



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 not meeting all current Federal requirements or 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 or inaccurate.

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.

SSMIS: A 42-Year-Old Data Collection System

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

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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
Ph:                                           Res:      USC: Tribal Mem:
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
SSN Tribal Mem: SSN Tribal mem:
DOB: Tribal Mem: DOB: Tribal mem:
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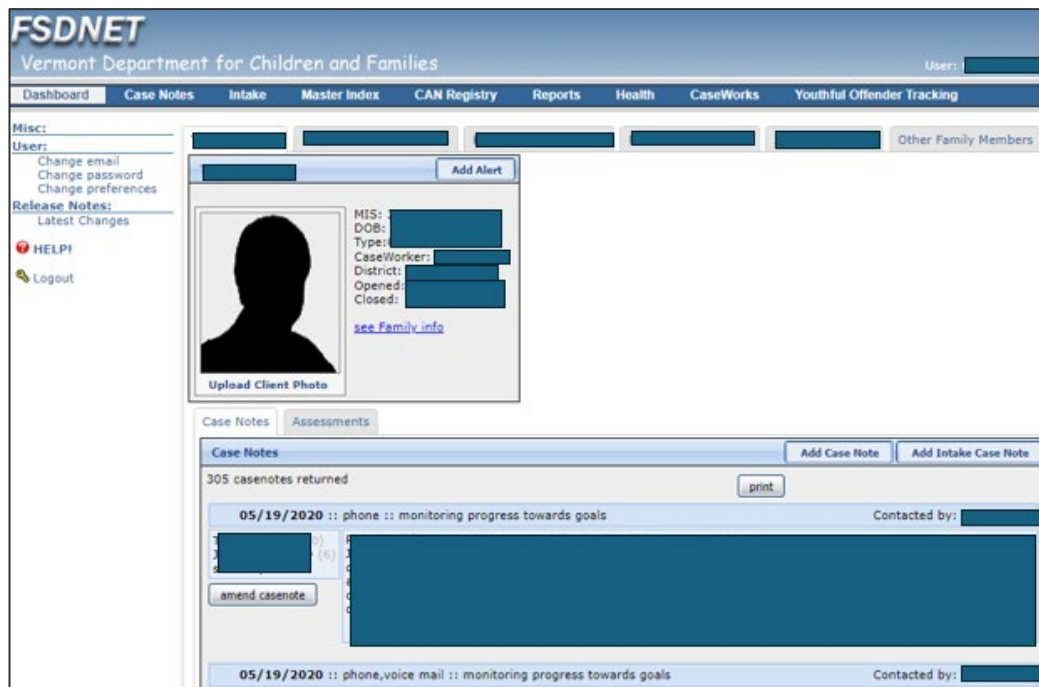
SSMIS Facesheet

Key Functions

- Child and Family Demographics
- Case Assignment
- Chapter 49 Reporting Outcomes
- Information from FSDNet 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: Case Notes & Investigations/Assessments

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



FSDNet – View of Client Dashboard

Key Functions

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

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 of Current Systems

Limitations within the system make it difficult to truly know the amount of money lost or paid back, as well as missed opportunities to draw down federal funding.

Known Financial Impacts

- Unable to leverage all federal funding opportunities due to system limitations
- Out of compliance with federal reporting, resulting in financial penalties/reductions to funding
- More money coming out of the General Fund to cover expenses that could otherwise be offset through federal funding
- Increased ADS & FSD staff time and salaries to maintain the systems that don't currently meet our needs



Impact on Family Services Division Staff

Daily System Challenges for FSD Staff



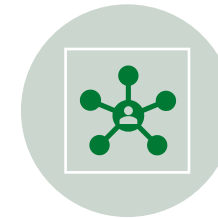
Extracting data often requires a work order to the Agency of Digital Services (ADS) as FSD staff do not have access nor the ability to perform this function on such an antiquated system.



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.



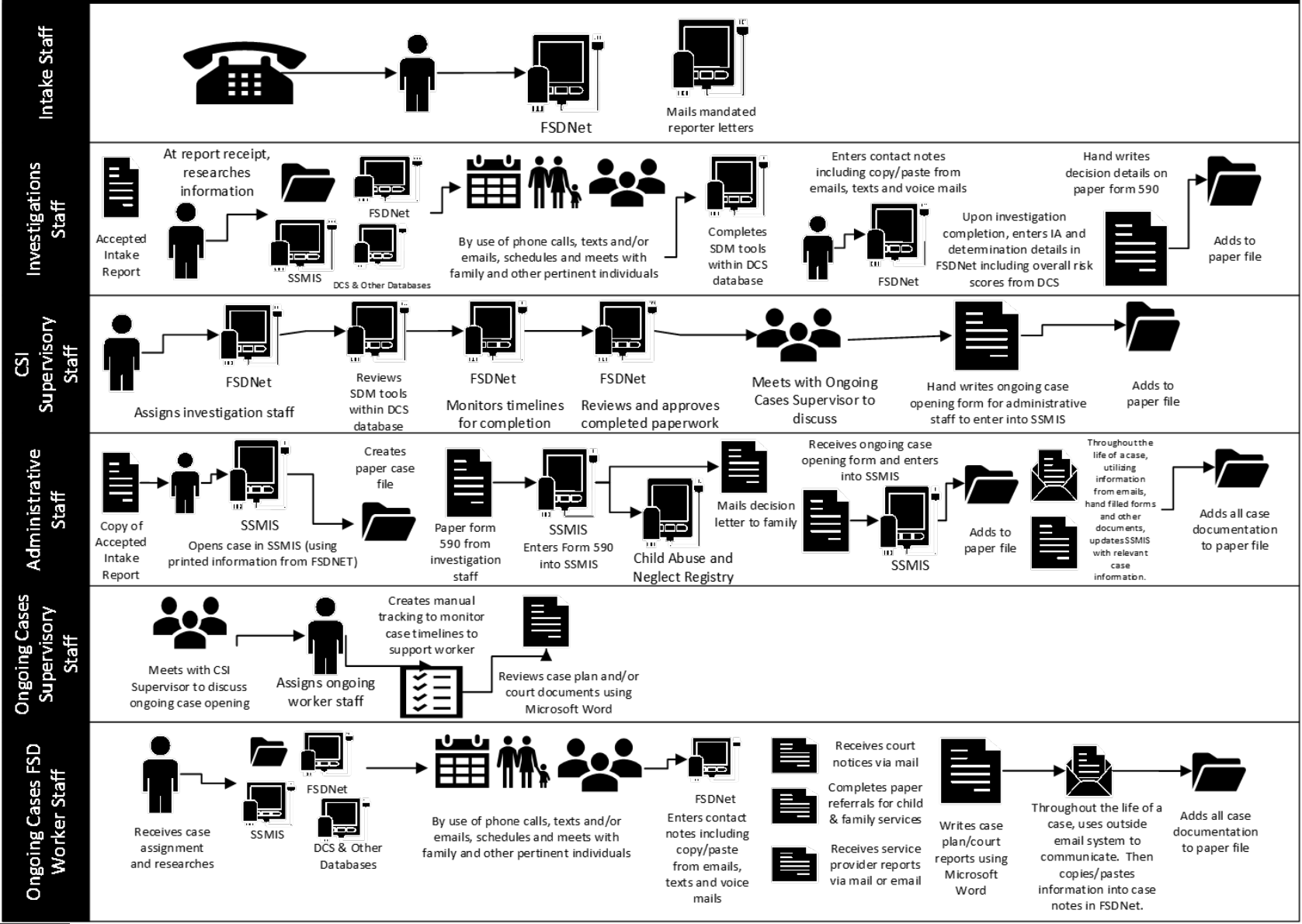
FSDNet is not a case management system, most case related information lives in paper files, which is only accessible in the district office.



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

Child Welfare Data System(s) Case Flow - Current

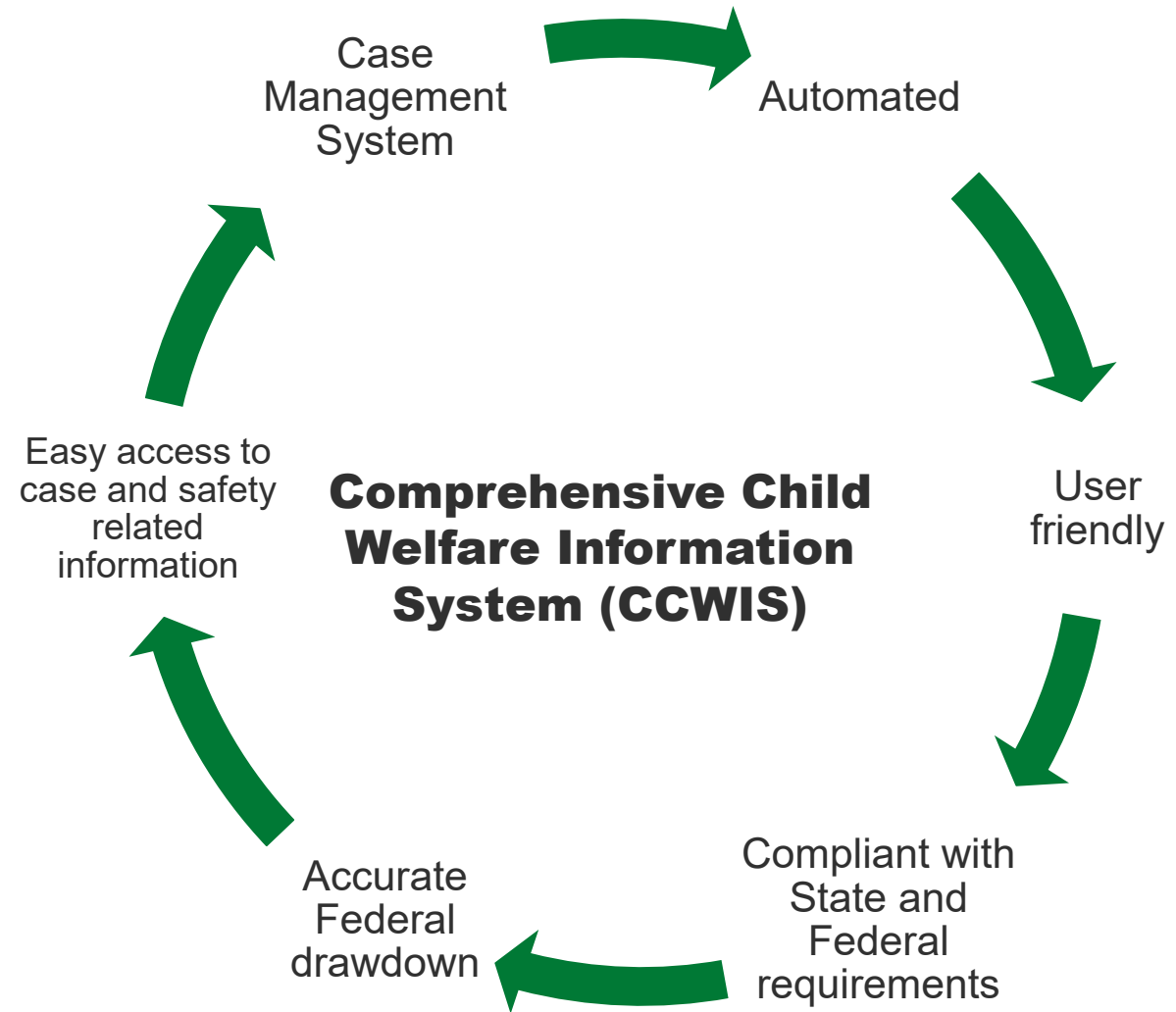
A Day in the Life of FSD



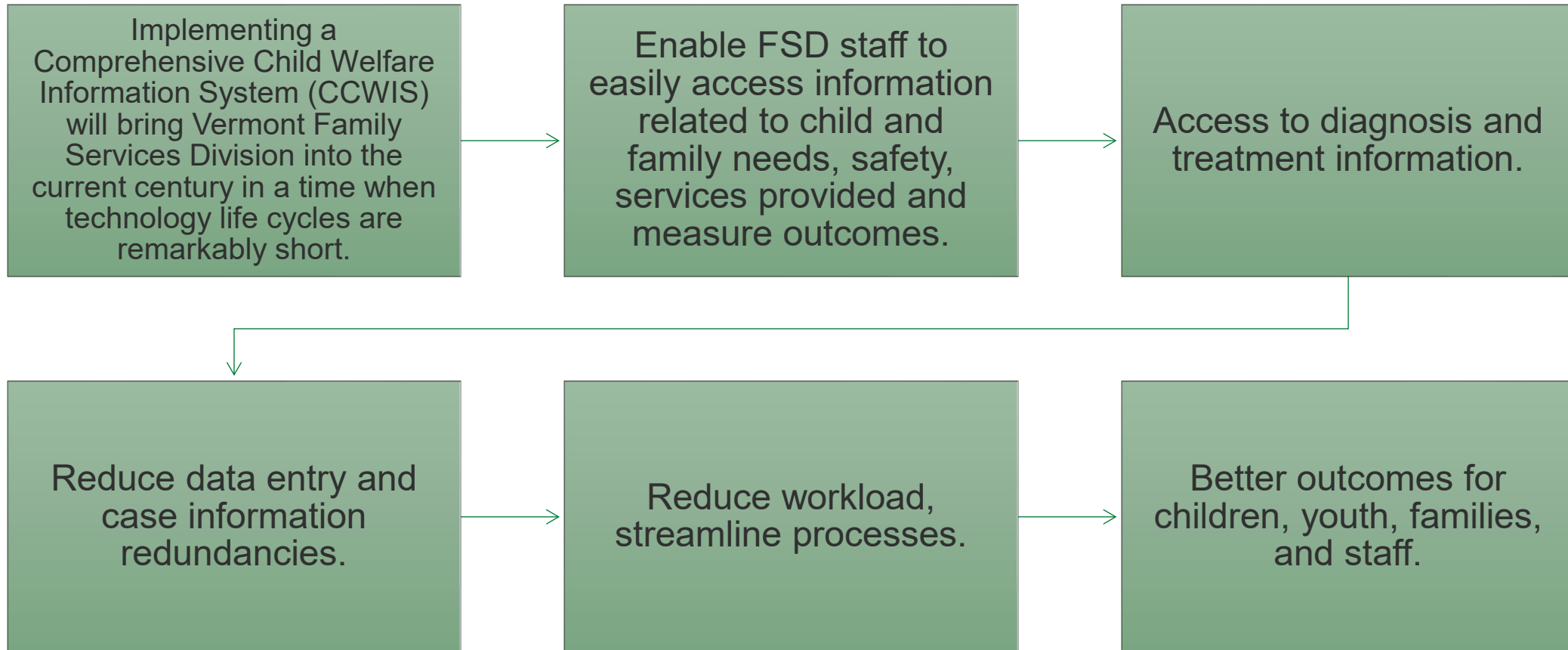
Identified Need

- The Social Services Management Information System (SSMIS) and FSDNet:
 - Do not meet AHS and ADS security requirements
 - Lack automated integration with other DCF and Federal systems
 - Is difficult to extend for future functionality (e.g., FFPSA's Preventive Services)
 - Has significant issues with data integrity
 - Is difficult to work with for creating formatted reports
 - Requires many time-intensive workarounds
 - Does not provide adequate disaster recovery capabilities
 - Does not provide automated work-flow functions to ensure efficiencies in the work

Where We Need to Be



Why CCWIS?



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.

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.
- FSD anticipates a new system to cost roughly \$30-\$50 million; we'll have more exact estimates once the RFP is posted and bids are received.
- FSD is currently awaiting final federal approval of CCWIS RFP

Current CCWIS Funding Sources

State Funding Sources	Amount
SFY2021 Carry Forward Funds	\$2,400,000
SFY2022 Carry Forward Funds	\$2,400,000
SFY2024 Appropriations	\$3,000,000
TOTAL	\$7,800,000

Federal Funding Sources	Amount
Advanced Planning Document @ 50% of Total Cost	\$7,800,000
TOTAL	\$7,800,000

Total Funding Sources	Amount
State & Matching Federal Funds	\$15,600,000

Growing Statewide Connections

- FSDNet sends information to CDD's system regarding Protective Services Agreements (PSA), which supports funding for childcare services for youth involved with FSD
- VDH Maternal Child Health Coordinators have a tab in FSDNet where they complete important health information for children in custody
- These processes are currently clunky, limited, and manual. A new system would continue to support this collaborative work, but in a more efficient and manageable way, as well as increase what collaborations are possible within and outside of DCF (such as parent, provider, and youth portals)

Thank You!

Please contact AHS.DCFLegislative@vermont.gov with questions.