

# BACK TO BASICS

Child Welfare Information Technology Systems Managers and Staff  
Webinar Series

## Stages of the Project Lifecycle Part 2 of 2

Friday, June 28, 2013  
2:30pm – 4:00 p.m. EST

Joyce Rose, ICF  
Linnette Carlson, NM  
Tresa Young, OH

# Back to Basics Series

- ▶ One webinar per month between April and September, 2013
- Target audience
  - Child welfare IT systems managers and staff
  - New and experienced
- Recorded webinars
  - <http://www.acf.hhs.gov/programs/cb/research-data-technology/state-tribal-info-systems/training>

# Back to Basics Series (continued)

- ▶ Webinar 1: What is a Child Welfare Information Technology Systems Manager (April)
- ▶ Webinar 2: The Child Welfare Information Technology System Project Lifecycle, Part 1 (May)
- ▶ Webinar 3: The Child Welfare Information Technology System Project Lifecycle, Part 2 (June)
- ▶ Webinar 4: Common Pitfalls and How to Avoid Them (July)
- ▶ Webinars 5 and 6: To be Determined (Aug./Sept.)

# Participating in Today's Webinar

- ▶ Questions and comments by telephone
- ▶ Questions via chat
- ▶ If you have additional questions, please contact Joyce Rose after the webinar

[Joyce@kassets.com](mailto:Joyce@kassets.com)

# Attendee Poll

Who is attending today's webinar?

- ▶ State Child Welfare Information System (CWIS)  
Project Manager
- ▶ State Child Welfare Information System (CWIS)  
Program Manager
- ▶ State Child Welfare Information System (CWIS)  
Technical Manager
- ▶ State Child Welfare Information System (CWIS)  
Project Staff
- ▶ ACF/Children's Bureau Personnel

# Today's Agenda

- ▶ Introductions
- ▶ Implementation
- ▶ Maintenance and Operations
- ▶ Federal Requirements
- ▶ Q&A
- ▶ Wrap up

# Introductions

- ▶ Linnette Carlson, New Mexico
- ▶ Tresa Young, Ohio
- ▶ Joyce Rose, ICF International

# Implementation

- ▶ Pilot phase
- ▶ Training tenets
  1. Adults want to learn *only* what they need know.
  2. Adults want to understand *why* specific information is important to learn.
  3. Adults want training *when* they need it---not before.
  4. Adults want to learn at their own pace---not the group pace
- ▶ Technologies
  - Classroom instructor led
  - One on one
  - e-Learning

# Attendee Poll

Which e-learning tools do you use to provide training to your end users?

- Webcasting with Webcams (A virtual classroom)
- Webinars or Podcasting
- YouTube or Twitter
- Online self-paced courses
- A combination of the above

# Implementation, Maintenance and Operations

- ▶ Statewide implementation
  - Staffing
  - Schedule
  - Communication
- ▶ Maintenance and operations
  - What changes
  - Tasks and activities
    - Help Desk
    - On-going training
    - System documentation

# Federal Requirements: APDU

- ▶ Advance Planning Document Update (APDU)
- ▶ Describes project plan/funding authorization
- ▶ Due 60 days prior to end of authorized budget cycle
- ▶ Detailed schedule for annual funding/high level schedule for life of the project
- ▶ “Development Funding” request should be clear and preferred in cover letter

# Federal Requirements: Reduce APDU Complexity

- ▶ Obtain cost allocation approvals early
- ▶ Succinct descriptions = “Happy Analyst”
- ▶ Consistent project initiative terms
- ▶ (APDU, State Budget, Title IV-B Plan)
  - cross reference budget & schedule
  - cross reference SARGe requirement
  - invoices & claims
- ▶ Regular documentation/review of project costs and claims
- ▶ Create easy budget templates for multiple cycles (FFY, SFY, APDU)
- ▶ Maintain “Pilot” documentation

# Federal Requirements: Reduce APDU Complexity (continued)

- ▶ APDU reviews should include teams, stakeholders, feds and leadership PRIOR to submission
- ▶ Use APDU as a training tool
- ▶ Attachment (SACWIS Components Matrix)
- ▶ If you need development funding, ensure business case describes new functionality or significant change
- ▶ Problem areas/large efforts should not be new to analyst or leadership

# Federal Requirements: Metrics can Help or Hurt

- ▶ Metrics should be meaningful & standardized
  - Help desk (response times, defects, duplicates)
  - Training, technical assistance, knowledge base
  - Enhancements & usability
  - Technical (performance & security)
  - Child welfare practice (visits, pip, federal reports, audits)

# Federal Requirements: SACWIS Assessment Review Guide

- ▶ SARGe response due 90 days prior to onsite review/visit
- ▶ Discuss attachment requirements with analyst in advance
- ▶ Time (10 mos. from scratch/ 3 mos. update)
- ▶ Gold copy owned by one person
- ▶ Use SACWIS Components Matrix to document assignments/reviews
- ▶ Break down SARGe into small manageable chunks
- ▶ Standard naming convention for section assignments

# Federal Requirements: SARGe (continued)

- ▶ ACF SACWIS 101 guideline pasted in each SARGe section as it was developed
- ▶ Answer each question – if it asked more than once, answer it consistently
- ▶ Follow the SARGe description while walking through functionality
- ▶ Consistent formatting/font for system tabs, functions & navigation
- ▶ Plan on extensive reviews – subject matter experts, work teams and cross functional teams

# Federal Requirements: Monitoring Visits / Compliance Review

- ▶ Know and communicate user feedback prior to visit
- ▶ Assess dependent environments & data (interfaces, test/demo data, back-ups)
- ▶ Leadership attendance/knowledge/support
- ▶ Anticipate your analyst won't follow the "happy path" but wait for their lead
- ▶ Always have more than one example ready
- ▶ Expect and plan for federal concerns (PIP, IV-E audit, federal reports, practice concerns, technical issues)

# Federal Requirements: Monitoring Visits and Compliance Review (continued)

- ▶ Things that make your federal analyst go hmmmmmmmm
  - Should it pre populate?
  - Did you enter it more than once?
  - Is value consistently used throughout application?
  - Is there an audit trail?
  - Does it need a validation rule?
  - Is it easy to use?
  - How can I edit the data?
  - Does system demo match SARGe documentation?
  - Does caseworker use/description match demo & SARGe documentation?
  - Could the system do something more to improve safety/practice?

# Federal Requirements: References

- ▶ <http://www.acf.hhs.gov/sites/default/files/cb/sacwis101.pdf>
- ▶ <http://archive.acf.hhs.gov/programs/cb/systems/sacwis/apdguide/apdguide.pdf>
- ▶ <http://www.acf.hhs.gov/sites/default/files/cb/pi1005.pdf>
- ▶ <http://www.acf.hhs.gov/programs/cb/resource/sacwis-review-guide>

# Federal Requirements: AFCARS

- ▶ Adoption and Foster Care Analysis and Reporting System (AFCARS)
  - Collects case-level information from state and tribal title IV-E agencies on all children in foster care and those who have been adopted with title IV-E agency involvement
    - 66 Foster Care elements
    - 37 Adoption elements
  - Reporting Periods & Deadlines
    - Report periods “A”: October 1 – March 31
      - Data file submission due no later than May 15
    - Report period “B”: April 1 – September 30
      - Data file submission due no later than November 14

# Federal Requirements: AFCARS

## References

- ▶ To learn more about AFCARS or to obtain relevant technical documentation: <http://www.acf.hhs.gov/programs/cb/research-data-technology/reporting-systems/afcars>
- ▶ For questions related to AFCARS Policy Guidance and resources: <http://www.acf.hhs.gov/programs/cb/resource/afcars-guidance>
- ▶ For information related to the AFCARS Assessment Review Guidance for title IV-E agency child welfare program and technology staff: <http://www.acf.hhs.gov/programs/cb/resource/afcars-review-guide>
- ▶ For current information on AFCARS Assessment Reviews, including final reports: <http://www.acf.hhs.gov/programs/cb/monitoring/afcars-assessment-reviews>
- ▶ The National Resource Center for Child Welfare Data and Technology to access technical assistance: [www.nrccwdt.org/category/afcars](http://www.nrccwdt.org/category/afcars)

# Federal Requirements: NCANDS

## ▶ National Child Abuse and Neglect Data System (NCANDS)

- A voluntary data collection system gathering information from all 50 states, the District of Columbia, and Puerto Rico about reports of child abuse and neglect
- Established in response to the Child Abuse Prevention and Treatment Act of 1988. The data are used to examine trends in child abuse and neglect across the country, and key findings are published in the Child Welfare Outcomes Reports to Congress and annual Child Maltreatment reports
- Includes 2 different submissions: Child data file (146 fields) and the agency file (4 sections: preventive services; screened out referrals, response time, staffing); Historical services of victims and fatalities not on SACWIS
- Reporting period and deadline
  - Report periods follow the Federal Fiscal Year: October 1 – September 30
  - Data file submission due no later than January 30

# Federal Requirements: NCANDS

## References

- ▶ Learn more about NCANDS or to obtain relevant technical documentation: <http://www.acf.hhs.gov/programs/cb/research-data-technology/reporting-systems/ncands>
- ▶ Information related to NCANDS survey instruments for the Summary Data Component and the Detailed Case Data Component, as well as a glossary of terms: <http://www.acf.hhs.gov/programs/cb/resource/ncands-survey-instrument>
- ▶ Information related to NCANDS programming logic: <http://www.acf.hhs.gov/programs/cb/resource/data-profile-programming-logic>
- ▶ Access NCANDS technical assistance at the Walter R. McDonald Associates website: <http://www.wrma.com/NCANDS.php>
- ▶ Access the service of the Children's Bureau provided through Cornell University that offers information and assistance with NCANDS data: <http://www.ndacan.cornell.edu/>

# Federal Requirements: CFSR

## ▶ Children and Family Services Review (CFSR)

- Enables the Children's Bureau to: (1) Ensure conformity with Federal child welfare requirements; (2) Determine what is actually happening to children and families as they are engaged in child welfare services; and (3) Assist States to enhance their capacity to help children and families achieve positive outcomes.
- Ultimately, the goal of the Federal reviews is to help States improve child welfare services and achieve the following outcomes for families and children who receive services:
  - Safety
  - Permanency
  - Family and Child Well-Being
- The reviews are structured to help States identify strengths and areas needing improvement within their agencies and programs.

# Federal Requirements: CFSR

## References

- ▶ Learn more about the CFSR process:  
<http://www.acf.hhs.gov/programs/cb/monitoring/child-family-services-reviews/overview>
  - ▶ <http://www.acf.hhs.gov/programs/cb/resource/cfsr-fact-sheet>
  - ▶ <http://www.acf.hhs.gov/programs/cb/cwmonitoring/index.htm#cfsr>
- ▶ Information related to planning for a CFSR:  
<http://www.acf.hhs.gov/programs/cb/monitoring/child-family-services-reviews>
- ▶ Information related to CFSR reports and program improvement plans/national summaries:  
<http://www.acf.hhs.gov/programs/cb/monitoring/child-family-services-reviews>
- ▶ Access technical assistance at the National Resource Center for Child Welfare Data and Technology: <http://www.nrccwdt.org/category/cfsr/>
- ▶ You may also contact the Child Welfare Reviews Project, JBS International, Inc., 5515 Security Lane, Suite 800, North Bethesda, MD 20852; 301.565.3260; e-mail: [cw@jbsinternational.com](mailto:cw@jbsinternational.com)

# In The Context of a CWIS – AFCARS, NCANDS and CFSR: Challenges and Lessons Learned

- ▶ The cliff notes version of New Mexico's long journey, successes and challenges

# Federal Requirements: NYTD

- ▶ National Youth in Transition Database (NYTD)
  - Federal reporting system that collects:
    - Case-level information on youth and the independent living services they receive from State Agencies that administer the John H. Chafee Foster Care Independence Program (CFCIP)
    - Outcomes information on youth who are in foster care or who have aged out of foster care
  - Reporting Periods and Deadlines
    - Report period “A”: October 1- March 31
      - Data file submission due no later than May 15
    - Report period “B”: April 1- September 30
      - Data file submission due no later than November

# Federal Requirements: NYTD Reporting Populations

<b>Reporting populations<sup>1</sup></b> 45 CFR 1356.81(a)-(c)	<b>Required data elements</b> 45 CFR 1356.83(b)-(c)	<b>Data collection requirements</b> 45 CFR 1356.82(a)(1)-(3)
 <p>The served population includes all youth who receive an independent living service paid for or provided by the State agency during a reporting period, regardless of age, foster care status, or placement type.</p>	General elements (1-4) Demographic elements (5-19) Services elements (20-33)	Collect information on all applicable elements on an ongoing basis, for as long as youth receives services
 <p>The baseline population consists of youth in foster care as defined in 45 CFR 1355.20 that reach his/her 17th birthday in FFY 2011 or in every third fiscal year following FFY 2011<sup>2</sup>.</p>	General elements (1-4) Demographic elements (5-13, 36) Outcomes elements (34-35, 37-58)	Collect information <sup>3</sup> on all applicable elements within 45 days of a youth's 17 <sup>th</sup> birthday, but not before that birthday
 <p>The follow-up population includes youth that turn age 19 or 21 in a certain fiscal year and that participated in data collection as part of the baseline population.</p>	General elements (1-4) Demographic elements (5-13, 36) Outcomes elements (34-35, 37-58)	Collect information <sup>3</sup> on all applicable elements within the reporting period of the youth's 19th and 21st birthday

# Federal Requirements: NYTD Independent Living Services Data Collected

- Independent living needs assessment
- Academic support
- Post secondary educational support
- Career preparation
- Employment programs or vocational training
- Budget and financial management
- Housing education and home management training
- Health education and risk prevention
- Family support and healthy marriage educations
- Mentoring
- Supervised independent living
- Room and board financial assistance
- Education financial assistance
- Other financial assistance

# Federal Requirements: NYTD Outcome Areas

- ▶ Increase youth financial self sufficiency
- ▶ Improve youth educational attainment
- ▶ Increase youth connections with adults
- ▶ Reduce homelessness among youth
- ▶ Reduce high-risk behavior among youth
- ▶ Improve youth access to health insurance

# New Mexico Challenges: NYTD

- ▶ Defining the reporting categories for ourselves
- ▶ Every state reports the same broad categories for the served population, but every state has different activities under these broad categories that may not be the same
- ▶ The federal definition around education/grade level is very difficult to work with
  - The definition is technically “the last grade that the youth passed”

# New Mexico Challenges: NYTD (continued)

- ▶ Surveying youth who turn 17 while on “48-hour–hold”. We are required to survey all youth who turn 17 while in care or come into care within 45 days after their 17<sup>th</sup> birthday
- ▶ Finding youth to survey at 19 can be very difficult as youth change addresses, cell numbers, etc., quickly
- ▶ NM currently survey’s youth through “Survey Monkey”.
  - Can easily gather the data but not housed in the FACTS database
  - Have to merge files prior to creating an xml file for submission and the data only ever exists together in the xml file and excel report

# New Mexico Lessons Learned: NYTD

- ▶ It paid off to be aware of AFCARS changes that would end up dovetailing into NYTD
- ▶ It paid off to be involved in NYTD from the very beginning
- ▶ NM learned that data systems are never perfectly built for the different reporting requirements, so we adapt as best we can

# Federal Requirements: NYTD

## References

- ▶ Learn more about NYTD or to obtain relevant technical documentation: <http://www.acf.hhs.gov/programs/cb/systems>
- ▶ For questions about NYTD:  
<http://www.acf.hhs.gov/programs/cb/systems/nytd/faq>  
<http://www.acf.hhs.gov/programs/cb/resource/about-nytd>
- ▶ Or email them at: [NYTDinfo@acf.hhs.gov](mailto:NYTDinfo@acf.hhs.gov)
- ▶ To join the NYTD community of practice:  
<http://www.nytdcommunity.acf.hhs.gov>
- ▶ To join the NYTD Listserv, send an email to: [NYTDinfo@acf.hhs.gov](mailto:NYTDinfo@acf.hhs.gov)
- ▶ To access technical assistance:  
[www.nrccwdt.org/resources/nytd/nytd\\_home.html](http://www.nrccwdt.org/resources/nytd/nytd_home.html)
- ▶ Or contact the National Resource Center for Youth Development  
<http://www.nrcyd.ou.edu>

# Attendee Discussion



# Wrap up

- ▶ What was accomplished today?
- ▶ What's next?
- ▶ A recorded version of this webinar will be made available at:

<http://www.acf.hhs.gov/programs/cb/research-data-technology/state-tribal-info-systems/training>

- ▶ Submit suggested topics for future webinars to:  
[Joyce@kassets.com](mailto:Joyce@kassets.com)