Greater Likelihood That They Are Really Matches. It Is Recommended That You Start With Records With Scores Of 4 Or Above.



Merging Duplicate Person Records Initiative

Any Questions?



OHIO STATEWIDE AUTOMATED CHILD WELFARE INFORMATION SYSTEM

Unknown Intake Participants

Robynn Jasper

Ohio

Department of
Job and Family Services



Unknown Intake Participants

When entering intake participants who are unknown to the reporter, use the “unknown” intake participant checkbox on the add participants tab.

- Ensures That A Unique Person ID Number Is Generated For That Intake Participant
- Saves Time For The Screener As No Person Search Is Needed.
- Prevents Selection Of Person Id's Associated With Other Intakes With Participants Named “Male Perpetrator”, “Female Doe”, “Male Doe”, Etc.
- Results In More Accurate Person Searches And AP Searches In The Future
- Prevents Data Fixes



Unknown Intake Participants

Intake—Participants Tab—Add Participant

OHIO SACWIS | Staging [1] | [home](#) | [search](#) | [help & training](#)
Logged In: Jasper, Robynn [Ohio Department of Job and Family Services]

Basic	Reporter	Participants	Additional	Allegations	OH
Screener Name:			Date & Time Created:	04/30/09 12:22 PM	
Intake ID:	4465754		Intake Status:	Pending	
Intake Category:					

Participants

Person ID	Name	SSN	Gender	DOB	Age	Role
Add Participant Search Person						

Participants Relationships

Name	Number of Unspecified Relationships
------	-------------------------------------

Apply | **Save** | **Cancel**

[HOME](#) | [HELP & TRAINING](#) | [PRIVACY & SECURITY](#) | [AGENCY SEARCH](#) | Staging



Unknown Intake Participants

Check the Unknown box

The screenshot displays the OHIO SACWIS UAT interface. At the top, the logo 'OHIO SACWIS' is on the left, and 'UAT [1]' is in the center. On the right, there are navigation links: 'home', 'search', 'help & training', and 'log off'. Below these, it says 'Logged in: Jasper, Robyn | Ohio Department of Job and Family Services'. The main content area shows 'Screener Name:' and 'Intake ID: 4388178'. 'Intake Category:' is 'CA/N Report'. 'Date & Time Created:' is '04/29/09 08:39 AM' and 'Intake Status:' is 'Pending'. The 'Participant Details' section is expanded, and the 'Unknown' checkbox is checked and circled in red. Below this are fields for 'First Name:', 'Middle Name:', 'Last Name:', 'Gender:', 'Race:', 'DOB:', 'SSN:', 'Age From:', and 'Age To:'. There are also 'Address:' and 'City:' fields, and a 'State:' dropdown menu. At the bottom of the form, there are 'Available Roles:' and 'Selected Roles:' sections. The 'Available Roles' list includes 'Alleged Child Victim (ACV)', 'Caretaker', 'Child Daycare Provider', 'Child subject of a non-CA/N Intake (child subject)', and 'Custodian'. The 'Selected Roles' list currently contains 'Alleged Perpetrator (AP)'. There are 'Add >', 'Add All >>', '< Remove', and '<< Remove All' buttons between the role lists. At the bottom left of the form are 'OK' and 'Cancel' buttons. The footer contains links for 'HOME', 'HELP & TRAINING', 'PRIVACY & SECURITY', and 'AGENCY SEARCH', along with 'UAT version 1.75.0'.



Unknown Intake Participants

No person search is required

OHIO SACWIS UAT [1] home | search | help & training | log off
Logged In: Zasper, Robynn | Ohio Department of Job and Family Services help

To accept the modified data, click Apply. close confirmation

Basic	Reporter	Participants	Additional	Allegations	OHC
Case/Case Name:	Zasper, Robynn		Date & Time Created:	01/29/09 08:39 AM	
Intake ID:	4388178		Intake Status:	Pending	
Intake Category:	CA/N Report				

Participants

Person ID	Name	SSN	Gender	DOB	Age	Role	
add	Unknown - intake 4388178, Unknown - intake 4388178					Alleged Perpetrator (AP)	delete

[Add Participant](#) [Search Person](#)

Participants Relationships

Name	Number of Unspecified Relationships
add Unknown - intake 4388178, Unknown - intake 4388178	0

[Apply](#) [Save](#) [Cancel](#)

[HOME](#) | [HELP & TRAINING](#) | [PRIVACY & SECURITY](#) | [AGENCY SEARCH](#) | UAT version 1.75.0



Unknown Intake Participants

If the reporter provides the screener with a first or last name and/or other demographic information, this can be entered **BEFORE** checking the unknown checkbox.

The screenshot displays the OHIO SACWIS interface. At the top, the user is logged in as 'Aspser, Robynn' from the Ohio Department of Job and Family Services. The main form area is titled 'Participant Details' and includes a 'Participant Details' section with a 'Participant Details' sub-section. A red oval highlights the 'Unknown' checkbox and the demographic fields: First Name (Steve), Middle Name, Last Name, Gender (Male), Race (White), SSN, DOB, Age, and Age Term. Below these fields are 'Available Roles' and 'Selected Roles' sections. The 'Available Roles' list includes 'Alleged Child Victim (ACV)', 'Caregiver', 'Child Daycare Provider', 'Child subject of a non-CAN intake (child subject)', and 'Custodian'. The 'Selected Roles' list includes 'Alleged Perpetrator (AP)'. At the bottom of the form are 'OK' and 'Cancel' buttons. The footer contains navigation links for 'HOME', 'HELP & TRAINING', 'PRIVACY & SECURITY', and 'AGENCY SEARCH', along with the version number 'UAT version 1.75.0'.



Unknown Intake Participants

The unknown checkbox is selected after the information has been entered.

The screenshot displays the OHIO SACWIS interface for a participant intake. The header shows the system name 'OHIO SACWIS' and the user 'Jasper, Robynn'. The intake ID is 4389178, and the category is 'CA/N Report'. The intake status is 'Pending', created on 04/29/09 at 08:39 AM. The 'Participant Details' section includes a red circle around the 'Unknown' checkbox, which is checked. Below this are fields for First Name (Steve), Middle Name, Last Name, Gender (Male), Race (White), SSN, Age From, and Age To. There are also fields for Address, City (SACWIS), State (Ohio), and Zip Code. At the bottom, there are sections for 'Available Roles' (including Alleged Child Victim (ACV), Caretaker, Child Daycare Provider, Child subject of a non-CA/N Intake (child subject), and Custodian) and 'Selected Roles' (including Alleged Perpetrator (AP)). Navigation buttons like 'OK' and 'Cancel' are at the bottom left, and a footer contains 'HOME | HELP & TRAINING | PRIVACY & SECURITY | AGENCY SEARCH | UAT version 1.75.0'.



Unknown Intake Participants

Note that the name is displayed as Unknown--Intake 43XXXX, Steve

OHIO SACWIS | UAT (1) | [Home](#) | [Search](#) | [Help/Training](#) | [Logout](#)
Logged In: Jooper, Robynn | (Ohio Department of Job and Family Services) | [Help](#)

To accept the modified data, click Apply. [Close Confirmation](#)

Basic	Reporter	Participants	Additional	Allegations	OHC
Case Name:	Jooper, Robynn		Date & Time Created:	04/29/09 08:39 AM	
Intake ID:	4388178		Intake Status:	Pending	
Intake Category:	CA/N Report				

Participants

Person ID	Name	SSN	Gender	DOB	Age	Role	
edit	Unknown - intake 4388178, Steve		Male			Alleged Perpetrator (AP)	delete
edit	Unknown - intake 4388178, Unknown - intake 4388178					Alleged Perpetrator (AP)	delete

[Add Participant](#) [Search Person](#)

Participants Relationships

Name	Number of Unspecified Relationships
edit Unknown - intake 4388178, Steve	1
edit Unknown - intake 4388178, Unknown - intake 4388178	1

[Apply](#) [Save](#) [Cancel](#)

[HOME](#) | [HELP & TRAINING](#) | [PRIVACY & SECURITY](#) | [AGENCY SEARCH](#) | UAT version 1.75.0



Unknown Intake Participants

The demographic information entered for Steve Unknown Intake 43XXXX is retained.

OHIO SACWIS UAT [1] [home](#) | [search](#) | [help & training](#) | [log off](#)
logged in: Jasper, Robynn | Ohio Department of Job and Family Services | [help](#)

Screening Name: Jasper, Robynn Date & Time Created: 04/29/09 09:39 AM
Intake ID: 4388178 Intake Status: Pending
Intake Category: CA/N Report

Participant Details
 Unknown

First Name: Steve Gender: Male DOB:
Middle Name: Race: White OR
Last Name: **Unknown - intake 4388178** SSN: Age From: Age To:
Address:
City: SACWIS State: Ohio Zip Code: -

Available Roles:
Alleged Child Victim (ACV)
Child subject of a non-CA/N Intake (child subject)
Caretaker
Other involved child (OIC)
Other involved adult (OIA)

Selected Roles:
Alleged Perpetrator (AP)

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Unknown Intake Participants

Issue--The screener does not use the unknown intake participant utility, the screener enters the "name".

OHIO SACWIS UAT [X]

Home | Search | Help & Training | Log off
Logged In: Jospier, Robynn | Ohio Department of Job and Family Services | Help

Screening Name: Jospier, Robynn
Intake ID: 4388178
Intake Category: CA/N Report
Date & Time Created: 04/29/09 08:39 AM
Intake Status: Pending

Participant Details

Unknown

First Name: Gender: DOB:
Middle Name: Race: OR
Last Name: SSN: Age From: Age To:

Address:
City: State: Zip Code: -

Available Roles:

- Alleged Child Victim (ACV)
- Caregiver
- Child Daycare Provider
- Child subject of a non-CA/N Intake (child subject)
- Custodian

Selected Roles:

- Alleged Perpetrator (AP)

OK Cancel

HOME | HELP & TRAINING | PRIVACY & SECURITY | AGENCY SEARCH | UAT version 3.75.0



Unknown Intake Participants

Note that a person search is now required.

OHIO SACWIS UAT [1] [Home](#) | [Search](#) | [Help & Training](#) | [Logout](#)

Logged In: Jasper, Robynn | Ohio Department of Job and Family Services | [Help](#)

To accept the modified data, click Apply. [Close Confirmation](#)

Basic	Reporter	Participants	Additional	Allegations	OHC
Governor Name:	Jasper, Robynn		Date & Time Created:	04/29/09 08:39 AM	
Intake ID:	4300170		Intake Status:	Pending	
Intake Category:	CAN Report				

Participants

Person ID	Name	SSN	Gender	DOB	Age	Role	
add search	Perpetrator, Unknown		Male			Alleged Perpetrator (AP)	delete
add	Unknown - intake 4300170, Steve		Male			Alleged Perpetrator (AP)	delete
add	Unknown - intake 4300170, Unknown - intake 4300170					Alleged Perpetrator (AP)	delete

[Add Participant](#) [Search Person](#)

Participants Relationships

Name	Number of Unspecified Relationships
add Perpetrator, Unknown	2
add Unknown - intake 4300170, Steve	2
add Unknown - intake 4300170, Unknown - intake 4300170	2

[Apply](#) [Save](#) [Cancel](#)

[HOME](#) | [HELP & TRAINING](#) | [PRIVACY & SECURITY](#) | [AGENCY SEARCH](#) | UAT version: 1.7.5.0



Unknown Intake Participants

Person Search

OHIO SACWIS UAT (1) Home | Search | Help & Training | Log Off
Logged In: Joseph, Katelyn | Ohio Department of Job and Family Services

Person Search criteria

Last Name: AKA Sounds Like
First Name: [NOTE: AKA / "Sounds Like" applies to last/first/middle name only. Wildcard (%) search & "Sounds Like" cannot be used together.]
Middle Name:
DOB:
Gender:
From Age: To Age:
Race: Person ID:

[Advanced Search Criteria](#)

Sort Results By:

HOME | HELP & TRAINING | PRIVACY & SECURITY | AGENCY SEARCH | UAT user id: 1,75,0



Unknown Intake Participants

Data validation error due to usage of "Unknown" as a name

OHIO SACWIS UAT [1] [Home](#) | [Search](#) | [Help & Training](#) | [Log off](#)
Logged In: [Asper, Robyn](#) | [Ohio Department of Job and Family Services](#)

Please correct the following data validation errors:
Enter a valid First Name or Last Name.

Person Search Criteria

Last Name: AKA Sounds Like
First Name: [HINT: AKA / "Sounds like" applies to last/first/middle name only. Wildcard (%) search & "Sounds Like" cannot be used together.]
Middle Name:
DOB: or From Age: To Age:
Gender: Race: Person ID:

[Advanced Search Criteria](#)

Sort Results By:

[HOME](#) | [HELP & TRAINING](#) | [PRIVACY & SECURITY](#) | [AGENCY SEARCH](#) | UAT version: [1.75.0](#)



Unknown Intake Participants

The Person ID is generated (for participants added via the unknown checkbox functionality) at the time of screening decision.

The screenshot displays the OHIO SACWIS interface. At the top, the user is logged in as 'Jasper, Robynn' on '04/29/09 08:59 AM'. The main content area is divided into several sections:

- Basic Information:** Screener Name: Jasper, Robynn; Intake ID: 4388178; Intake Category: CAN Report.
- Participants Table:** A table with columns for Person ID, Name, SSN, Gender, DOB, Age, and Role. Three rows are visible, with the first two Person IDs (7726613 and 7726661) circled in red. The roles are 'Alleged Child Molester (ACM)', 'Alleged Perpetrator (AP) Custodian Parent', and 'Alleged Perpetrator (AP)'.
- Participants Relationships Table:** A table with columns for Name and Number of Unspecified Relationships. It shows three entries, all with a value of 0.

Buttons for 'Add Participant', 'Search Person', 'Apply', 'Save', and 'Cancel' are visible at the bottom of the main content area. The footer includes navigation links like 'HOME', 'HELP & TRAINING', 'PRIVACY & SECURITY', and 'AGENCY SEARCH', along with the version number 'UAT version 1.75.0'.



Unknown Intake Participants

If all of the family members names are unknown or for multiple AP's, the first name could designate the relationship which assists in determining the participants' relationships.

OHIO SACWIS | Staging [1] | [home](#) | [search](#) | [help &](#)
Logged In: Jasper, Robynn | Ohio Department of Job

Your data has been saved.

Basic	Reporter	Participants	Additional	Allegations
Screeners Name:	Jasper, Robynn		Date & Time Created:	04/29/09 04:15 PM
Intake ID:	4463754		Intake Status:	Pending
Intake Category:	CA/N Report			

Participants

Person ID	Name	SSN	Gender	DOB	Age	Role
edit	Unknown - intake 4463754, Baby Girl		Female			
edit	Unknown - intake 4463754, Boy		Male		3-5	Other involved child (OIC)
edit	Unknown - intake 4463754, Mother		Female		20-30	Alleged Perpetrator (AP) Custodian Parent

[Add Participant](#) | [Search Person](#)

Participants Relationships

Name	Number of Unspecified Relationships
edit Unknown - intake 4463754, Baby Girl	2
edit Unknown - intake 4463754, Boy	2
edit Unknown - intake 4463754, Mother	2



Unknown Intake Participants

The screener is able to determine the relationships between the participants when you have multiple “unknowns”

OHIO SACWIS | Staging [1] | [home](#) | [search](#) | [help & training](#) | [log](#)

Logged In: Jasper, Robynn [Ohio Department of Job and Family Service] | [help](#)

Screener Name: Jasper, Robynn | Date & Time Created: 04/29/09 04:15 PM
Intake ID: 4463754 | Intake Status: Pending
Intake Category: CA/N Report

Relationships
Relationship to: Unknown - intake 4463754, Baby Girl

Name	Relationship	Reciprocal Relationship
Unknown - intake 4463754, Boy	Biological Brother	
Unknown - intake 4463754, Mother	Aunt	
	Biological Brother	
	Biological Daughter	
	Biological Father	
	Biological Mother	
	Biological Sister	
	Biological Son	
	Brother-in-law	
	Cousin	
	Daughter-in-law	
	Father-in-law	

[HOME](#) | [HELP & TRAINING](#) | [PRIVACY & SECURITY](#) | [AGENCY SEARCH](#) | Staging version 1.7.4



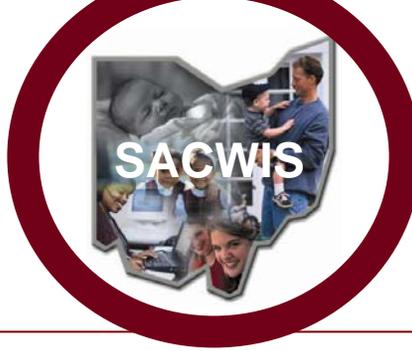
Unknown Intake Participants

- If the identity of the unknown intake participant becomes known during the investigation, please see the article on the Knowledge Base, “Updating Unknown Participants in an Intake”
- “Merging Duplicate Persons” Knowledge Base article may be helpful



Unknown Intake Participants

Any Questions?



OHIO STATEWIDE AUTOMATED CHILD WELFARE INFORMATION SYSTEM

Financial Team

Update

Tresa Young

Ohio

Department of
Job and Family Services



Financial Team Update

- Financial Roll Out Dependencies –
 - Financial Application Changes To Improve County Adjustment(s)/Changes
 - Aging SIS System/Support
 - State Budget Approval
 - Majority Of Current Financially “Live” Counties Up To Date On Payment Processing
 - Reduction Of Current Rate Of Data Fixes
 - Adequate # Of Developers
 - Review Of Individual County Data Accuracy For Placement, Provider/Contract And Court Data



Financial Team Update

- Project Team Is Considering “Partial” Or “Medicaid Only Roll Out”
 - Advantages – Assists Counties In Preparing Data For Utilizing Full Financial Functionality (FCM, AA)
 - Less Risk Of Impacting County’s Cash Flow
 - Continued Movement On The Financial Roll Out In Ohio As Application Changes Are Made
 - Tentative Time Estimates – Likely Late Summer



Financial Team Update - JADS

JADS Scheduled:

PART I –

- FCM Eligibility/Reimbursability
- ADA Subsidy Determinations, And Changes

PART II – Payment Processing And Reporting

- Roster Improvements For Search, Editing Service Auths. And Delete Functionality.



Financial Team Update – JADS Cont.

- Reporting – Expand Reimbursement Reconciliation Report, 4280 And 4281, Placement Report Enhancements, ADA Redetermination And Subsidy reports

PART III – ADA Enhancements

- ADA Rule Changes – Every October 1, The Age Group Increases By 2 Years. Example, Oct 1, 2010 All Children 14 - 18 Are Not Subject To AFDC, Oct 1, 2011 All Children 12 - 18 Are Not Subject To AFDC, Etc.
- Private Adoptions - Capability To Add An ADA Subsidy In The Case Where A Child Has Been Privately Adopted



Financial Team Update

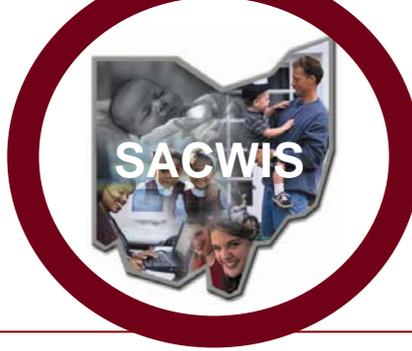
Negative Duplicates Resolution

- Defect In SACWIS That Created Multiple Negative Reimbursement Adjustments For A Single County Claim Has Been Corrected
- Data Fix Was Completed To Restore The Multiple Negative Adjustments Erroneously Created By The System During The Time The Functional Defect Existed
- Counties Impacted Were Ashtabula, Butler, Columbiana, Cuyahoga, Franklin, Hamilton, Licking, Lucas, Montgomery, Muskingum, And Summit



Financial Team Update

- All Affected Counties Will Receive An Additional Warrant In May 2009
- Warrant Produced In Mid-may Will Include All Adjustments Produced By The Data Fix And Payments Disbursed Since The Last Time The Reimbursement Job Was Run At The Beginning Of May
- The Impacted Counties Will Notice The Reimbursement Reconciliation Report May Include Multiple Reimbursements For A Single Payment Request. These Are The Reimbursements Created To Counteract The Multiple Negative Adjustments Created By The Functional Defect.



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 Partner To Create Ad Hoc Environment Reports To Supplement Existing Reports
 - SACWIS Application
 - BIC/DART Management Reports
 - CPOE/CFSR Reports



Ad Hoc Reporting User Group

Goals:

- Identify County Needs For Information & Reports
- Create Reports & Validate Data
- Publish Reports For County Sharing Of Reports Including Report Description
- Harvest Reports Into SACWIS Application



Ad Hoc Reporting User Group

25+ Reports Created:

- Development, Priority, Testing & Validation
- Reports Ready To Run With Date Parameters

Data Refresh:

- Information Pulled For Reports
 - 24 Hour Snapshot Behind Real Time



Ad Hoc Reporting User Group

Steps For Connection & Access:

- Crystal Reports Access
 - JFS 7078
 - SACWIS Knowledge Base Article
- Configure Your PC
 - SACWIS Knowledge Base Article
- Yahoo Group



Ad Hoc Reporting User Group

Sample Reports & Description:

- Family Assessment Due/Timely
- Active Placements
- Activity Log Entry Timeliness
- Subsidy Review for Children
- Provider Report
- CPOE/MEPA Universe Reports
 - Contact Senarath Abeyratne, ODJFS



Ad Hoc Reporting User Group

Work Group Composition

- 10-12 Active Counties
 - Small, Medium, Large, Metro
- 3-4 State Staff
- Various Roles
 - Business / Casework Manager
 - IT / Programmer



Ad Hoc Reporting User Group

Ad Hoc Report Meeting

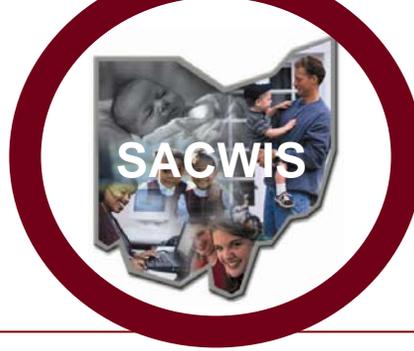
- Every 3 weeks - Fridays
9:30 am to 1:00 pm
M115 – 4020 Air Center, Columbus
- Next Meeting: May 29
- Meeting Dates Posted on Internet at <http://jfs.ohio.gov/sacwis/>



Ad Hoc Reporting Group

Join Yahoo Ohio SACWIS Reporting Work-Group:

- <http://groups.yahoo.com/group/OhioSACWISReportingWorkGroup/>
- Submit questions to group



OHIO STATEWIDE AUTOMATED CHILD WELFARE INFORMATION SYSTEM

System
Performance &
Availability

John Pendergast

Ohio

Department of
Job and Family Services



System Performance & Availability

Overview

- User Transaction Metrics
- System Performance
- System Availability
- Known Issues

SACWIS Health Check Metrics



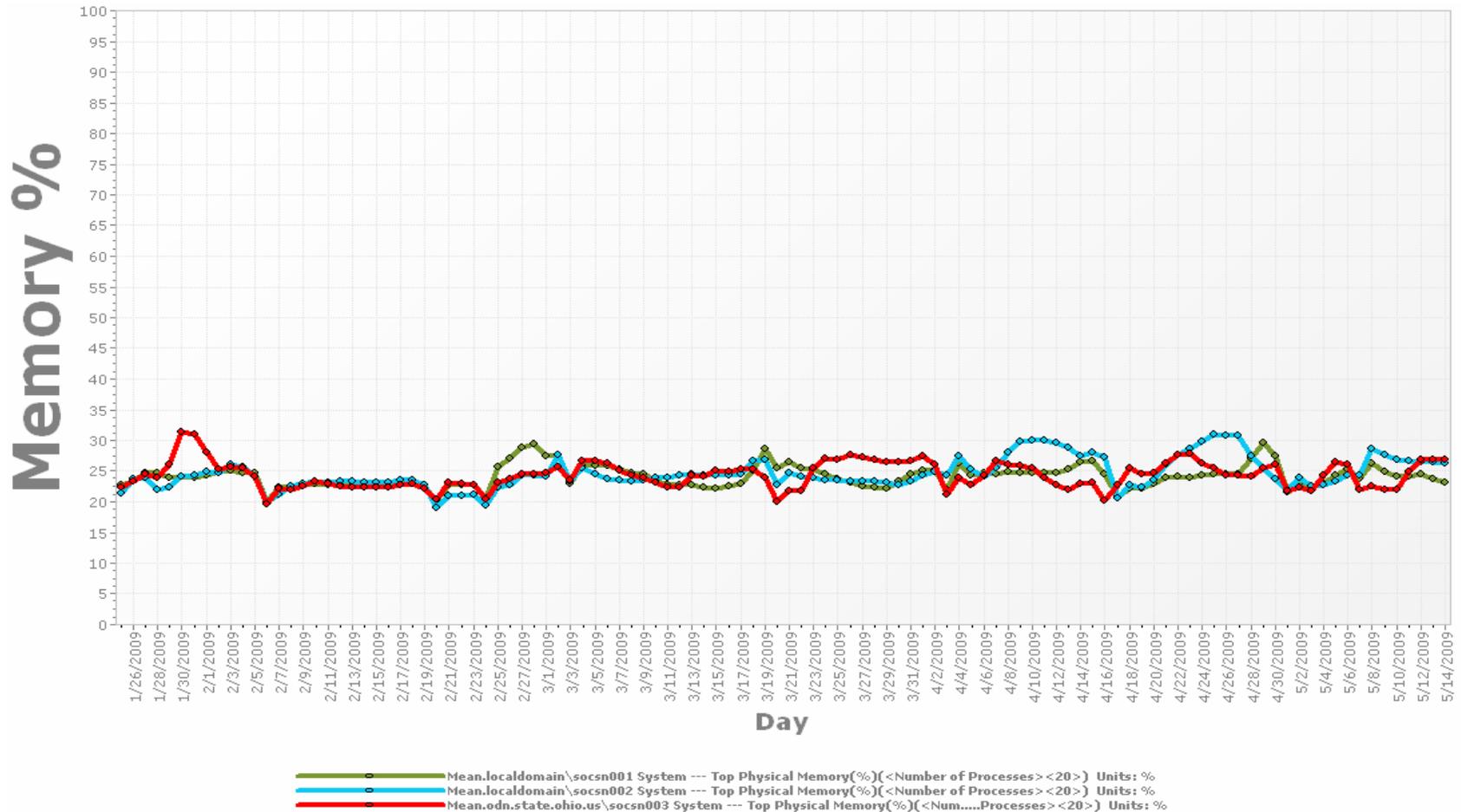
Department of
Job and Family Services

Goals: Is the system healthy? Is the average end user experience trend satisfactory?

ITEM	DESCRIPTION	Acceptable Green	Tuning Yellow	Triage Orange	Critical Red
Total Response Time	Transaction Response Time (all transactions) over an eight hour period.	< 1 sec	>= 1 sec <= 4 sec	> 4 sec <= 6 sec	> 6 sec
Page Load Time	Time it takes to load a page - from user enter to display over four hour period.	< 1 sec	>= 1 sec <= 4 sec	> 4 sec <= 7 sec	> 7 sec
Login	logon.do - Response time when 20% of the historical transaction count for an hour exceeds threshold.	< 2 sec	>= 2 sec <= 6 sec	> 6 sec <= 9 sec	> 9 sec (15 sec contract)
Search for Person	personsearch.do - Response time when 20% of the historical transaction count for an hour exceeds threshold.	< 2 sec	>= 2 sec <= 5 sec	> 5 sec <= 8 sec	> 8 sec (15 sec contract)
Assign Resource	providermatch.do - Response time when 20% of the historical transaction count for an hour exceeds threshold.	< 3 sec	>= 3 sec <= 9 sec	> 9 sec <= 15 sec	> 15 sec (15 sec contract)
Saving Work	/sacwis/ActivityLogSave.do /sacwis/ParticipantSave.do /sacwis/CaseDetailSave.do - Response time when 20% of the historical transaction count for an hour exceeds threshold.	< 1 sec	>= 1 sec <= 5 sec	> 5 sec <= 8 sec	> 8 sec (8 sec contract)
Bring up Case	intakecaseselect.do - Response time when 20% of the historical transaction count for an hour exceeds threshold.	< 1 sec	>= 1 sec <= 5 sec	> 5 sec <= 8 sec	> 8 sec (8 sec contract)
MMIS/CRIS-E Lookups	MMIS not in prod yet CRIS-E No hits yet	N/A	N/A	N/A	N/A (12 sec contract)
Most used page (falls out - could be issue) .do	Any .do page that maintains a number one ranking for three days based on the total transaction time being greater than 3 seconds and the percentage of slow pages greater that 5% of the total number of transactions.	< 3 sec	>= 3 sec <= 5 sec	> 5 sec <= 7 sec	> 7 sec
Report Generation Time	Percentage of reports that generate in less than 45 seconds over a three day period.	100% - 75%	74% - 59%	58% - 54%	53% - 0%
Reporting Error Mix	Percentage of reports that have a result code of 0, 1 or 3 over a three day period.	100% - 90%	89% - 81%	80% - 63%	62% - 0%

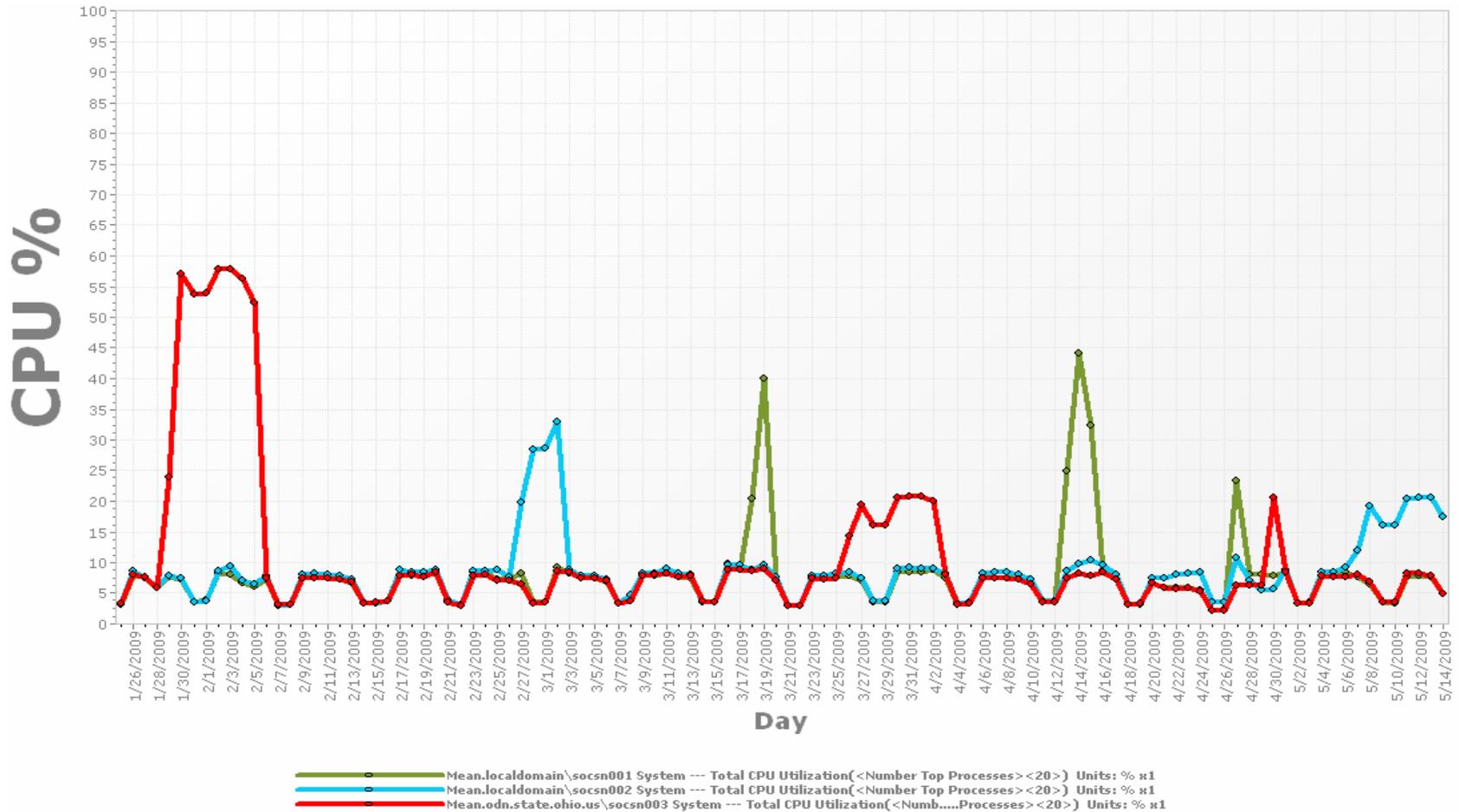


System Performance – Physical Memory Usage





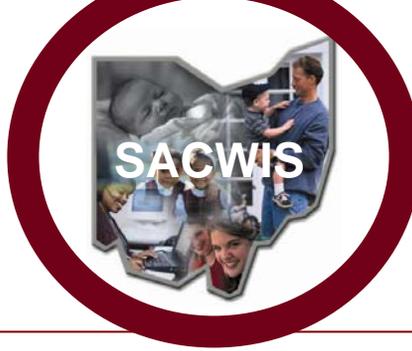
System Performance – CPU Usage





System Performance & Availability

- System Availability
 - 98.7938% Availability
 - 12 Hours Planned
 - 10 Hours Unplanned
- Known Issues
 - IBM Support
 - Virtual Memory
 - Replicated Traffic
 - Backup/Copy Process
 - Starts 5:30 PM and Ends 10:00 PM
 - Near Real Time and Ad Hoc reporting



OHIO STATEWIDE AUTOMATED CHILD WELFARE INFORMATION SYSTEM

After Hours Support Online Help

Gary Stought

Ohio

Department of
Job and Family Services



After Hours Support

5:00pm-8:00am M-F And Weekends

- Contact Production Control @ 614-466-6300
- Production Control Should Be Contacted Only If You Experience Connection Problems With SACWIS



Role of Production Control

- Provide System Performance Support For All Of ODJFS Applications After Hours (Child Welfare, Child Care, Unemployment, Child Support, Ohio Health Plans. Etc...)
- Notifies The On-call Resource Responsible For SACWIS (Network Admin, Database Analyst, WebSphere Admin, Etc)
- Has No Knowledge Of SACWIS Functionality



Production Control Contact Matrix

<u>Troubleshoot 1</u>	<u>Troubleshoot 2</u>	<u>Contact Production Control?</u>
Cannot connect to SACWIS	Cannot connect to another website	Yes if at office No if at home
Cannot connect to SACWIS	Can connect to another website	Yes
Cannot connect to SACWIS	Other users can connect to SACWIS	No
Can connect to SACWIS but your login password is invalid	Other Users can login to SACWIS	No
Can connect but SACWIS kicks user out when attempting to save data		Yes



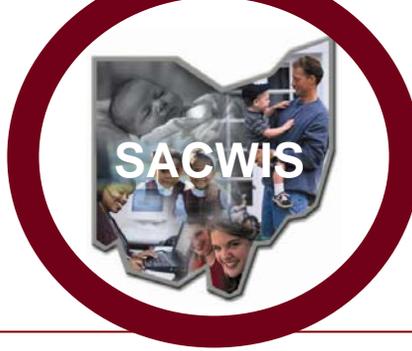
Online Help

- The Help Desk Will Be Responsible For Updating Online Help In SACWIS
- Any Corrections, Additions Or Enhancement Requests Should Be Submitted To:
SACWIS_HELP_DESK@jfs.ohio.gov
- Only Approved Callers May Submit Enhancements



After Hour Support/On Line Help

Any Questions?



OHIO STATEWIDE AUTOMATED CHILD WELFARE INFORMATION SYSTEM

Functional Enhancements

Joan Denman



Department of
Job and Family Services



Functional Enhancements

- Data Fix Project
 - Review and Prioritize current data fixes
 - Identify Root Cause
 - Impact for not correcting
 - Work with OIS Project Management Office to develop plan and identify resources
 - Several items are Federal and State Policy and Legal issues. The group is working to identify a solution that will meet everyone's needs



Current Functional Enhancements

• Activity Log

- Increased Narrative Text Box
- “Add Activity” Button At Top And Bottom Of List
- Participants Will Display On List Page
- “Created By” Will Display On List Page
- Start Time If Entered Will Display Under The Date On The List Page
- “Step Parent” Added As Sub Category When “Parties To The Case” Is Category
- Added “Case Transfer” As Category
- “School” Added As Sub Category When “Provider” Is Category



Current Functional Enhancements

- Added “Case Transfer” As Category
- Added “Case Transfer Summary” And Family/Collateral Notification Of Case Transfer” When “Case Transfer” Is Selected As Category
- Added The Following “Contact” Types
 - Relative Visit
 - Non Relative Visit
 - Sibling Visit



Current Functional Enhancements

- Adoption Confidentiality Initiative – Multiple Children Can Be Added To Adoption Case And Closed Independently
- Child Study Inventory Is Obsolete As Of 5/15/09
- Legal Status Now Displays Initial Custody Effective Date And Custody Terminated End Date On One Screen
- Legal Status Now Displays The User That Last Modified A Legal Status Record
- Increased Person Merge Functionality



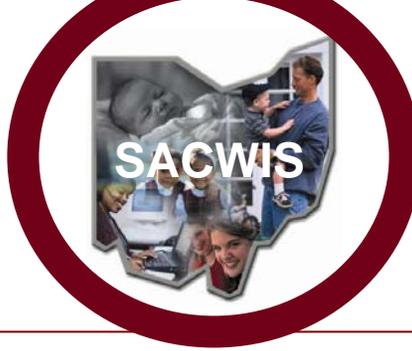
Future Functional Enhancements

- Visual Indicator On Placement List Page To Indicate A Child Is On Leave
- Ability To Add/Edit Placement Leave Records
- Agency That Maintains Custody Of Child Will Display On Court Participant Page
- Filter Criteria Will Be Retained On Activity Log When Returning To List Page From Details Page



Future Functional Enhancements

- Location Will Be A Required Field For Activity Logs With Category Of “Ongoing Visit”
- Only Activity Logs For The Current Case Episode Will Display On List Page. A History Link Will Be Available For Viewing Historical Records
- Activity Log End Time Will Allow 15 Minute Future Timestamp



OHIO STATEWIDE AUTOMATED CHILD WELFARE INFORMATION SYSTEM

Wrap Up

Joan Denman

Ohio

Department of
Job and Family Services



Wrap - Up

Next SACWIS Statewide User Group Meeting

Friday, August 14th

9:30 – 1:00

4020 E Fifth Avenue

Room A118/A119

Available Via Video Conference