

4.1.1 Functional Objectives

RFP reference: 6.1.1 Functional Objectives, Page 37

The FACTS II solution will meet the following functional objectives:

- To support the planning and delivery of integrated services;
- To use a standard set of assessments, with standardized definitions, with a single assessment record per family group that integrates the individualized assessments necessary for all family members;
- To plan for services using a single integrated service plan per family group that addresses all needs identified in the integrated assessment process, identifies expected outcomes and timeframes, and supports the monitoring of service effectiveness; and,
- To use a multidisciplinary team of assigned DSCYF and provider staff, and family and informal supports to oversee and deliver all services to each family, with a primary DSCYF caseworker coordinating the delivery of all identified services in accordance with the integrated plan developed by the multidisciplinary team.

Deloitte's FACTS II solution meets DSCYF functional objectives to plan, assess, deliver and monitor a flexible integrated service delivery model supporting a multidisciplinary team. We bring production proven case management and service delivery functionality that meets SACWIS and DSCYF functional requirements.

Deloitte understands that the Department of Services for Children, Youth and Their Families (DSCYF) requires the FACTS II solution be designed and implemented to meet core business and functional objectives centered on an emergent integrated services and practices model.

Our proposed solution, DC FACES.NET, brings forward **production proven SACWIS-compliant functionality** that provides end to end coordination and integration of federal and state programs for efficient data collection, increased accessibility of information and improved outcome monitoring to provide a holistic view of service delivery for an individual client or family.

Deloitte has reviewed in detail your functional objectives, requirements and standards and determined our proposed transfer of the DC FACES.NET solution as the basis for the new DE FACTS II is consistent with these standards and delivers your business and functional objectives.

In reviewing your RFP, we took note of the functional objectives you have for the DE FACTS II and we believe that DC FACES.NET fully addresses each of those objectives as follows:



distinguishing FACTORS

- Integrates CRC Structured Decision Making (SDM) assessments for consistent and validated decision making at critical decision points throughout the lifecycle of a case
- Aligns service planning and service delivery to closely monitor outcomes and service effectiveness
- Family Team Meeting functionality supports a multidisciplinary team structure

DE FACTS II Functional Objective	Transfer Solution Features	Deloitte Approach Benefits DE FACTS II
<p>Support the planning and delivery of integrated services</p>	<ul style="list-style-type: none"> • Tightly integrated Service Planning and Service Delivery modules • Provides forward and backward traceability and accountability between client needs and services planned and delivered 	<ul style="list-style-type: none"> • Case worker is able to identify and capture service needs at any point during agency involvement, i.e., at intake, investigation or ongoing case management for a client or family • Our Service Plan functionality allows a worker to document individual and family needs and also identify appropriate services to address those needs as a whole or individually • Identified services in the Service Plan are automatically entered into the Service Log for service delivery monitoring and payment, creating a link between service planning, service delivery and service outcome/effectiveness
<p>Use a standard set of assessments, with standardized definitions, with a single assessment record per family group that integrates the individualized assessments necessary for all family members</p>	<ul style="list-style-type: none"> • Integrated CRC Structured Decision Making (SDM) assessment tools for consistent and validated decision making • Use of rules engine to deploy standardized definitions based on state policy • Risk, Safety and Family assessments 	<ul style="list-style-type: none"> • Configurable assessment definitions and rules to align with federal and state requirements • Our Family Assessment module includes individualized assessments for each family member that contribute to the overall family assessment outcomes • Multiple assessment tools to address risk, safety, health, strengths and needs
<p>Plan for services using a single integrated service plan per family group that addresses all needs identified in the integrated assessment process, identifies expected outcomes and timeframes, and supports the monitoring of service effectiveness</p>	<ul style="list-style-type: none"> • Comprehensive Service Plan functionality that links client needs, services, providers and agency responsibilities for end to end accountability • Integrated Service Plan and Case Plan reports to view individualized and family plans 	<ul style="list-style-type: none"> • Our solution provides a single integrated Service Plan to identify and document family and individual service needs as determined through the assessment process • Our Service Plan module allows the worker to document service recipient, need, service, provider, service delivery dates, responsibilities of client, provider and agency, as well as expected outcomes and results.

DE FACTS II Functional Objective	Transfer Solution Features	Deloitte Approach Benefits DE FACTS II
<p>Use a multidisciplinary team of assigned DSCYF and provider staff, and family and informal supports to oversee and deliver all services to each family, with a primary DSCYF caseworker coordinating the delivery of all identified services in accordance with the integrated plan developed by the multidisciplinary team</p>	<ul style="list-style-type: none"> • Family Team Meeting module and functionality supports multidisciplinary team service delivery model • Integrated workload and worker assignments 	<ul style="list-style-type: none"> • Worker is able to document multidisciplinary team responsibilities at time of service planning, service delivery and service monitoring and outcomes • Worker assignments that identify primary and secondary workers for high level of accountability, ease of workflow and coordination across workers

Table 4.1.1-1. Features and Benefits of DC FACES.NET solution that align with DE FACTS II functional objectives.

Meeting FACTS II Functional Objectives

Support Integrated Services Planning and Delivery

Deloitte recognizes the importance of collaboration and partnership in the successful delivery of an integrated children services system to support and strengthen Delaware families.

Our proposed solution, DC FACES.NET was designed with inter-agency collaboration in mind to openly orchestrate the recording and sharing of information across partners and multidisciplinary teams to efficiently and effectively deliver needed services to children and families.

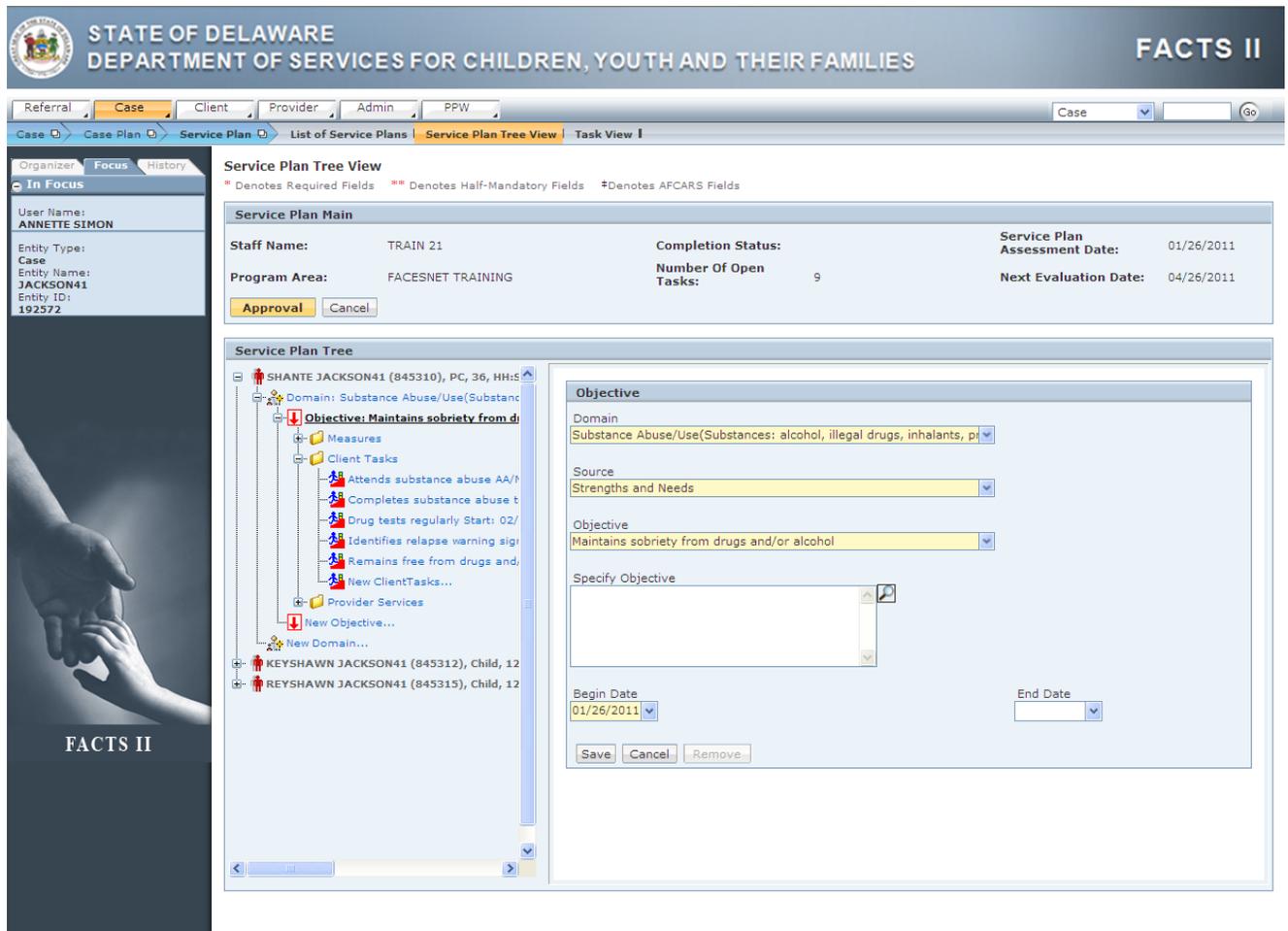
DC FACES.NET provides **comprehensive** functionality to support end to end business processes such as Service Planning and Service Delivery. Our solution provides an easy to use, clear roadmap for identifying needs, defining services and monitoring service delivery and outcomes from multiple perspectives to support worker, client and provider responsibilities.

Our Service Plan module and functionality supports DSCYF’s objective and vision to conduct interdivisional planning and coordination of services for Delaware children and families. A worker is able to document the multidisciplinary team agreed to planning efforts or subsequent plan changes as needs change to uniquely identify and define the strengths, needs, goals and services for an individual child or family member while establishing an over arching family plan to see a holistic view of service planning for the entire family.

The Service Plan functionality allows a worker to uniquely identify objectives and goals for each family member. The defined goals are configured based on DSCYF practice and policy and categorized to facilitate ease of data entry. Once client goals are defined, the worker can record the specific services and associated service providers that will help the

client meet their goals. This creates a direct link between the client's needs, goals and service delivery which lays the foundation for service effectiveness.

With a focus on **better outcomes**, a worker can document the tasks and activities the client will do to help meet their goals as well as the tasks and activities the worker and agency will do to help the client and family meet their goals. By working in collaboratively with the client and family to identify their tasks and activities, DSCYF is actively involving the family in the critical decision making resulting in family ownership of the plan.



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Figure 4.1.1-1. Individualized Service Planning

Our Service Plan functionality supports creating individualized plans with unique identification of strengths, needs, goals, and actions for each family member.

STATE OF DELAWARE
 DEPARTMENT OF SERVICES FOR CHILDREN, YOUTH AND THEIR FAMILIES

FACTS II

Referral Case Client Provider Admin PPW

Case Case Plan Service Plan List of Service Plans Service Plan Tree View Task View

Organizer Focus History

In Focus

User Name: ANNETTE SIMON

Entity Type: Case
 Case Name: JACKSON41
 Entity ID: 192572

Service Plan Task View

* Denotes Required Fields ** Denotes Half-Mandatory Fields † Denotes AFCARS Fields

Service Plan Task View

Staff Name: TRAIN 21 Completion Status: Service Plan Assessment Date: 01/26/2011
 Program Area: FACESNET TRAINING Number Of Open Tasks: 9 Next Evaluation Date: 04/26/2011

Client

Client ID	Client Name - Age	Household Name	Duplicate
845310	SHANTE JACKSON41-36	SHANTE JACKSON41	<input type="checkbox"/>
845312	KEYSHAWN JACKSON41 - 12	SHANTE JACKSON41	<input type="checkbox"/>
845315	REYSHAWN JACKSON41 - 12	SHANTE JACKSON41	<input type="checkbox"/>

Task View

Task	Domain	Objective	Start Date	Target End Date	End Date
Attends substance abuse AA/NA or substance abuse treatment program	Substance Abuse/Use(Substances)	Maintains sobriety from drugs and/or alcohol	02/01/2011	02/10/2011	
Completes substance abuse treatment program	Substance Abuse/Use(Substances)	Maintains sobriety from drugs and/or alcohol	02/08/2011	02/22/2011	
Drug tests regularly	Substance Abuse/Use(Substances)	Maintains sobriety from drugs and/or alcohol	02/01/2011	02/28/2011	
Identifies relapse warning signs	Substance Abuse/Use(Substances)	Maintains sobriety from drugs and/or alcohol	02/09/2011	02/28/2011	
Remains free from drugs and/or alcohol	Substance Abuse/Use(Substances)	Maintains sobriety from drugs and/or alcohol	02/09/2011	02/28/2011	

Edit Task

Task : Attends substance abuse AA/NA or substance abuse treatment program

Progress Notes

End Date

Save Cancel

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Figure 4.1.1-2. Family Focused and Family Owned Service Plans

A transparent and easy to understand service plan allows DSCYF to work in partnership with families to establish plans that reflect the direct needs and desires of the parent and family for increased accountability and ownership of the service plan.

Use Standardized Assessments

The assessment process is an integral part of effective service planning and delivery. To establish a holistic view of the family or an individual’s needs across service programs, it is important to enable workers with the appropriate assessment tools that have inherent flexibility to support multiple programs that align to DSCYF policies and practice. Similarly, it is important for the tools to draw upon data known to the system and provide accurate and timely assessments.

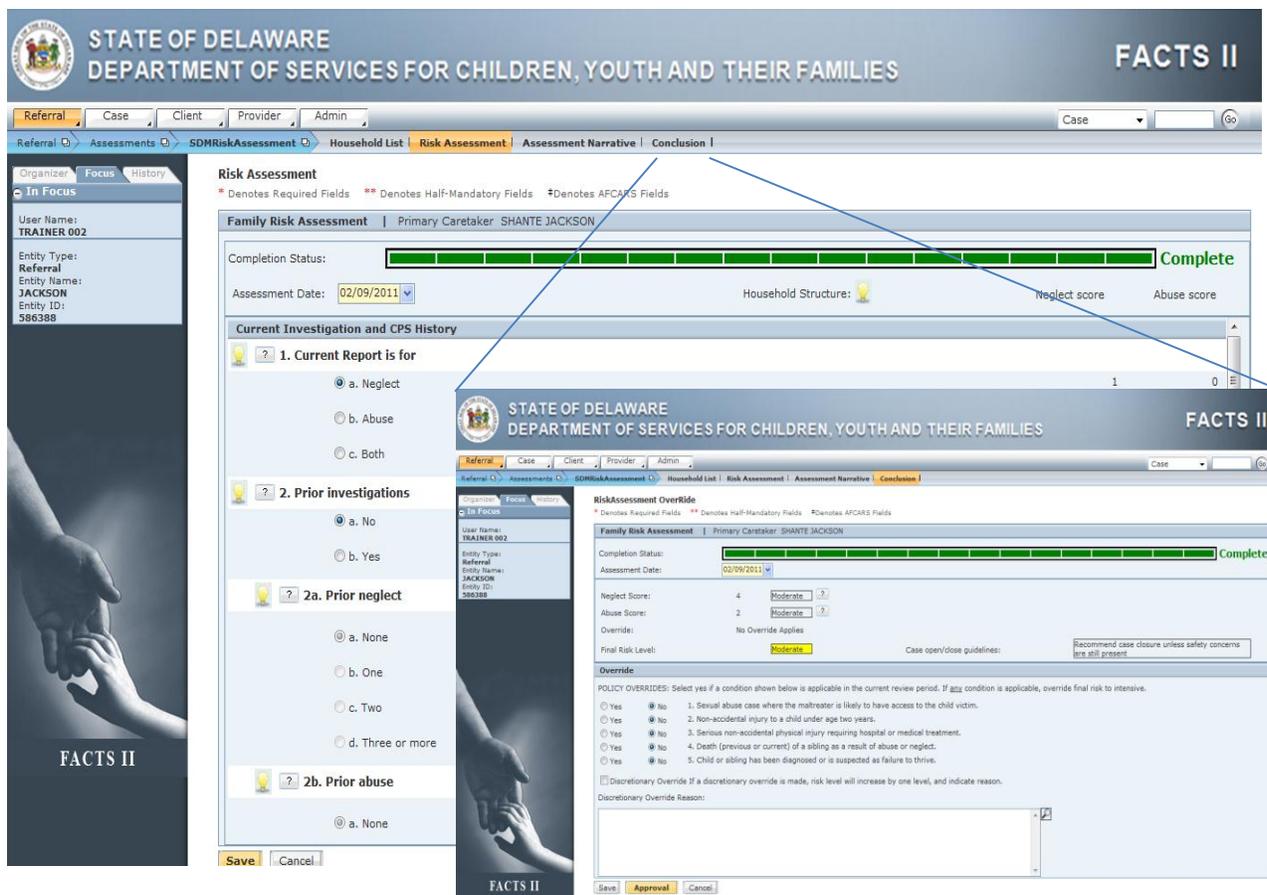
Our proposed assessment tools utilized by our DC FACES.NET solution are configurable and provide the flexibility necessary to align with your policies in order to support standardized, consistent and streamlined decision making and effective administration of your service programs. Our solution integrates Risk, Safety and Family assessment tools into the natural life cycle of case to allow workers to complete necessary assessments at

key points during investigation and ongoing service delivery as part of service plan renewals, service re-authorizations, etc.

Assessment Tools	Key Features and Benefits
Caretaker Strengths and Needs Assessment	<ul style="list-style-type: none"> • Based on CRC Structured Design Making (SDM) • Identifies strengths and needs across nine dimensions • The needs identified from the assessments feed into the associated service plan.
Child Strengths and Needs Assessment	<ul style="list-style-type: none"> • Based on CRC Structured Design Making (SDM) • Identifies strengths and needs across ten dimensions • The needs identified from the assessments feed into the associated service plan.
Family Reunification Assessment	<ul style="list-style-type: none"> • Pre-populates initial risk level from the associated referral • Recommends risk level and allows policy overrides • Provides transparent quantitative assessment scoring
In Home Safety Assessment	<ul style="list-style-type: none"> • Based on CRC Structured Design Making (SDM) • Household assessment to determine if an In Home Safety Plan is needed
Safety Assessment	<ul style="list-style-type: none"> • Individual assessment of caretaker protective capacity • Individual assessment of child vulnerability factors • Works in conjunction with Risk Assessment in making case opening decisions
Risk Assessment	<ul style="list-style-type: none"> • Based on CRC Structured Design Making (SDM) • Used during investigation to determine initial risk • Works in conjunction with Safety Assessment in making case opening decisions

Table 4.1.1-1. Features and Benefits of our Assessment Tools.

The figure below illustrates one of the standardized assessment tools in our proposed solution that uses standardized definitions based on state policies that is driven by SDM to assist the decision-making by the agency by allowing the worker to document facts on the family, individuals and their surroundings in conjunction with their professional clinical judgment to increase the consistency in assessment and service planning.



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Figure 4.1.1-3. Standardized Assessment Tools

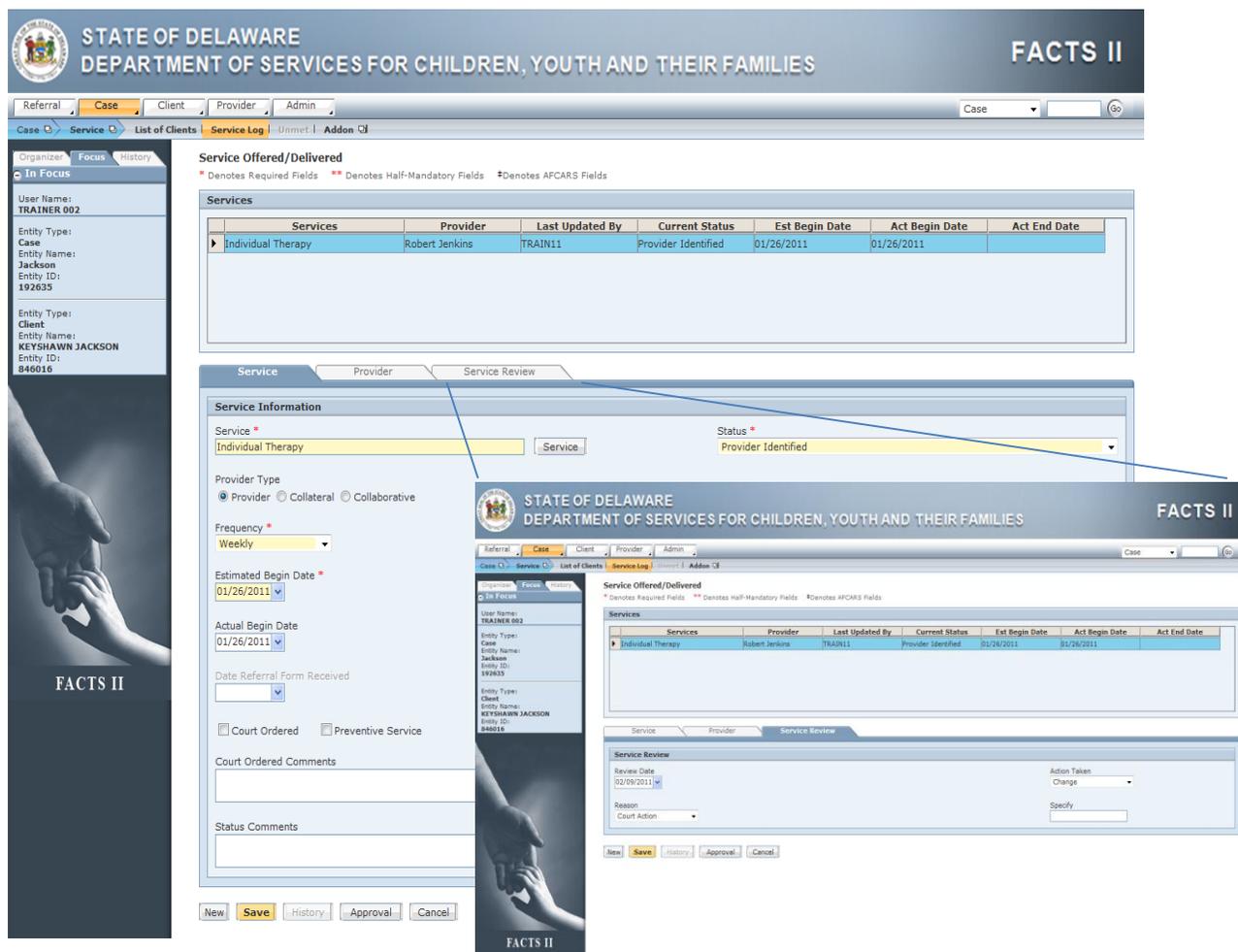
Our solution provides standardized SDM assessment tools that integrate individual assessments of family members to provide a comprehensive family assessment to help determine service needs.

Plan for Outcomes and Service Effectiveness

As discussed above, DC FACES.NET provides **comprehensive service planning** functionality to deliver an integrated family service plan that addresses all the individual family member’s needs identified during the integrated assessment process. Documenting expected outcomes and timeframes is also part of the service planning process and provides the roadmap for effective service monitoring during the duration of service delivery.

After the service plan is developed in partnership with the agency, family and associated providers, the expected outcomes or measures, as defined by the client, provider and agency tasks, are monitored throughout the duration of the actual service delivery to determine the effectiveness of the planned service. The monitoring results are recorded in the Service Log against the specific service which allows for meaningful reporting abilities to draw out trends and patterns between client characteristics, services, providers to understand similarities for successful service delivery and client’s ability to achieve their set goals.

By documenting monitoring results and analyzing trend reports, workers can react timely and make necessary adjustments to the service plan and delivery to provide more tailored, individualized services to the children and family members. Our solution offers the flexibility to react to changes when changes are needed and allows the ability to keep an audit trail of historical information as service plans are adjusted to better meet the needs of the individual client.



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Figure 4.1.1-4. Monitoring Service Delivery Effectiveness

Our Service Log functionality allows workers to document service delivery outcomes and effectiveness in order to make necessary changes to better meet the needs of the family.

Multidisciplinary Team Oversight and Service Delivery

Our proposed solution provides robust functionality to support DSCYF’s multidisciplinary approach to planning and integrated service delivery to best serve child needs. The **Family Team Meeting (FTM) module** and functionality support a child centered and family focused approach to taking a holistic look at the child and family across all domains while emphasizing the importance of engaging parents/caregivers and key stakeholders in the planning/decision making process.

The FTM functionality is utilized at any point during the life cycle of the case and enables the department to engage family members and other stakeholders in strengths based solution planning and decisions, and flexible assessment and planning for changing family circumstances while respecting and including families' cultural and community traditions. The FTM functionality also enables DSCYF to develop an integrated and unique service plan for the child, family and resources provided to support the family.

To provide efficient oversight, DC FACES.NET, provides fully accountable workload and case assignment functionality that supports DSCYF's team approach to service planning and delivery. A primary and secondary worker assignment structure can be created for any case or client. This enables DSCYF to clearly document who is involved in overseeing and delivering services to the family. Also, for each identified service on the integrated service plan, a service provider is identified. A service provider can be a treatment provider, community provider, DSCYF staff, or informal support provider.

The screenshot displays the FACTS II web application interface for 'FTM Removal'. The top navigation bar includes 'Referral', 'Case', 'Client', 'Provider', 'Admin', and 'PPW'. The main content area is titled 'FTM Removal' and contains a table for 'Family Team Meeting - Removal' with columns for Origin, FTM ID, Case ID, Refer ID, Family Name, Date Held, and Conducted By. Below the table is the 'Meeting Details' section, which includes tabs for 'Gen Info', 'Family', 'Risks', 'Service Needs', 'Service Eval', 'Goal(s)', 'Activities', 'Attendees', and 'Notes'. The 'Attendees' tab is active, showing a list of participants with columns for '#', 'Participant Name', 'Role', and 'Relationship to Family'. The participants listed are SHANTE JACKSON (Client, Mother (Biological)), RONALD JACKSON (Provider), and ANNETTE SIMON (Worker). Below the list is the 'Attendee Detail' form for SHANTE JACKSON, which includes fields for Role (Client selected), Name, Relationship to Family (Mother (Biological)), Phone Number, Extn, and Address (400 6TH Street SW, WASHINGTON, District of Columbia 20024). The interface also includes a sidebar with user information for ANNETTE SIMON and KEY SHAWN JACKSON, and a 'FACTS II' logo at the bottom left.

Figure 4.1.1-5. Family Team Meeting supports multidisciplinary services delivery team
 Our Family Team Meeting functionality supports DSCY's team approach to service planning and delivery by identifying the formal and informal supports involved in the child's and family road to safe and healthy living.

