Children's Integrated Services (CIS) Community Data System Proposal February 2022

Submitted by the Winston Prouty Center and the Family Center of Washington County

My name is Joe Ferrada, Co-Executive Director of the Family Center of Washington County, a member of the Vermont Parent Child Center Network. Thank you for the chance to testify this morning.

Proposal Summary

We propose using a one-time investment of approximately **$1.6 million** of federal pandemic relief funds to build on a successful Salesforce–based platform developed by the Family Center of Washington County to create a data system solution for all twelve Children's Integrated Services regions in Vermont.

Creating this statewide platform will allow CIS providers to move away from the current system that relies on paper forms, Excel spreadsheets, and case files stored in filing cabinets. The current system is inefficient and costly, and makes it impossible to fully evaluate the effectiveness or appropriateness of services provided. The new platform would also create consistency in data collection and recording across the state, and make it more possible to review both statewide and region-specific data.

About CIS

Vermont's Child Development Division (CDD) and Children's Integrated Services (CIS) provide child health promotion, prevention, and early intervention services to pregnant and post-partum women, infants, and children birth to age six, their families and specialized childcare providers. CIS services include:

- Maternal-child health nursing
- Family support services
- Part C Early Intervention
- Early childhood and family mental health
- Specialized childcare supports (up to age 13)

CIS services are part of a coordinated continuum of care across multiple types of providers and settings. The goal is to improve the health and well-being of pregnant/postpartum women, infants, and children through connections with high quality health care and community support services so that progress on maternal and child safety, family stability, and optimal healthy development is achieved.

The Current CIS Data Management Process is Not Working

CIS uses an array of data for multiple purposes, including monitoring and evaluating the performance of the system to support children and families, satisfying state and federal reporting requirements, and identifying areas of success and opportunities for improvement at a state and regional level.

CIS contracts held by regional fiscal agents require data reporting, as do contracts with subcontractors providing services at the local level.

It has been over 10 years since the State's first unsuccessful attempt to build a data system for CIS. Across the state, community service providers delivering services have had to develop their own systems to track cases, treatments, and outcomes. Some track data by hand, using a paper filing system and Excel spreadsheets.

In effect there is no statewide CIS data management system. This makes it difficult to deliver services as efficiently and effectively as possible since resources are diverted to multiple systems.

The FCWC System as a Platform for a Statewide Solution
In the Washington County CIS region, the Family Center of Washington County (FCWC) has successfully developed a fully customizable cloud-based case management solution built on the Salesforce platform by Exponent Partners (EP), a national technology company devoted to supporting the needs of nonprofits by building systems spanning from single programs to whole agency solutions.

The FCWC system includes three out of five CIS services (Early Intervention, Family Support Home Visiting, and Specialized Childcare Supports). Recently, with financial support from CDD and vetted by the Vermont Agency of Digital Services, EP implemented a Salesforce Community using the FCWC solution. This allows up to four CIS regional fiscal agents and their sub-contractors to access and use the case management system separately and securely, ensuring each agency has access to their own clients and data.

Our proposal to expand the FCWC network to a statewide system had several key benefits:
- Proven track record – this system has been in place at the FCWC for five years, supported and maintained by EP through an annual support contract which includes program updates, resolving technical issues, and making improvements as requested. EP has a proven history of supporting over 700 clients nationally.
- Comprehensive capabilities – a fully featured case management solution that provides powerful workflow and accessible real time analytics.
- Expandable – the system can be built upon by adding programs and become a whole agency solution.
- Cost effective – much of the upfront development work has been done, and adding on to an existing system based on pre-configured templates or modules is much less expensive than starting from scratch.
- Timely – pre-configured modules allow for fast implementation of additional services.
- Aligns with BFIS upgrade – both systems are based on the Salesforce platform and can be integrated with each other and other state systems and could easily be connected in the future.

Benefits to Providers

The efficiencies created by this proposed data system will bring significant benefits to providers:

- Providers will be able to enter data one time for a family, rather than entering information for each form in a family's plan (as many as a dozen different forms).
- Providers will not have to fill in basic information every time they add a note into the system, which happens after each meeting or a visit.
- Electronic records can be shared between providers – right now, there is a physical paper file in someone's office, which can only be accessed if that person is in their office to help you get it or if you have a key.
- Accessible data will allow providers to respond to trends taking place in their community – right now, raw regional data might not come back from the state until year-end reports that can have a 12-18 month delay, making real-time responses impossible.

Benefits to Children and Families

Most importantly, this system would mean real benefits for children and families served by CIS:

- Providers will have more time to work with clients, rather than all the hours they now spend on paperwork – every hour saved through efficiency means another hour available to help children and support families.
- Families won't have to repeat their stories over and over again with every provider – shared files save time and lessen trauma for families, as they don't have to relive their challenges multiple times.
- Children and families will receive higher quality, more targeted services when they are served by CIS professionals whose work is more fully informed by data that allows them to analyze what works and what doesn't, and how to best direct their limited resources.

One-Time Funding is Available

The pandemic has created significant strains on the CIS system, and these will continue as public health impacts are felt in the coming months and years. A strong, efficient, transparent CIS system is essential to our response. With the large influx of federal pandemic response funding, we have a unique opportunity to utilize one-time federal funding to make a desperately needed upgrade of CIS IT.

Expansion Proposal Details

We propose using a one-time investment of federal pandemic relief funds of $1,591,590 to build on the FCWC model to expand the Salesforce Community data system solution across all 12 regional CIS fiscal agents and their subcontractors in VT.

This investment will pay for the following:

- Licenses and fees for using the Salesforce-based system (fiscal agents and subcontractors)
- Building additional modules for the two CIS services not already included in the existing FCWC data system

- Transition support in the form of training and personnel to allow for the movement of data from the existing data system to the new system
- Staffing/program management support for system implementation
- Equipment and data needs such as computer upgrades, smart phones to enable data capture and entry in the field, etc.
- Administrative fees for FCWC to monitor and oversee project implementation and use of their modern system

Project Budget

Expenses	Description	Annual Total	3-year total
Licenses and Fees (Includes ECM, Salesforce, other reports licensing)	$515/user/year; Estimated to be 20 users per region, up to 240 statewide	$123,600	$370,800
Building additional modules	$100,000/module for two modules (Nursing, ECFMH)		$200,000
Transition and solution adoption support	$10,000 per region for training, personnel, community partners support including data migration		$120,000
System Administrator	Community Partners system administrator at FCWC	$75,000	$225,000
Exponent Partners contract	Managed Services Support	$120,000	$360,000
Equipment and tech needs	$1000 per user, 240 users statewide		$240,000
Admin fees for FCWC	5% of total before admin fee		$75,790
Total			**$1,591,590**