



FSD DATA SYSTEMS & CCWIS

WHERE WE ARE, AND WHERE WE NEED TO BE

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WHERE WE ARE

“They don’t communicate with each other, SSMIS is not user friendly and difficult to navigate, FSDNet is missing essential information such as contact information for families.”

“Two different systems that function in two different ways.”

“Too many places to look for information; systems are OBSOLETE and are not able to accurately document information needed.”

“Room for errors.”



FAMILY SERVICES
STAFF USE 10
SEPARATE SYSTEMS
AND 30+ EXCEL
SPREADSHEETS TO
SUPPORT BUSINESS
PROCESSES. THE
LACK OF
INTEGRATION
BETWEEN THESE (AND
OTHER EXTERNAL)
SYSTEMS RESULTS
IN...

The State being at risk of not meeting Federal requirements or being able to meet future Federal needs because of the constraints of the current, aging technology. Resulting in continued loss of Federal funding.

Manually maintaining the same data in multiple systems and spreadsheets, creating data integrity issues and adding to workload issues.

Causing disparate information between case management systems and confusion. More room for important information to be missed.

Out-dated systems that are not able to keep up as regulations and policies change, business processes mature, and the demographic of the served population changes. FSD's primary data systems do not allow adaptability to support these changes. Currently, these practice changes require cumbersome and extensive work arounds including the use of spreadsheets, increasing workload pressures for all staff.

CURRENT STATE MAIN DATA SYSTEMS

SSMIS

Social Services Management Information System

FSDNet

Family Services Division
Network

DCS

Data Collection System
(SDM)

YASI

Youth Assessment &
Screening Instrument

SSMIS

SSMIS is the primary system used to support child welfare activities and was implemented in the early 1980's. It utilizes a Linux operating system with shell scripting and runs on IBM's Informix platform.

Key Functions

SSMIS FaceSheet

```
PERFORM: Query Next Previous View Add Update Remove Table Screen Current Master Detail Output Exit
Searches the active database table.          ** 1: family table**
family #:
Primary Caretaker (last,first mi title)      DOB      Sex Race Hisp Emp Lang
Address Maiden:                             SSN:      Mstat    Res:     USC:    Tribal Mem:
Ph:                                           ANFC?    Other Fin Asst?
Email:
Other Caretaker      Adults in Household:  Rel to Prim
Last                First      MI Title  DOB      Sex Race Hisp Emp Lang
Maiden:             SSN:      Mstat    USC:    Tribal Mem:
Ph:                 Email:
CHILD INFO #:      Disab Condt I:  IFSP?    Birth Place:
Name               DOB      Sex Race Hisp      Relation
prim. lang:       SSN:      USC:    ICWA Inq:  Tribal Mem:
Prior Adopt/Guard:  Prior Adopt/Guard Date:  Age Adopted
Prior A/G Intercountry?  Currently Pregnant?  Ever bore/fathered child?
Father loc        Mother loc
DOB:              SSN      Tribal Mem:    DOB:              SSN      Tribal mem:
```

- Child and Family Demographics
- Case Assignment
- Chapter 49 Reporting Outcomes
 - Information from FSN Net Case Determination
 - Information to the Child Abuse/Neglect Registry
- Child Placement Information
- Termination of Parental Rights Information
- Adoption Information
- Foster Parent Licensing Information
- Foster Parent Reimbursement and Vendor Payment Information (\$50+ million annually)
- Conditional Custody Order Information
- Case Plan Review Scheduling System

FSDNET

FSDNet is a secondary system developed in the 1990's, running Cold Fusion and MS SQL, ties into the primary system (SSMIS) in very limited ways.

FSDNet- view of Client Dashboard

The screenshot shows the FSDNET interface for the Vermont Department for Children and Families. The top navigation bar includes links for Dashboard, Case Notes, Intake, Master Index, CAN Registry, Reports, Health, CaseWorks, and Youthful Offender Tracking. The main content area features a client profile card with a silhouette placeholder for a photo, an 'Add Alert' button, and fields for MIS, DOB, Type, CaseWorker, District, Opened, and Closed. Below the profile card are tabs for Case Notes and Assessments. The Case Notes section displays a list of notes, with the first entry dated 05/19/2020, describing a phone call for monitoring progress towards goals. A 'print' button is visible above the list. The interface also includes a left sidebar with user management options and a 'HELP!' button.

Key Functions

- Child Abuse Reporting Intake
- Investigation/Assessment Completion
- Case Notes and Social Worker Visitation
- Health Information Questionnaire
- Random Moment Timers System
- Youth In Transition ALP processing
- Youthful Offender Case Tracking
- Juvenile Records Sealing

OTHER DATA COLLECTION SYSTEMS*

** THIS IS NOT A COMPLETE LIST OF ALL SYSTEMS CURRENTLY IN USE*

NEICE (National Enterprise for Interstate Compact Exchange – ICPC)

ICAMA Database (Interstate Compact on Adoptions and Medical Assistance)

JIDS (Juvenile Interstate Data System – ICI)

RED CAP (Post Permanency Data)

CFSR/QMS (Child and Family Services Reviews – On-line Monitoring System)

VISION (SOV Time Entry System)

Contracts/Grants System

ACCESS (VT Medicaid & Health Insurance)

EXCEL SPREADSHEETS*

**THIS IS NOT A COMPLETE LIST OF THE SPREADSHEETS CURRENTLY IN USE*

Policy 68 Serious Physical Abuse

Caregiver Responsibility Form (CRF)

Staff Safety Incidents Tracking

Residential Placements

Adam Walsh Fingerprinting

Adoption Discontinuity

Permanent Guardianships

Contracts/Grants

Human Trafficking

Comprehensive Addiction and Recovery Act (CARA)

Balanced and Restorative Justice (BARJ) Outcomes

Indicator and Outcome data

FINANCIAL IMPACT

\$? \$

~Limitations within the system make it difficult to truly know the amount of money lost, paid back, or missed opportunities to draw down Federal funding~

Lack of
Opportunity to
Leverage
Federal
Funding with
Current Systems

Traditional
Candidacy

- Up and running, but dependent on multiple pieces of data being entered timely and accurately- results in missed drawdown opportunities

Families First
Prevention and
Services Act
(FFPSA) –
Prevention Services

- Unable to build efficiently or accurately into current system- results in no drawdown of Federal funding for Prevention services

Families First
Prevention and
Services Act
(FFPSA) – QRTP
Requirements

- System and Judicial/Clinical challenges impeding implementation- results in no drawdown of Federal funding for QRTP services

MONEY MISSED, MONEY LOST, MONEY OWED ~ LAST 2 YEARS

Did not meet Federal Social worker Contact threshold for FFY22 or FFY23

- 1% reduction in title IV-B Federal Financial Participation rate from missed contact in FFY22; awaiting reduction % for missed FFY23

Out of compliance with AFCARS 2023A file submission due to system limitations

- Awaiting final penalty amount

Exceed error threshold for AFCARS 2023B file due to new, Federally required fields

- FSD district staff and Central Office staff updating 1000+ pieces of data in an attempt to resubmit the file and avoid penalty

MONEY MISSED, MONEY LOST, MONEY OWED ~ LAST 2 YEARS

Failed Title IV-E Audit in 2018 due to SSMIS errors

- Still not compliant with required changes- upcoming audit in June 2024
- Inaccurate drawdown of Federal funds
 - Paying back Federal \$ or missing Federal drawdowns

Identified \$2 Million error while prepping for Title IV-E Adoption Audit in 2023

- SSMIS not turning off IV-E drawdown on some cases
- VT required to pay back the inaccurate drawdown out of General Fund

FSD pays \$2000+ annually in document storage fees

- FSD does not have a case management system where this required information can be entered. Fee would be eliminated with CCWIS.
- Fee increases monthly as the amount of documents increases.

MAINTENANCE FEES

Roughly \$11,326 spent in FSD salaries in 11 months to maintain SSMIS & FSDnet

- 404.5 hours of “Supporting FSD Systems” coded by 5.5 FSD employees alone, between 1/1/23-11/15/23.
- Responding to SSMIS/FSD issues, Federal compliance work, adding new fields/reporting capabilities to support practice needs, etc.

Approximately \$105,554 spent in ADS salaries in 12 months to perform limited enhancements to FSDnet and SSMIS

- 3075.4 hours of enhancement work conducted by ADS staff at the request of FSD staff to attempt to capture federal and state required data, between 10/1/22-10/7/23.
- Even with this time/\$ invested, there are backlogs in work needed and FSD is still far away from having systems that meet their business needs.

Increased \$\$ paid to ADS in annual budget to Maintain FSD systems

- More work is needed more frequently to keep up with required changes/respond to identified issues.
- Increased reliance on 1 ADS Developer who knows SSMIS

ADDITIONAL THINGS OF NOTE

- *SSMIS outage, May 2016- Created a lot of duplicative processes, paper documentation, and extra work for about a week*
- *Foster care reimbursement- cumbersome process from data entry to reimbursement, frequently requires manual fixes*

Two recent situations that required several days of fixes to ensure timely and accurate reimbursement

- *Lack of automated data back-up, still requires manual process*

IMPACT ON FSD STAFF



DAIly SYSTEM CHALLENGES FOR FSD STAFF



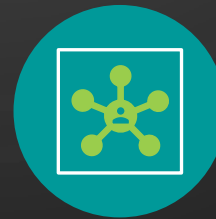
Extracting data often requires a work order to the Agency of Digital Services (ADS) as FSD staff do not have access nor the ability to perform this function on such an antiquated system.



The system is not streamlined for the frontend user and requires a considerable amount of time to enter pertinent abuse and neglect details along with client information.



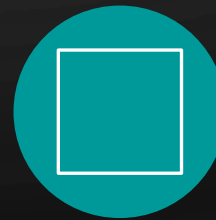
The system is not structured to minimize data errors and efforts to correct errors take considerable effort and resources.



Very few automatic links, information living in several places, unable to connect cases visibly.



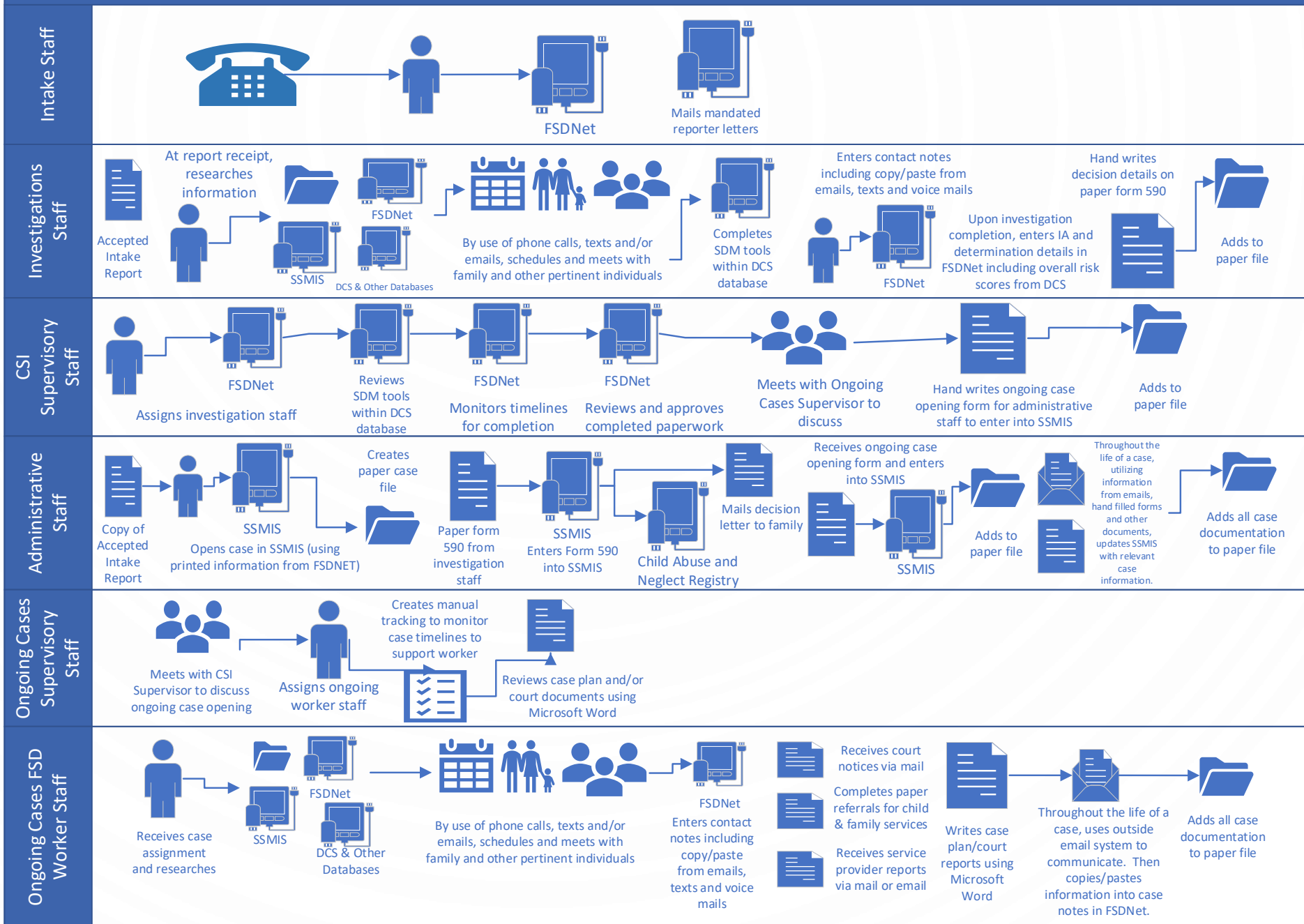
FSDNet is not a case management system, most case related information lives in paper files, which is only accessible in the district office.



Redundant paper to system processes as forms, case plans, referrals, etc. are not automated.

Child Welfare Data System(s) Case Flow - Current

A DAY IN THE LIFE OF FSD



CASE PLANNING- THE MOST CRITICAL PIECE OF OUR WORK

- Every family beyond a Child Safety Intervention has a case plan.
 - FSD responsible for thousands of case plans each year
- Family Services Workers track case plan due dates in paper calendars because there are no system generated reminders.
- Family Services Workers write case plans in Microsoft Word because there is no case plan function in our data collection systems. They must look up information from SSMIS and FSDNet, retype into the Word document, and when done, they print or email to their supervisor. The supervisor finds the case plan, reviews, and sends back. Back and forth until the case plan is finalized. Administrative staff scan and send the case plan to the court and other parties. Final step is to print out and put in a paper case file. If anyone needs information (consult or emergency, etc.), they need to go searching for a copy but more likely, they need to email the caseworker for a copy. In the event of an after-hours emergency, no one would have access to the case plan as it would only live in the physical file in the district office.

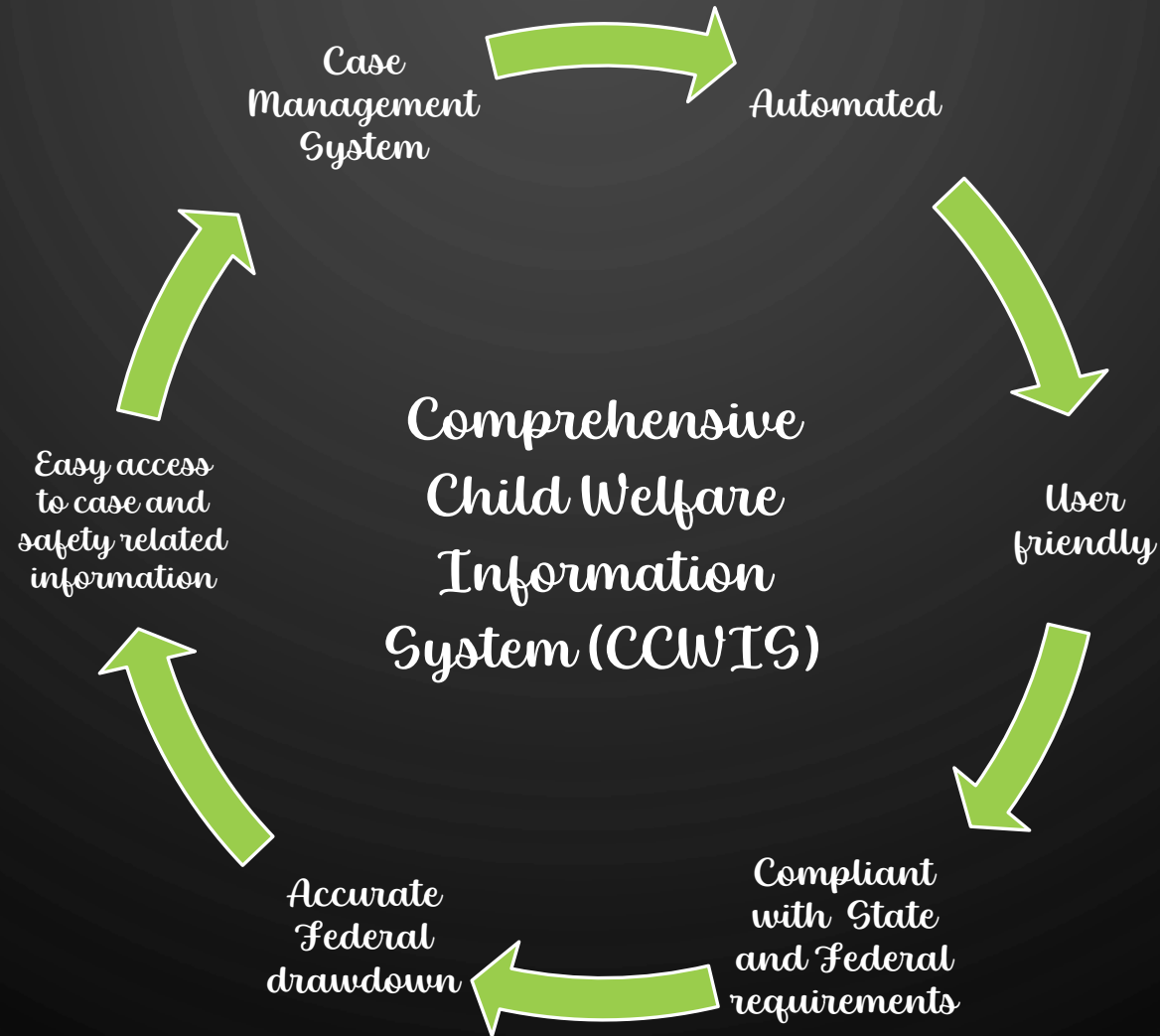


IDENTIFIED NEED

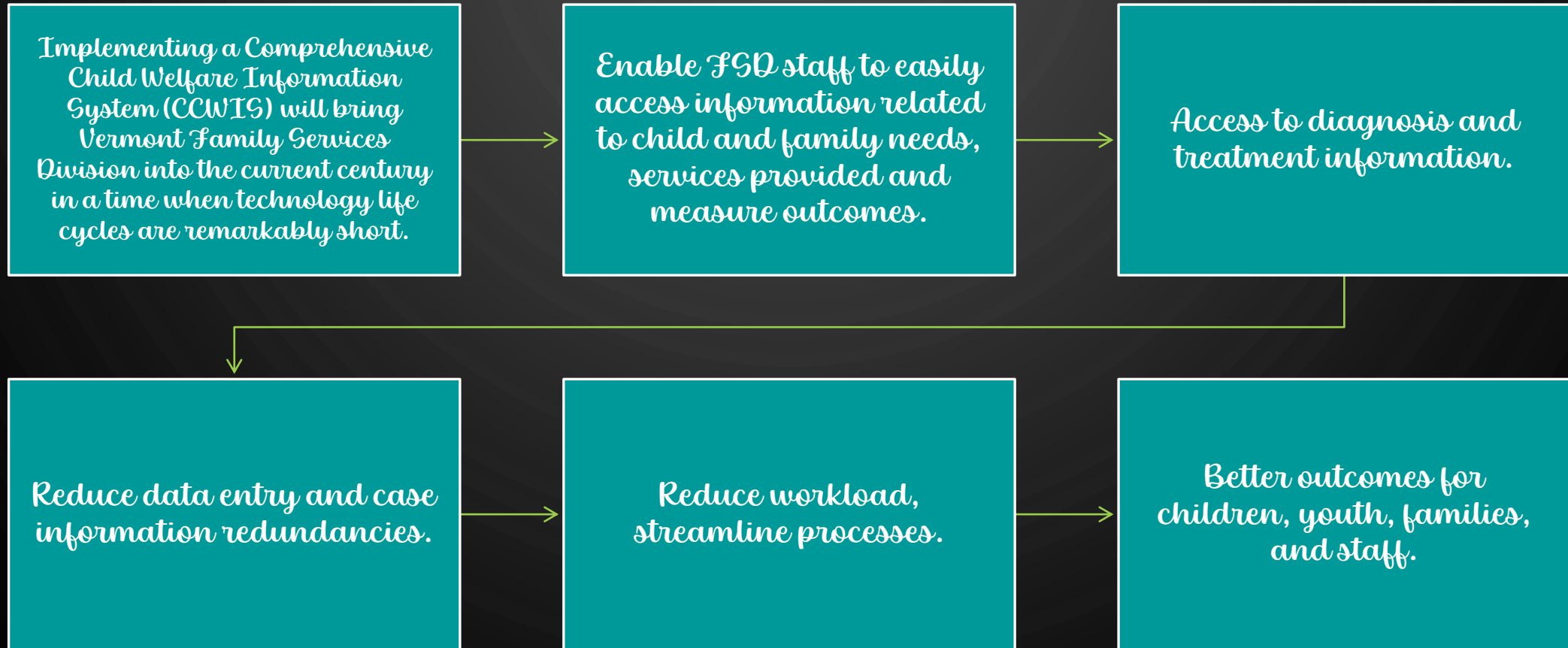
The Social Services Management Information System (SSMIS) and FSDNet:

1. Do not meet AHS and ADS security requirements
2. Lack automated integration with other DCF and Federal systems
3. Is difficult to extend for future functionality (e.g., FFPSA's Preventive Services)
4. Has significant issues with data integrity
5. Is difficult to work with for creating formatted reports
6. Requires many time-intensive workarounds
7. Does not provide adequate disaster recovery capabilities
8. Does not provide automated work-flow functions to ensure efficiencies in the work

WHERE WE NEED TO BE



WHY CCWIS?



WHY NOW?

- SSMIS is 40 years old, FSDNet is a millennial
- The longer we wait, the more \$\$ we lose in Federal funding opportunities, the more \$\$ we pay in Federal penalties, and the faster we burn out FSD staff.
- Federal Match for CCWIS
 - There is a **50% Federal match for certain CCWIS work**. VT FSD is currently able to drawdown Federal funding to offset some of the CCWIS costs.
 - It is **unknown how long the Federal match will be in place**. Delaying further could result in missing the match opportunity and paying for a new system solely out of State funds.



CCWIS COST ESTIMATES

The Administration for Children and Families (ACF) does not calculate the average cost of CCWIS systems as every state builds their system to meet their specific needs. Some systems are standalone child welfare systems while others include several other programs (i.e. juvenile justice, economic assistance). Some state systems are part of a full enterprise-wide application.

In the fall of 2023, an all-state inquiry was sent to CCWIS managers. Results of the inquiry indicated:


- Total costs for a new system ranged from \$29 million to approximately \$120 million (\$10 million to \$23 million per year).
- The length of time to complete design and implementation for a new system ranged from 15 months to 6 years.
- Two-thirds of the respondents used commercial off-the-shelf solutions modified to state-specific needs.
- Eighty percent of respondents noted their systems were cloud solutions or cloud-ready solutions.

CURRENT CCWIS FUNDING SOURCES

<i>State Funding Sources</i>	<i>Amount</i>
<i>SFY2021 Carry Forward Funds</i>	<i>\$2,400,000</i>
<i>SFY2022 Carry Forward Funds</i>	<i>\$2,400,000</i>
<i>TOTAL</i>	<i>\$4,800,000</i>

<i>Federal Funding Sources</i>	<i>Amount</i>
<i>Advanced Planning Document @ 50% of Total Cost</i>	<i>\$4,800,000</i>
<i>TOTAL</i>	<i>\$4,800,000</i>

<i>Total Funding Sources</i>	<i>Amount</i>
<i>State & Matching Federal Funds</i>	<i>\$9,600,000</i>

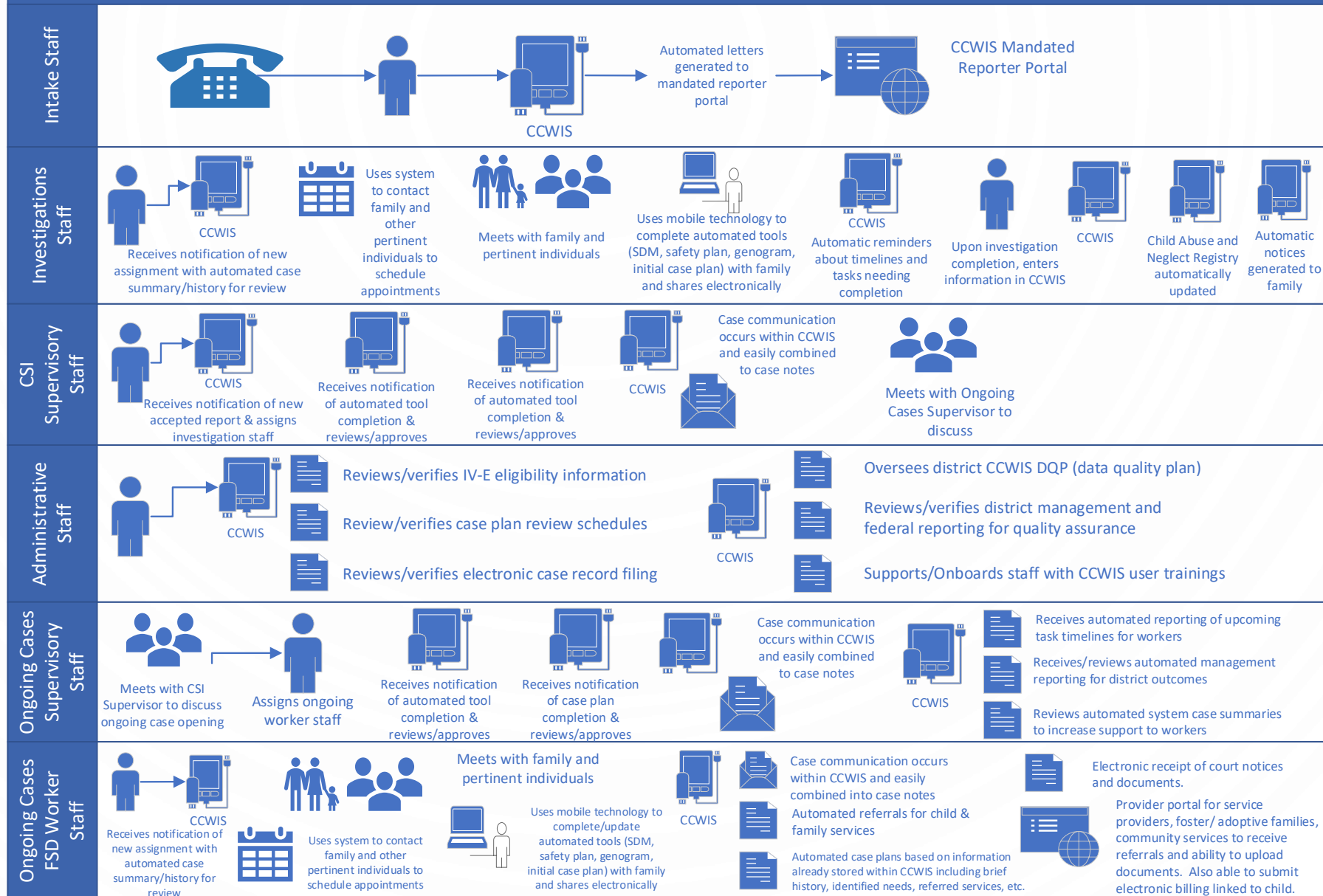


CURRENT CCWIS STATUS

- \$9,600,000 in State and Federal funding
- Covid + staffing challenges/turnover impacted forward momentum in SFY21 & SFY22. Significant progress in CY 2023 as we've filled positions, created a part time position to focus on CCWIS, and freed up staff time to dedicate to CCWIS.
- Contracted project manager (PM) and business analyst (BA) on the project
- Core team meets at least weekly; working team meets several times a week
- RFP through first round of Federal review, sending for final review this week, then internal AHS review, then out to vendors (mid-January)
- Delays in Nov/Dec 2023- holidays, illness, capacity issues...but commitment to the process!
- RFP likely out to vendors for 60 days (not set in stone), then vendor scoring, demos, contract.

Child Welfare Data System(s) Case Flow – Future

Future State of FSD



The image features a dark gray background with white, stylized circuit board patterns in the four corners. These patterns consist of thin lines and small circles, resembling electronic traces and components. The central text is written in a white, elegant cursive font.

Thank You!