



FSD Data Systems & CCWIS

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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”*

System Integration Complexities

Family Services staff use 10 separate systems and over 30 Excel spreadsheets to support business processes. The lack of integration between these systems (and other external systems) results in several issues:

- The state is not meeting all current federal requirements or future federal needs due to the constraints of the current, aging technology, resulting in a continued loss of federal funding.
- Staff must manually maintain the same data in multiple systems and spreadsheets, which creates data integrity issues and adds to workload challenges.
- There is disparate information between case management systems, leading to confusion and increasing the likelihood of important information being missed or recorded inaccurately.
- Outdated systems cannot keep up as regulations and policies change, business processes mature, and the demographics of the served population evolve. FSD's primary data systems do not allow for adaptability to support these changes. Currently, these practice changes require cumbersome and extensive workarounds, including the use of spreadsheets, which increase workload pressures for all staff.

SSMIS: A 42-Year-Old Data Collection System

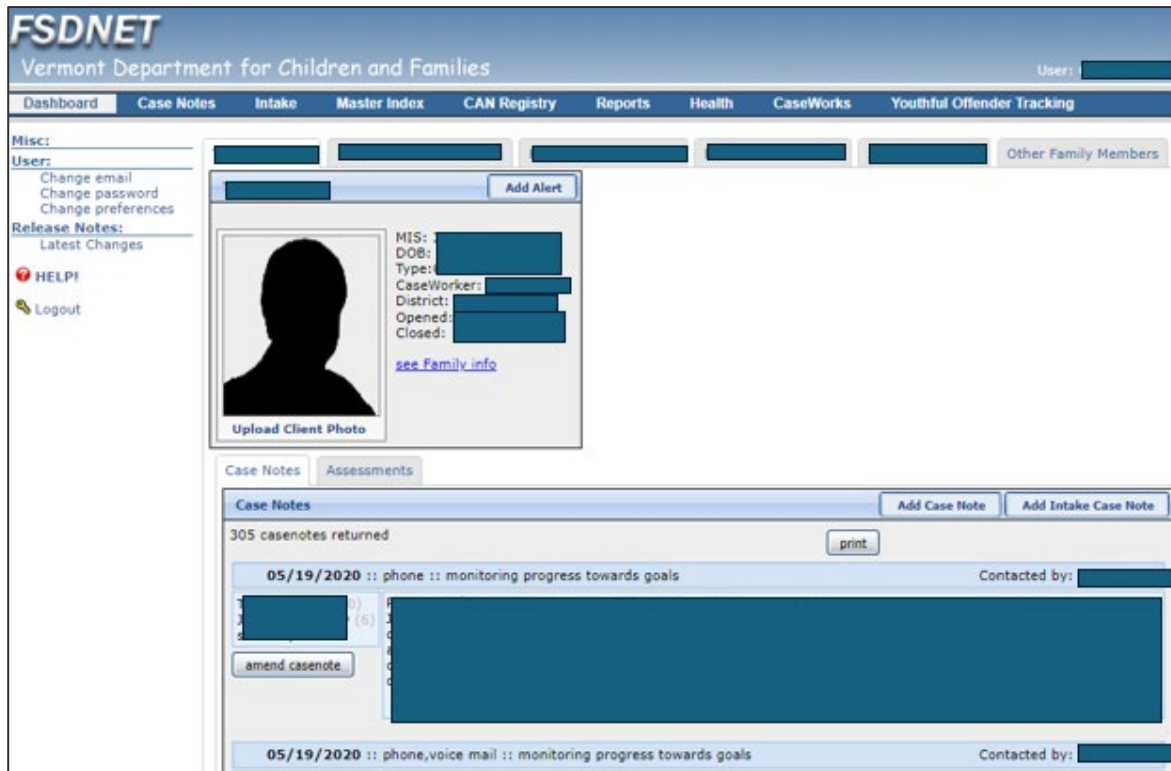
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PERFORM: Query Next Previous View Add Update Remove Table Screen Current Master Detail Output Exit
Searches the active database table.      ** 1: family table**
family #:
Primary Caretaker (last,first mi title)  DOB Sex Race Hisp Emp Lang
Address Maiden: SSN: Mstat USC: Tribal Mem:
Ph: Res: 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:
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SSMIS Face sheet

The Social Services Management Information 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. Its key functions include:

- Child and Family Demographics
- Case Assignment
- Chapter 49 Reporting Outcomes
- Information from FSDNet Case Determination
- Information to the Child Abuse/Neglect Registry
- Termination of Parental Rights Information
- Child Placement 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



The screenshot displays 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. A left sidebar contains links for Misc (Change email, Change password, Change preferences), Release Notes (Latest Changes), HELP!, and Logout. The main content area features a client profile section with a silhouette placeholder for a photo, an 'Add Alert' button, and fields for MIS, DOB, Type, CaseWorkers, District, Opened, and Closed. Below this is a 'Case Notes' section with tabs for 'Case Notes' and 'Assessments'. The 'Case Notes' tab shows a list of notes, with the first entry dated 05/19/2020, describing a phone call to monitor progress towards goals. A 'print' button is visible next to the list. The interface is designed with a blue and white color scheme and includes various buttons and form fields for data entry and navigation.

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

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.



The Financial Impact of the 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 bi-annual 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

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IT 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.



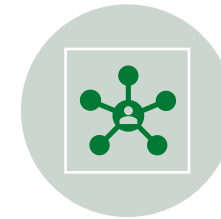
The system is not structured to minimize data errors and efforts to correct errors takes considerable effort and resources.



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



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.



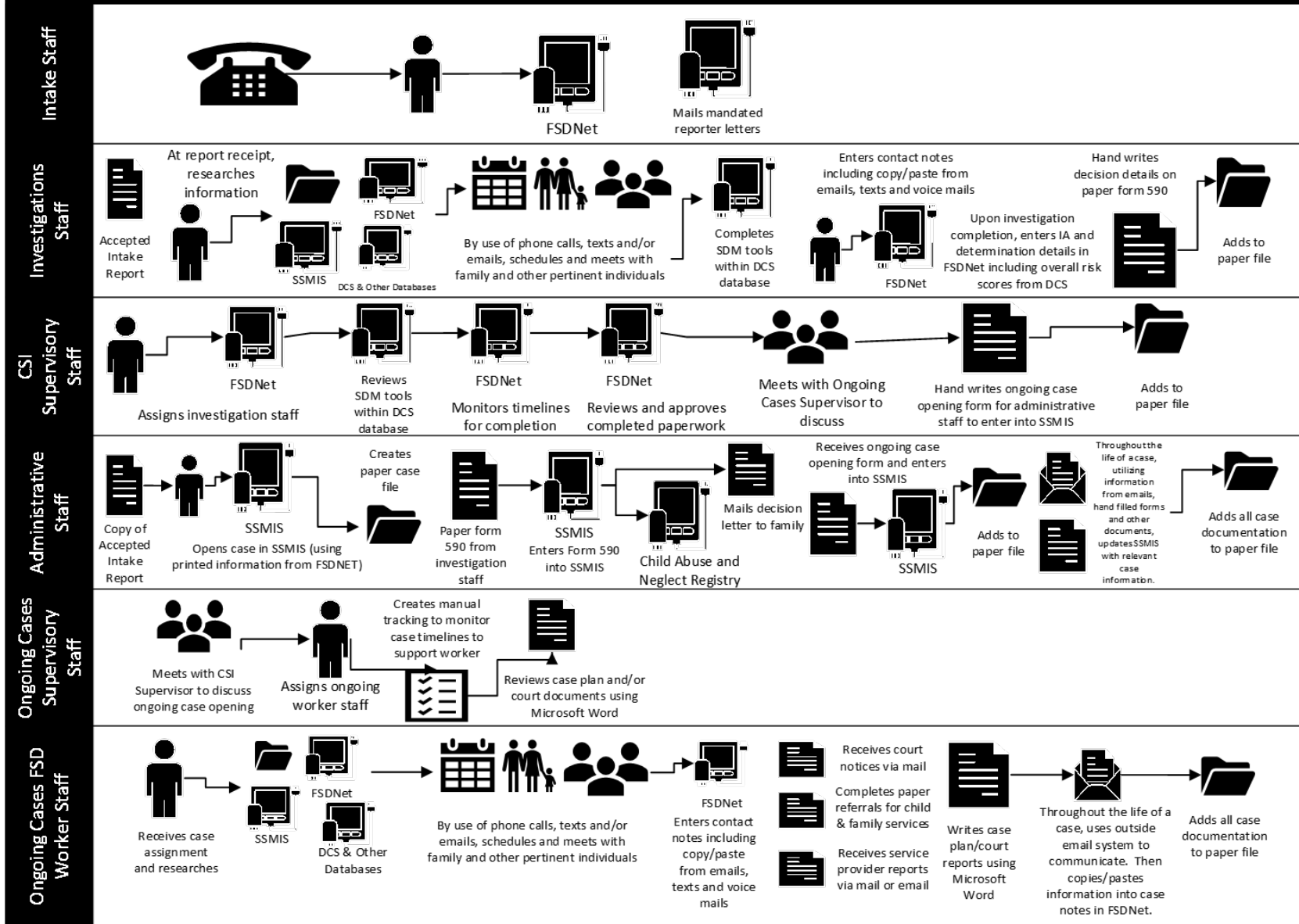
Very few automatic links, information living in several places, unable to connect cases visibly.



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

Workflow of Child Welfare Data Systems: Case Flow Overview

Child Welfare Data System(s) Case Flow - Current

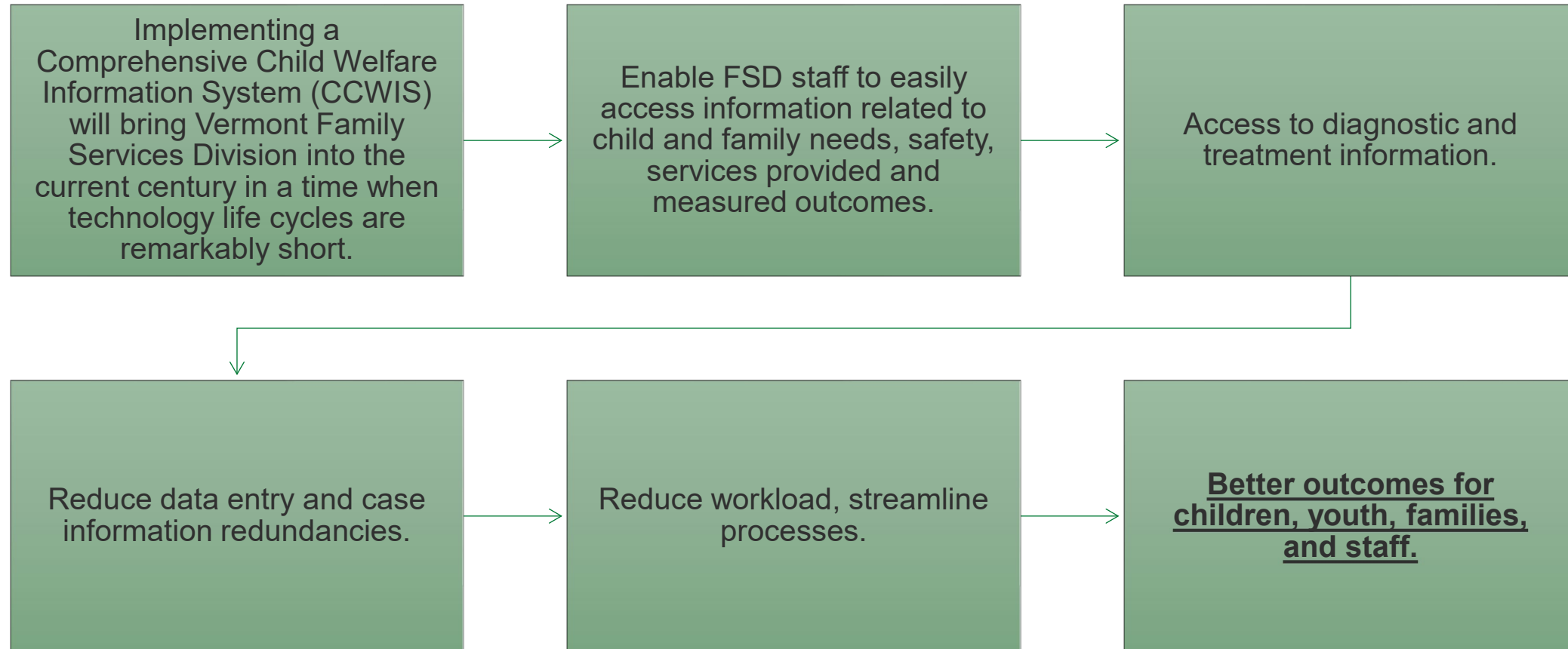


Identified System Needs

(SSMIS) and FSDNet:

- Lack automated integration with other DCF and Federal systems
- Are difficult to extend for future functionality (e.g., FFPSA's Preventive Services)
- Have significant issues with data integrity
- Are difficult to work with for creating formatted reports
- Require many time-intensive workarounds
- Do not provide adequate disaster recovery capabilities
- Do not provide automated work-flow functions to ensure efficiencies in the work

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:

- The 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.
- 80% of respondents noted their systems were cloud solutions or cloud-ready solutions.
- FSD anticipates a new system to cost roughly \$30-\$50 million; A more exact estimate will be available when the RFP process is complete.
- FSD is currently awaiting final federal approval of the CCWIS RFP

CCWIS Funding* Sources

*Note that some of this has been spent down through the life of the project though most is still available

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

Project Status

- A Request for Proposal (RFP) launched in March 2025; bids were returned in May of 2025.
- The CCWIS core team spent the summer and fall reviewing and scoring thousands of pages of bids, participating in live demonstrations with vendors, reviewing recorded demonstrations, and checking references.
- There is a plan to select a vendor in late 2025 and begin contract negotiations in early 2026
- The exact timeline of implementation is unknown until contracting is finalized. It's important to note that there are several state and federal requirements prior to executing a contract, many of which take 2-3 months but can be done simultaneously. This could impact implementation timeline.

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 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 inside and outside of DCF (with a parent, provider, and youth portals)

Thank You

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