

## **Webinar Series**

### *Genogram – Family Relationship Diagram*

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**Candy**, Operator

**Candy:** Welcome and thank you for standing by. At this time, all participants are in a listen-only mode until the question and answer session. At that time to ask a question, you may press Star-1. Today's conference is being recorded. If you have any objections, you may disconnect at this time.

Now, I'll turn today's meeting over to Joyce Rose. Thank you. You may begin.

**Joyce Rose:** Thank you and welcome to the Child Welfare Information Technology Systems Manager and Staff Webinar Series brought to you on behalf of the Health and Human Services Administrations of Children and Families, Children's Bureau, and presented by ICF International. Today's webinar features staff from Indiana and Ohio, who will discuss their experiences and challenges in developing and implementing Genogram or Family Relationship Diagram functionality. I am Joyce Rose, your host and facilitator for today's webinar. Next slide, please.

Attendees are encouraged to participate in our webinar with questions and comments. All of our participant lines are muted now, but we will open them for the Q and A session at the end of the presentation for questions and conversation. However, please be aware that you can submit questions at any time using the GoToWebinar chat feature, and those will be queued up and addressed during the standard Q and A session. Once...Once

today's webinar has ended, you may submit additional questions to the email address listed above, or to your federal analyst.

I want to thank our participants from Indiana and Ohio for their exceptional time and effort in preparing for this webinar. So, let's meet them starting with Indiana. LaTrece?

LaTrece Thompson: Hello, I'm LaTrece Thompson, and I'm the Deputy Director of Staff Development.

Mary Engle: Hi, I'm Mary Engle, I'm the Assistant Director for IU's Training Partnership.

Witney Ortiz: My name is Witney Ortiz, and I'm a Peer Coach Consultant in Indiana.

Joyce Rose: Ohio?

Kevin Bullock: Kevin Bullock, Bureau Chief for the Bureau of Automated Systems here at the Ohio Department of Job and Family Services.

Melissa Palmer: Hi I'm Melissa Palmer, I'm one of the Business Analysts here with the Ohio SACWIS Project.

Michele Lidle: And this is Michele Lidle, I'm also a SACWIS Business Analyst.

Joyce Rose: Thank you. And next slide please. So just to review our agenda quickly. We will be listening to the Indiana Department of Child Services, who will explain the use of the GenoPro software and its applicability for child welfare practice in Indiana. And then we'll follow the Ohio journey, which will address their implementation of Genogram functionality and their session will include a live system demo. So, how about the Indiana team get started. LaTrece?

LaTrece Thompson: Hello, so, in this section, we are going to explain how the Indiana Department of Child Services uses the GenoPro software and it's applicability for child welfare practice in Indiana. The GenoPro is a genealogy mapping software. GenoPro is intuitively easy to learn and simple to use. Since 2009, Indiana has used this tool to develop comprehensive Family Network Diagrams. Next slide.

So, the Family Network Diagram combines the Genogram and the Ecomap to identify a family's relationships as well as a family's community connections. These diagrams are completed by the family case manager and the families. In general, the family case manager uses the Family Network Diagram just to gather that useful information, have a better understanding of what the relational dynamics are within the family, and any sort of behavioral problems within that network. It also promotes

the client's self-understanding, it helps with conducting assessments and establishing interventions. Next slide please.

So, here is an example of the Family Network Diagram from GenoPro. So, GenoPro allows the user to clearly analyze the family's emotional and social relationships within that community. GenoPro also generates a key that helps others quickly and easily identify what the family dynamics are in play with this family just from looking at that. Next slide.

So some of the benefits for GenoPro. Indiana's Department of Child Services chose to use GenoPro because it's a comprehensive approach of creating a Family Network Diagram. Additionally, GenoPro supports the two components of the Family Network Diagram: The Genogram and the Ecomap. And GenoPro will allow users to compile thorough and concise Family Network Diagrams. Next slide.

Once the family case manager has completed the Genogram, they're able to put that information into GenoPro using the Family Network Diagram. So, the family case manager will upload the file into our case management system, which is MaGIK here in Indiana. And then there's an option for both the assessment or the case to upload the file. Once that file is uploaded, it's saved as a document in the case or assessment, and the family can choose to use the Family Network as a subject matter and the Family Network Diagram or Genogram within the content of that with uploading all of the information into MaGIK. Next slide.

Mary Engle:

Hi this is Mary. And I'm going to start with talking a little bit about some of the challenges that GenoPro comes with. So, one of the biggest challenges in utilizing the software for the case manager is that it can be time consuming to complete. However, what we know is that putting in the time with families and engaging them from the beginning of the process builds that trust-based relationship that elicits a more positive experience as the case progresses. Secondly, it can require a high level of engagement skills in order to be successful. And the Department of Child Services has provided family case managers with practice questions that are located in policy to help guide their use of the Family Network Diagram with families. These high-level engagement skills can take time for case workers to develop, but by providing some practice support, it can help case managers feel more confident with the execution in the field. Thirdly, if it's done incorrectly, it could create issues in critical case junctures within the case. If the diagram does not provide an accurate picture of the family's connections, then it can lead to issues when trying to find placements for potential guardianships or adoptions. This is why it's crucial to spend the time in creating an accurate family network diagram in the beginning of the case, and utilize it as a tool throughout the

life of the case. Lastly, all of our DCS computers have GenoPro installed; however, it can be a challenge when sharing those files with team members outside of DCS, like CASA or Service Providers. If they have not, if they don't have that software on their own computers, the case managers are responsible for printing it, scanning it, and emailing it to them and to others who are working on the case. And again, this is not a constant challenge, but it can be time consuming when that does occur. Next slide.

So, when we talk about risks, what we know is that it can challenge rapport building. We found that to probably be the biggest risk in completing the Family Network Diagram because families could potentially get defensive when they're being asked about their family and social connections. We know it takes a lot of work and effort in order to gain the trust of our families, which is why we built our practice model upon four core conditions that you see on your screen in order to work past potential challenges and work with families. We know if the family case manager approaches a family with the Family Network Diagram or any other case management tool with genuineness, empathy, professionalism, and respect, then their rate of success will be much higher. Next slide.

So in 2009, when GenoPro was introduced, Staff Development created a Computer Assisted Training and we call them CATs, to help teach all family case managers how to use this new tool. Since that initial roll out, we've used the same computer system training as part of our new worker training. New workers complete the CAT on the GenoPro tool in their local offices prior to arriving to Unit 2 of their "cohort training", which is what we call New Worker Training in Indiana. In Unit 2, family case managers will take the Engagement and Interviewing course, which will lay the foundation for understanding and building their practice skills which are crucial in building their Family Network Diagram. And then later, in cohort training, they will complete the Assessing Child Maltreatment and Case Planning and Permanency courses, which will provide training on the specific use of the Family Network Diagram throughout the case. By the end of training, they're provided with opportunities to practice developing them in GenoPro, and that most often occurs in the field during our last few weeks of the training course. Next slide.

Witney Ortiz:

So, in Indiana, some case managers, they complete the Family Network Diagram with pen and paper. In Indiana, our policy really requires – we highly encourage that the Family Network Diagram, which is comprehensive of the GenoPro, is really required. But it is. So the Family

Network Diagram is required. But it is not a requirement to use GenoPro to complete the Family Network Diagram. Although we do highly encourage our family case managers to do that. This can sometimes present a challenge later during the case if the case gets transferred or if the employee leaves the agency, as handwritten diagrams can be illegible and difficult to really interpret. This is why we support the use of GenoPro and the development of these Genograms so that it is clear and easy to understand for everyone involved in the case. It also allows for a digital copy of the diagram to be available, which is easier to update and adapt as the case progresses. And if you all had seen the prior example of the entire diagram, all the squiggly lines and the different lines that were on there, when a person starts writing those with a pen and paper, it can be very, very challenging to really understand the relationship that goes back and forth within the family. Which can also really hinder permanency for the children here in Indiana.

So we in Indiana, we have ongoing maintenance, as it was mentioned early that GenoPro was installed and continues to be installed on all new employee computers. This went into effect in 2009. The last update that we had was in 2011, and all of our technical support is provided by GenoPro, which has been very helpful. Next slide, please.

So in Indiana, our current status, we are currently training and utilizing GenoPro in conjunction with our practice model here in Indiana to help achieve permanency. We've learned that the use of GenoPro really enables us to understand family dynamics and to get children to permanency quicker. In the future, one of the things that we're planning to do in Staff Development is incorporate GenoPro throughout other trainings. Currently, all new trainees receive this training via a Computer Assisted Training, but they also incorporate it in other trainings within their new training experience. We want to expand that to include it in our experienced worker training, to really highlight and really show the importance of making sure our family case managers are utilizing the Genograms through GenoPro so that they can, if there are any questions from service providers or from the courts, then they can just print off a legible document and be able to submit that. It also is a primary factor in making sure that as we're moving forward with our practice model in Indiana, that those Genopros, the GenoPro is utilized.

Some of the lessons that we've learned have enabled us to understand family dynamics better, which is one of the key factors in children reaching permanency. Some of our future plans is to really, and I kind of talked about that a little bit, is really just expanding, to be included in

some of the different trainings throughout, not just new worker training but to expand it out in experienced worker training. Next slide.

Mary Engle:

So when we talk about challenges and risks in our practice model, you know, one of the skills that we really encourage and push with our new workers is the engagement skill that we discussed a little earlier, and so just another note about that and the importance of having those foundational skills as you move forward with a software program like this. Because everything we put into it is coming from the family and that empowerment piece for them is really critical in making sure that this is accurate and that we're not damaging the relationship with the families in the process. So really, this is just part of a holistic approach to engaging and working closely with children and families through our practice model, and involving them in the decisions that are made, including the decisions about placement and permanency for their children and understanding those people that are closest to them and what their relationship look like. Can help us in those critical junctures. If a removal happens, if a placement change happens, or if any other sort of disruption happens, we get with our team through our practice model and we go back to these diagrams that we've developed and can have some meaningful conversations about how to move forward with that, and you know, helping families feel like they really are driving their case planning progress and their movement towards permanency. And that's all we have.

Melissa Palmer:

Good afternoon, this is Melissa speaking from the Ohio SACWIS Project. And we are thrilled to be a part of this webinar, sharing the recent addition of the Genogram to SACWIS functionality. To date, our county users have been quite complimentary of the new Genogram functionality. As you will soon see, while it is simple in design, it is a welcome addition to the important work being done by our Child Welfare case workers. But before Michelle shares with you the "why" behind Ohio's decision to implement Genogram functionality into SACWIS, I would like to offer some contextual information, or rather background, on Ohio's makeup and our SACWIS project. Ohio's SACWIS began its roll out began in 2007, having all 88 counties live by 2008. Ohio's SACWIS serves to support the work of 88 public children service agencies and 38 Title IV-E Courts. The state of Ohio is rich and unique in its size, as well as its diverse populations being served across the state, throughout various suburbs of large cities, farming communities, small towns, and cities. Ohio's counties range in size from major metro counties, serving populations upward of 800,000 or more, to medium-sized counties serving populations between 50,000 to 100,00, to our smaller counties that serve populations of up to 400,000. Ohio is one of nine states that is county administered and state supervised. So when it comes to SACWIS development of new

functionality or enhancements, it is important that we are tuned to and keep in line with the pulse of our user community and the diversity that lies within our 88 counties in terms of size, cultural diversity, funding resources, training and knowledge sharing. Next slide, please.

The work of the SACWIS project is guided by our mission. The Ohio SACWIS Project Mission is to provide automated technology solutions to Ohio's state and local child welfare agencies that support service delivery and practice for the safety, permanency and well-being of our children and families. The developments of the Genogram functionality support the project's mission in supporting service delivery and best practice efforts of our end users, and their engagement with families as important benchmarks of safety, permanency and well-being are addressed. SACWIS' Integrated Project Team, or IPT, is a critical driving force in achieving this mission to support the end user. The IPT is comprised of dedicated business staff that are responsible for the development, implementation, maintenance, and support of Ohio SACWIS. The work and innovation of the Application Support Team, Business Support Team, Finance Team, and Reporting Team, in conjunction with staff from Ohio's Office of Information Services and Vendor Project all support one another in the creation and execution of Ohio's responsive efforts to enhance Ohio's SACWIS in supporting child welfare practitioners in their service delivery. It is a diligent work of the IPT in concert with input from our county users that our Genogram has come to fruition. And we are here to share this with you today. So now, without further ado, I will hand things over to Michelle to talk further about Ohio's journey to Genogram.

Michele Lidle:

Thank you Melissa. We can move on to the next slide, please. The Genogram project that we set to implement here in Ohio is really part of a much larger undertaking to streamline our relationships data entry overall. In our SACWIS system, previously our relationship data was recorded and stored separately in intake, in the case, and in the provider area where we have foster homes and kinship families. And so, it was possible to have multiple different relationships between the same two persons in our system. With the person-level relationship Genogram initiative, which was deployed to our production environment as recently as December, we moved the relationship data to the person record, and at the same time kept it accessible from various modules and work items throughout our system. To achieve this, we had millions of existing relationship records that had to be converted, and I would say that was one of our biggest challenges. We had to develop a hierarchy, and give preference to relationships associated with adoptive child birth parents, that's part of our AFCARS data. Then we had to say, what else we wanted to maintain if we had relationships that didn't agree with each other in SACWIS and we had to

pick one. So, in the end, all things being equal, we hoped that the most recently modified relationship would be the most accurate and we had to go with that. But as an end result, we now have a system in which there can only be one distinct relationship pair, like biological mother and biological son, between any two people in SACWIS, which makes the data much more consistent and clean throughout the system. The only exception to that rule is in our intake record. So, if you have an abuse and neglect report, that will maintain the relationships between those different parties at the time of the screening decision since we know that relationships may change over time and we want to preserve the integrity of the initial report.

So, the newly designed functionality makes it easier for our end users to view and maintain their relationship information, and incorporates the system-generated Genogram view of that data. Additionally, users can now document extended family relationships, even if the relatives are not otherwise found in our SACWIS system, if they're not members of a SACWIS case, we can still add those extended family members and show how they are related to the families that we're working with. Our goal was to ensure accurate, consistent data across all of the different areas of our system, improve our user experience, and provide additional tools for family search and engagement. Because Ohio is a county administered state and completion of a Genogram is not something that is required by our rules, use of Genograms varies across the different agencies in our state. So, our hope was that by incorporating this into SACWIS, and making it something that can easily be generated by our system, that this would expand and support use of the tool for all the great reasons that Indiana just described as to how it can be useful for working with families.

So, our Genogram, which I'm going to demonstrate in just a moment, uses the same standardized Genogram symbols that our Child Welfare Training Program uses in the training of new child welfare case workers when talking about how to use Genograms in the field. To develop our Genogram, we integrated Go JS software into our SACWIS system, and this was just what our project team found to be the best option for Ohio to meet our goals. There's information about this software available online. So I'm going to show you what this looks like in just a minute. As you see on our slide here, this is a direct quote from one of our SACWIS users who has been using our system since the beginning and when she first saw our Genogram, she said this was great and that she loved it. And just as Indiana was explaining, using a Genogram can require some skill. It can be time consuming to complete in the field. And so, here was a person who had been in child welfare for a long time and had not wanted to use

Genograms in the past because they seemed complicated. But having it in SACWIS has been a game-changer for her.

So...give me just one second and I will pull up the screen here. Okay, so, this is a person record in our SACWIS system. This is a fictitious person that I created today for purposes of the demonstration in our test environment. And we have different modules. One of them is now relationships. It has its own module within the person record. So, if I go to Person Relationships, I land on a list page that shows all the different people in SACWIS who have some relationship to our focus person "Harry". I can expand the relationships for any one of these or all of these people in the list to see how each of these people are related to my focus person, as well as how they are related to one another if that's the case. We also have an editor view of the relationship, and if I click on my editor page, this is where I can add or maintain the relationships between people. And this is really so much simpler than the old way that we had of doing this work in our system, and so users really do find this to be much more straight forward and simple, and they're better able to avoid making mistakes when setting up the relationship. It's a simple drop down with relationship values to select, and the reciprocal relationships are automatically generated when a relationship is saved. We also have the ability with an add button right from here to add additional people by searching through SACWIS to pull in others or create brand new people if they're not found in our system for the purpose of documenting their relationship. So, this has been a good help to users, and this functionality is actually replicated in various areas in the system. As I mentioned earlier, all the relationships live within the person record, if you will, but they are accessible in our intake module as well as when you're looking at your family case record. You can access the same information in the same format, but the context in the case limits that information to those folks who are associated with that case as members, or even as associated relatives who may not be members of the case family that you're working with, but perhaps grandparents or other supportive person who have some involvement.

Now to the Genogram which is the real reason we came here today. It's just a simple click on the Genogram icon. And the system renders all the relationship information in the form of a simple Genogram. So, as I said earlier, we do use the same basic Genogram symbols that workers are trained on. There's a legend here at the bottom of the screen that shows what the different symbols mean. We also incorporated some view of person characteristics that may have been added to a record, and by color and placement of the shading we can give you a high-level view of where some of those attributes may exist within the family. It's a little hard to

see. It's kind of light on my screen here, but we do have a yellow highlight around my focus person, who is Harry. Whoever I have in focus on the right, I have this box that shows a person's spotlight. We give just some basic information about the person, as well as some of those characteristics I mentioned. If we have any mental health or substance abuse characteristics that have been documented or any medical concerns, those can be shown, and you can get kind of an overview of the family as far as those things. I can change my focus person if I want to look at Harry's mother instead, I can just click on that person and change my person's spotlight information on the right to showing some information about her. You'll see on this person, I've also added a safety hazard. In our system, the way to track hazards that might exist for the case worker's own safety; things that you'd want to call attention to such as "this person is a person who has weapons in the home." That's something a new worker might want to know when going out to the field. So, we just highlight some of those things. And that's our Genogram. We did incorporate a couple of screen shots of the Genogram in the slide presentation, so you'll have those for reference. And that's it for us, I'll turn it back over. Thank you.

Joyce Rose: Alright. So, here we come. Next Slide. Next Slide. Next. Alright, so here is Mr. Bullock's contact information if anyone who is attending would like to contact him directly, and we also previously provided Indiana's contact info. Let's move on then. That was absolutely excellent. Thank you so very much. Let's move to the next slide, which is our Q and A session. I'm going to ask my colleague, Subeera, to run this session.

Subeera Singh: Thanks Joyce. As a reminder, the PowerPoint is available as a handout. It's available on the right side of the screen. If you click on handouts, you can download it for viewing. Candy, do we have any questions in the queue?

Candy: Thank you, as a reminder for parties on the phone, to ask a question press "Star-1". Please un-mute your line and record your name only to be introduced. Again questions from the phone, press "Star-1" please. If you'd like to withdraw the request, you may press "Star-2". Thank you, please stand by for your first question.

Subeera Singh: Candy, do we have any questions in the queue?

Candy: Currently we're showing no questions in the queue. As a reminder, parties may press "Star-1".

Subeera Singh: Okay, I will start with the questions we're getting through the chat box. Our first question: Does the Indiana team know how much the state spends per year to use the GenoPro tool?

LaTrece Thompson: No, I do not know the exact cost. I know that when it was initially installed, it was at a one-time cost. But I'm not quite sure of the cost at this time.

Subeera Singh: Thank you. Next question. Is the software integrated within the SACWIS used by Indiana, or do staff have to re-enter all of the participant data when creating the Genogram?

Mary Engle: What was the first part of that question? Sorry.

Subeera Singh: Is the software integrated within the SACWIS used by Indiana, or do staff have to re-enter all of the participant data when creating the Genogram?

Mary Engle: We enter it into GenoPro, and then from there they are able to upload that into our computer system.

Joyce Rose: This is Joyce and I have a follow-on question to that. Given that GenoPro is not integrated into your SACWIS system, what and who triggers the GenoPro Family Network Diagram upload into MaGIK, and how often does it occur?

Mary Engle: So, technically on every case, whether that's a child needs services case where the courts are involved, or an informal adjustment, all of those cases are required to have a Genogram in them at the time the case transfers from the assessment worker to the permanency worker. So ideally, all of them would have them as far as GenoPro is concerned.

Joyce Rose: Ok.

Subeera Singh: Ok. Candy, do we have any questions in the queue before we move on to the next one in the chat box?

Candy: We're currently showing no questions from the phone. As a reminder, parties again can press "Star-1".

Subeera Singh: Thank you. Next Question. Does the Ohio team have an estimate for the cost of building the Genogram Functionality?

Kevin Bullock: No we don't. That included both the relationship conversion and the Genogram, so it's kind of difficult, I think, for us to split it out and say exactly how much just the Genogram costs. That was part of our contract with our... our interval deliverable agreement with our vendor.

Subeera Singh: Thank you. Does either state have outcome information. Has this been helpful in finding relatives as placements for kids in care?

Mary Engle: I know in Indiana, once those are actually completed, I think that... I don't know if there's necessarily been any formalized data. But within the local county offices, the cases who have a really solid, completed Genogram

and an Ecomap through GenoPro, that Family Network Diagram, helps us to figure out what the underlying needs are for the family, it helps to figure out who could be potential placements, and just really working with the family so we can work with them from the inception of the case, so we have case-closure faster.

Melissa Palmer: So as far as Ohio, our Genogram functionality has only been in about two months, so we don't have a lot of feedback yet as far as what impact that may have. But we do hope that we'll find more county agencies utilizing a Genogram, because we know there are many agencies who do use the Genogram as part of their regular practice. And we're just hoping that this will maybe make their lives a little easier as well kind of expand that use.

Subeera Singh: Thank you, I will move on to the next question. Does GenoPro work on a specific operating system, or is it available for multiple platforms?

LaTrece Thompson: Can you repeat that question?

Subeera Singh: Does GenoPro work on a specific operating system, or is it available for multiple platforms?

LaTrece Thompson: So in Indiana, GenoPro it is automatically, our IT team automatically uploads the program on every family case manager's computer. That's where they use it and that's where they put all the information in. They don't use it on any other equipment.

Mary Engle: And the computers that are delivered to our staff members are all Microsoft operating systems utilizing you know, Windows. I don't know what the current version of Windows is for that. So we have not experimented, at least to my knowledge, with Apple systems or anything else. And so, right now, we're just looking at the Windows systems.

Subeera Singh: Thank you, Candy do we have any questions in the queue?

Candy: We're showing no questions. Again, it's "Star-1" for questions, please.

Subeera Singh: Thank you, I will move on to the next question in the chat box. Do staff in your states have tablets or laptops to engage families in the field?

LaTrece Thompson: So in Indiana, our staff do have laptops.

Kevin Bullock: In Ohio, with us being county administered, it depends on the county. But many of our county children services agencies do deploy some sort of mobile device. We know that they're using all platforms to access our application.

Subeera Singh: Thank you. I will move on to the next question. How do either of the states address Native American history for the purposes of ICWA? Or "I", "C", "W", "A".

Melissa Palmer: Yes, we do have functionality incorporated within our person module to capture and we document that the family was asked about their Native American heritage. We also document notifications, we can generate notifications to the tribe from within SACWIS, as well as documentation of the outcome and whether or not the membership was verified. So, we do have all of that information. Our Genogram does not currently display that information, but that is something that we may consider as future enhancements – incorporating other demographics into our Genogram.

Mary Engle: As far as Indiana is concerned, there is not anything specifically with ICWA. We obviously follow all of those guidelines and procedures. But within GenoPro, you can put different ethnicities, cultures, and other things that they might identify with, just in singularly but also if you want to use it as an Ecomap, also that can also be included. We can put all that information into GenoPro.

Subeera Singh: Thank you. I will move on to the next question. Is the software linked with any person locator tools? Example: Clear Accurint for easy linking of family members and demographic information to cases.

Melissa Palmer: GenoPro system is not linked; however, once you upload the Family Network Diagram into MaGIK, you will link it to the children – whoever is actually in that. So, you would be able to, in theory, once those are uploaded, have every single person connected within our overall system of MaGIK.

Kevin Bullock: And in Ohio, our SACWIS application is not currently linked to a parent locator.

Subeera Singh: Thank you. Next question is for Indiana: When the file is uploaded from GenoPro into your SACWIS, it's done as a PDF or other file, and placed into a file cabinet? Or is the data actually integrated at the database level?

Mary Engle: So, it's integrated at the database level. It goes into our computing system, so Casebook. When it's uploaded into there, it stays within that. It's not ever a hard copy; everything is electronically stored within our system.

Subeera Singh: Thank you for the answer. I'll move on to the next question. Can you get statistics from the Genogram software? For example, how many parents have been married at the time of birth?

Melissa Palmer: We do capture that data element elsewhere in the person record, but we do not pull it from our Genogram. We've had that as existing functionality.

LaTrece Thompson: Yes, Indiana would be the same on that. That would be within our database, Casebook, but not necessarily GenoPro collecting any additional information.

Subeera Singh: Thank you. Next question. Since the last update was reported in 2011, how effective is the system for staff?

Mary Engle: So it's an extremely effective tool when utilized. Even though the information hasn't necessarily been updated, it still has all of those relationships, and social and emotional relationships. And there are, give or take, 20 to 30 different options as far as different levels of connectiveness emotionally. You can also put health issues. There's a myriad of different things you can put into the GenoPro through the Family Network Diagram. So it has been, even though it hasn't been updated, it is still very useful.

Subeera Singh: Ok, thank you. The next question is for Ohio. Did Ohio use any open source software to implement Genogram?

Kevin Bullock: No, it's all JAVA-based integrated with our existing application. As I mentioned, we did use to go JS as part of a toolkit to help with the rendering.

Subeera Singh: I do have another question for Ohio and you may be able to answer this along with the answer you provided. Did Ohio develop their Genogram in-house?

Kevin Bullock: Yes, it was custom built to integrate with our existing application.

Subeera Singh: Thank you. Candy, do we have any questions in the queue?

Candy: We're showing no questions at this time. Again, from the phone, you may press "Star-1".

Subeera Singh: Thank you. I will move on to the next question. What was the biggest challenge of getting workers to create and fill out a Genogram, and how did you address it?

Mary Engle: So in Indiana, the biggest challenge isn't necessarily having them complete a Genogram, it's just taking that additional step to actually put everything into GenoPro. I know that right now within our training process for our new family case managers, we want them to utilize that. So, we're showing it to them within their on-job training, and then also within our engagement field, we're trying to pull the Genogram and GenoPro into that as well.

Melissa Palmer: In Ohio, there is training available to encourage the use of Genograms and to you know - help workers understand how this can have a positive impact on their work. But it is not something that is currently required for every case. That's more of an agency to agency policy.

Subeera Singh: Thank you. I'll move on to the next question, it's for Ohio. How long did it take to build the functionality in Ohio?

Melissa Palmer: Well from the point of beginning design sessions to implementation was about a year.

Kevin Bullock: Again, that incorporated the person-level relationship conversion, so there's a lot of time that's in that as well.

Subeera Singh: Okay, thank you. I do have a related question. If a state wanted to obtain Ohio's Genogram code, is the state willing to share it on the Federal Repository when it becomes available?

Kevin Bullock: Yes, we are.

Subeera Singh: Okay, thank you. I will move on to the next question. Is data entered into the Genogram software stored in the database for the main case management system (MaGIK or SACWIS)?

Melissa Palmer: In Ohio...

Mary Engle: Can you repeat that question?

Subeera Singh: Is data entered into the Genogram software stored in the database for the main case management system?

Mary Engle: Yes, in Indiana it is.

Melissa Palmer: In Ohio, we're actually using the SACWIS data to create the Genogram. And users can actually download a PDF of the image, but unfortunately at this time they're not able to save a point-in-time rendering of the Genogram in our system, but that is something that we hope to change in the future.

Subeera Singh: Thank you. Candy, do we have any questions in the queue?

Candy: We're currently showing no questions.

Subeera Singh: As a reminder, you can type the questions in the chat box or press "Star-1" to ask a question.

Joyce Rose: So, this is Joyce and I have a question. My assumption is that you actually share the family relationship or Family Network Diagrams with your families? Is that correct?

Mary Engle: In Indiana, in part, yes. The actual Family Network Diagram is something that the family case manager and the family develop together. As far as seeing what the finalized actual picture would look like, no but I think all of those conversations are discussed verbally.

Joyce Rose: Okay, thank you. For Indiana, does the state provide GenoPro licensing and software to CASA or other – or your other service providers?

LaTrece Thompson: No, we do not.

Subeera Singh: Candy, do we have any questions in the queue?

Candy: We are showing no questions from the phone. Again, parties may press "Star-1".

Subeera Singh: If you would like to ask a question, you may type it in the chat box, or press "Star-1".

Joyce Rose: So, while we are awaiting any additional questions that may come in, I would like to circle back to both states and to your teams. As we have walked through this, is there any other key information that you may like to share with states? Indiana?

LaTrece Thompson: I think, as I mentioned early, there's a lot of importance around engagement skills. It's not really a tool that you should just go out and start asking intrusive questions without establishing some rapport first. It can give us a lot of information that's helpful at critical junctures and looking for placement and discussing those family relationships. If they're changed, when, you know if relationships get stronger or amended, we can definitely update the GenoPro and put that new information in there. But you have got to take that first step and build rapport and a trust-based relationship. Because the information you enter is obviously only as good as what our families give us. As we know in working in child welfare, we often deal with families that have a lot of conflicted relationships and difficult relationships, and may not want to share that information with us right away. You know -- it also goes to engaging fathers and how we approach parents and family members and gathering that information and help them understand the point of it. We're not trying to necessarily invade their lives in every single way. But that this gives us an opportunity to help work with them on placement and permanency for their children. So, that first step is really critical.

Joyce Rose: Excellent. Ohio?

Kevin Bullock: The only thing I'd like to add, I mentioned that we would like to share our code on the Federal Repository, but if anybody has a more immediate need, they can send me an email. We can work through our process, but that could happen sooner if need be.

Joyce Rose: And Kevin, your code is Java-based, right?

Kevin Bullock: Correct.

Joyce Rose: Okay, thank you. Subeera, do we have any more questions?

Subeera Singh: There are no questions in the chat box. Candy, do we have any questions in the queue?

Candy: We are showing no questions from the phone. As a reminder, parties may press "Star 1".

Joyce Rose: Okay, well, let's move on to the next slide, please. I certainly want to thank our presentation teams from both Ohio and Indiana. That was absolutely excellent, and I wouldn't be surprised if you get some questions sent directly to you. So, thank you so very much.

So, this webinar has been recorded and will be made available online. When it is completed and posted, a message will be sent announcing availability on the Children's Bureau website. And as a reminder, you can download the PowerPoint by clicking on the handouts on the right-hand side in the little box. Again, thank you to our state presenters. As we move forward with this series, the next confirmed upcoming event is on March 14<sup>th</sup>, a discussion of the DSS online resources available to you, which is basically a demo of the Agile online resources and the DSS website. So, I want to extend a sincere thank you to you all for attending, and that ends the webinar for today. Goodbye.

Candy: Thank you for your participation. That does conclude today's conference.

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