CCWIS Midyear – Open Discussion

UPDATES, PRIORITIES, WORK IN PROGRESS, AND STATE QUESTIONS

JUNE 29, 2022
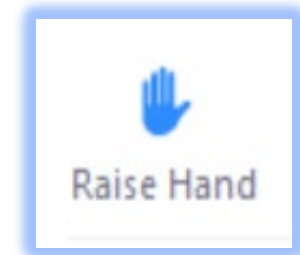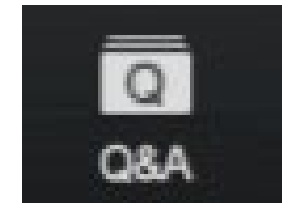
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To ask questions during the presentation:

- Type them into the *Q&A* feature at the bottom or top of your screen.

- Ask over the phone using the *Raise Hand* feature, and the presenter will unmute your phone line.
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After today's webinar, email questions to CCWIS.Questions@acf.hhs.gov.

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Presenters

Presenters:

- Tresa Young, Director, Division of State Systems (DSS)

Moderator:

- Phil Breitenbucher, Federal Contract Support

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Audience Poll

- ## What is the *primary* role that you play in relation to CCWIS at your agency?

  ❏ Information Technology Manager

  ❏ Business/IT Analyst

  ❏ Project Management

  ❏ Child Welfare Program Manager

  ❏ Quality Assurance/Continuous Quality Improvement

  ❏ Federal Staff

  ❏ Other

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Agenda

- Welcoming Remarks – Midyear

- DSS Updates

- DSS Priorities

- DSS Work in Progress

- Questions From States & Open Discussion

Welcoming Remarks – Midyear

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Introductions

Federal Analysts – Tresa Young (Director)

- Nicole Harter-Shafer
- Lisa Leonard
- Geeta Mannes
- Amit Rastogi

- Spencer Wilder
- David Allenson
- Stephanie Sarber

Contract Support – Brady Birdsong (Project Director)

- David Ayer
- David Baker
- Alex Kamberis

- Jordan Panning
- Kym Rosen
- Amber Smith

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DSS Updates

CCWIS Optional Data Exchanges: CWPM Section 6.13

- Question #7:

  ➢ Must an optional data exchange encompass all similar entities located within the state or tribal jurisdiction? For example, if a state title IV-E agency builds an optional data exchange between CCWIS and a hospital, is the agency required to extend the data exchange to all hospitals in the state?

- Answer:

  ➢ No. The regulations for CCWIS do not require that an optional data exchange is state or tribal wide.

  However, if a title IV-E agency implements an optional data exchange, it must be described in the agency's approved Advance Planning Document (APD). Therefore, if ACF approves a title IV-E agency's APD to implement a data exchange between CCWIS and a hospital, then the agency must build it. However, the agency is not required to extend the optional data exchange to hospitals that were not included in the plan submitted in the APD.

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CCWIS Optional Data Exchanges: CWPM Section 6.13 (cont.)

- Question #8:

  ➢ Does the CCWIS single data exchange standard described in 45 CFR 1355.52(f) apply to optional data exchanges?

- Answer:

  ➢ No. The regulations for CCWIS do not require that optional data exchanges meet the single data exchange standard described at 45 CFR 1355.52(f).

  This question and answer is repeated in the Data exchange standard section 6.7.

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CCWIS Optional Data Exchanges: CWPM Section 6.13 (cont.)

- Question #9:

  - Do the CCWIS data quality requirements described in 45 CFR 1355.52(d) apply to the optional data exchanges and automated functions described at 45 CFR 1355.54?

- Answer:

  - Yes. Regardless of how data is collected, all CCWIS data must meet the CCWIS data quality requirements described at 45 CFR 1355.52(d).

    This question and answer is repeated in the Data quality section.

Source/Date　　**Legal and Related References**
06/15/2022　　　45 CFR 1355.52(d); 45 CFR 1355.54

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DSS Updates (cont.)

- Technical Bulletins (TBs), Tools, & Tips

  ➢ IV-E Eligibility Self-Assessment Tool

  – The title IV-E Foster Care Maintenance Eligibility Self-Assessment Tool will help agencies assess whether the CCWIS complies with the requirements to collect, maintain, and report title IV-E FCMP eligibility data and provides useful resources and additional considerations.

  ➢ Tribes as partners/users of the state system

DSS Updates (cont.)

- TBs, Tools, & Tips (cont.)
  - ➤ Advance Planning Documents (APD)
  - ➤ Data exchanges
    - – Pilot PI vs. optional exchanges
    - – Shared data sets
  - ➤ Data warehouse
  - ➤ State and IT program staff on monthly DSS CCWIS status calls
  - ➤ AFCARS webinar & materials

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DSS Updates (cont.)

- TBs, Tools, & Tips (cont.)
  - ➢ Innovation and planning within DSS
  - ➢ SACWIS to CCWIS
  - ➢ Review process
  - ➢ Data Quality Plans (DQPs) & legacy systems
  - ➢ TA tools & tips

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DSS Updates (cont.)

- Procurement & Contracts
  - ➢ Evaluation criteria and scale do not differentiate proposals, so price wins
  - ➢ Request for Proposal (RFP) response time needs to increase
  - ➢ RFPs released describing SACWIS systems
  - ➢ Response template/spacing and page limits
  - ➢ Could require more specific responses to self-assessment goals and foundational requirements
  - ➢ Not conducive to partnership or promise of swapping modules
  - ➢ Insufficient time and process for assessing deliverables
  - ➢ Vendors driving scope of work and requirements

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DSS Priorities

DSS Priorities

- Business Alignment/Self-Assessment (SA) Tools

  ➢ Utilizing tools to target technical assistance (TA)

  ➢ Stronger when state embraces assessment/monitoring as an ongoing process

  ➢ Most critical aspect of CCWIS Assessment Review (CAR) – responsive to program/user feedback and using good data to support decision making/increase efficiencies

- CAR

  ➢ Workgroup closing out process – builds upon TA SA tools

  ➢ Utilizing feedback from TA reviews

  ➢ Lightweight based on overarching regulation and items on the SA tools

  ➢ Focused on business value/outcomes

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DSS Priorities (cont.)

- Diversity, Equity, Inclusion, and Accessibility (DEIA)
  - ➢ CCWIS development & operations
  - ➢ DEIA plan
  - ➢ Review process
- Data Analytics & Data Sharing
  - ➢ Use in assessment impact
  - ➢ Scientific integrity policies
  - ➢ Public access to data
  - ➢ Outside analysis of data
  - ➢ Consent utility

Work in Progress

Work in Progress

- Design & Functional Reviews

- Customization vs. Configuration Guidance

- Child Welfare IT Manager "101" Orientation Materials

- Data Quality/Biennial Review

- Technical Bulletin #9 – Boundaries

- Child Welfare Contributing Agencies (CWCA) Self-Assessment Tool

- Financial Module Self-Assessment Tool

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Work in Progress (cont.)

- Family First Data Submission – Lessons from the Field

  ➢ Jurisdictions with title IV-E prevention plans approved in FY2020 submitted data in Spring 2022 for the period October 1, 2021 – March 31, 2022. This is a subset of all STT (n=8). To date, 24 plans have been approved.

  ➢ The "New-New": Jurisdictions submitting data had to manage both developing a new data file AND submitting that file to the newly developed National Child Welfare Data Management System (NCWDMS).

  ➢ Both new elements had some growing pains:

    – Though a relatively small collection, the structure of the program (for each agency), the xml format, along with the specific elements related to prevention plan data, resulted in some hiccups.

    – Even with some user testing, there were occasional challenges with getting acclimated to the new NCWDMS system – from successfully setting up user accounts and submitting test files, to reviewing Data Quality (DQ) reports and successfully submitting data on time.

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Work in Progress (cont.)

- Family First Data Submission – Lessons from the Field

  ➢ Children's Bureau (CB) Data Team is working with the NCWDMS team to review data submissions, and to provide information and support to jurisdictions that might support accurate and timely data submission

  ➢ Stay tuned for those conversations. Feel free to reach out to Regional Office and/or the CB Data Team with questions:

  CBDataTeam@acf.hhs.gov

Work in Progress (cont.)

- County-Administered States
  - Planning to hold quarterly meetings; four total
  - Focus on topics and needs specific to county-administered states
  - First meeting to be scheduled Wednesday, September 14

- Leads
  - ACF Lead – Nicole Harter-Shafer
    - nicole.harter-shafer@acf.hhs.gov
  - Contract Staff Co-Lead – Kym Rosen
    - kimberly.rosen@acf.hhs.gov

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CCWIS Data: CWPM Section 6.3A

- Question #4:

  ➤ Must a title IV-E agency include data to support title IV-E foster care and prevention candidacy determinations for children on whose behalf the agency claims title IV-E administrative costs in the agency's CCWIS system?

- Answer:

  ➤ Yes, if an agency is electing to operate a CCWIS, a title IV-E agency must collect and maintain in CCWIS information required for title IV-E eligibility determinations (45 CFR 1355.52(b)(1)(ii)). This includes candidate eligibility determinations under the title IV-E foster care program and the title IV-E prevention services program, if the agency operates such program. In addition, a title IV-E agency's CCWIS must maintain data needed for on-going federal child welfare reports (45 CFR 1355.52(b)(1)(i) and (c)(1)). One such report is the Title IV-E Programs (Foster Care, Adoption Assistance, Guardianship Assistance, Prevention Services and Kinship Navigator Programs) Quarterly Financial Report, in which a title IV-E agency must report data on candidates for title IV-E foster care and prevention services for which the agency claims title IV-E administrative costs.

Source/Date   **Legal and Related References**
TBD   45 CFR 1355.52(b)(1) and (c)(1)

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CCWIS Data: CWPM Section 6.3A (cont.)

- Question #5:

  ➢ If the title IV-E agency has an approved title IV-E prevention plan, is the prevention program data required pursuant to sections 471(e)(4)(E) and 471(e)(5)(B)(x) of the Act considered "CCWIS data" that the agency must maintain in the CCWIS?

- Answer:

  ➢ Yes. A title IV-E agency that elects to develop and operate a CCWIS and a title IV-E prevention program must maintain required title IV-E prevention program data in the CCWIS. Federal regulations require that an agency's CCWIS maintain title IV-E and IV-B data needed for on-going federal child welfare reports, data required for eligibility determinations, authorizations of services and expenditures, and case management data to support federal audits, reviews, and other monitoring activities (45 CFR 1355.52(b)(1); CWPM 6.3A#1). Therefore, a CCWIS must maintain title IV-E prevention program data for these purposes.

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Data Exchanges: CWPM Section 6.6D

- Question #12:

  ➢ May a title IV-E agency using a CCWIS develop a stand-alone data system to collect CCWIS data (such as to collect required data for a title IV-E prevention program)?

- Answer:

  ➢ Yes. A title IV-E agency may design CCWIS to include a system external to the CCWIS that is used by title IV-E agency staff to collect CCWIS data (See CWPM 6.2 Q/A #1). However, a CCWIS must be able to immediately access CCWIS data from an external system that is used by title IV-E agency staff through a bi-directional data exchange. See 45 CFR 1355.52(e)(1)(iv); CWPM 6.6 Q/A #3 and CWPM 6.6D#1 for additional information. The bi-directional data exchange between CCWIS and the external system used by title IV-E agency staff must meet the data exchange standard requirements of 45 CFR 1355.52(f)(2).

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Questions from States & Open Discussion

Questions from States via CCWIS Navigator

- CCWIS Progress and Assessment Review:

  ➢ *How would you assess the progress states have made under the CCWIS rule?*

    – Approximately 6 design reviews currently underway – functional (intake, licensing)

    – Approximately 5 design reviews in past 12 months – functional (usability, intake)

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Questions from States via CCWIS Navigator (cont.)

➢ **What are some of the strengths and challenges that you have encountered from states?**

- **Strengths:**
  - ➢ Agile variations
  - ➢ Transparency
  - ➢ Planning
  - ➢ Data/reporting integration
  - ➢ Auditing capability
  - ➢ Portals
  - ➢ Modern platforms
  - ➢ Development standards documented

  - ➢ Large proportion of users involved in testing in some states
  - ➢ Most states hiring expert in modern platforms
  - ➢ Some states using IV&V and other vendor support for SA tools/assessments
  - ➢ Strong sponsorship with program knowledge makes a difference
  - ➢ Strong PM and vendor management makes a difference
  - ➢ Intake module supports state policy/practice model/dashboards

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Questions from States via CCWIS Navigator (cont.)

➢ ***What are some of the strengths and challenges that you have encountered from states? (cont.)***

- **Challenges:**

  - ➢ IT/program coordination

  - ➢ SACWIS requirements/legacy system driving requirements

  - ➢ Remote implementations/testing

  - ➢ Change management

  - ➢ Ongoing involvement of end users/stakeholders

  - ➢ Training insufficient

  - ➢ Multiple system use

  - ➢ Managing custom/configuration

  - ➢ Duplication

  - ➢ Lack of data quality automation

  - ➢ Search not robust

  - ➢ Time savings measured against legacy rather than specific measures

  - ➢ Keeping system documentation current/lack of technical writer resource

  - ➢ Business rules not separate from core application logic

  - ➢ Intake history could be more robust/easier to use

  - ➢ Narrative notes could be more user friendly, some error messaging generic

  - ➢ Reporting is an afterthought, insufficient planning/resources to ensure longitudinal data and ad hoc reporting available/lack of resources

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Questions from States via CCWIS Navigator (cont.)

- Approaches to CCWIS:

  ➢ *Are any states doing custom development for a new CCWIS system or a modernization of their existing system?*

    – Yes, most states buying SACWIS model on a new platform, some combining Commercial-Off-the-Shelf (COTS), few buying COTS, some variation of custom/configuration.

  ➢ *How many states have implemented a new CCWIS system (full or partial implementation) under the new CCWIS regulations to date?*

    – 4 in Maintenance and Operations (M&O)

    – 12 in Planning

    – 14 in Design, Development, and Implementation (DDI)

    – 2 RFPs on street or soon

Questions from States via CCWIS Navigator (cont.)

- Costs and System Information:
  - ➢ ***What is the average cost of a new CCWIS system implemented under the new CCWIS rules based on states that have replaced their system?***
    - – Several states one or partial module – $14 million
    - – Average (minus CA) using custom – $73 million DDI
    - – Average using COTS or accelerators – $18 million
    - – M&O varies – $2 million per year to much higher
    - – Factors impacting costs: county-administered states, enterprise, customization, starting and stopping projects, staff turnover, legislature, legacy system, requirements

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Questions from States via CCWIS Navigator (cont.)

- Costs and System Information:

  ➢ *It looks like ACF's CCWIS Status site was last updated 1/12/2021. Is there a plan to update this page so states can see the current status of other states?*

    – Status page is updated, please review your state for accuracy.

    – Please provide basic project information (state profile) on C-SWAP.

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Webinar Satisfaction Survey

CCWIS Participant Survey

Thank you for your time attending today's CCWIS webinar and for your valuable feedback!!!

The survey will take no more than 5 minutes to complete, and the results will be used to improve technical assistance and webinar content to support agencies that are building child welfare information systems.

- **All the questions are voluntary, and**
- **Your responses are anonymous.**

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