4.2.6 SACWIS Requirements

RFP reference: SACWIS Requirements

The SACWIS requirements address the following areas:

- Intake Management
- Eligibility
- Case Management
- Resource Management
- Court Processing
- Financial Management
- Administration
- Interfaces
- Quality Assurance
- New Initiatives

Deloitte's proposed FACTS II transfer meets all SACWIS base requirements out-of-the-box. Coupled with a successful transfer of Federally Assessed DC FACES.NET to Alabama, DSCYF inherits a strong foundation of SACWIS compliance from Project start.

The proposed Delaware FACTS II provides a spectrum of Child Welfare functions that fully meets your SACWIS requirements. The proposed Delaware FACTS II already fully meets every one of the federal requirements to the satisfaction of the federal Administration for Children & Families (ACF). We know this because the proposed Delaware FACTS II is a transfer of DC FACES.NET; a Federally-assessed solution.

The table that follows highlights the benefits and features of the proposed Delaware FACTS II.

Deloitte's FACTS II

- Meets all SACWIS Requirements out-of-the-box
- Provides a strong SACWIS Compliance foundation for DSCYF
- Sound SOA framework that enables cross application interfaces
- Advisory support help in the SACWIS Compliance Process

Delaware FACTS II SACWIS Features	Deloitte Approach Benefits DSCYF
Integrated Child Welfare Technology System for workers to perform all SACWIS functions	• Improves worker efficiency as Case workers perform case work in single system and eliminates redundant data entry • Improves Caseload management as entire caseload is one system • Improve Infrastructure by removing disparate legacy systems and cost-effective to maintain one system
Easily accessible and intuitive to use	• Increased accessibility through Internet • Workers can do case work in the field and avoids redundant work • Increases worker efficiency by providing time-saving tools and search features to alleviate workload • Ergonomically designed using best practices, rapid data entry tools, pagination, sorting makes it intuitive to use
System meets Delaware and Federal requirements	• Improves federal compliance and increases quality of data • Helps DSCYF to be compliant with State legislations • Increases State revenue through improved IVE claiming by being compliant
Centralized Intake screening process and Comprehensive Assessment module integrated with Structured Decision Making process model	• Increased DSCYF response time to provide services to families • Promotes Standardized decision across agency • Improves decision making capabilities of workers • Policy changes related to assessments can be implemented without code change
Master Customer Index and Master Provider Index capable of uniquely identifying individuals and providing a common master record for Delaware FACTS II	• Improves the way in which individuals are identified across multiple services and systems • Reduces fraud and improves the ability for workers to merge master client records • Provides the foundation for an integrated view of clients you serve and providers you depend on
Enhanced case notes functionality that provides a common view of case information across end users	• Increases information sharing across modules and allows workers to share case notes • Reduces the duplication of effort and improves the accuracy of information across services delivered by DSCYF

Table 4.2.6-1. SACWIS Requirements are Met by Production Proven System Implementations.

SACWIS features in our transfer solution relevant to FACTS II

FACTS II Features – SACWIS	
SACWIS System Similar to FACTS II	**Deloitte Brings Direct Relevant Experience to FACTS II**
DC FACES.NET	• First Web SACWIS to be Federally Assessed • Enhanced Case plan with Tree view Navigation
Alabama FACTS	• First SACWIS to begin federal assessment process in 24 months after pilot go-live • Clergy and Five Year Name Expungement functions to support Alabama State specific Expungement requirements • New Kinship Guardianship functionality to support newly passed Alabama legislature
Allegheny KIDS	• A common DHS Assessment platform that is integrated with KIDS and supports integrated case management using a common screening tool (CANS) • Mobile interface is being developed to allow geo-tagging and documenting contacts with client through a mobile device • A robust data mart integrated with a feature rich business intelligence tool to support trending, charting and dashboard reporting across CYF and other program offices such as MH/BH, JPO, IL, Hunger and Housing etc.

Table 4.2.6-2 Deloitte's Relevant Experience to FACTS II.

Delaware FACTS II – Experts In Comprehensive SACWIS Functionality

The Deloitte team has successfully implemented SACWIS systems in many states and come with un-paralleled experience, and expertise in implementing SACWIS. The proposed Delaware FACTS II provides comprehensive SACWIS functionality and the base solution, DC FACES.NET, from which Delaware FACTS II will be developed, is a Federally certified SACWIS system.

A SACWIS system is a complex system, containing 500-600 separate screens, numerous batch programs and potentially hundreds of reports. A solution with so many screens and so many components needs to be organized efficiently to increase its usage. Keeping that in mind we have designed Delaware FACTS II as a workflow based with built-in policy having well-defined roadmaps for different case activities in the system that guides a worker to use the system with ease, consistency and quality.

Delaware FACTS II being such large system navigation is key to user adoption and usage and keeping that in mind Delaware FACTS II incorporates categorized menu navigation based on the what worker wants to do i.e. entity in focus. For example, when a case is in focus, Delaware FACTS II displays different workflow paths that are required and available to user like creating a Case Plan, or placing the child or entering Court Information for the child. Based on user action the breadcrumb navigation of Delaware FACTS II helps the user in completing the information on all the screens required to complete the workflow. Thus, to beginners it behaves as a wizard-driven system and advanced users can jump steps as they think appropriate and complete the workflow.

Delaware FACTS II is designed to reduce data entry, data duplication improving worker efficiency in such a way that data entered at each stage in the life of a case feeds into the next stage. For example, client information and abuse/neglect information entered during Intake is carried forward for Investigation/Assessment. The Assessment Strengths and Needs determination is used for Service/Case Planning. The Service Needs documented on the Service Plan get documented in the Service Log. The client demographic and income/asset information is used for determining IV-E eligibility of the client. Because of the logical data copying that occurs between modules critical data is already present in the next stage. The worker only needs to verify data and change if required.

The figure that follows illustrates the full spectrum of Production proven SACWIS functions Delaware FACTS II brings to DSCYF.

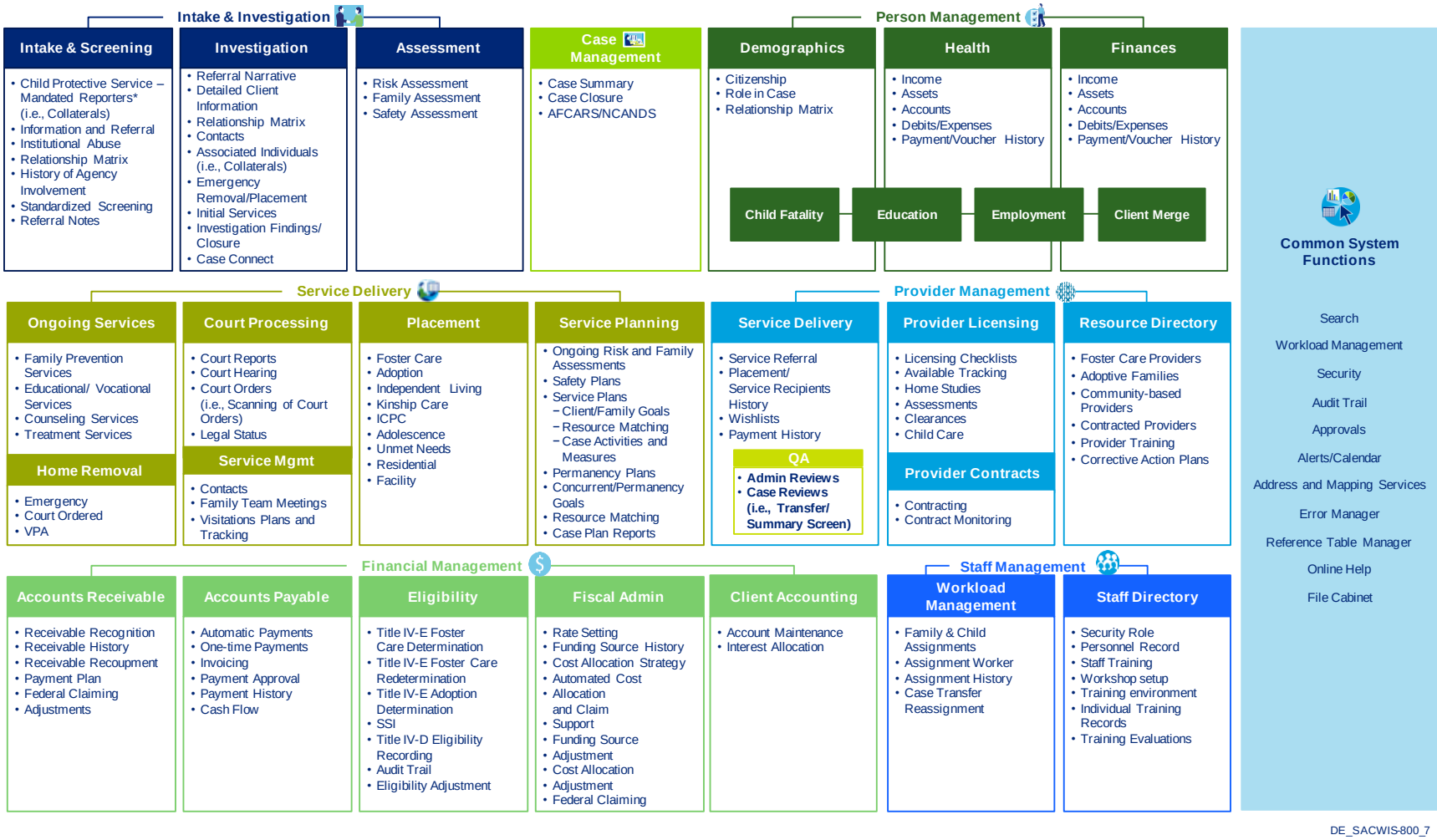


Figure 4.2.6-1. Delaware FACTS II provides spectrum of Child Services Functions to DSCYF.

To aid clarity, we have broken down this functionality into a number of logical sections grouped similar to requirement grouping in Appendix E:

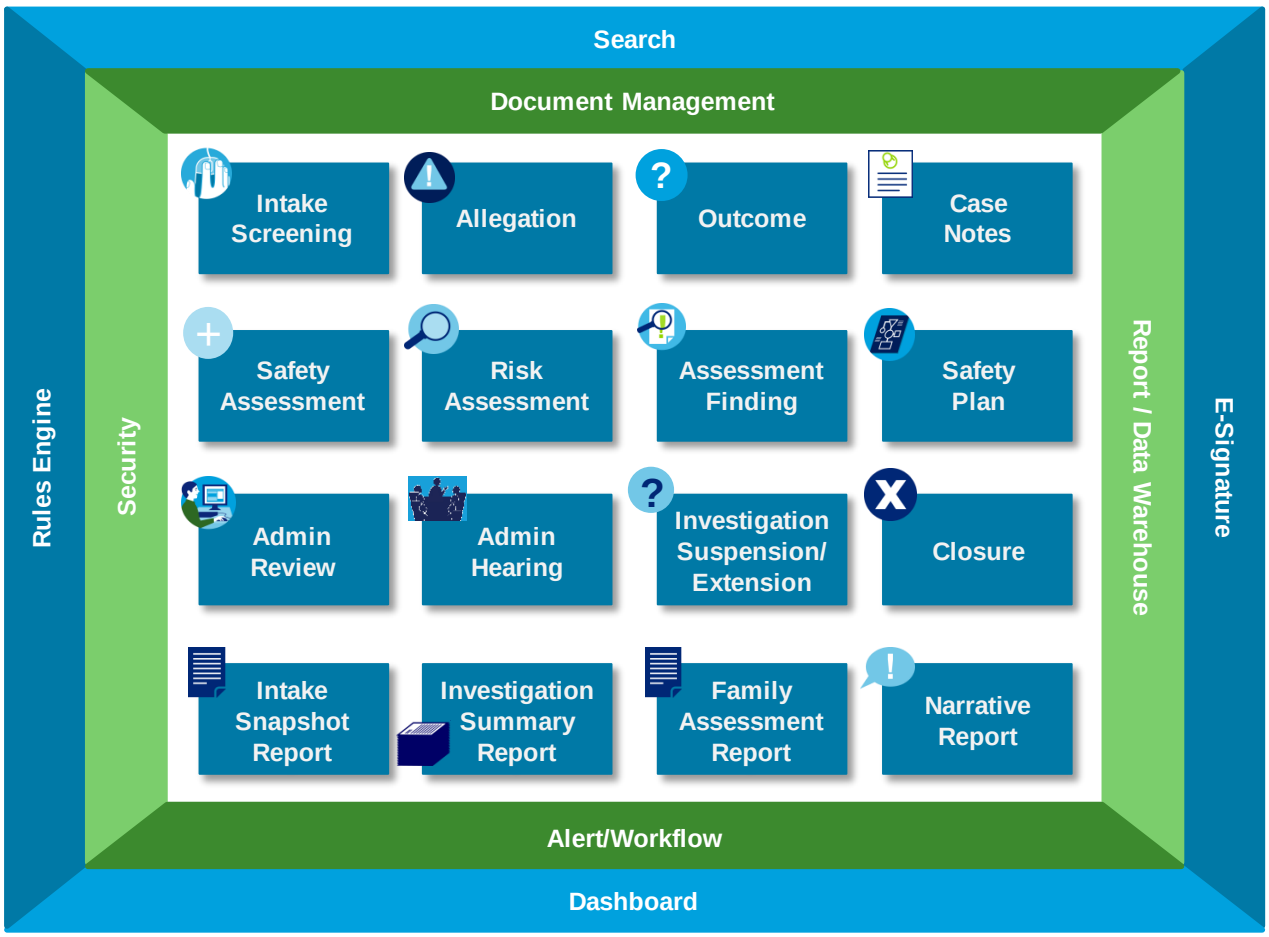
- Intake Management
- Eligibility
- Case Management
- Resource Management
- Court Processing
- Financial Management
- Administration
- Interfaces
- Quality Assurance
- New Initiatives

In the following sections, we will describe, in detail, the functionality that Delaware FACTS II delivers in each of these functional areas. Our goal in this section is to provide you with an understanding of what Delaware FACTS II contains before we embark upon our detailed response to each of your requirements.

Intake Management

Our Delaware FACTS II provides Intake Management that meets the current requirements of DSCYF. User-friendly interface, streamlined navigation and power data entry tools of our Intake Management supports structured and unstructured data entry maximizing the data collection during Intake. Our Assessments built with Structured Decision Making (SDM) allows standardized decision across the agency and initiate the appropriate services that improve the lives of at-risk children and families.

Intake, Screening, Investigation and Assessment Management are critical to the Child Welfare business processes. These activities play a major role in identifying timely response that is critical for Safety of the family and children with the State. The ability to record and screen Intake reports in an efficient manner directly affects the agency's response time to serve children and families in need. Access to accurate information regarding the safety conditions and risk factors are important for making critical case decisions, and furthermore it supports thorough investigations.



DE_SACWIS-101

Figure 4.2.6-2. Intake Management – Comprehensive Functionality to meet all Intake Management requirements of Delaware SACWIS.

Delaware FACTS II functionality supports Intake, Investigation and Assessment activities by:

- Provides a user-friendly interface, streamlined navigation, and power data entry tools to quickly capture information as reported – allowing more face time with clients
- Structured decision making tools to support policy-based decision making
- Enables access to historical child welfare related information to aid workers in the decision process
- Provides ability to override system decisions when appropriate
- Mandated approval process as per DSCYF policy
- Decision support tools guide workers through the entry of allegations, risk and safety assessments – providing guidance in the form of policy-based questions to support thought processes involved in assessing families and children
- Investigations are strengthened through the system's online assessment capability, providing guidance for removal and the definition of service delivery. State standardized

processes are incorporated to provide an objective and structured basis for information collection.

Delaware FACTS II includes all functionality required to support intake, investigation and assessment processes.

Intake/Screening

The Intake component of a SACWIS must address a number of criteria for efficient management of incoming calls and requests to a department:

- Record multiple types of referrals such as complaints, information only, messages, referrals, licensing issues and collect relevant information for timely and accurate disposition
- Change intake type at anytime during intake process prior to screening
- Indicate to Risk of Harm to worker based on prior history
- Hotline workers should be able to simultaneously facilitate a hotline call and enter pertinent information into the SACWIS for timely disposition of a call
- Hotline workers should be able to quickly record client details, demographics, relationships and search the SACWIS for accurate identification of existing clients, providers and/or staff
- Effortlessly identify and analyze child's prior history as it relates to an incoming referral to aid in the disposition of an incoming referral
- Assess information gathered during a referral in a standardized, policy-based manner to determine if the report truly rises to that acceptable by the department for further investigation or service delivery
- Defines the department's response time based on the severity of a reported incident and alert supervisory staff to critical reports
- Overrides system calculated response time as required by DSCYF policy.
- Assigns a referral that has been accepted into the department to an investigative worker or ongoing case manager for initial contact and assessment

Our Intake module in Delaware FACTS II effectively meets all of these goals. Our solution has been built upon lessons learned from our previous implementations and feedback from front line workers who have used our SACWIS solutions in practice.

Hotline Report

Delaware FACTS II captures referrals received by a department via the Hotline Report. A referral, as used here, is defined as an individual or a group of individuals who are identified during the intake process that may be in need of child welfare services – the result of a court referral, protective service request or anonymous call. The Hotline Report captures basic demographic information regarding the referral as pictured below in Figure 4.2.6-3**.** The second figure, Figure 4.2.6-4 is the second tab of the Hotline Report where client demographic information is recorded.

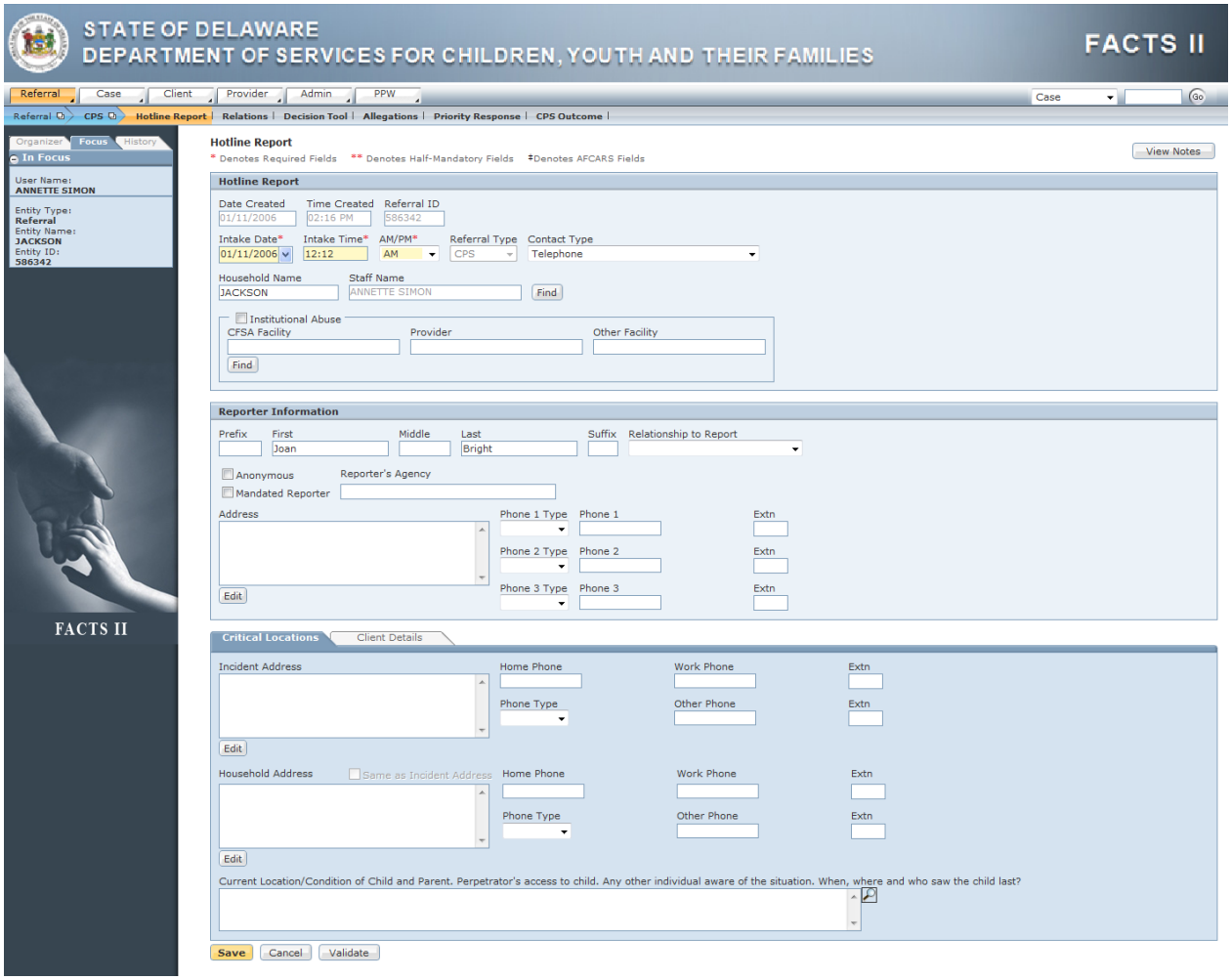


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Figure 4.2.6-3. Hotline Report – Critical Locations.

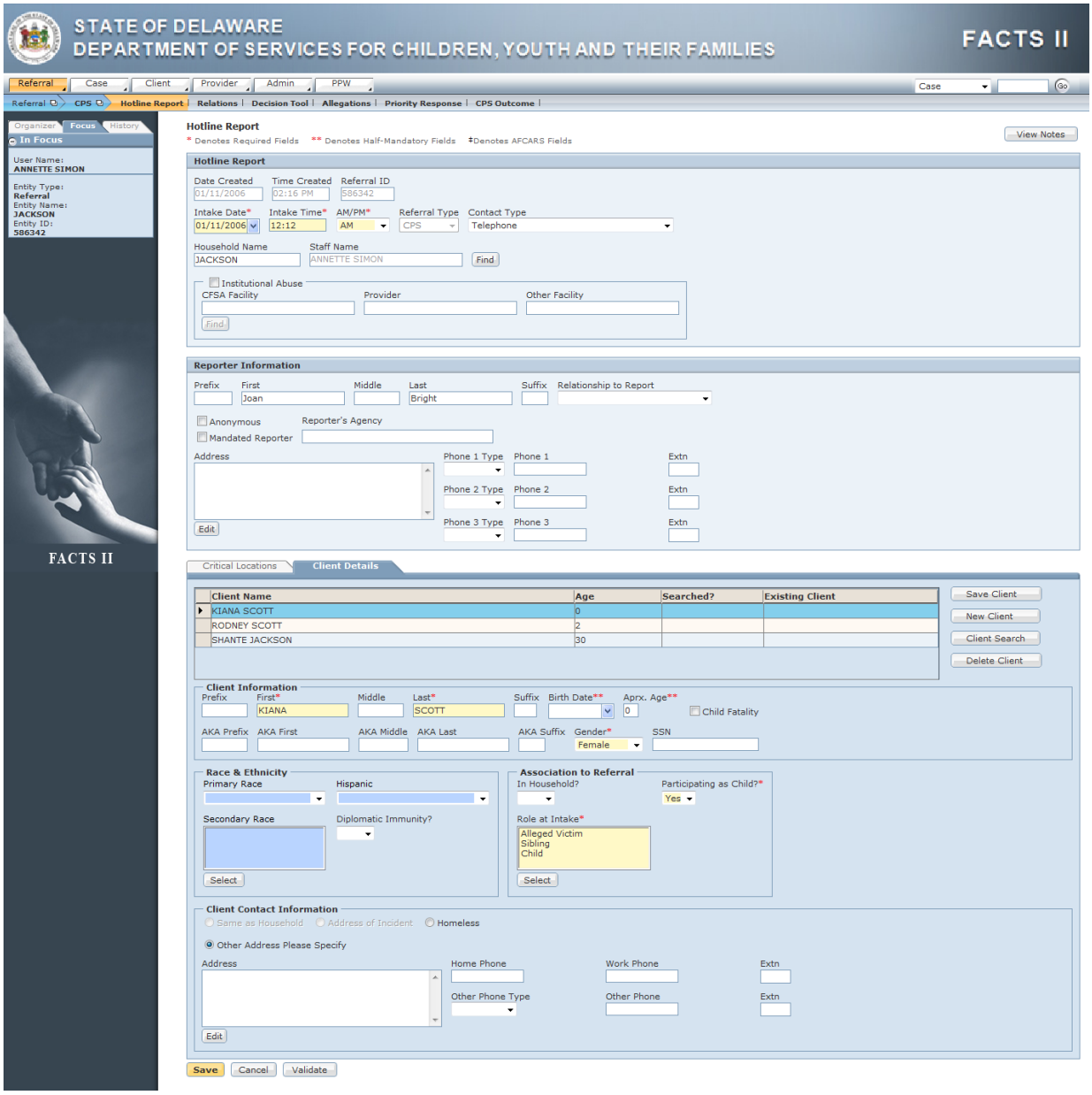

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Figure 4.2.6-4. Hotline Report – Client Details.

The Hotline Report captures multiple types of Referrals:

- **Child Protective Service (CPS – Complaints).** The CPS Referral type is used to record Child Protective Service referrals. Selecting this referral type enables a series of screens to capture specific information regarding the alleged maltreatment(s) details. The Hotline Report guides a worker through the tasks of recording alleged victims and maltreators in addition to narrative information regarding the incident

- **Information & Referral (I&R).** The I&R Referral type is used to record informational referrals for recording State services, licensing issues, messages and referrals. Selecting this referral type enables a series of screens to capture information regarding the information or service being sought, associated contact information, and narrative commentary

In our previous SACWIS implementations, we learned that intake workers faced challenges in recording hotline call information in real-time. This is because the flow of information received in a call is often disjointed – intake calls do not follow a predetermined script. Workers found it difficult to navigate between screens while handling the call. As a result, Delaware FACTS II is designed for rapid data entry and to accommodate for unstructured call handling through the referral notepad feature – enabling workers to jot down unstructured notes for reuse. Additionally, we have integrated power data entry tools such as multi-selects, picklists and fast add features to aid hotline workers in speedy and efficient data entry.

Other highlights in the Hotline Report include:

- **Reporter Information.** The system allows workers to record information about the contact or reporter whether it be an individual, a law enforcement official, teacher or other mandated reporter
- **Institutional Abuse.** The system allows workers to record information regarding reports of Institutional Abuse and to search the system's Resource Directory to link department providers to the Hotline Report. This report [if accepted for investigation] will then prevent further child placements to the provider in question by restricting them from the available resource list
- **Referral Narrative and View Notes.** The system allows workers to record free form narrative information regarding the incident or report. A zoom box will open for workers to type text – this box automatically counts the characters typed and provides the option to use the spell check feature. This narrative is carried forward for the investigation worker to begin their assessment. The View Notes feature is another narrative field used to quickly jot down notes resulting from unstructured calls
- **Global Search.** The system enforces that workers perform a Global Search on all clients entered into the Hotline Report and import existing clients, providers and/or staff members into the referral. This is the primary method to prevent entry of duplicate clients into the SACWIS database. This is a powerful search that utilizes a third party search tool, Intelligent Search, which enables workers to set a threshold of search result matches they are willing to accept. See Common Functions to learn more about the Intelligent Search features.
- **Mandatory, Conditional Mandatory, AFCARS fields, Hotline Report Validation.** The system supports workers through data entry by indicating fields necessary to fully complete the Hotline Report. Mandatory fields are yellow and indicated with an asterisk, Conditional Mandatory fields are notated with a symbol and AFCARS-related fields are blue. Furthermore, there is a "Validate" button located at the end of the Hotline Report.

This validation process checks the Hotline Report to confirm that all data entered is sufficient to for screening to be completed

Upon completion of a CPS Hotline Report, the system automatically enables a series of screens to capture information necessary to make an appropriate screening decision. The navigational flow guides the worker through the screens (i.e. steps or workflow) to complete a policy-compliant referral. These screens include a Relationship Matrix, Decision Tool, Allegation Information, Priority Response and CPS Outcome.

Relationship Matrix

Delaware FACTS II supports the entry and definition of client relationships as pictured below. Client relationships can be entered as well as the corresponding family constellation of those identified in the referral process. Clients may be selected from those previously entered on the Client Details screen, thus eliminating repetitive data entry. After a relationship is entered, a cross-reference search is automatically performed to determine if the relationship between clients has a valid reverse relationship; if so the system will automatically create the appropriate reverse relationship.

The Relationship screen allows workers to maintain a record of all family relationships including multiple generations and teenage parents to their children in foster care across different cases.

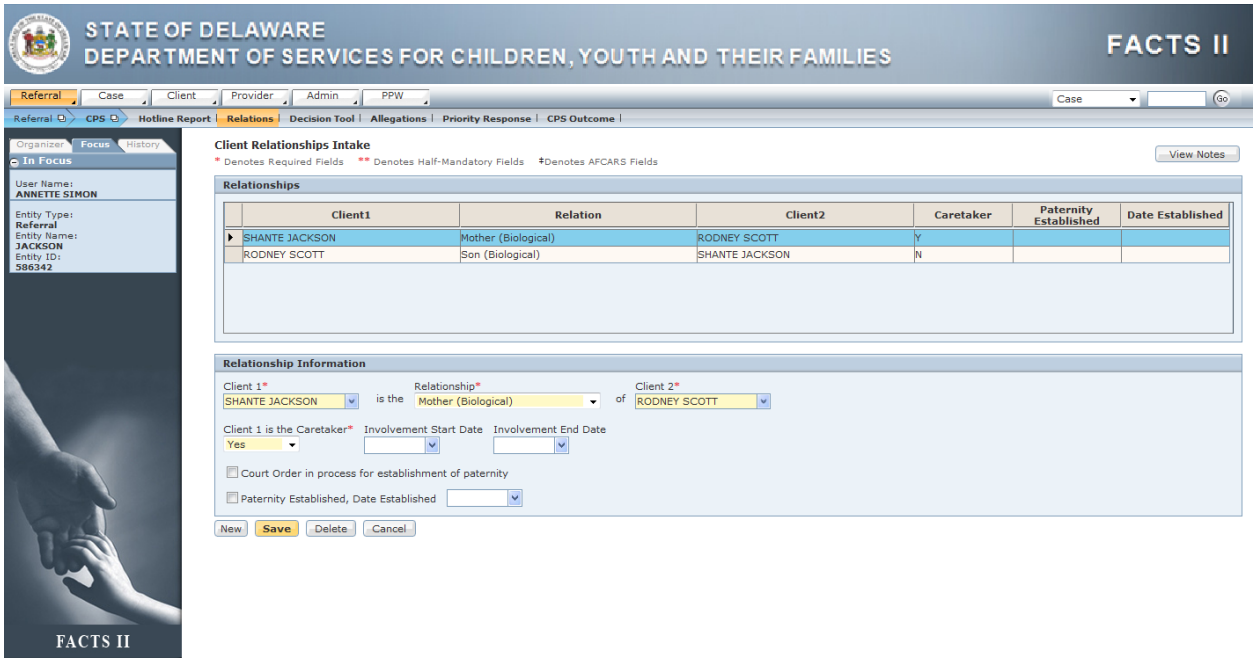

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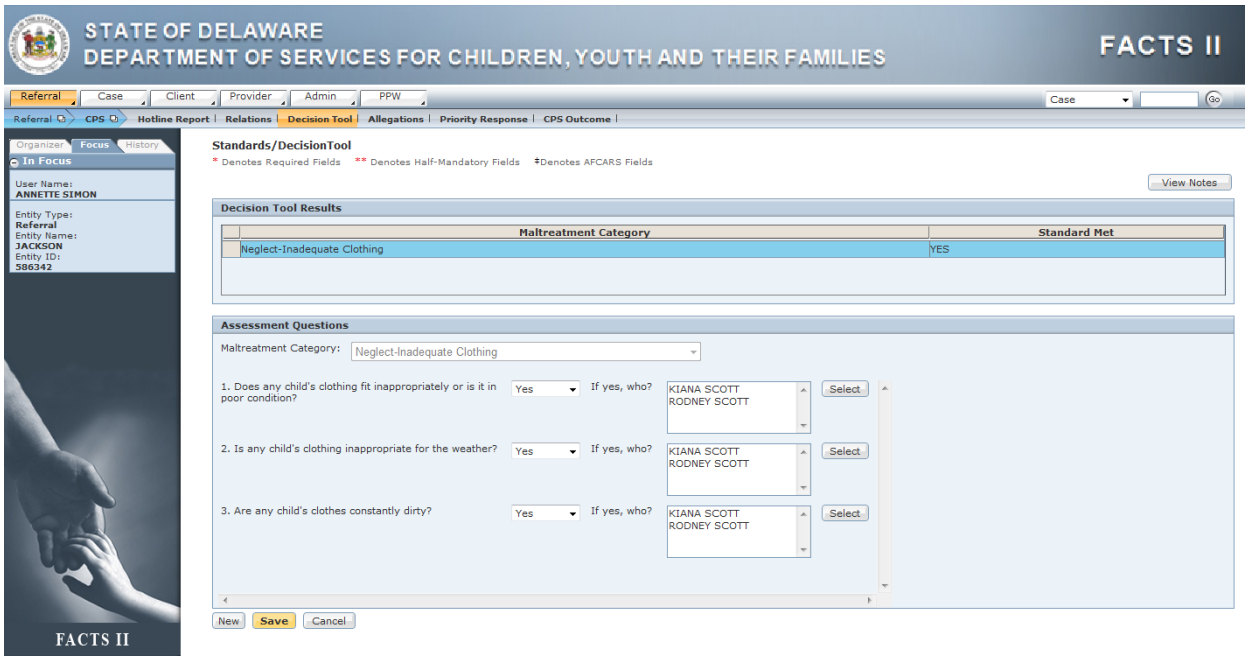
Figure 4.2.6-5. Relationship Matrix.

Decision Tool

Delaware FACTS II supports the integration of department policy into the intake process as pictured in the figure below. Any two intake workers may handle the disposition of a call very differently. We know that policy should define how particular types of reports or various incidents should be handled in a standardized way. Delaware FACTS II has integrated a “Decision Tool” to support standardization – so that depending on the type of allegation reported, a series of predetermined, policy-based questions appear to help the worker determine if the particular allegation really rises to the level of abuse or neglect acceptable by the department for further investigation or service delivery. Furthermore, workers can associate client names from the Hotline Report to support their answers, and the answer and client names can be indicated as unknown for instances where the worker does not have enough information. Each response is then calculated to define whether or not the alleged maltreatment meets the department standard for further investigation or service delivery.



DE_SACWIS-804

Figure 4.2.6-6. Decision Tool.

Allegation Information

Delaware FACTS II supports the entry of allegations as pictured in Figure 4.2.6-7. The results of the Decision Tool are displayed at the top of the screen. At least one allegation must be entered on the Allegation Information screen if the decision tool results meet the department standard for abuse and/or neglect. The worker can use the “Fast Add” tool to speed data entry when multiple alleged victims have sustained the same maltreatment from the same alleged maltreator.

Allegations entered during the referral will then be available for the investigative worker [should the referral be screened in] to add additional allegations upon contact with the family. Furthermore, all allegations are available in the Assessment Findings screen where the worker can indicate appropriate findings.

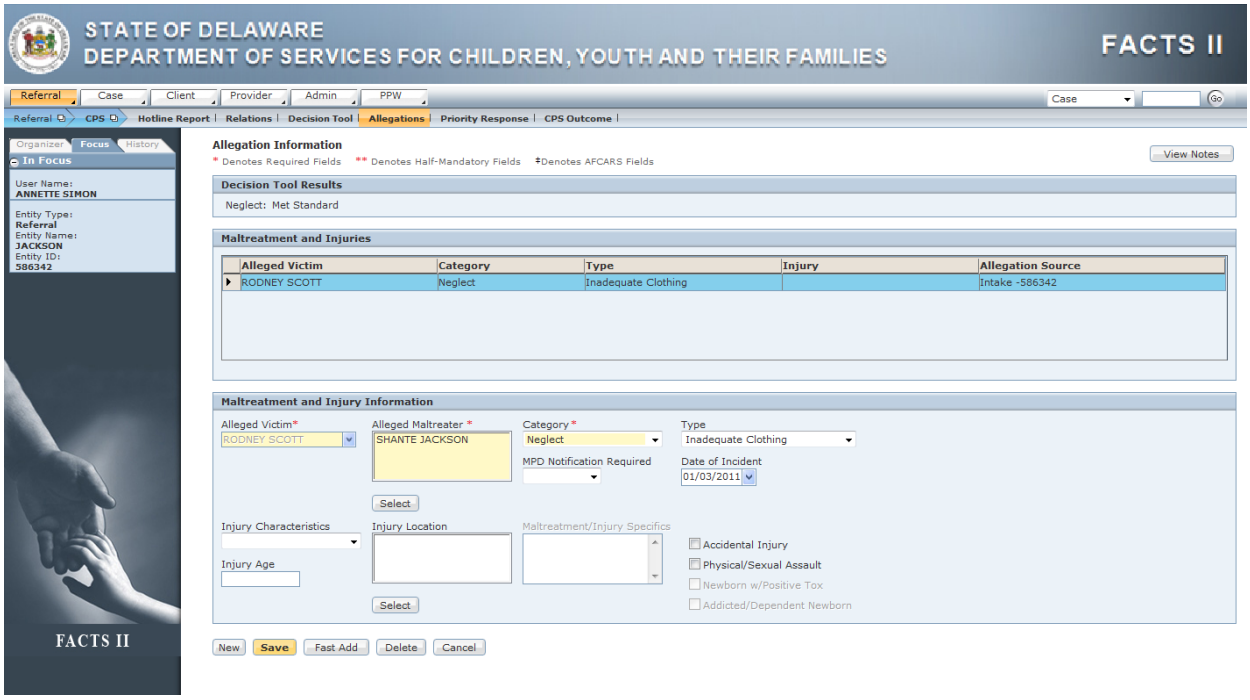


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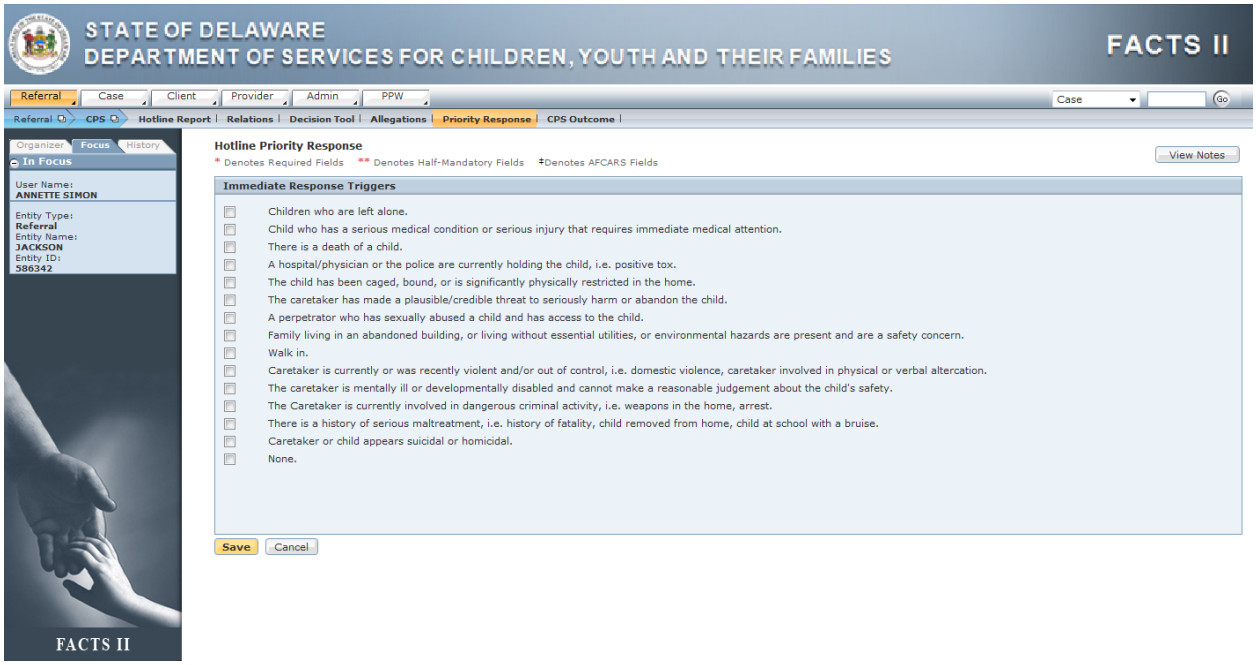
Figure 4.2.6-7. Allegation Information.

Priority Response

Delaware FACTS II supports the definition of priority response time as pictured in Figure 4.2.6-8.Here the department has specified a number of immediate response triggers for a referral. Selection of the triggers will specify a response time for workers on the CPS Outcome screen. Specific triggers, such as the death of a child, will automatically send alerts to supervisory staff. The response triggers are customizable and support policy changes without any code change.



DE_SACWIS-806

Figure 4.2.6-8. Priority Response.

CPS Outcome

Delaware FACTS II supports the summation of referral data collected from the Hotline Report, Decision Tool and Priority Response screens a pictured in Figure 4.2.6-9. This screen is the crux of the referral process as it summarizes all referral data for workers to make an appropriate screening decision – ultimately defining the department's responsibility moving forward.

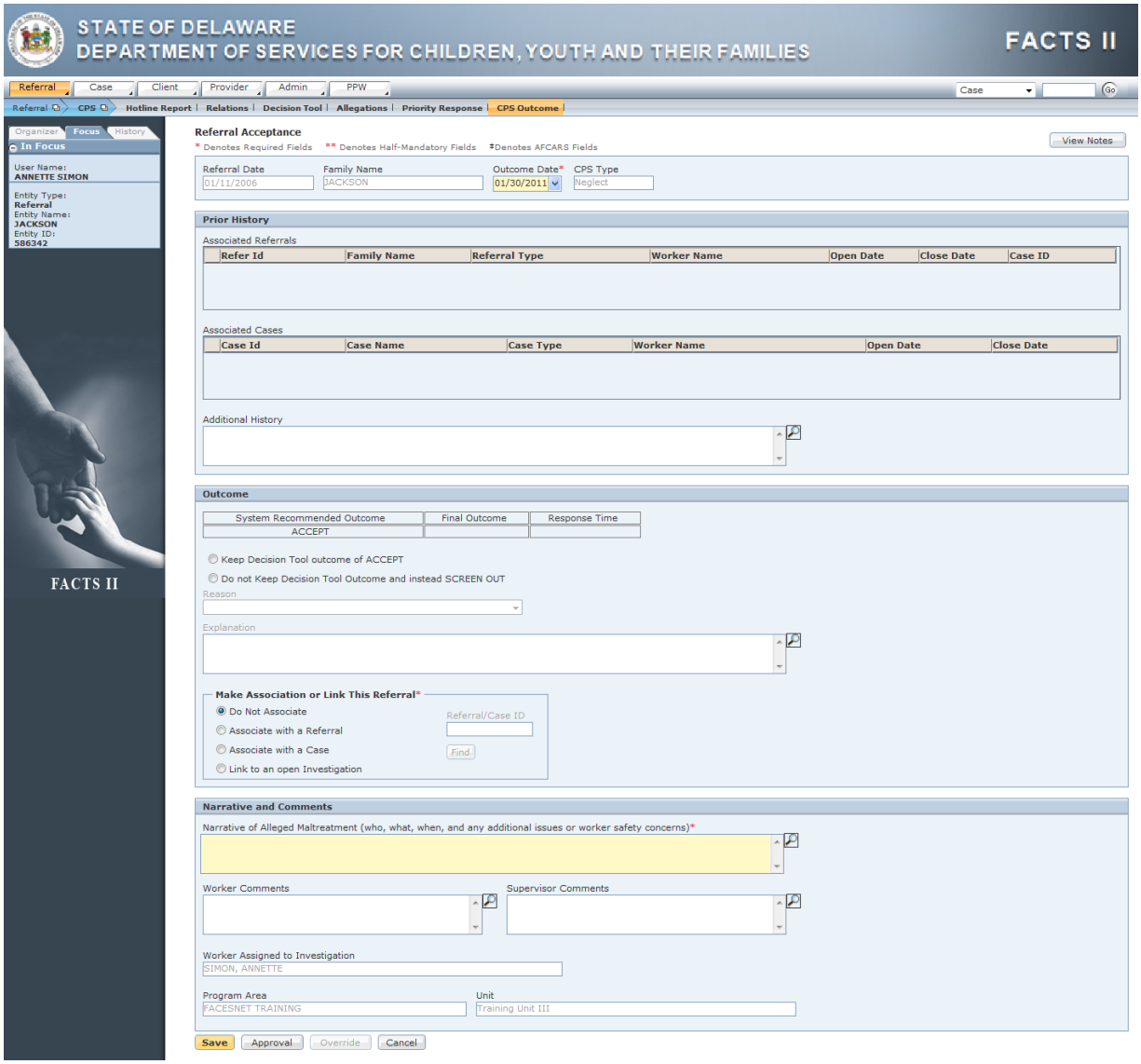


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Figure 4.2.6-9 Referral Acceptance.

The screen is divided into three logical components: Prior History, Outcome, and Narrative and Comments; its features include:

- **Prior History.** Building prior history for SACWIS clients is a critical component for informed decision making. Our solution automatically generates previous child welfare history within the referral. The history is generated on the basis of clients entered in the Hotline Report that have also been reported in other referrals or cases. Workers can manually associate additional referrals and cases through Association functionality offered within our solution, or type notes into the “Additional History” narrative box. All associated referrals and cases contain a link which opens a report summarizing the referral or case. This enables the worker to quickly review historical information prior to making a screening decision without having to navigate back to the referral or case record.

- **System Recommended Outcome/Final Outcome.** The system recommended outcome is the outcome derived from the Decision Tool screen. If the result of the decision tool is "Standard Met", then the outcome would be "Accept", and if the result is "Standard Not Met", then the outcome would be "Screen Out". Regardless of the system recommended outcome, the worker can override this decision should circumstances exist to necessitate this action. Hence, the final outcome is the decision the worker makes to either concur with the recommended decision or to override the decision.
- **Response Time.** The response time is derived from the Priority Response screen. The response triggers are associated to policy-defined response times (i.e. child death necessitates an immediate response). Based on the combination of response triggers selected, the recommended response time will populate accordingly. Our solution will allow authorized users to override system calculated response time and capture the reason for overriding the response time.
- **Association & Linking.** In addition to a screen-in/screen-out decision, workers have the option to associate a referral to an existing referral or case or to make not association at all. This association process is key to building an accurate child welfare history for a client. Furthermore, our solution includes the ability to link a referral to an existing and open Investigation. So if the current referral was reported earlier in the week and the investigation processes have already commenced; additional referrals reported could be linked to the Investigation record already in progress for the same incident. Our solution allows authorized workers to de-link complaints that are incorrectly linked.
- **Narrative and Comments.** Narrative boxes are used to capture commentary associated with the CPS Outcome. A zoom box will open for workers to type text – this box automatically counts the characters typed and provides the option to use the spell check feature. This narrative is carried forward for the investigation worker to begin their assessment.
- **CPS Outcome Approval & Closure.** Upon completion of the referral, the Approval button becomes enabled – activating our solution's standard approval process. See Common Functions for more details regarding Approval functionality. Once the referral is approved by the supervisor, the referral becomes read-only so that information as reported and approved is unable to be edited. The standard Assign/Transfer process is prompted [functionality enabling cases to be assigned to workers throughout the system], so that the supervisor can now assign referrals that were accepted into the department to an investigative unit and/or investigation worker. Finally, the referral is removed from the intake worker's workload listing as it has been completed.

Deloitte understands the importance of having a robust and flexible intake module, one which minimizes the amount of time spent on administrative functions and maximizes the amount of information that workers can accurately enter to make a well-informed screening decision. We have vast experience in customizing our solution to meet State specific practices, and as a result our solution has evolved into a mature solution which has been refined over time to include our lessons learned and industry best practices.

Investigation and Assessment Management

The Investigation component of a SACWIS must address a number of criteria for efficient management of investigations within the department's mandated time frame:

- Investigative workers should be able to review information collected during the intake, including mandatory timeframes for response
- Support concurrent investigations for same family
- Add additional clients, relationships and allegations that may be identified during the investigation process
- Record contacts for all participants involved in an Investigation and related details during the investigation process
- Access department assessment tools and reports including the safety assessment, National Council of Crime and Delinquency factors to assess risk, and other family or State mandated assessment tools
- View and update Safety and Risk Assessment for the ongoing Investigation
- Calculate the risk assessment score to determine the level of risk and category disposition
- Thoroughly document investigation findings and provide necessary commentary through the investigation as facts are uncovered
- Request extension and extend time frame for Investigations per policy
- Pre-fill and print all forms and notices required by policy
- Complete and close investigations for authorized workers per policy.

Our Investigation module in Delaware FACTS II effectively meets all of these goals. Our solution has been built upon lessons learned from our previous implementations and feedback from front line workers who have used our SACWIS solutions in practice.

Upon approval of a referral that has been accepted and approved by the department for investigation, the investigation menus are automatically enabled within the Delaware FACTS II. This menu expands upon the referral menu and logically guides the worker through a series of screens to accurately complete the investigation record. This section will highlight the following Investigation functionality: Referral Narrative, Detailed Client Information, Contacts, Assessment Notes, Safety/Risk Assessment, Home removal, Assessment Findings/Closure.

Referral Narrative

Upon initiation of the Investigation, workers will be able to view the Referral Narrative as pictured in Figure 4.2.6-10, which includes narrative that has been transferred into the Investigation from the referral. Additionally, workers that have been assigned investigations with a priority response time will be alerted via the standard Alert functionality.

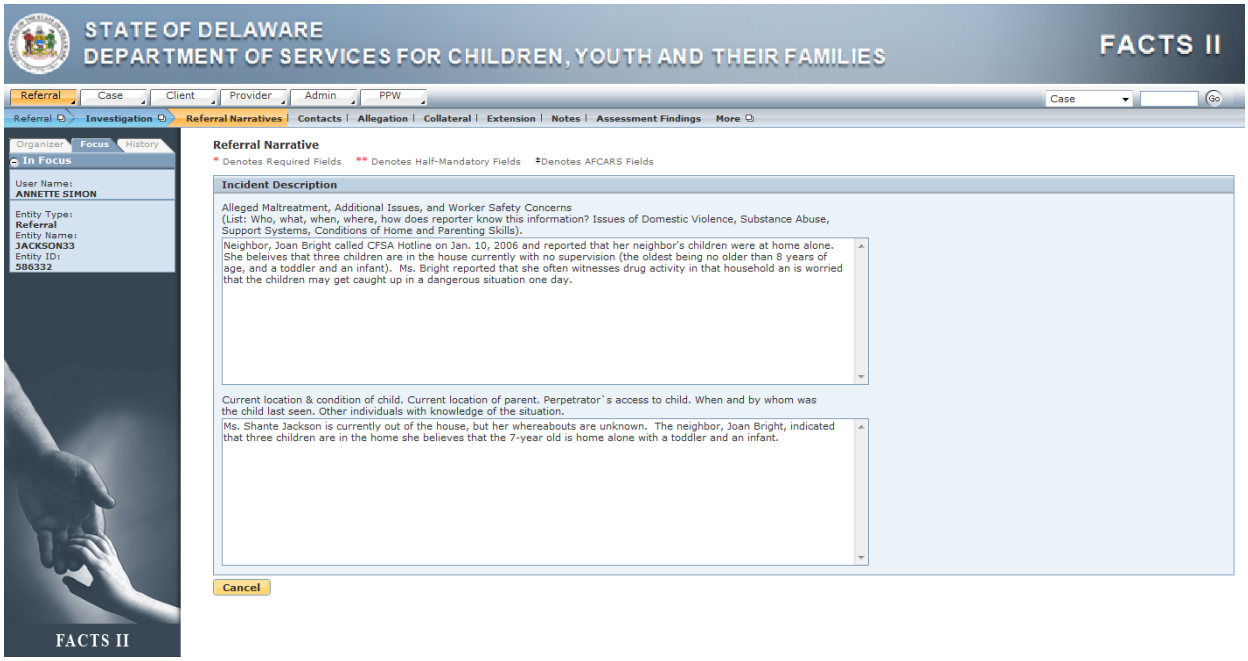

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Figure 4.2.6-10. Referral Narrative.

Detailed Client Information

Delaware FACTS II supports the collection of detailed client information during the investigation process. Figure 4.2.6-11 shows the Client Summary screen, which a summation of all client information captured in the system. During the investigative process, once the worker begins to collect information on the family (health, medical, financial, etc); the system enables a series of detailed client screens to record information pertinent to participating clients. Detailed demographics, additional relationships, employment/education, finances and other pertinent information can be collected and assessed by the worker. This series of client screens record indications that activities have been completed by the worker such as obtaining copies of medical records or a birth certificate, school records, employment verification, etc. The File Cabinet functionality can then be used to scan and save these documents into the SACWIS database and associate them the client record.

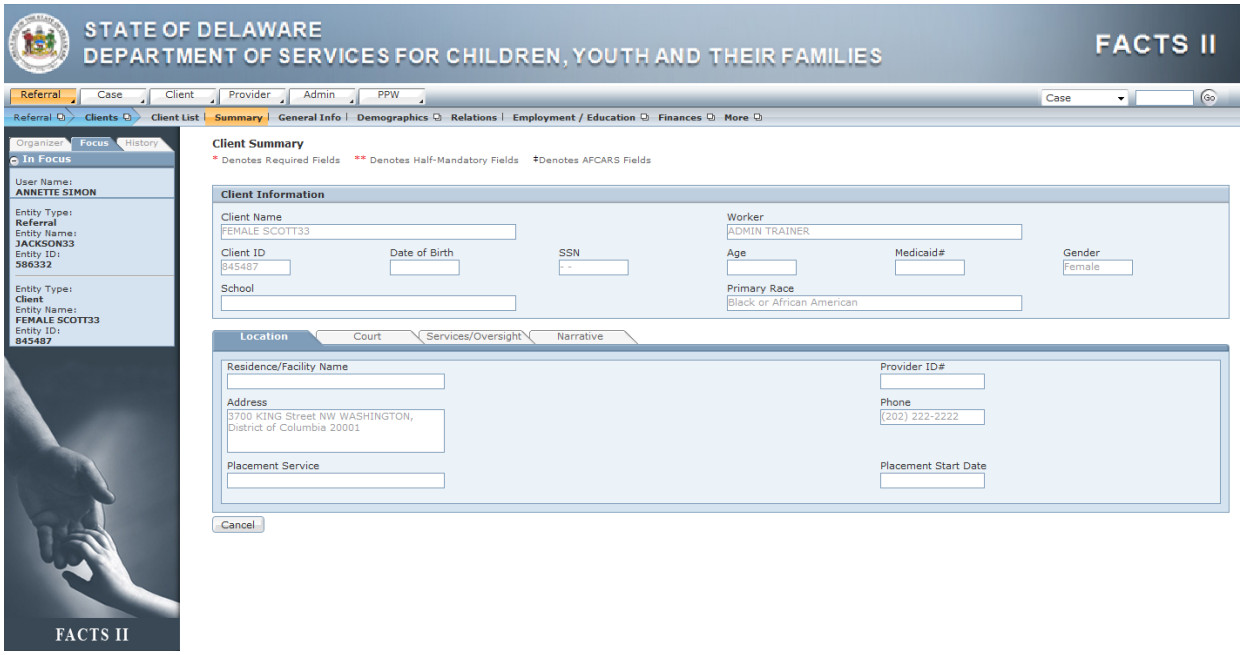

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Figure 4.2.6-11. Client Summary.

Contacts

Delaware FACTS II supports the entry of investigation and case contacts as pictured in Figure 4.2.6-12. This screen is used to record the initial face-to-face contact with the family after initiation of an Investigation. Furthermore, it is used to record all contacts during the investigation which can then be transferred over to an ongoing caseworker when a case is created. Contact information for medical professionals, law enforcement officials, teachers and others can be recorded and reported. These types of case participants [non-clients] are called Collaterals in our solution. Similar to client participants, collaterals are entered once into the system and can then be associated or linked to records. This way each contact with a child's teacher for example, does not require the teacher's demographic or contact information to be rerecorded.

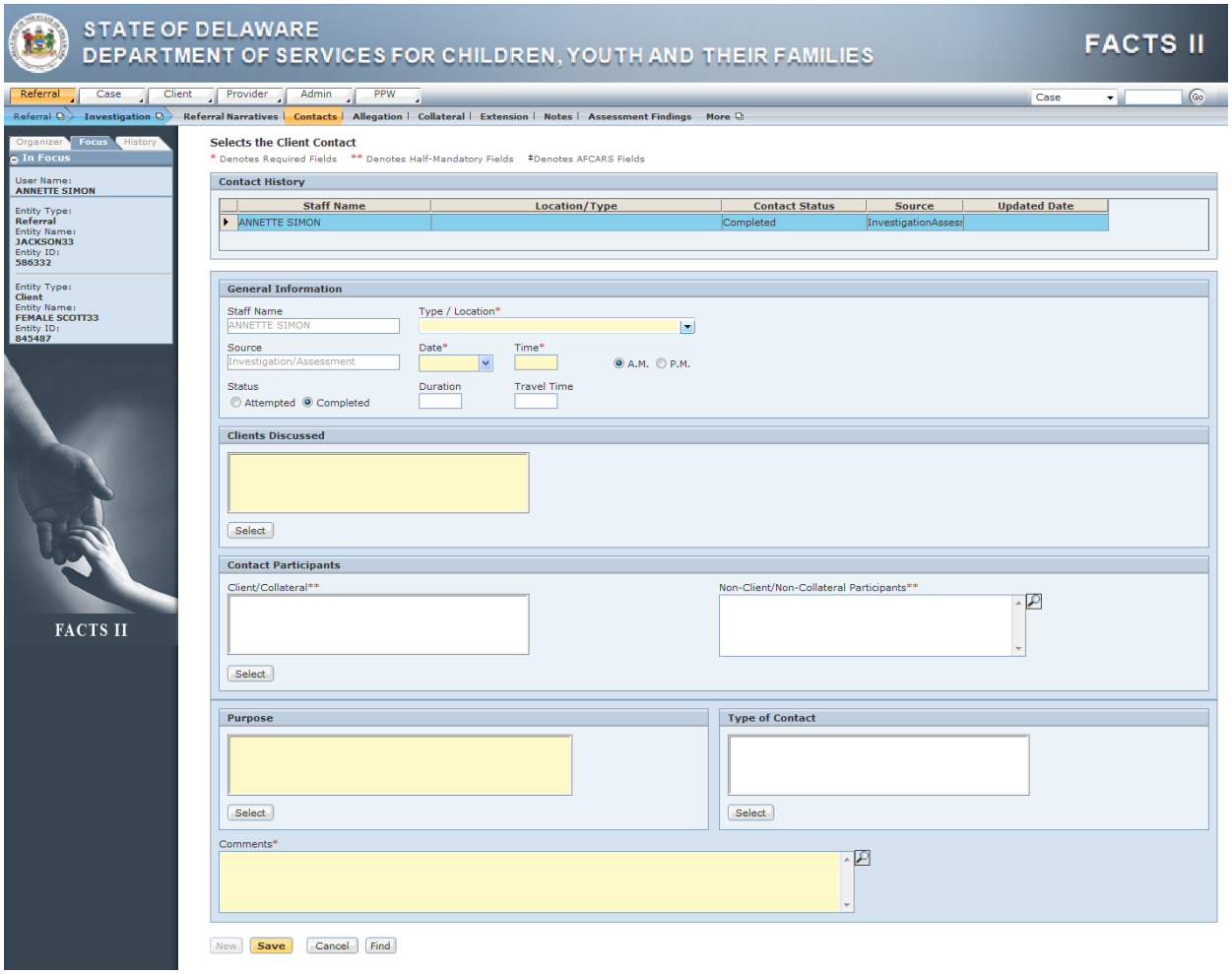

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Figure 4.2.6-12. Contacts.

Assessment Notes

Delaware FACTS II supports the entry of detailed investigation/case notes as pictured in Figure 4.2.6-13. Narrative boxes are used to capture commentary associated with investigation details as new information is uncovered throughout the investigation. A zoom box will open for workers to type text – this box automatically counts the characters typed and provides the option to use the spell check feature.

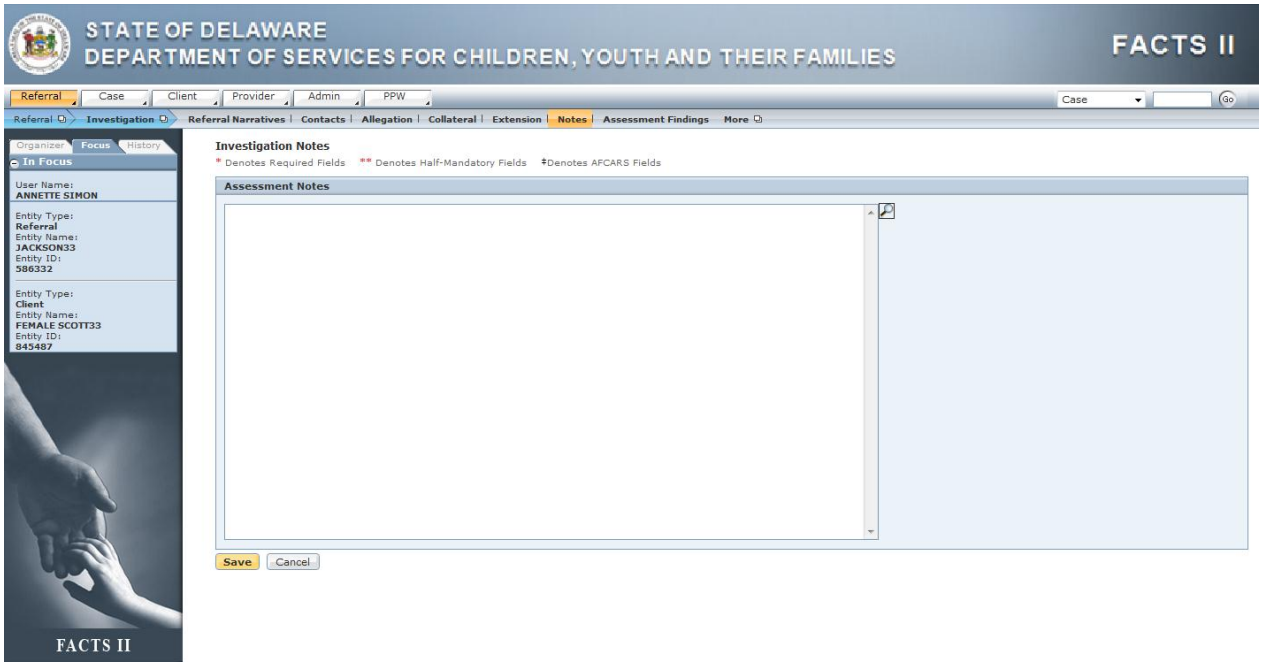

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Figure 4.2.6-13. Assessment Notes.

Safety/Risk Assessments

Delaware FACTS II provides the ability to complete a Safety Assessment and Risk/Family Assessment during the investigative process as pictured in Figure 4.2.6-14 and Figure 4.2.6-15. These assessment tools are defined by department policy and procedures and assist with determining the safety concerns, risk factors and level of care to be provided to a family or child. These assessments and corresponding forms serve as critical case tools that support workers in determining the level of severity, service, and service delivery that a particular case may require – ultimately impacting the involvement of the agency and overall outcome of a case.

The Safety Assessment Decision screen pictured in Figure 4.2.6-14 is based on results of safety information entered in previous screens which evaluated the present danger, protective capacities and vulnerability of the child in focus. After the assessment has been completed and approved the record becomes read-only; future edits to the screen result in and appended record thus tracking historical assessments. Once a case has been created, Safety Assessments created during the investigative process are carried forward for ongoing case managers.

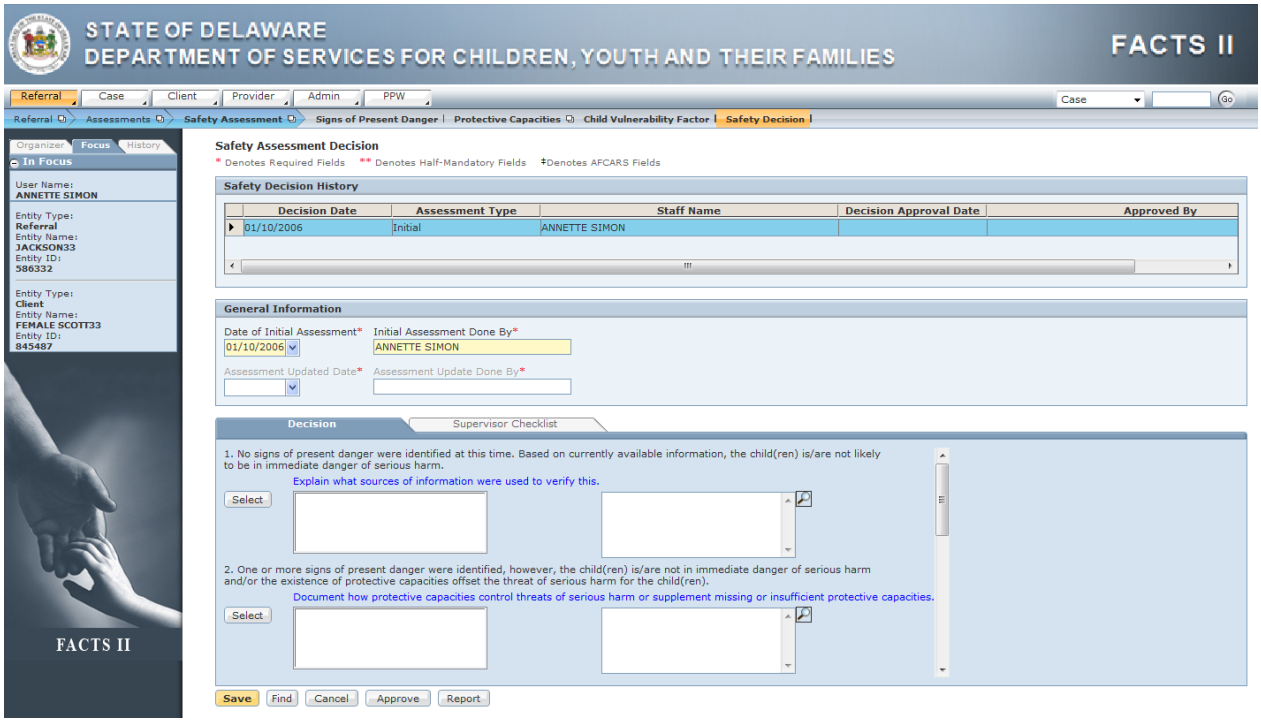

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Figure 4.2.6-14. Safety Assessment Decision.

The Risk/Family Assessment Conclusion screen pictured in Figure 4.2.6-15 is based on a series of risk factors that were evaluated in previous screens which included assessments of the family's risk. This assessment employs a rules engine which derives outcomes based on data the worker enters in the assessment tool screens. As a result, the particular tool has been used to automatically define the Service Level, Family Assessment Result, and Family Risk Result for a worker. Like in the Referral Decision Tool, all automated results have the ability to be overridden – hence the option to override the recommended service level.

After the assessment has been completed and approved the record becomes read-only; future edits to the screen result in and appended record thus tracking historical assessments. Once a case has been created, Risk/Family Assessments created during the investigative process are carried forward for ongoing case managers.

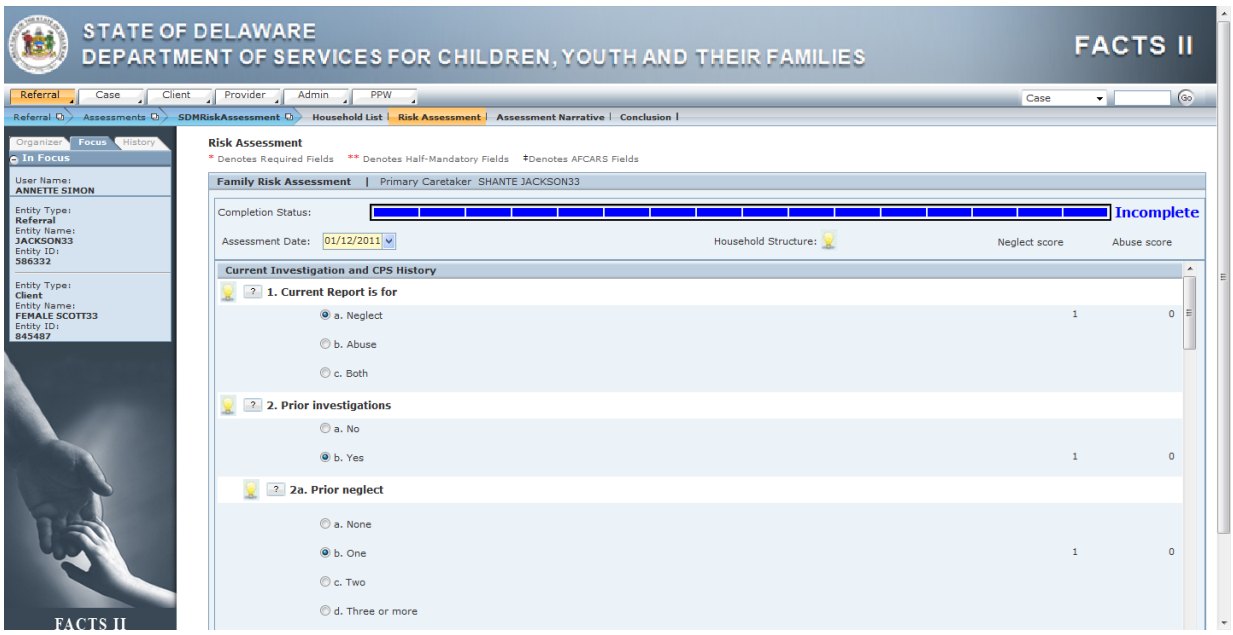

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Figure 4.2.6-15. Risk/Family Assessment Conclusion.

Home Removal

Delaware FACTS II provides the ability to document emergency home removals during the investigative stage a pictured in Figure 4.2.6-16. During the assessment process, workers may find a need for the emergency removal of a child from their home setting due to inhabitable conditions. As a result, it is important to document this removal episode with the system, in order for the child's placement to be recorded – ultimately enabling the emergency placement provider to be paid through the SACWIS. Although emergency home removals may be recorded within the investigation module, a case must be opened to record a child's placement entry date. See the Case Management: Referrals, Services and placements for more details regarding Placement.

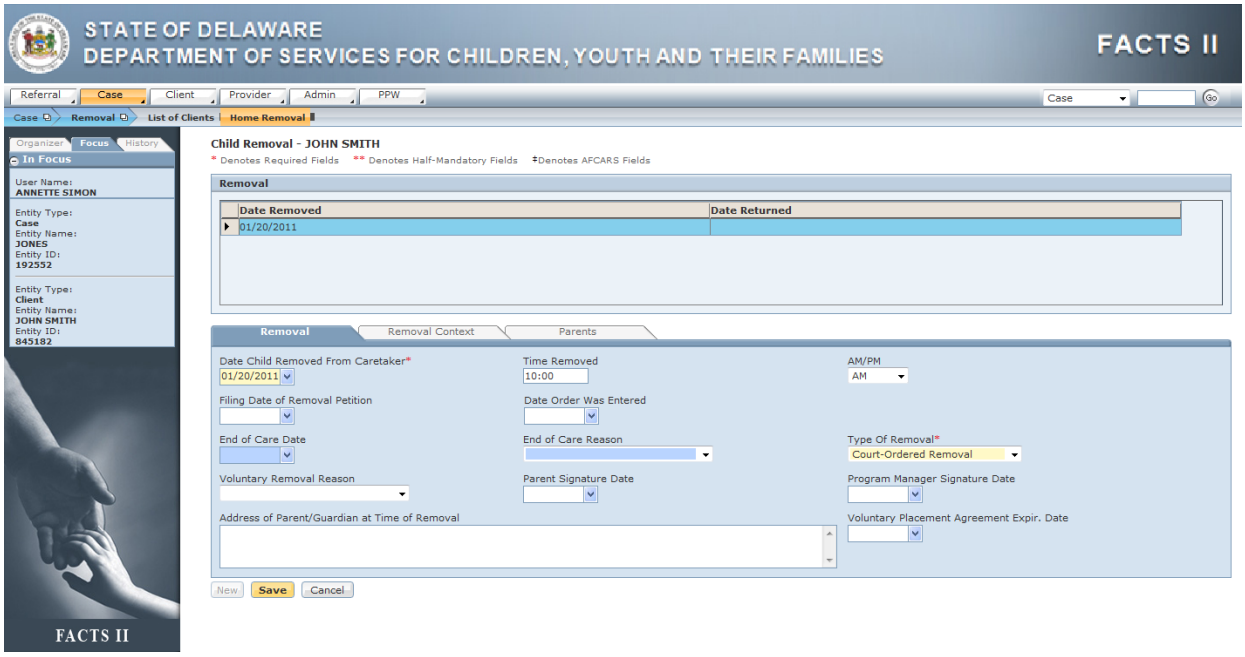

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Figure 4.2.6-16. Child Removal.

Initial Service Delivery

Delaware FACTS II provides the ability to initiate initial services during the investigative stage a pictured in Figure 4.2.6-17. During the assessment process, workers may find a need to initiate services immediately – such as utility assistance, medical prescriptions or housing assistance. These types of services can be initiated through the Service Log functionality. Here workers can indicate services needed by the family and/or child, identify details and logistics, and find an available service provider. Once the worker has entered an “Actual Begin Date” for a service, a Service Invoice will be created for the indicated service provider for confirmation of services delivered. An additional feature of the Service Log is the automated Unmet Needs functionality as pictured in Figure 4.2.6-18. When a search is executed and the search results do not return any service providers for the requested service – the service is then automatically saved as a need that is unmet by the department. These unmet needs can be used evaluate the demand of various unmet needs and by local jurisdictions for the recruitment of local service providers.

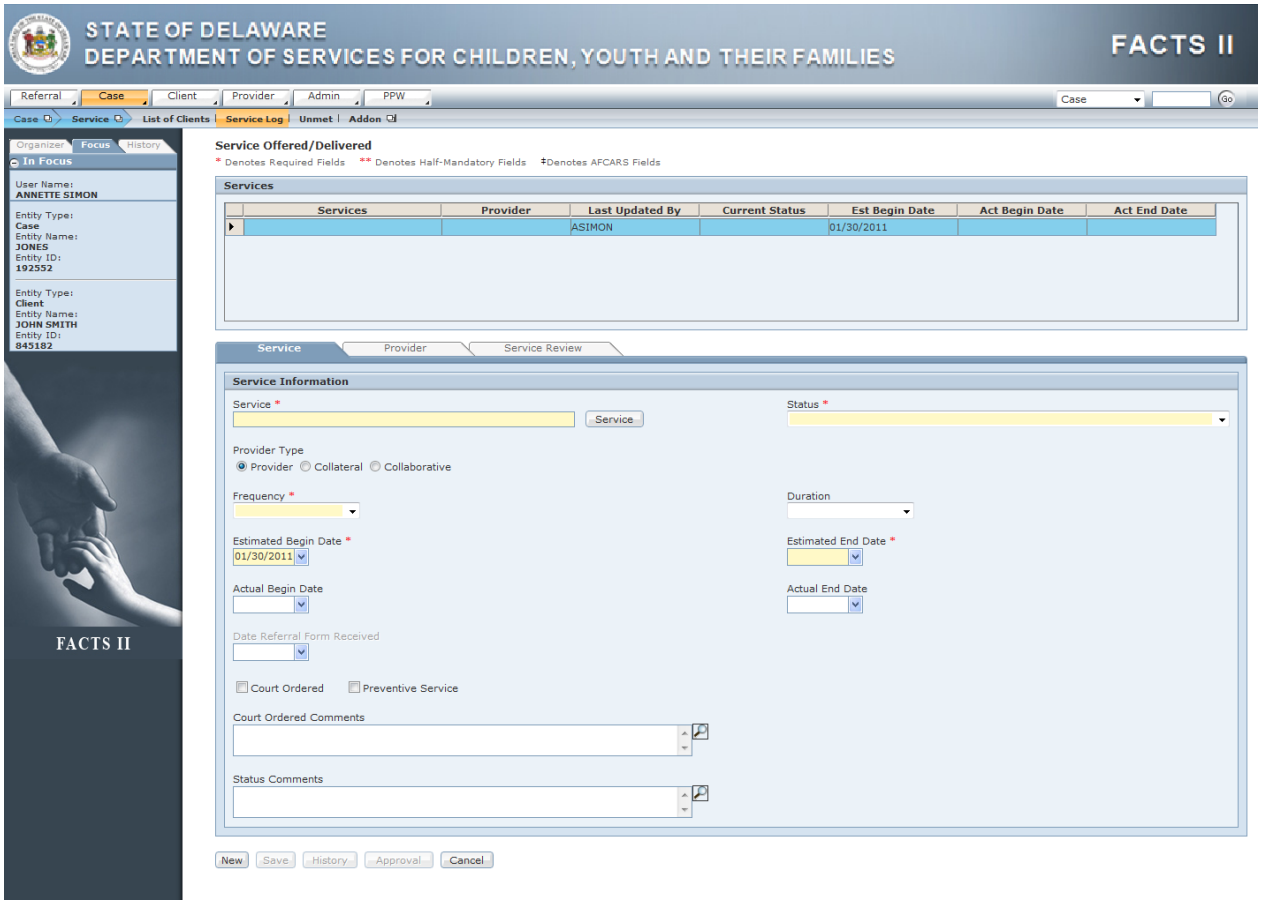

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Figure 4.2.6-17. Service Log.

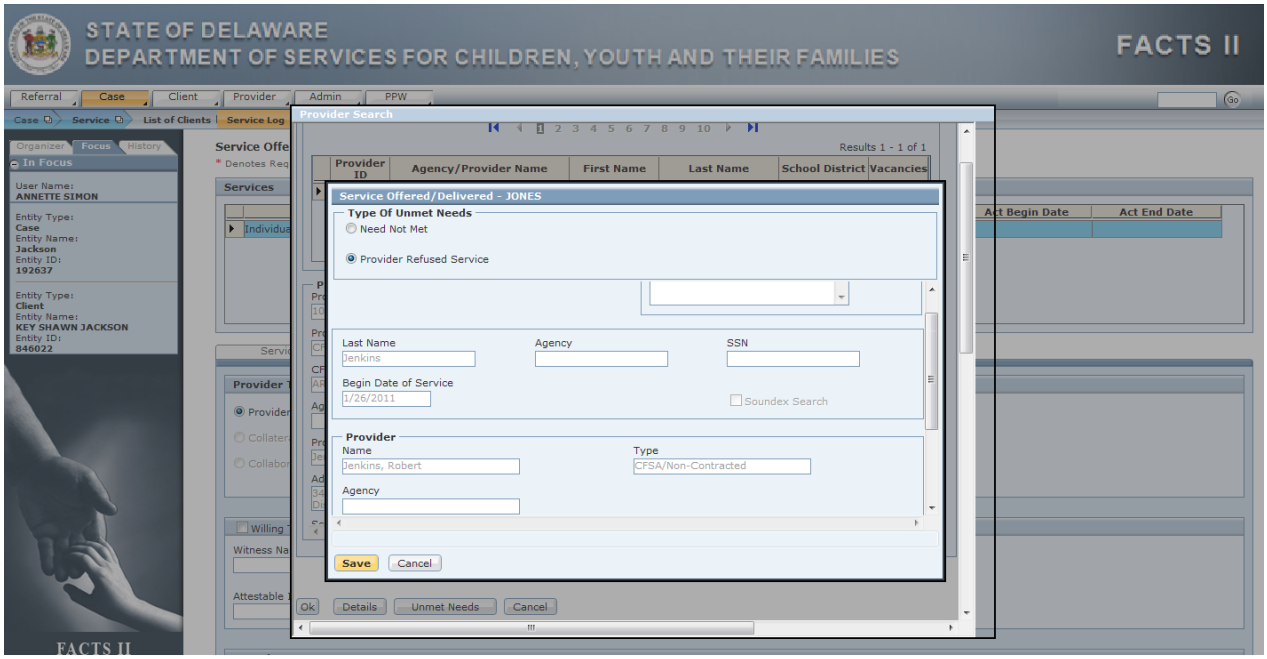

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Figure 4.2.6-18. Unmet Needs.

Assessment Findings/Closure

Delaware FACTS II provides the ability to document and notate results of the investigative process as pictured in Figure 4.2.6-19. Allegations identified during the referral and expanded upon during the investigative stage are all displayed in the Assessment Findings screen for workers in indicate their findings for each allegation. Furthermore, the screen collects finding commentary for each perpetrator, which then populates notices that are generated and sent to the perpetrators. The system will not allow investigations to be closed until all allegations have an appropriate finding indicated.

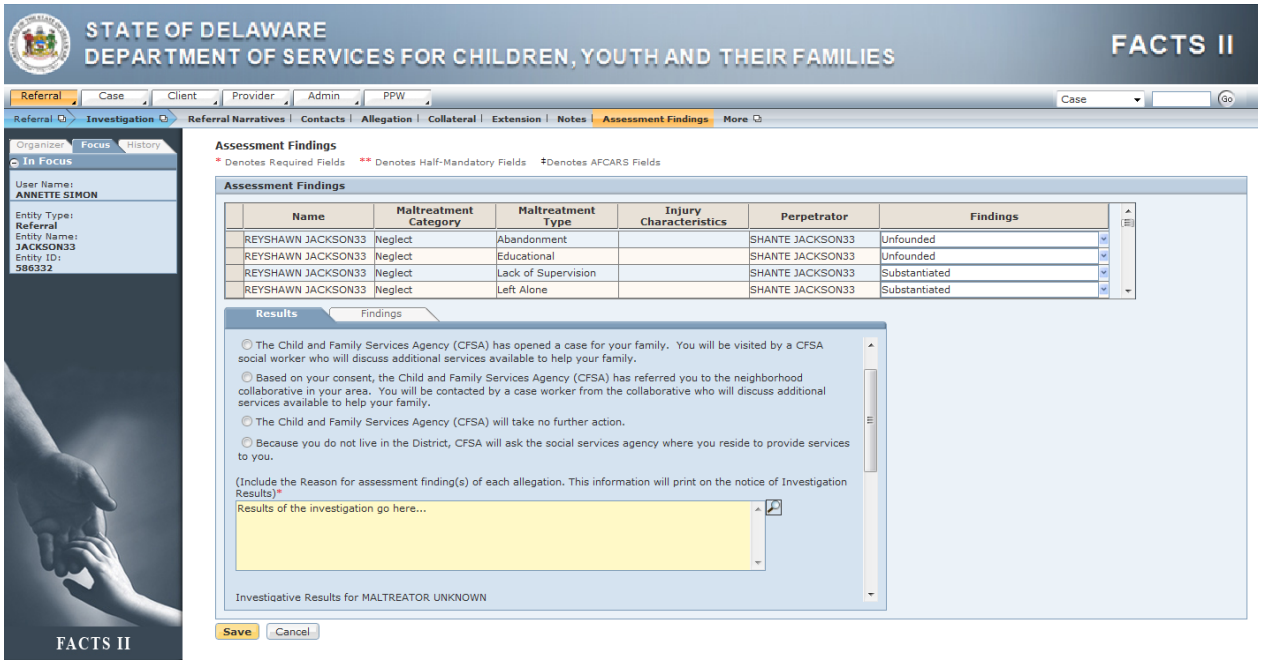

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Figure 4.2.6-19. Assessment Findings.

Upon entry of at least one substantiated Assessment Finding and after approval of a Safety and Risk Assessment, the Investigation can be closed using the Assessment Closure screen pictured in Figure 4.2.6-20. Here workers can indicate their final recommendations resulting from the investigative process, in addition to indicating if the investigation is recommended to be closed, marked incomplete, or to be linked to another open investigation. Upon supervisory approval, the investigation details become read-only preventing future edits to the investigated information.

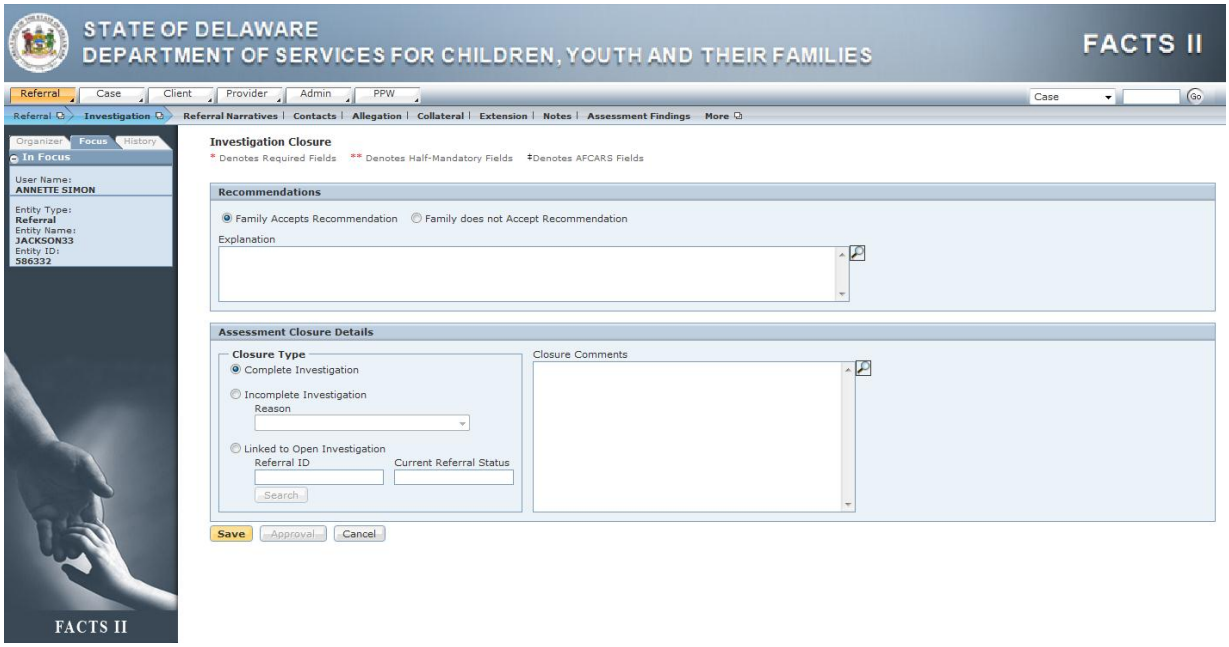

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Figure 4.2.6-20. Assessment Closure.

Eligibility

The Eligibility module of the Delaware FACTS II is a critical component that will help Delaware to manage, optimize and maximize funding to DSCYF to offset the costs of providing services to children and families. Given this goal, the functional breadth and effectiveness in this area of the system you select will have a direct bearing upon the financial performance of DSCYF. The Delaware FACTS II is the leading solution in this field. Delaware FACTS II was the first to provide automated Title IV-E eligibility determination for foster care and adoption and remains the only one able to automate the cost allocation process in order to support federal claiming. However, Title IV-E is not the only eligibility functionality that the Delaware FACTS II offers – it delivers support Supplemental Security Income (SSI), Targeted Case Management (TCM) and Title IV-D eligibility as well.

Initial Eligibility Determination

The most important eligibility functionality within a system relates to Title IV-E. This is generally the largest source of funding for a child welfare agency – it is uncapped and provides a federal match of 50 percent of approved costs of providing care.

The introduction of standardized and formalized Delaware FACTS II determination functionality can have a dramatic positive impact upon the revenue of the agency:

- Within the District of Columbia, the Title IV-E penetration rate increased within one year by three percent.

- Within the Commonwealth of Massachusetts, the Title IV-E penetration rate is project to increase by 10-15 percent within two years.

Given the size of the foster care program in each of these states, the total amount of increased recurring revenue runs into millions of dollars; accompanied by a one-time initial two year back dated claim that is commensurately even larger.

Delaware FACTS II provides functionality to automatically determine eligibility (under the Title IV-E foster care and adoptive programs), maintain audit trails to satisfy federal requirements and provide facilities for revenue maximization workers to review and update key eligibility related information.

Figure 4.2.6-21 illustrates the Title IV-E foster care eligibility determination screen. The screen for Title IV-E adoption takes a similar layout. This is perhaps the most feature rich of all screens within Delaware FACTS II. Because of the sheer amount of data that is involved in making a determination for Title IV-E it was necessary to adopt a slightly different layout for this screen.

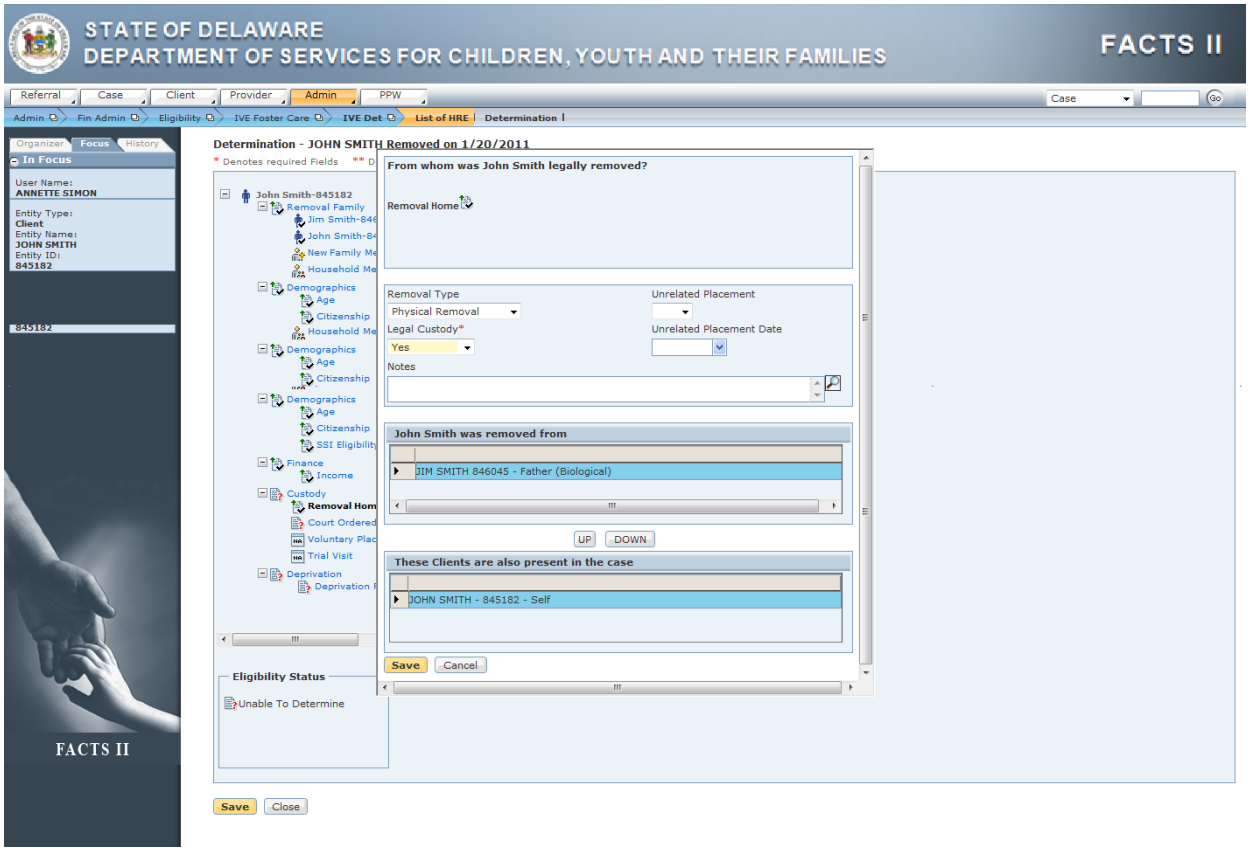

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Figure 4.2.6-21. IV-E Events/Determination.

The leftmost portion of the Title IV-E determination screen contains a series of nodes that relate to the primary areas of consideration for the determination process (demographics, income, deprivation etc.). Alongside each node is an icon that represents whether the child

meets all of the eligibility criteria related to that node. Each node can have one of the following three statuses:

- **Eligible Reimbursable.** The child meets all of the criteria within that node.
- **Eligible Non-Reimbursable.** The child meets all of the criteria within that node but, usually due to simultaneous eligibility for SSI, cannot be included in the federal claim.
- **Ineligible.** The child does not meet the criteria contained within that node.
- **Unable to Determine.** Insufficient information has been entered for the system to make a decision.

In the example Figure 4.2.6-21, John Smith has a Title IV-E status of “Unable to Determine”. He has met the eligibility criteria under “Removal Family”, “Demographics” and “Deprivation”, but insufficient data has been entered for Delaware FACTS II to make a determination under the “Finance” or “Custody” nodes. Therefore, the overall Title IV-E status, shown in the box under the nodes, for John is “Unable to Determine”.

By clicking on any one of the nodes, Delaware FACTS II displays more detailed information on the right side of the Title IV-E screen. Our example figure shows that John is recorded as being physically removed from Jim Smith. This information is drawn from data entered by the case workers – another example of how data entry is propagated throughout the system to where it is needed. However, the revenue maximization staff can amend or add to this data if they feel it appropriate.

Important factors to highlight on the Delaware FACTS II Title IV-E screen are as follows:

- Title IV-E relevant information keyed anywhere within the Delaware FACTS II is propagated to the Title IV-E determination screen.
- Determinations are performed in real time. Every time any piece of Title IV-E relevant data is added or changed, Delaware FACTS II evaluates instantly and updates the eligibility status.
- The node display allows revenue maximization to instantly identify and focus upon those components of the determination process that are causing the child to be considered Ineligible.
- Any changes to data within the Title IV-E screen are placed within a detailed audit trail.

The Title IV-E audit trail screen is an important piece of functionality that records any changes made to Title IV-E information and the impact of those changes on the overall Title IV-E eligibility status of the child.

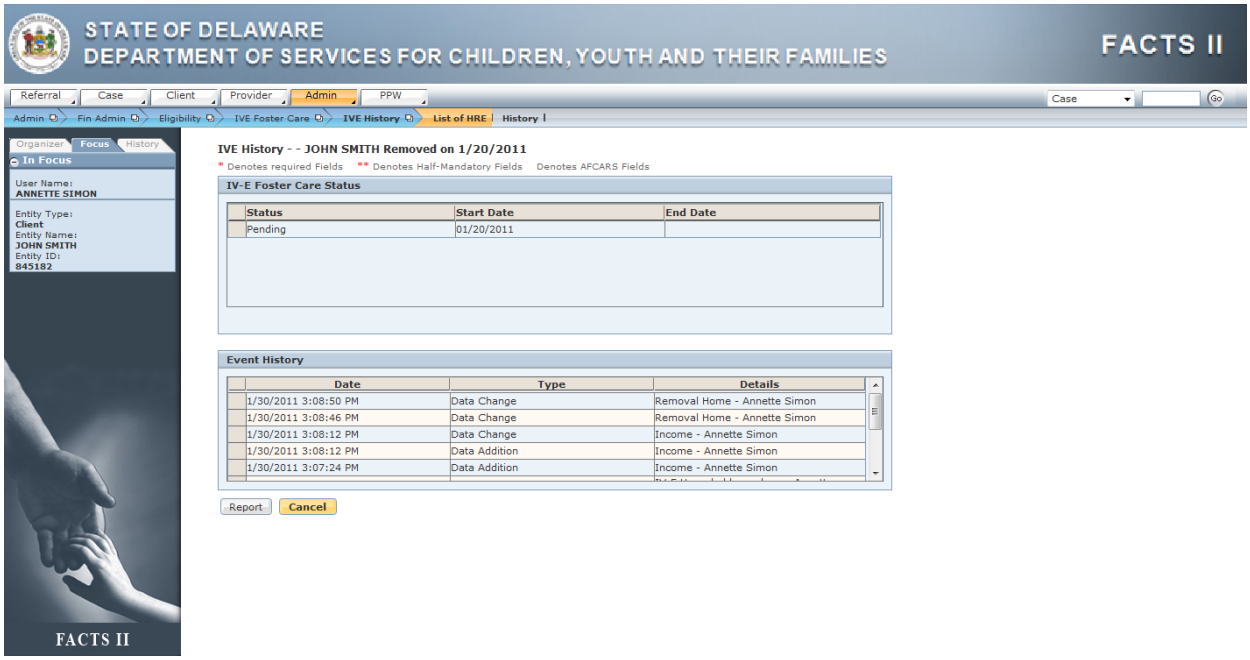

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Figure 4.2.6-22. IV-E History.

The screen in above Figure 4.2.6-22 works as audit trail functionality. It records all relevant changes:

- When the change was made
- Who made it
- A before and after snapshot of the changed information

It even records non-user initiated events that have an impact on Title IV-E status. For example, when a child reaches 19 years there is no circumstance under which that child can remain Title IV-E eligible. Therefore, Delaware FACTS II automatically ends their eligibility. This automated event is also recorded in the audit trail.

In addition to supporting federal SACWIS certification, this screen also possesses all of the functionality to support you through a federal Title IV-E audit. The Delaware FACTS II not only supports revenue enhancement through standardized determination, it helps you manage the audit process so that all of the enhanced revenue is sustained.

In addition to all of the functionality mentioned above housed in the Eligibility and Redetermination module, Deloitte will work with the Delaware FACTS II team to include the determination AFDC-related eligibility.

Delaware FACTS II Medicaid Eligibility module uses information from IV-E and other relevant places in the system to determine Medicaid eligibility. This functionality will be extended to allow an exchange of eligibility status and information between different programs such as XIX and IV-D.

Change in Eligibility

Delaware FACTS II includes redetermination logic for IV-E, Medicaid, and other benefits that require initial eligibility determinations. There is a separate screen for the Redetermination of IV-E as shown in Figure 4.2.6-21 which has the same look and feel as the Initial Determination screen, but most redeterminations are completed in an episode format using the initial determination screen for benefits like Medicaid.

Delaware FACTS II extends current alert and report functionality to provide information to appropriate staff on initial and subsequent determinations including but not limited to changes made in the Title IV-A, IV-D, and XIX systems.

Case Management

Case Management is perhaps the most important function a worker must consistently perform over the life cycle of a case. Effective case planning and ongoing case management takes into account all information collected on the family during the intake, investigation and assessment processes and then identifies a path the family should take to reach an objective or goal that has been identified collaboratively with them by the department.

The proposed Delaware FACTS II functionality supports Case Management activities by:

- Providing a user-friendly interface, streamlined navigation, and power data entry tools to efficiently capture information for ongoing case activities – allowing more face time with clients
- Using guided data entry and embedded decision tools to support policy-based case management best practices
- Enabling access to historical child welfare related information to aid workers defining a child's permanency goals and service plan

Decision support tools guide workers through ongoing assessment tools for reevaluation of case activities, informational snapshots of data are provided at the case and client level for quick supervisory overviews of a case, and corresponding forms are easily accessible for the preparation of ongoing case management documentation.

Information from the investigation and assessment stages of the case is carried forward to eliminate redundant data entry and to build a historical case record. Our highly integrated SACWIS database enables all client, collateral, provider and staff data to pre-populate new assessments, service plans and case plans to streamline ongoing case activity. Delaware FACTS II includes all functionality required to support ongoing case management processes.

Service/Case Plan

The proposed Delaware FACTS II provides the ability to complete a Service Plan for a family, adult or child during the case management process. The service plan is developed in coordination with the family to identify a plan for service delivery to reach a series of

objectives – ultimately aligning with the well-being of the children involved. The service plan collects information from the objectives through individual supporting tasks. Additionally, it supports the ongoing evaluation of the service plan and the creation of new plans as family or individual circumstances change. The Service Plan's integrated features include:

- **Identification of Objectives.** The Service Plan supports the identification of service objectives and timeframes associated for completion. Objectives can be defined in areas such as education, developmental, employment or mental health can be defined for facilitation of service delivery on behalf of the department
- **Identification of Measurements.** The Service Plan supports the identification of how progress is to be identified or marked and by whom. Measurement can be defined by things such as completion of a training program, professional judgment of a teacher or medical professional, improvement in school work, or by family observation
- **Service Definition.** The Service Plan supports the definition of services to be facilitated by the department. Each client with an identified objective must have a corresponding service defined. The screen links to the department's service taxonomy for selection of the appropriate paid or non-paid service. Non-placement services are automatically plotted in the Service Log functionality which tracks all non-placement service delivery for clients and initiates payment to service providers
- **Resource Identification.** The Service Plan supports the identification of resources to provide services which have been identified in the service plan. Each service must have a corresponding resource defined. Resources for selection include: placement providers, service providers, staff members, collaterals or a collaborative. If placement or service provider is selected, the screen provides the ability to search the resource directory [comprehensive statewide directory of placement and service providers – see Provider Management] and indicate an available provider. If a staff member is selected, the screen provides the ability to search the staff directory [comprehensive statewide directory of department staff – see Staff Management] and indicate the appropriate staff member. If a collateral or collaborative is selected, the screen provides the ability to select the appropriate individual from a picklist.
- **Provider, Client & Worker Tasks.** The Service Plan supports the identification of provider, client and worker tasks associated with the service plan. Tasks such as transportation, monitored visitations, documentation of personal progress can be identified for each service plan stakeholder. The Service Plan includes the ability to associate tasks with the overall objectives, document estimated and actual completion dates, and frequency of identified tasks.

Figure 4.2.6-23 to Figure 4.2.6-25 illustrates the Service Planning functionality of Delaware FACTSII solution.

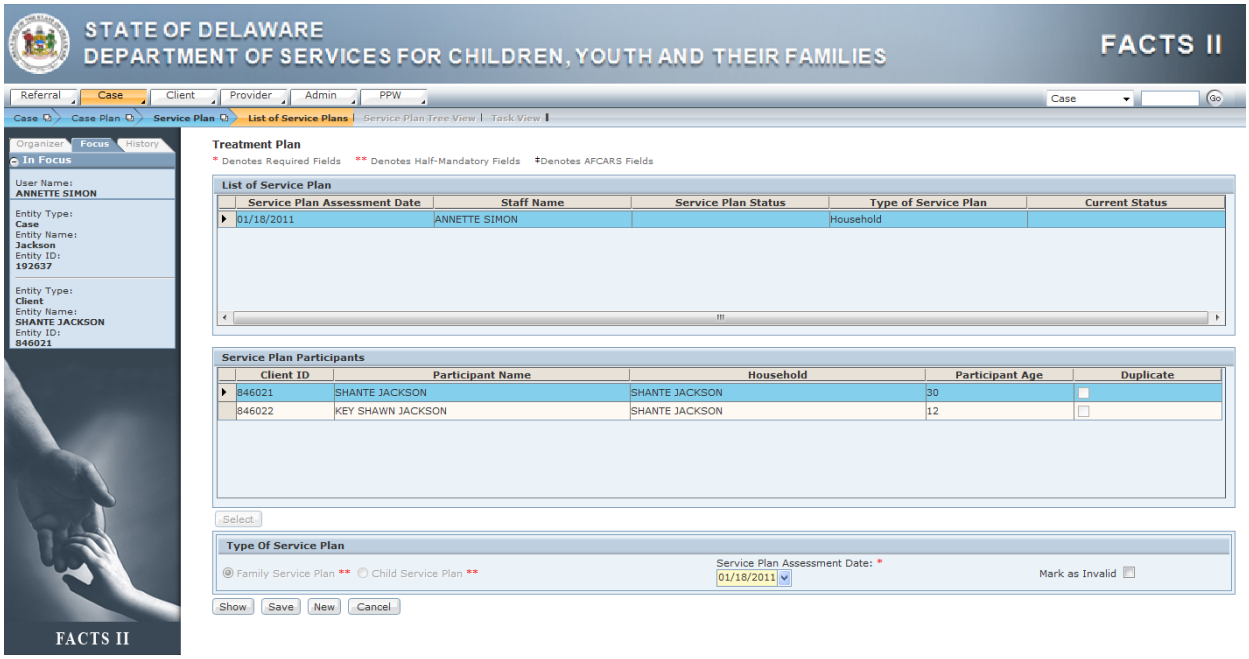

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Figure 4.2.6-23. Service Plan Selection.

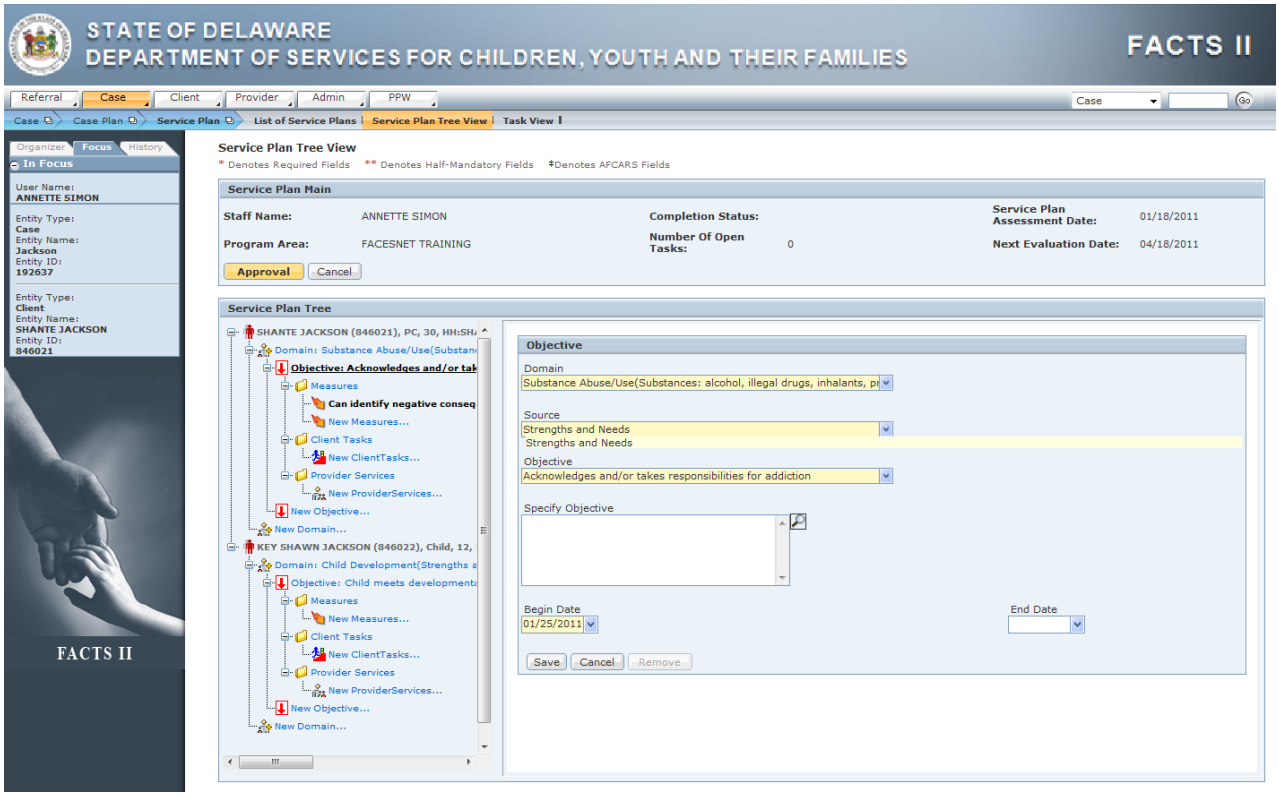

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Figure 4.2.6-24. Service Plan Tree View.

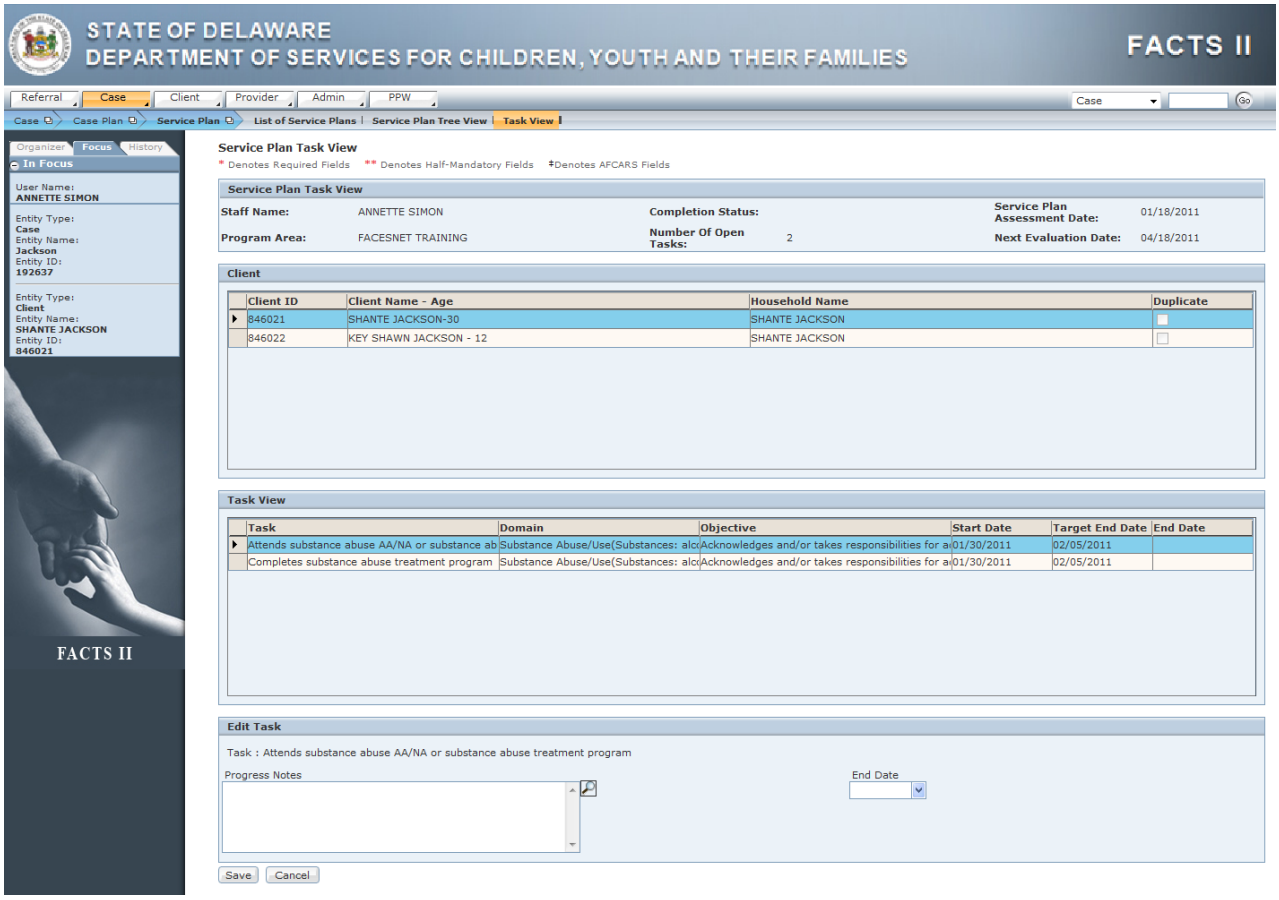

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Figure 4.2.6-25. Service Plan Task View.

Case Plan Reports

Deloitte's proposed Delaware FACTS II provides the ability to complete Case Plan reports for a family or child during the case management process as pictured in Figure 4.2.6-27 Case Plan reports are state specific, but generally include a fact sheet providing information on when case plans are required, who may participate in the process, and describes the general contents of a case plan. Case plans typically include goals and objectives that the parents must meet in order to achieve a safe home for the child and timeframes for achieving those goals. As FACTS II functionality is highly integrated – the Case Plan is designed to pull data from the entire case record for workers to produce timely case plan documents. The Case Plan features include:

- **General Information.** The Case Plan functionality supports the ability to effortlessly produce case plan reports on regular intervals. As pictured in Figure 4.2.6-27, the case plan automatically tracks the creation date, next case plan due date, overall goal, associated staff worker and program area.
- **Integration of Plans/Assessments.** The Case Plan functionality supports the ability to pull together pieces of work that have already been completed in the case record to compose a final case plan report. For example, the screen enables worker to attach one

or multiple Safety Assessment(s), Risk Assessment(s), and Service Plan(s) to the case plan record. The selected components are then systematically compiled together to view as a single case plan report upon worker request.

- **Evaluation of Family/Child Factors.** The Case Plan functionality supports the ability for a worker's evaluation of the family or child. This information is collected in a series of narrative fields offering spell check features; this commentary is also compiled into the single case plan report.
- **Evaluation of Progress.** The Case Plan functionality supports the ability for a worker's evaluation of progress toward a family or child's objectives through services facilitates on behalf of the department. This information is collected in a series of narrative fields offering spell check features; this commentary is also compiled into the single case plan report.
- **Amendment Information.** The Case Plan functionality supports the ability to amend information after approval should circumstances exist to necessitate amendments to the case plan document prior to the next scheduled case plan due date. Amendments are also compiled into the single case plan report.

Upon supervisory approval of a Case Plan record, the report is automatically uploaded to the File Cabinet functionality, which is an electronic file cabinet that stores documents within the SACWIS database for tracking and future access.

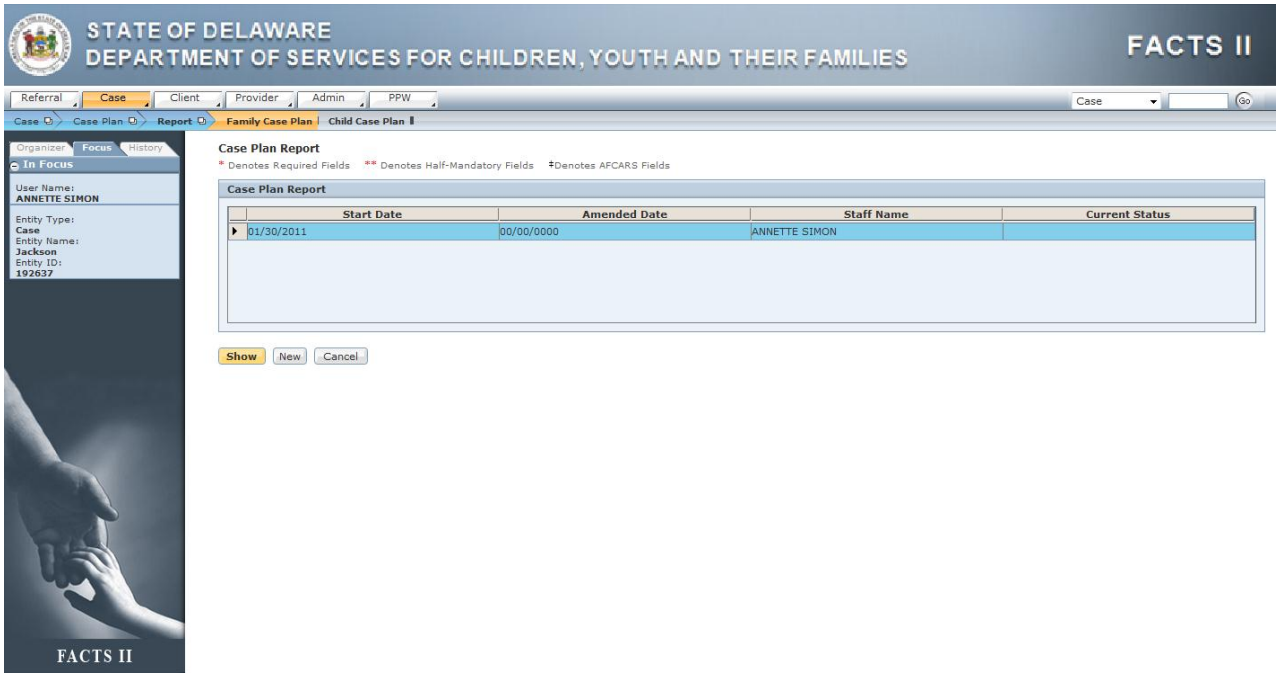

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Figure 4.2.6-26. Case Plan Report.

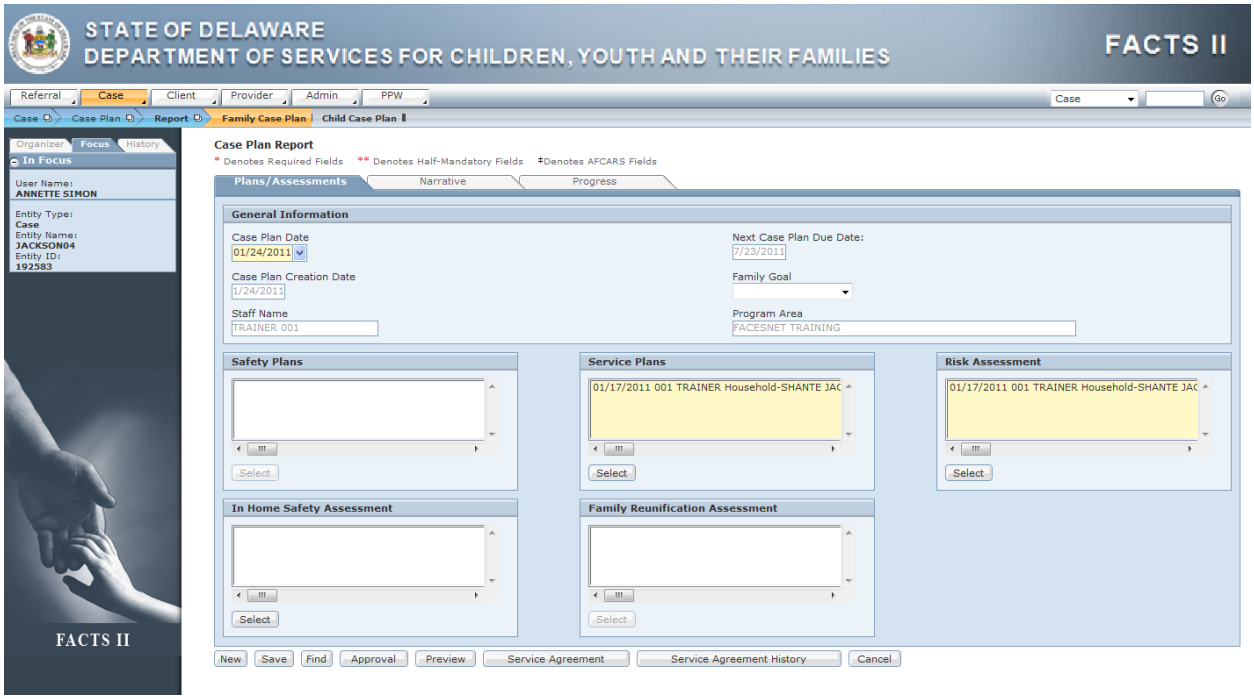

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Figure 4.2.6-27. Case Plan Report Plan/Assessment Tab.

Once the Service/Case Plan has been approved workers can document the services offered in the Service Delivery module. The proposed Delaware FACTS II supports case plan development by documenting services within the following broad categories:

- **Adoption.** Recorded and delivered via the Service Log, Placement and Adoption functionality. Workers record the preparatory adoption steps (permanency planning, the termination of parental rights, placement/subsidy agreements etc.). The Adoption module provides workers with the ability to record information on the adoptive parents in addition to tracking subsidy benefits, as well as provides the functionality to deliver post-adoptive services.
- **Family Preservation Services.** Recorded and delivered via the Service Log functionality. Workers search the statewide resource directory to find family preservations services based on the needs of the family or child within the case
- **Foster Care Services.** Recorded and delivered via the Service Log, Removal and Placement functionality. Workers record and track the physical and legal removal/return of a child from their home, determine and track the level of care, and find an appropriate foster care placement by searching the statewide resource directory. These placement episodes can be reevaluated through the assessment, review and case plan functionality
- **Independent Living Services.** Recorded and delivered via the Service Log functionality. Workers search the statewide Resource Directory to identify Independent Living specific services available to the foster care youths

- **Interstate Compact Services.** Recorded through the Service Log, Placement, and ICPC functionality. Workers either request or document requests for a home study or the State's supervision of a child depending on whether the referral is for an incoming or outgoing request

Case Review/Evaluation

Deloitte understands that the Case Reviews are intended to: 1) assure that the child has a case plan which meets federal requirements; 2) review the status of the child; 3) assure that certain procedural safeguards are applied in the case with respect to the legal rights of the child and the parents. The proposed Delaware FACTS II Administrative Review module fully meets the above goals.

Delaware FACTS II automatically schedule the administrative review for the 150th day from the date in which the child enters DSCYF custody and a legal status of administrative hold, shelter care or commitment is assigned. This lessens the chance of an administrative review being scheduled beyond the required 180 days time period. A child is considered to have entered foster care on the date the child enters an out-of-home placement.

Delaware FACTS II flags those cases that are overdue for administrative reviews. An administrative review is considered to be overdue once thirty days from the initial review date have passed.

Delaware FACTS II allows only one review date per family and all children in the family are reviewed at the same time. In instances where a child has siblings who entered care previously and a review date has been created already, the child is reviewed with the siblings on the earlier date. Agency and consortium staff are notified by e-mail of reviews eight weeks in advance.

The first step of an Administrative Review is its scheduling. FACTS II allows scheduling a review through its Admin Review Schedule screen shown in Figure 4.2.6-28. The worker can select the client, type of review and reviewer along with the proposed date and times, location and room number for the meeting.

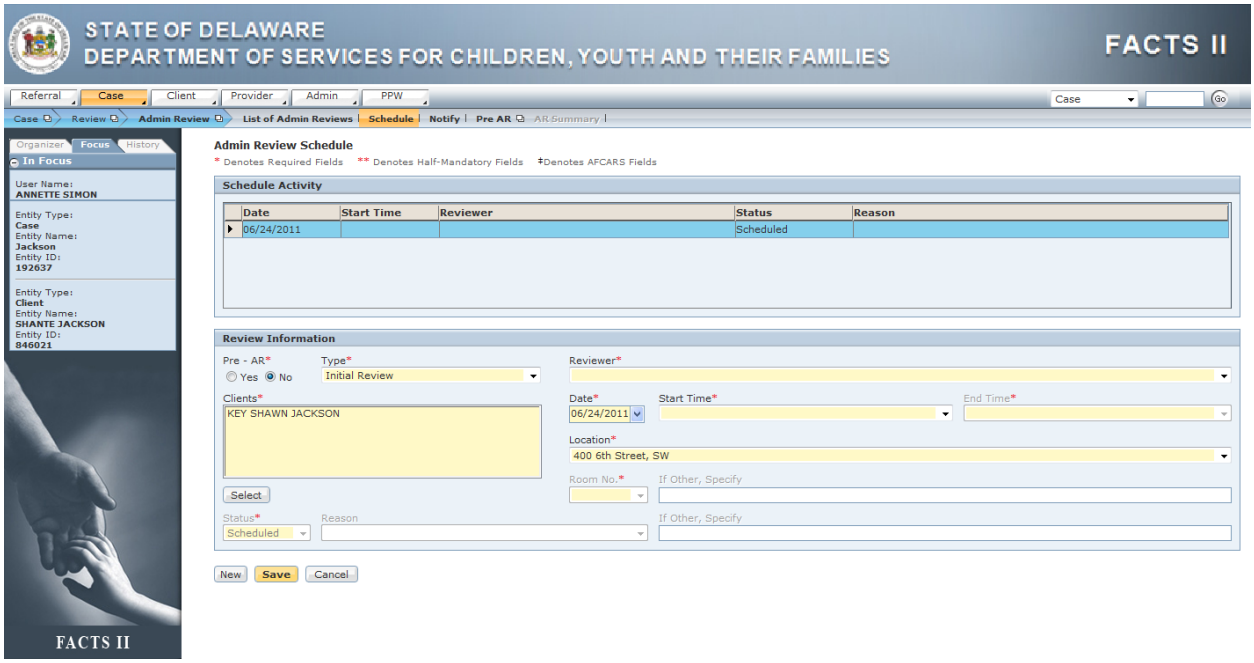

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Figure 4.2.6-28. Admin Review Schedule Screen.

FACTS II allows preparation for the administrative review by allowing workers to document a pre-administrative review as shown in Figure 4.2.6-29 in which the following are reviewed:

- Review the automated and hard copy case records
- Review recommendations from the 7-day and 45-day planning reviews
- Complete a pre-administrative review assessment tool
- Notify program staff of any high priority issues requiring two-hour responses, medium priority requiring 24-hour responses and any regular priority issues requiring activity within two weeks
- Make immediate and direct contact with the program administrator or program manager to address any safety issues or life threatening situations
- Notify management of any compliance issues with agency policies and procedures
- Identify the essential participants who should attend the administrative review

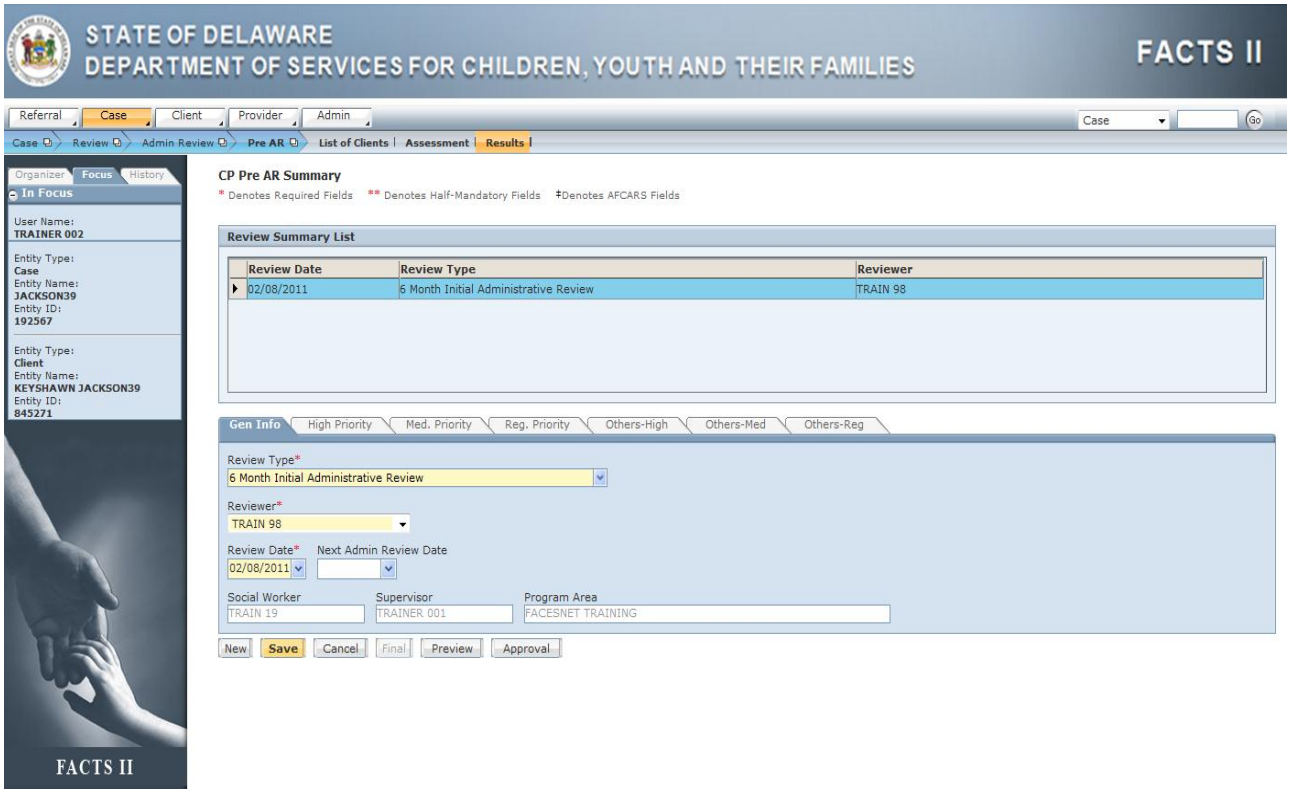

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Figure 4.2.6-29. Pre-Admin Review.

After the scheduling and pre-review are completed, the next step is to notify the Admin Review participants which happen through the Admin Review Notify screen as displayed in Figure 4.2.6-30. Delaware FACTS II automatically identifies and marks some participants to be notified based on the type of review and the social worker can add the rest. The worker selects the participant, meeting date and time, notification type (phone, email, post, etc.) and the notification address if required.

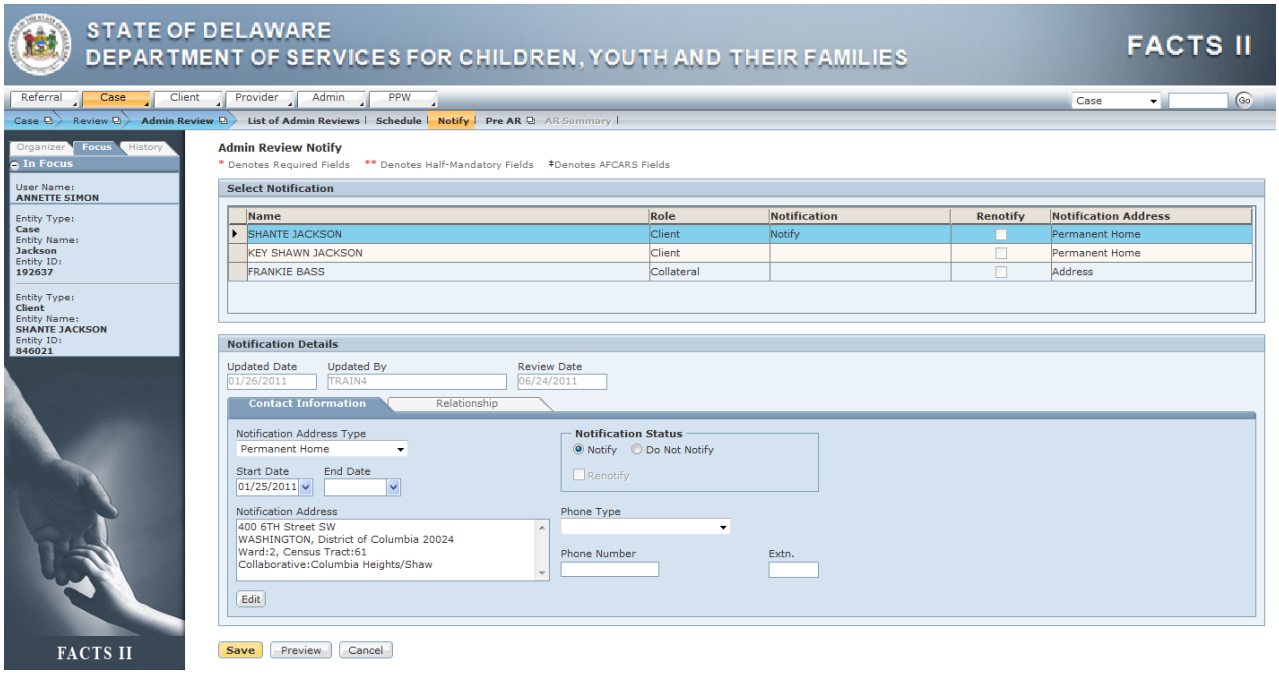

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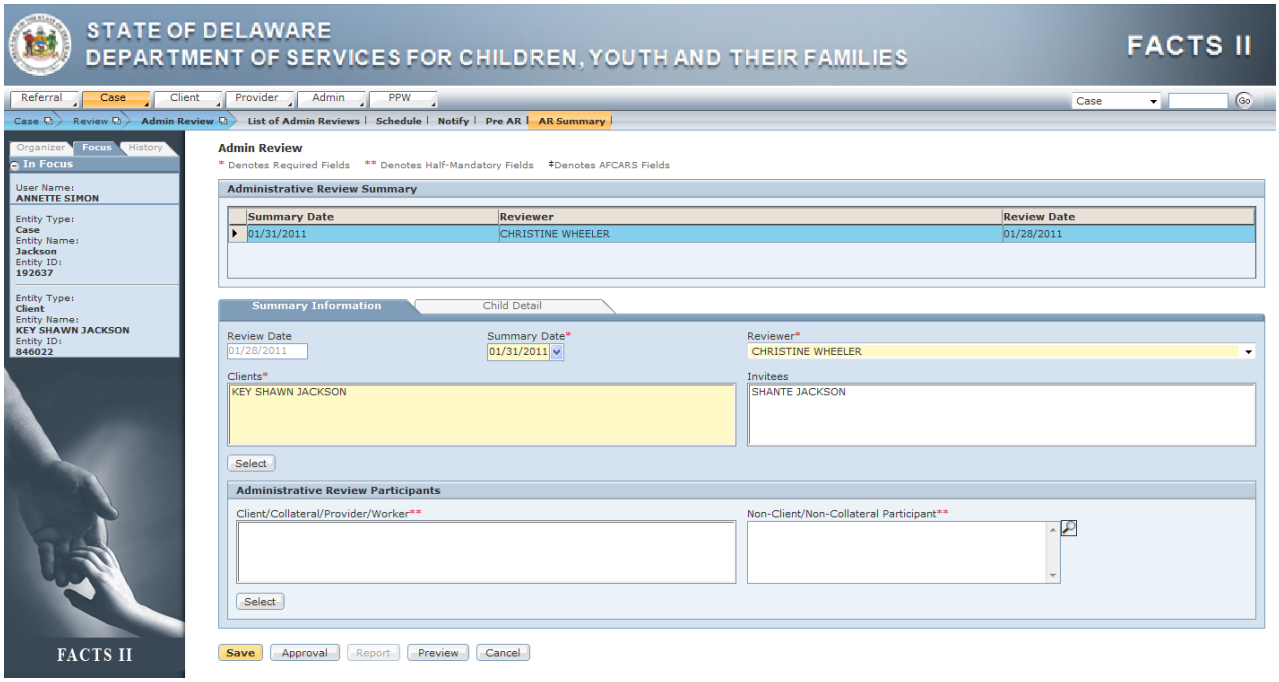
Figure 4.2.6-30. Admin Review Notify.

Once admin review is completed, Delaware FACTS II allows worker to document the following information:

- Updating review information on the family on the AR schedule screen, recording the agreed upon date/time/location of the next review within one working day after the review.
- Completing the Administrative Review Summary and submitting it to the Administrative Review Supervisor, who shall act on it within 10 working days of the completed review.
- Sending the Administrative Review Summary to the child's parent(s) or relative caregiver, guardian or foster parent, the attorneys, and child's social worker (if applicable) within one day of receiving approval of the Administrative Review Summary and informing these persons of their right to reconsideration of the decisions and the reconsideration process.
- Notifying management if the administrative review revealed problems regarding compliance with policies and procedures, or Delaware law.

The Admin Review Summary screens as shown in Figure 4.2.6-31 and Figure 4.2.6-32 allows the worker to document the meeting date, clients, invitees, review participants as well as summary data like review recommendations that will be used to generate a report which is sent to all meeting participants.



DE_SACWIS-827

Figure 4.2.6-31. Admin Review Summary Information.

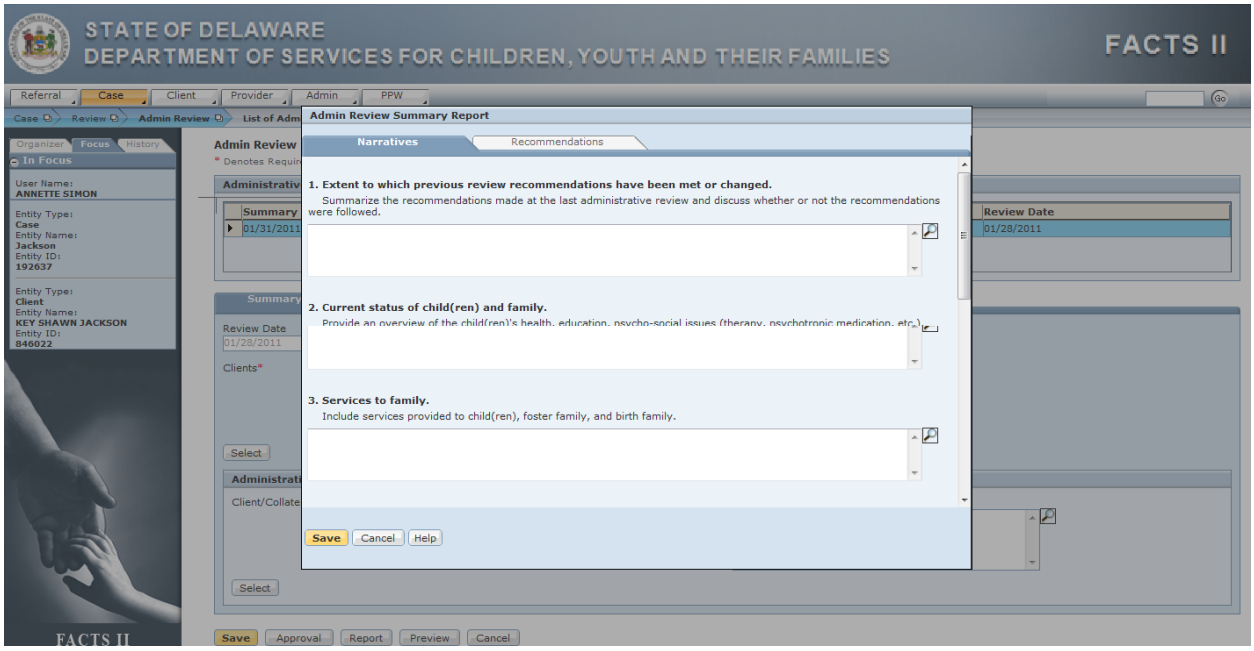


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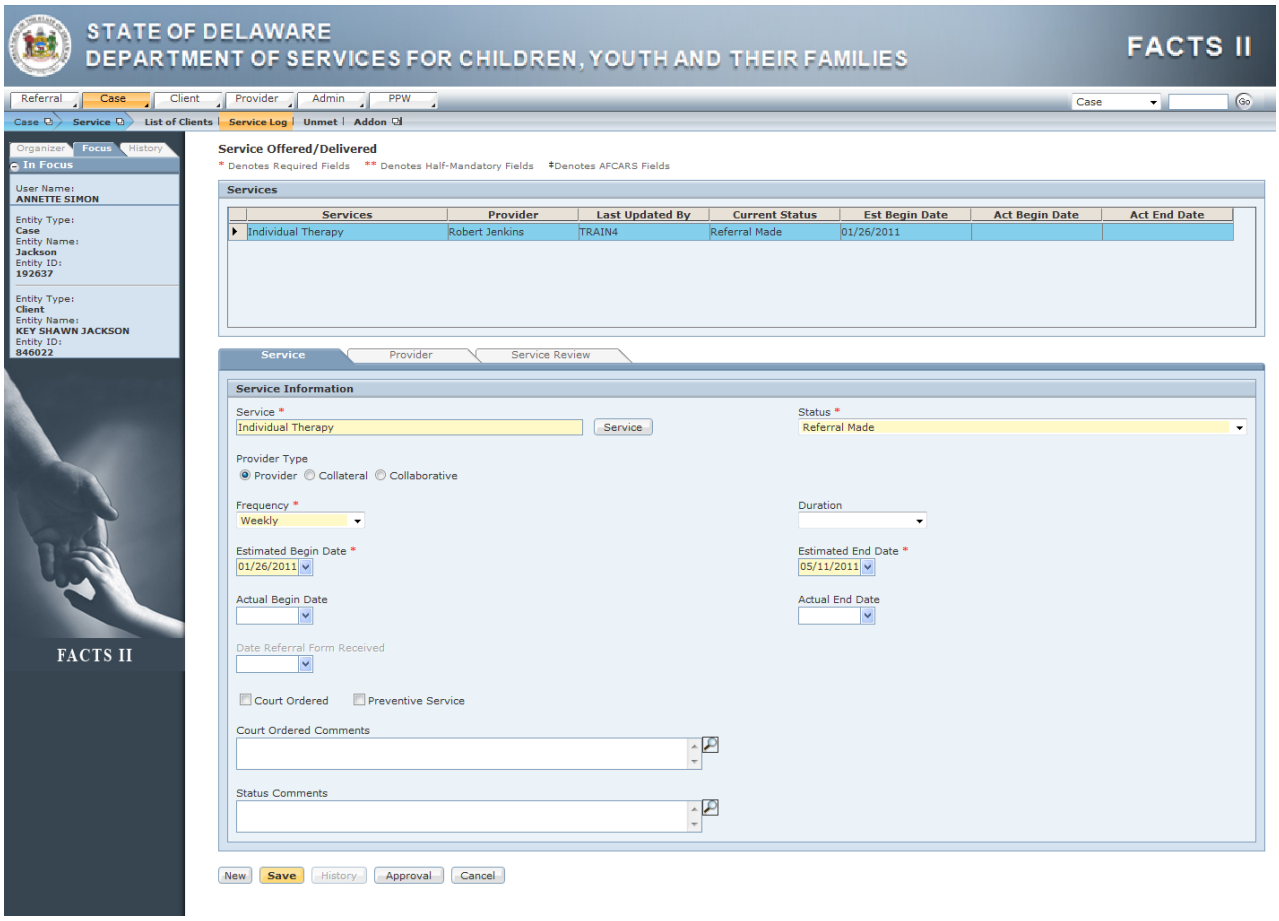
Figure 4.2.6-32. Admin Review Summary Report.

Monitoring Service/Case Plan Service

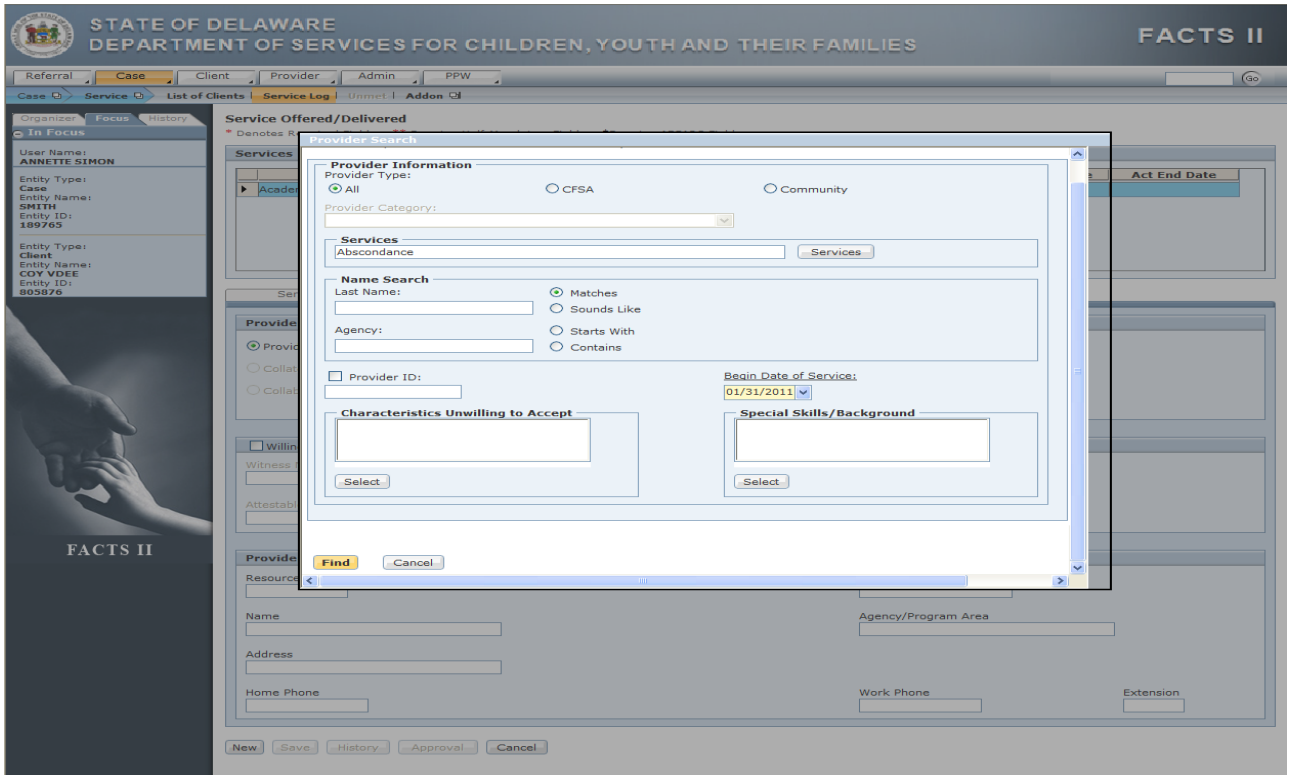
Delaware FACTS II provides the ability to initiate non-placement services during the investigative and case stages as pictured in Figure 4.2.6-33.Services identified in the Service Plan are automatically plotted in the Service Log for initiation by the worker. However, entry of additional services can be entered directly into the Service Log screen. After a service is identified, workers are required to search the statewide Resource Directory to identify available service providers.



DE_SACWIS-829

Figure 4.2.6-33. Service Log.

FACTS II provider automated support in the identification and matching of service needs with available resources as pictured in Figure 4.2.6-34. Workers can search the Resource Directory based on a child's specific needs as identified during the assessment process – for example a worker can use a child's strengths and needs as search criteria to search for a service providers that are equipped to provide services to a specific child. The search will return potential matches to attach to the service log record. Once the worker has entered an "Actual Begin Date" for a service, a Service Invoice will be created for the indicated service provider for confirmation of services delivered.



DE_SACWIS-705

Figure 4.2.6-34. Service Provider Search.

An additional feature of the Service Log is the automated Unmet Needs functionality as pictured in Figure 4.2.6-35. When a search is executed and the search results do not return any service providers for the requested service – the service is then automatically saved as a need that is unmet by the department. These unmet needs can be used evaluate the demand of various unmet needs and by local jurisdictions for the recruitment of local service providers.

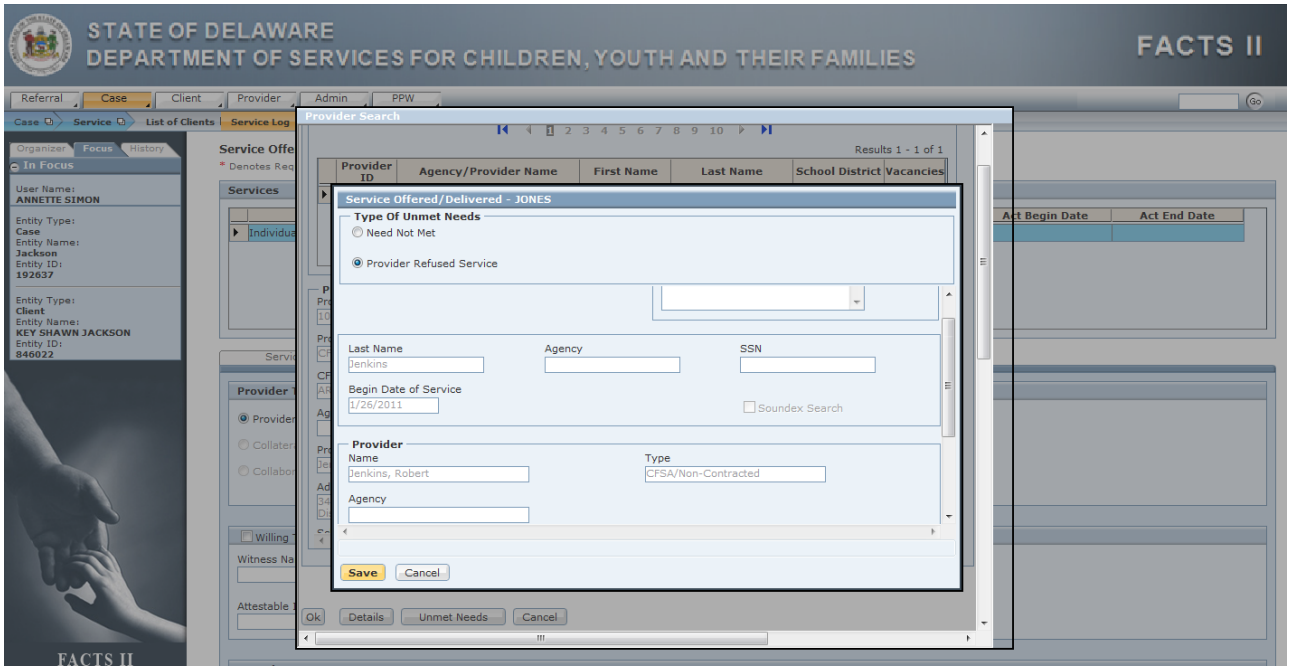


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Figure 4.2.6-35. Unmet Needs.

Resource Management

Deloitte's proposed Delaware FACTS II contains comprehensive Resource Management functionality as shown in Figure 4.2.6-36 that allows workers to match children's needs with the services offered by providers for maximum benefit of both the parties involved.

The proposed Delaware FACTS II allows DSCYF to maintain a Master Resource Listing (which is a Master Provider Index), document recruitment efforts, manage provider licenses, available services and enter into contractual agreements with Providers and monitor those contracts. The Contract and Rates component of the Provider Management module captures both the schedule of foster care rates for public resource homes and the contracted rates for private provider organizations. The solution offers a comprehensive unified service taxonomy containing the different service and payment types which enables matching of services with the child needs keeping in mind the available resources and budget. The sections below describe the discussed functionality in detail.

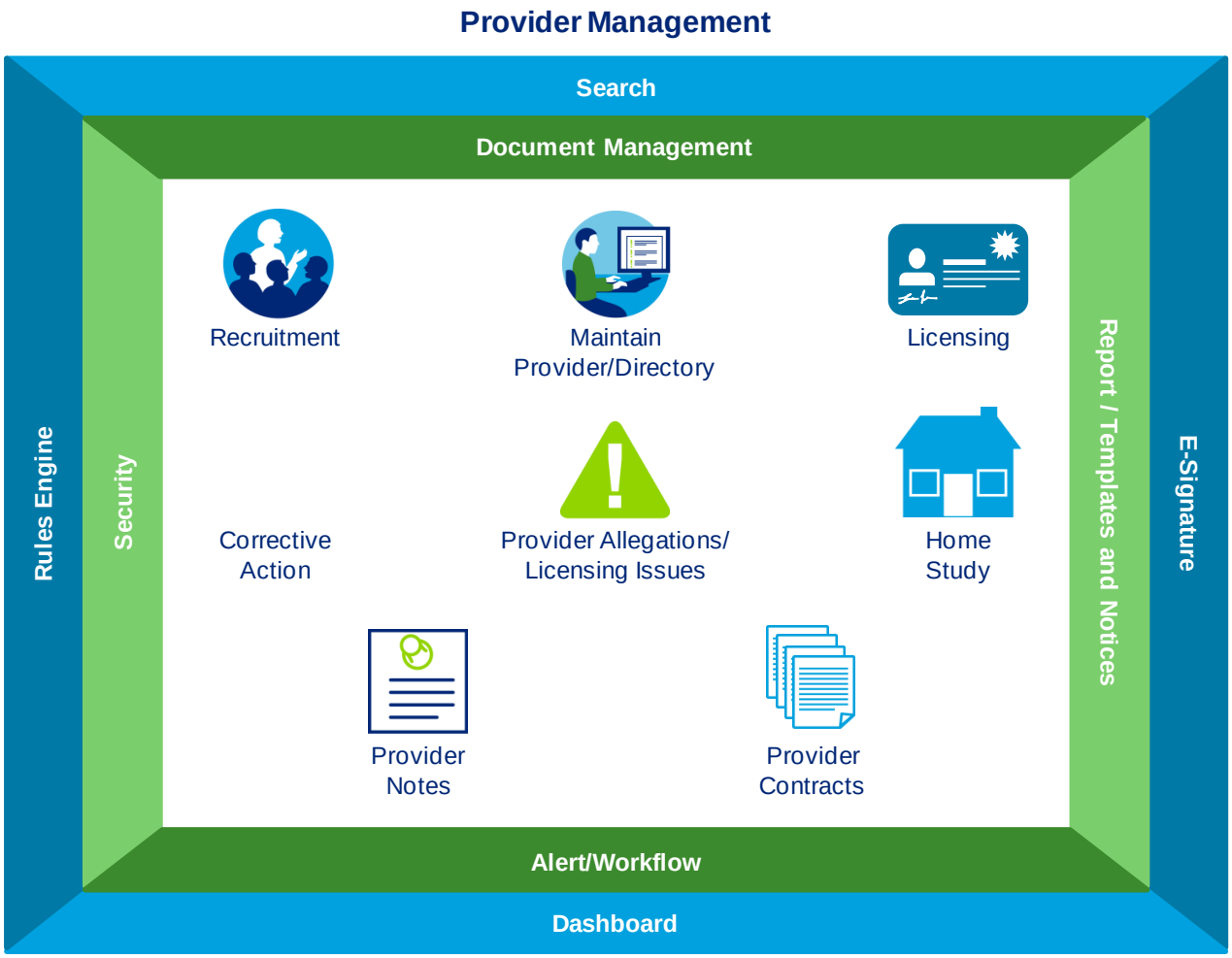

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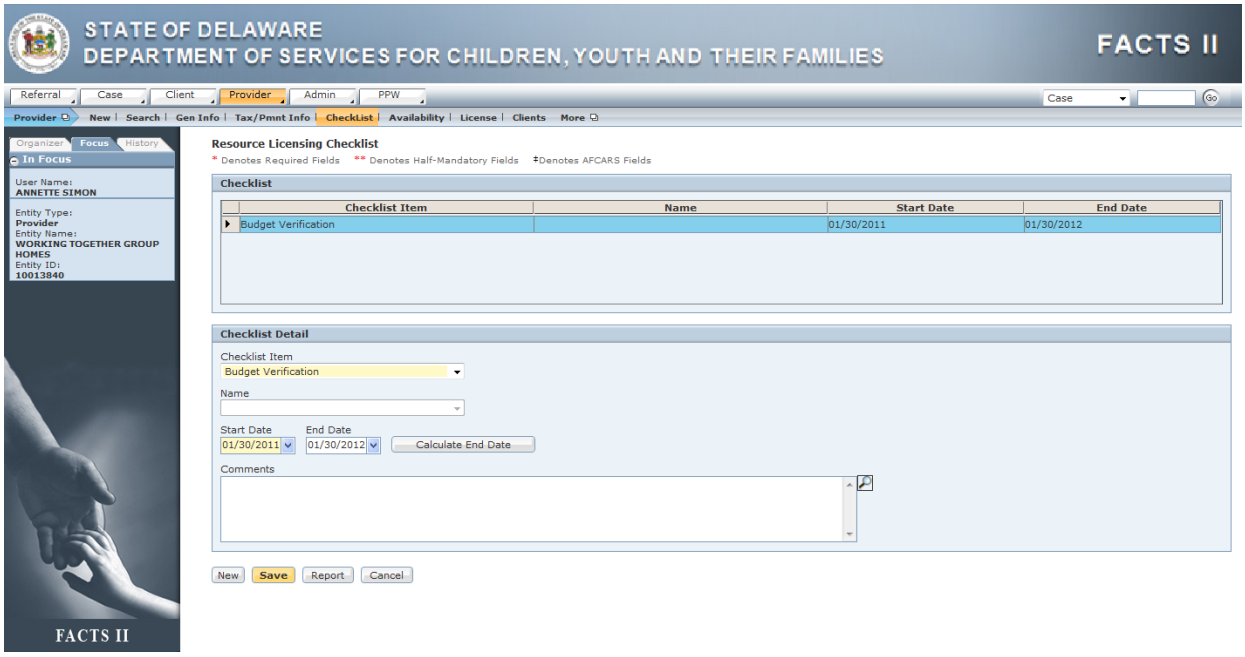
Figure 4.2.6-36. Provider Management.

Facilities Support

Before a provider can deliver services, it is necessary for them to complete an appropriate licensing process. Since there are a number of different provider types, offering different types of service, the nature of the licensing process can be very different for each provider. Further complicating the licensing process are the following:

- Certain licensing items must be completed only once. Others must be completed multiple times – annually for example
- Certain licensing items have a period of validity. Once that period expires, the provider can no longer claim to have a valid license

To help the licensing worker manage this complexity Delaware FACTS II offers a licensing checklist that guides the user through the requirements for each type of provider and service. Delaware FACTS II Licensing model is customizable to support DELACARE licensing standards and record compliance requirements via checklists. Figure 4.2.6-37 illustrates Check list functionality provided by Delaware FACTS II.



DE_SACWIS-830

Figure 4.2.6-37. Licensing Checklist.

The following licensing checklist of the provider must be addressed prior to licensure:

- Home Study
- Household Member
- Individual Training

All licensing checklists have been explained in the next sub section.

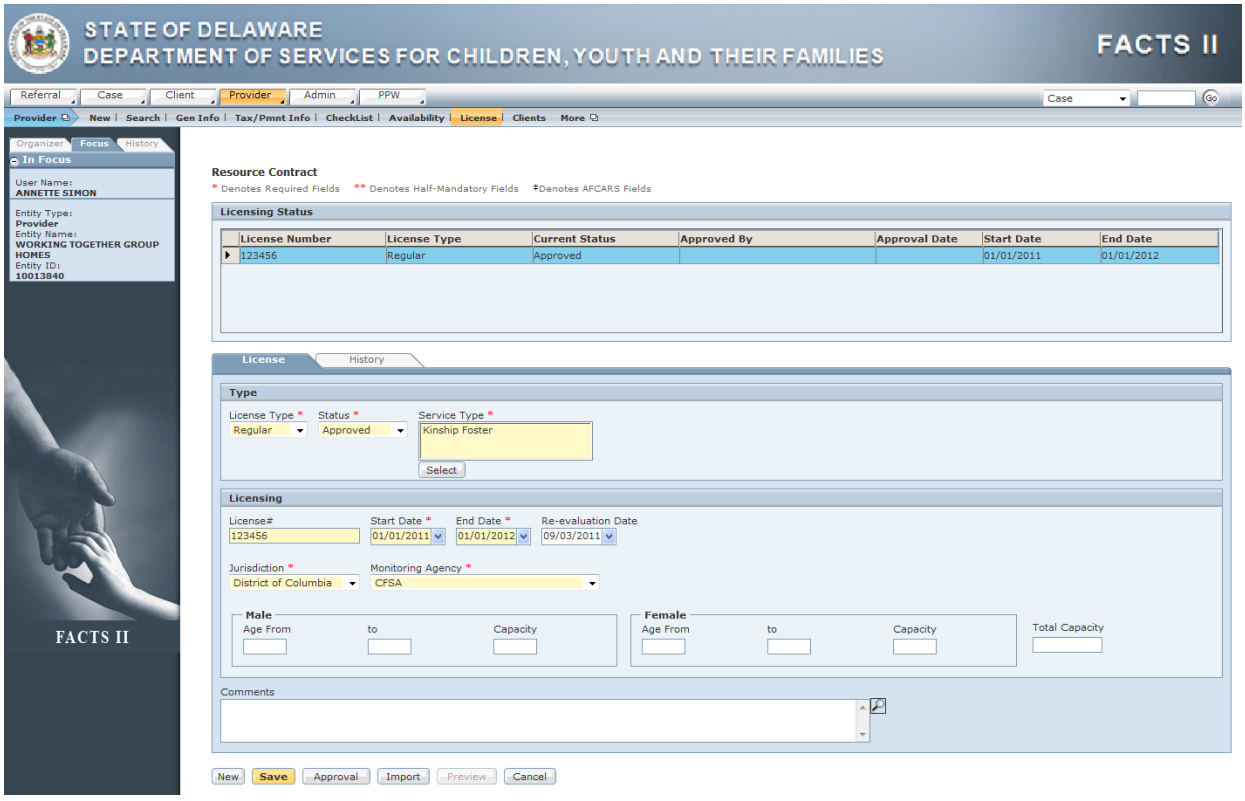
Once the terms of the checklist have been completed, Delaware FACTS II allows the provider to be licensed. The system allows for three different types of licenses:

- **Regular.** This is the normal type of license issued to providers who have completed all of the terms of the checklist appropriate to the type of service they wish to deliver
- **Provisional.** This type of license is sometimes issued to family members in the event of an emergency removal. It allows them to care for the child in the expectation that they will complete the full terms of licensure in the future
- **Temporary.** This type of license is identical to the provision type, except that it has a fixed end date

Delaware FACTS II can convert provisional and temporary licenses to regular licenses. In addition, it records the status of each license. Delaware FACTS II offers four distinct license actions:

- **Approved.** This action means that the license is fully active
- **Restricted.** This means that no new children can be placed with a provider although children currently with that provider may remain there. Licenses are automatically placed into a restricted status upon receipt of an accusation of institutional abuse
- **Suspended.** This means that no children may be placed with a provider and those that are there must be removed. Although serious, the expectation is that the provider will regain regular license status once they have completed an approved action plan
- **Revoked.** This means that the license has been terminated and there is no expectation of ever regaining it

Figure 4.2.6-38 illustrates the provider licensing screen.



DE_SACWIS-831

Figure 4.2.6-38. Provider License.

In addition to maintaining the current status of each license, Delaware FACTS II maintains an audit trail of license status changes over time. Also, the Licensing functionality supports capturing of the provider's desired capacity. This allows for the calculation of the vacancy at the provider location at a given point in time and allow gate keeping of services to manage finite capacity of the provider. Other important features of the Delaware FACTS II licensing function are as follows:

- License status is automatically passed forward into the Title IV-E claiming functionality so that claims are not made for services delivered in unlicensed homes.
- Signed license agreements may be scanned into the system.
- FACTS II generates an approved license report and stores it in the File Cabinet upon license approval. Reports are also generated weekly showing providers for whom a required component of licensure is about to expire – thereby prompting action before expiration.

Delaware FACTS II Licensing functionality is integrated with Alerts to generate Alerts and ticklers on key events that include:

- Alerts to the licensing staff when an application is submitted by an applicant/provider that was denied in the past
- Alerts to inform licensing staff when an application is submitted by a provider who is under adverse action
- Alerts to informs appropriate licensing staff that a provider's certificate is number of days past expiration
- Alerts to notify the Certification Representative that a corrective action plan was received from the provider

The Delaware FACTS II Integrated Service process model allows workers across programs to access provider information pertaining to Notes, treatment plans and critical Incidents. When homes, facilities, or placement agency programs are found out of compliance with regulations, workers create corrective action plans to identify the concerns and the necessary corrective action. Workers can update the plan status as needed. Additionally, the Resource Directory supports the tracking of a resource home applicant's pre-service training hours and the in-service training activities of an approved resource home undergoing reconsideration.

Training Management

Before a provider is licensed, the provider needs to receive a minimum pre service hours of training. Pre-service trainings are classified as trainings needing to occur prior to a certain service taking place (for example – prior to becoming a foster parent). Providers also need to receive in service trainings which are classified as trainings that occur after a certain service takes place to maintain or enhance a skill (for example, after becoming a foster parent).

The Delaware FACTS II provides a training management module to create list of courses/trainings, financial reimbursements, and detailed reporting etc.; by entity; tracking registration, training rosters of attended classes, etc. by trainer.

The following section discusses how to enter detailed information about recording workshop. The process starts with recording master list of courses by creating new course/training information.

The functionality of creating master list of course illustrated between Figure 4.2.6-39 through Figure 4.2.6-41.

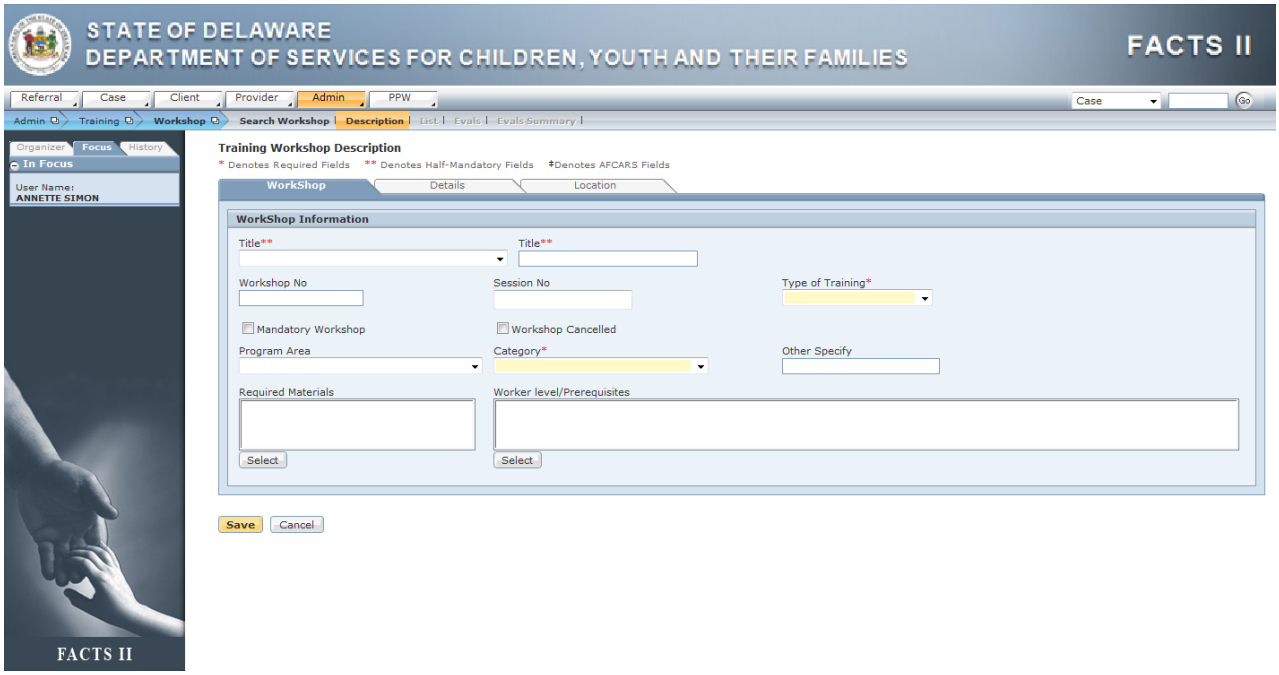


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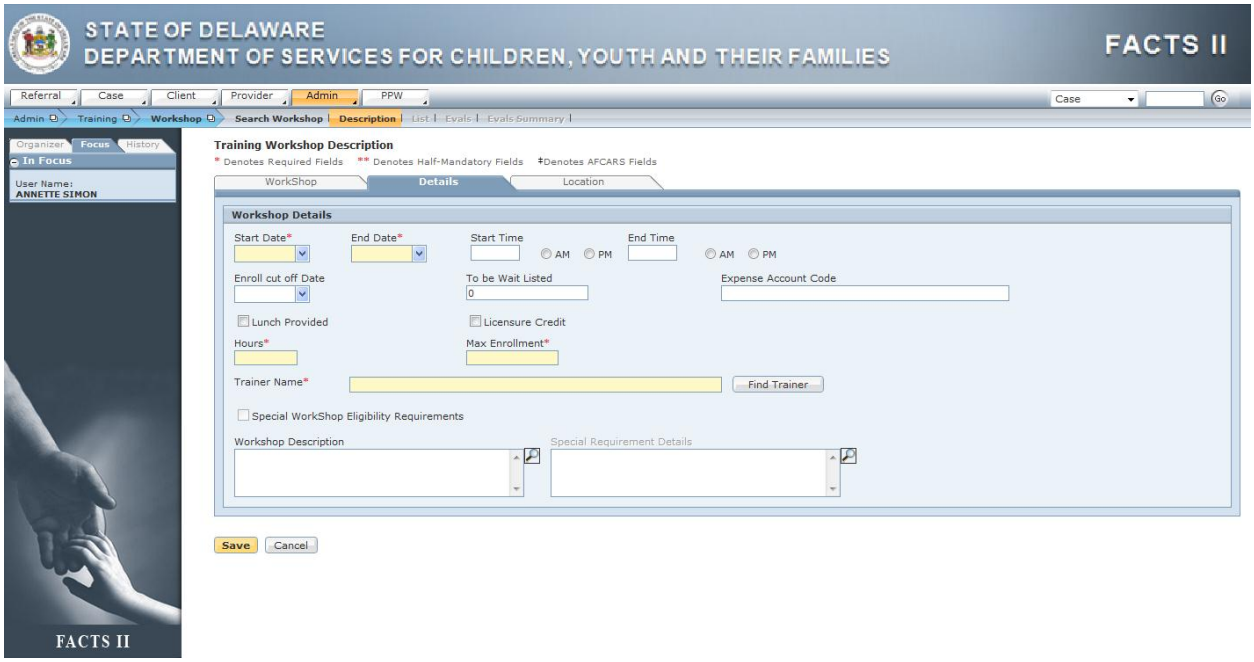
Figure 4.2.6-39. Training Workshop Tab.

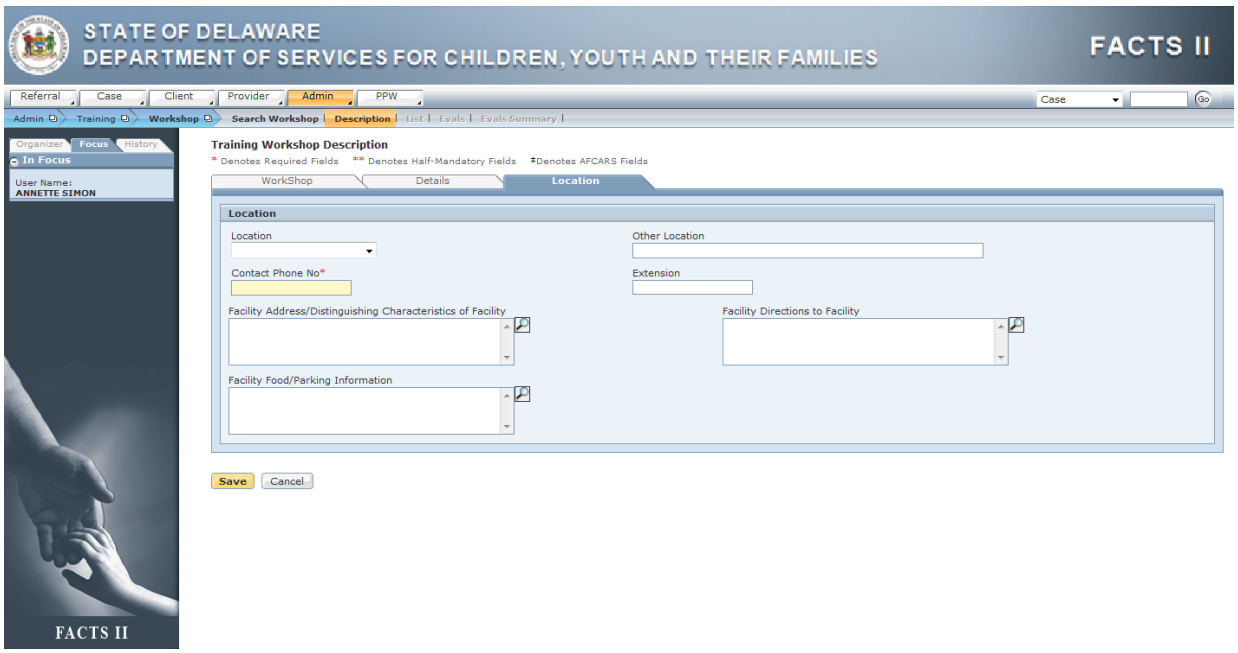
The Details tab captures roster timing, training hours, trainee name and other details on the training. This tab also allows entering expense account code to support financial reimbursement information.



DE_SACWIS-833

Figure 4.2.6-40. Training Workshop Details Tab.

The Location tab allows entering information related to location of the training.

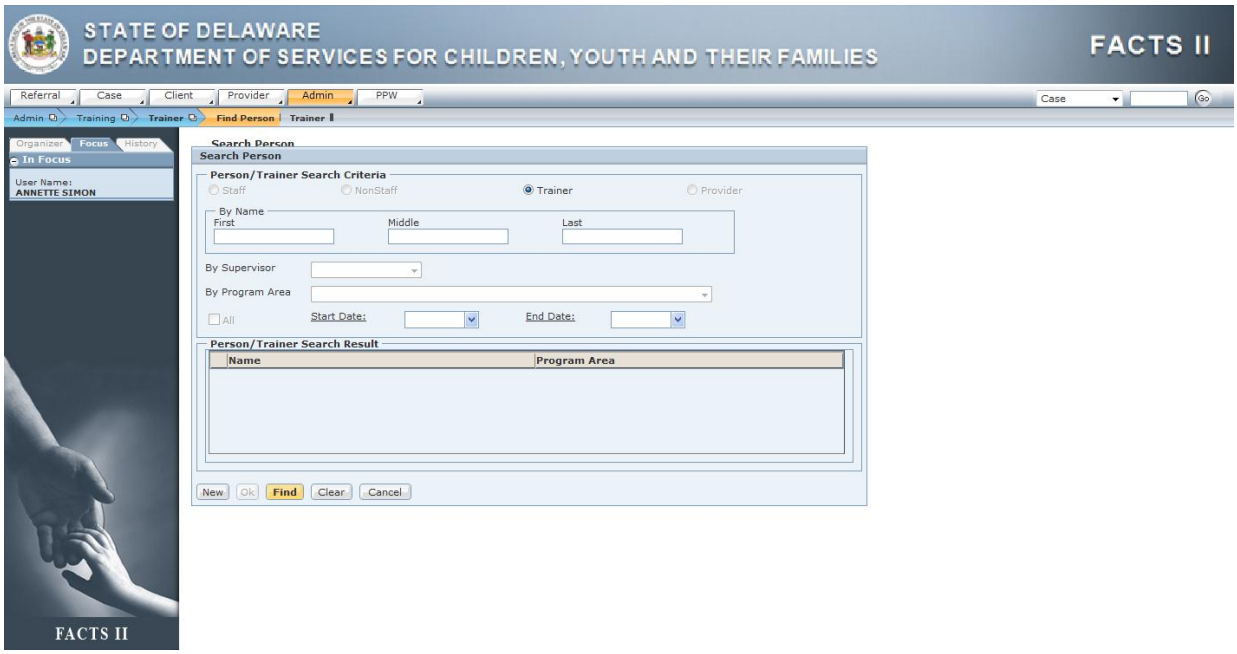


DE_SACWIS-834

Figure 4.2.6-41. Training Workshop Location Tab.

Once the training workshop is recorded, as shown in the next step, the Delaware FACTS II Training Management sub module allows capturing trainee information on existing courses. Trainers may vary for each training.

This allows the ability to create a new trainer which can be accessed to select trainee(s) while an existing training description is active. Figure 4.2.6-42 and Figure 4.2.6-43 illustrates creating new trainee:



DE_SACWIS-835

Figure 4.2.6-42. Search Person.

Search Person screen allows the worker to search on the existing trainer and redirect the screen to view Trainer Information screen. Once on the Trainer Information screen the worker can then create a new trainer or change existing trainer details when selecting a trainer from Search Person.

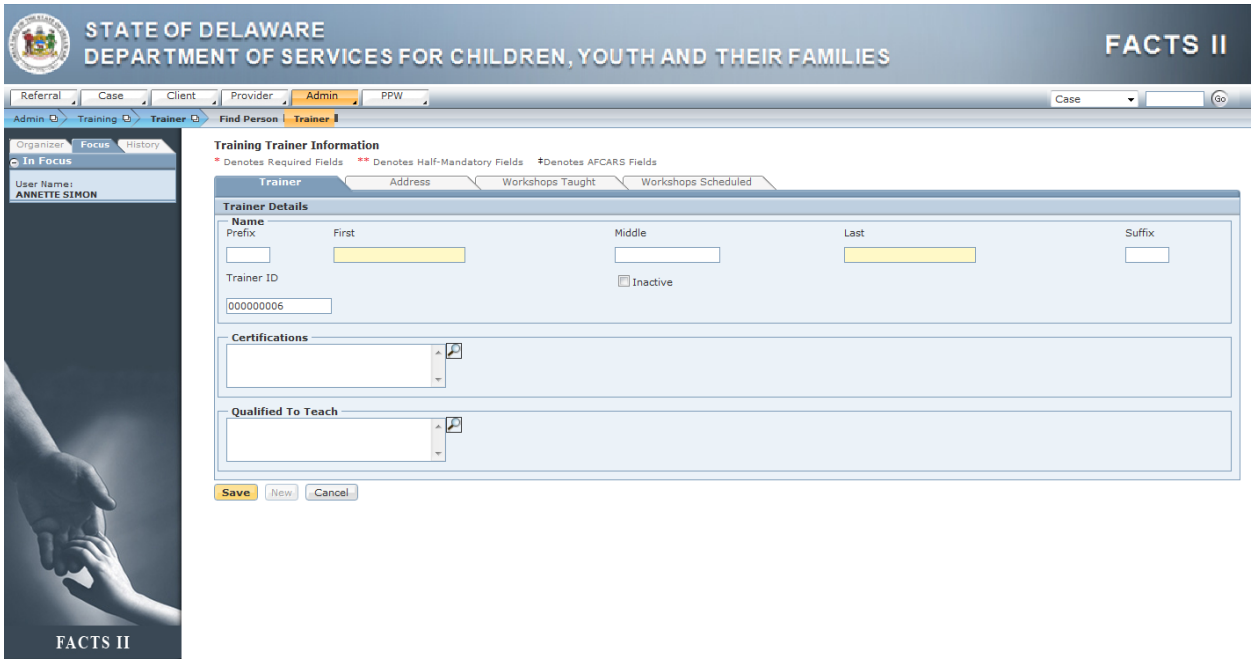


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Figure 4.2.6.43. Trainer Information.

The final component of the Training Management functionality is adding attendees' names as shown in Figure 4.2.6-44. Training Enrollment screen allows the worker to select an existing provider as a trainee/attendee in existing workshop. The Training Enrollment functionality has the ability to add multiple trainees in the same workshop.

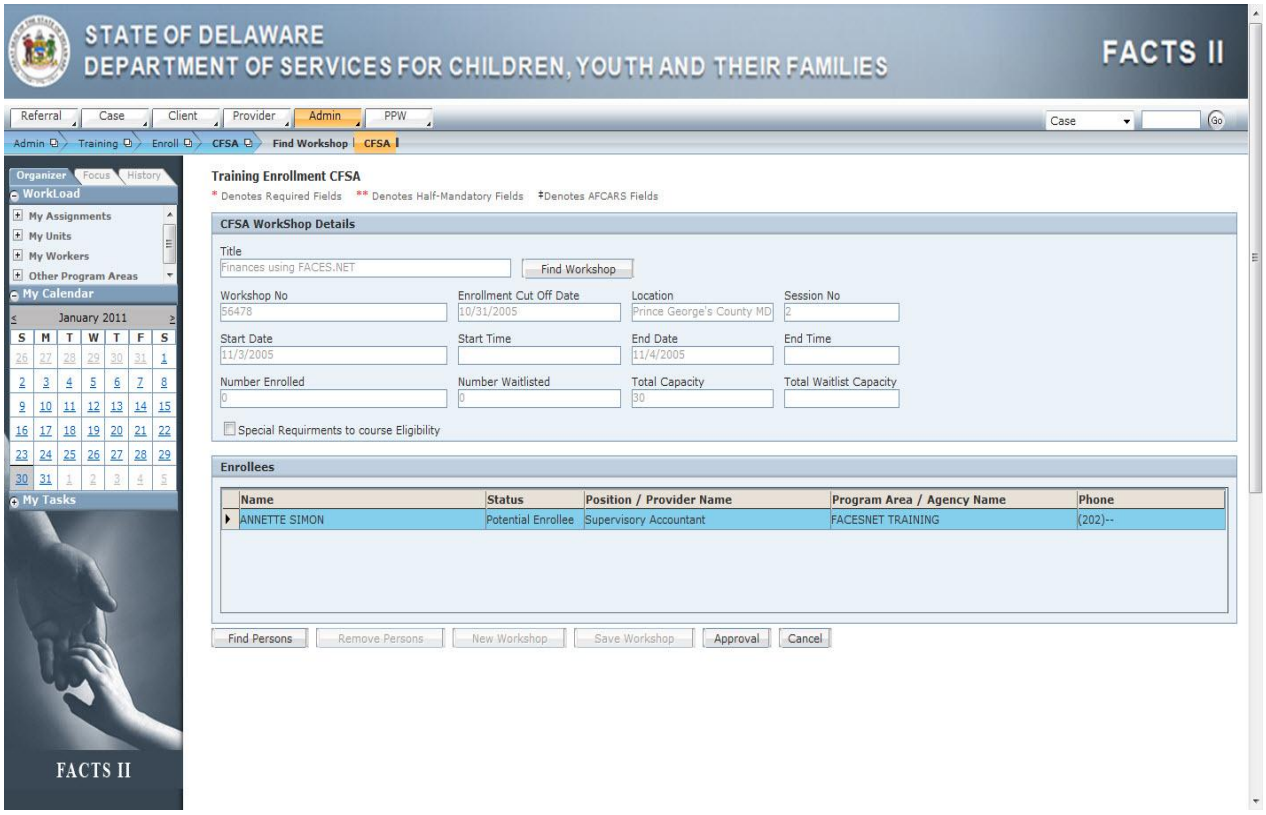

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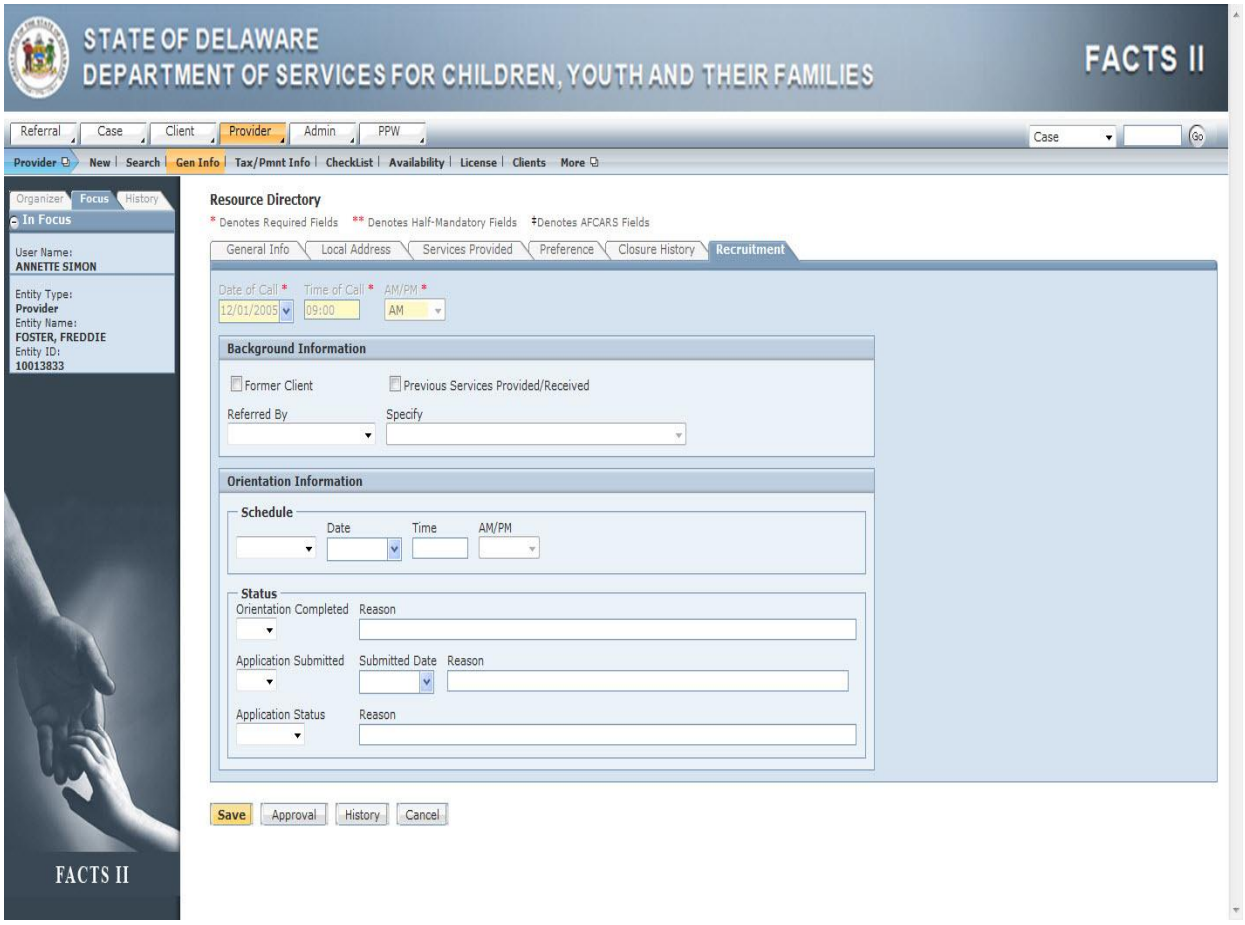
Figure 4.2.6-44. Training Enrollment.

Foster/Adoptive Homes Support

Recruitment process is an important activity for the agency to find a foster or adoptive family for a particular child, as opposed to recruiting families in general and later matching the family and child. This approach focuses on individual waiting children, both to attract specific families as placement resources, and to provide more detailed and specific insights about the types of children needing placement.

Delaware FACTS II effectively tracks all events related to foster and adoptive parent recruitment process, including the referral source. Recruitment functionality within Resource Directory tracks recruitment efforts made by candidates who wish to become a provider. Recruitment tracks the progress of candidate providers from initial application, through verification of employment and education, mandatory training and licensing. By tracking the recruitment activities for each accepted provider it is possible to discern the types and locations of successful recruitment efforts so that these may be replicated in future. Figure 4.2.6-45 illustrates Recruitment functionality provided by Delaware FACTS II.



DE_SACWIS-838

Figure 4.2.6-45. Provider Recruitment.

Recruitment functionality is also capable of capturing reasons for foster/adoptive parent's individual application statuses including the status drops out. Deloitte will work with DSCYF to extend the Provider Recruitment functionality to send invitation letters and information packets to potential foster parents based on status of the application.

Delaware FACTS II has the capability to create and amend provider recruitment information and maintain a history of provider's actions. Having this information for every provider allows DSCYF to maintain a repository of information that can be aggregated to show a complete picture of providers who began the process, participated in recruitment activities, participated in mandatory training, and completed (or not complete) the recruitment process. The system maintains this information as a link to a provider's record. Any recruitment information documented persists as an integral, permanent part of the provider's record. Workers have the ability to access information at any time providing the ability to modify activities for a given provider accordingly. No one has to wait on reports of general information documented through recruitment screens. The goal of these recruitment activities is ultimately to meet the needs of the clients, the foster care providers, and adoptive parents. Targeting the activities that bring in the most providers increases the likelihood of finding a match between a client and various providers.

Once the Foster/Adoptive Parent Recruitment is complete, Home Study and Provider Individual Training should be completed for the Foster/Adoptive parent to become a permanent Foster/Adoptive Provider to start delivering services.

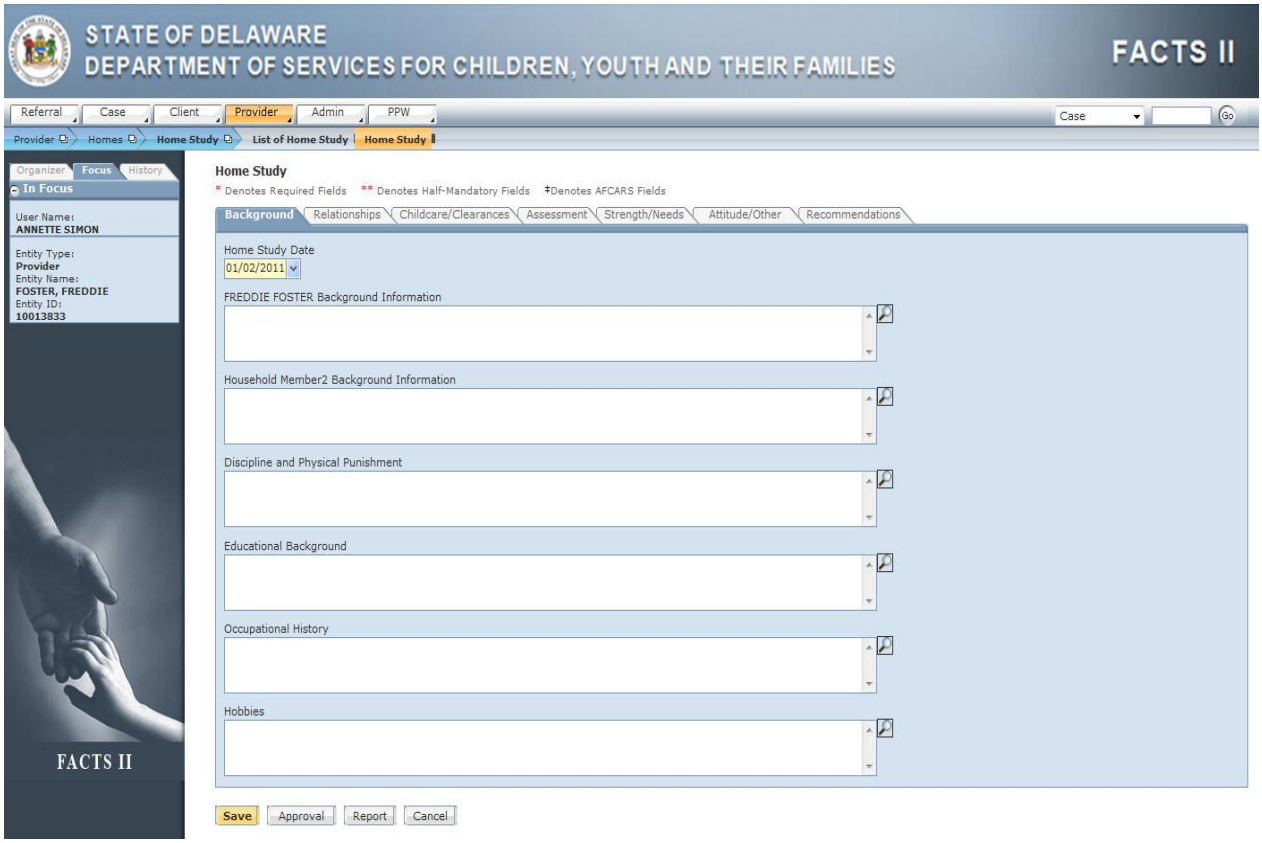
Home Study

The Home Study system facilitates the initial assessment/approval and the periodic reconsiderations of a State home, or public provider. This provides an online home-study format to be used by state and private agencies that satisfies Office of Child Care Licensing (DELACARE). This system can be used to assess and approve all types of homes: “regular” resource homes, restricted homes, kinship care homes, and guardianship homes.

The Home Assessment/Approval system also allows for the provisional approval of resource homes. Additionally, when there is a significant change in the household, such as a relative or friend moving in, or when the family moves into a new house, this system allows the resource worker to update the household information as necessary.

The Home Study system lets workers record home assessment data. If the agency has already completed a home assessment of the provider, the contents of the previous home assessment are copied into each new home assessment, so that the worker can simply update the family information instead of re-entering everything from scratch.

There are two types of data captured in this form: factual “hard” data about the household and its residents and the resource worker’s narrative evaluation of individual household members and the family as a whole. The Home Study screen as shown in Figure 4.2.6-46 captured information as a family and the Household screen as shown in Figure 4.2.6-47 and Figure 4.2.6-48 allow capturing individual member information in the family.



DE_SACWIS-839

Figure 4.2.6-46. Home Study.

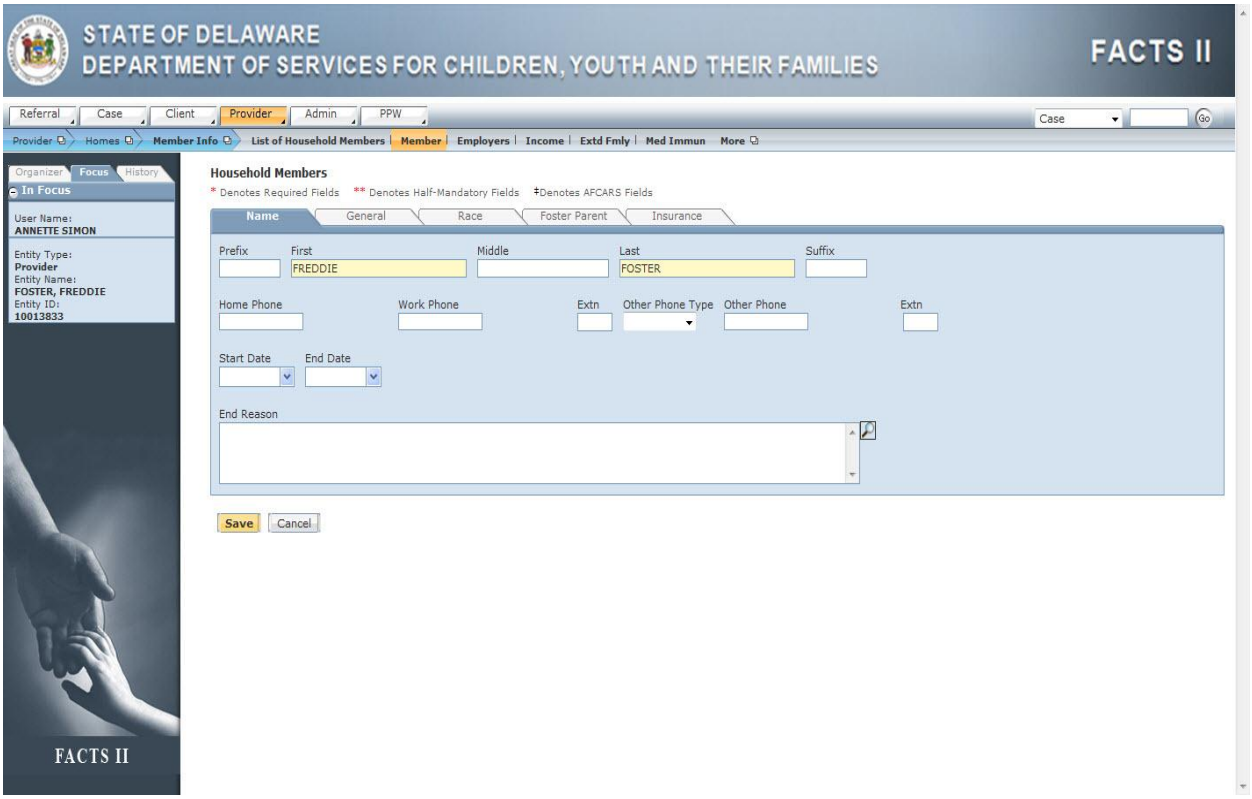


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Figure 4.2.6-47. Household Member Name Tab.

The General tab on Household screen allows capturing AFCARS related information. This also allows marking a member as head of house hold.

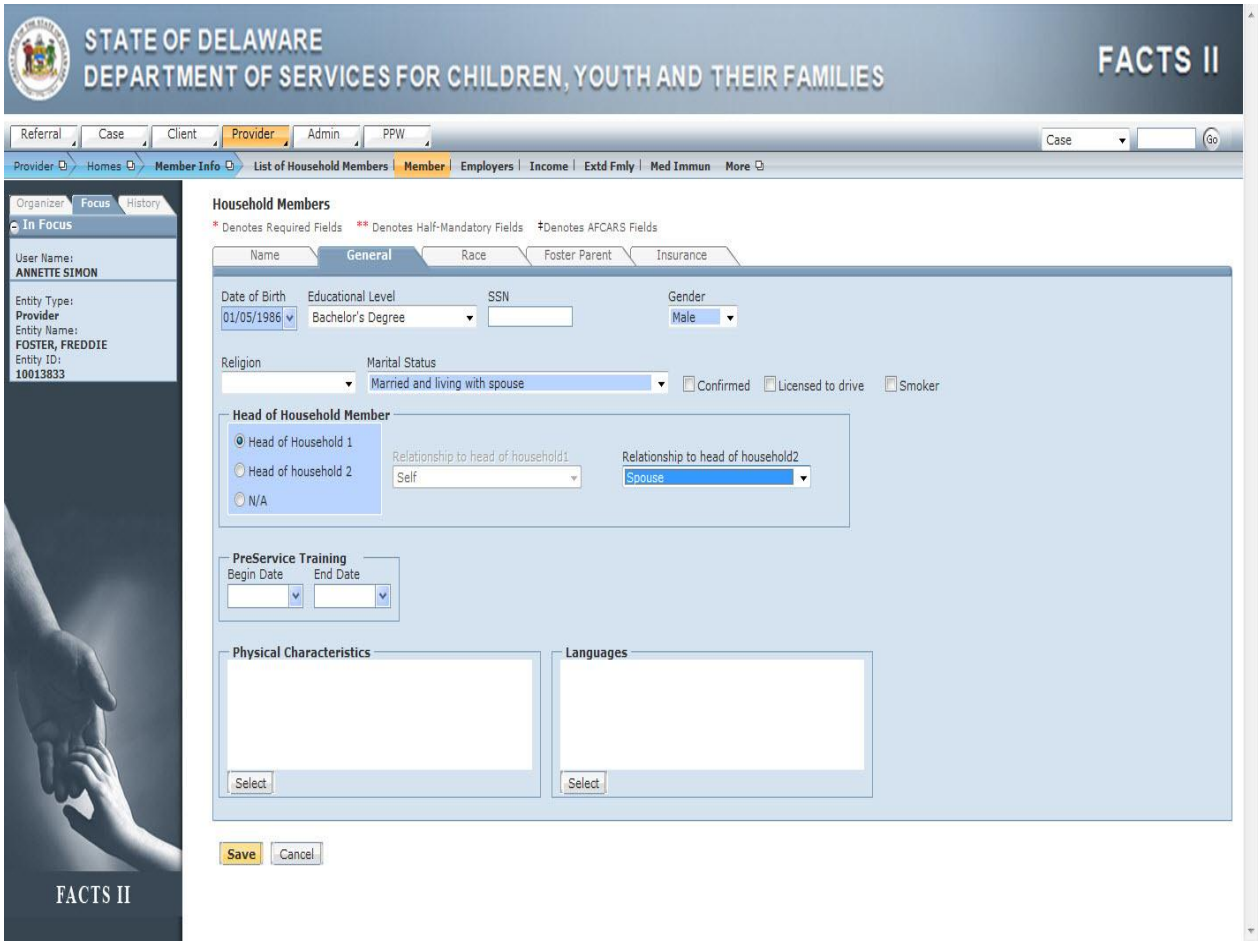

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Figure 4.2.6-48. Household Member – General Tab.

The factual information captured in Home Study and Household Member includes:

- Name and demographics for all individuals living in the home
- Clearance and background check results for everyone 18 years of age and older
- Any pets in the home
- Person used as backup for care of children in case of emergency
- References for the family
- Resource workers can enter narrative regarding:
- The child and adult history of the applicant and co-applicant (heads of household)
- How each biological child has succeeded in this family
- How the family works together as a team

- The family's motivation for becoming a resource home
- How the family has performed and adjusted to foster children
- How foster children have succeeded in the home

The last component of the resource home study is a checklist, which the resource worker can use to confirm that the documents and activities required for each type of home approval are completed. Additionally, the system includes a family assessment, which the resource worker uses to identify the family's strengths and weaknesses.

The information required to complete an initial home approval and a reconsideration are different. The necessary data also varies by home approval type (kinship, restricted foster care, etc). Subsequently, this system offers the resource worker a summary view of what data is required and what sets of data remain incomplete.

When all the necessary data has been captured, the worker can enter a recommendation to approve the home for a certain type of service over a specific time period. The worker then identifies the number, age, and gender of children that this home is approved to serve. Once the supervisor approves the worker recommendation, this home can begin accepting children for placement and the worker can print the home approval certificate.

There are a number of reasons why a home should stop receiving placement referrals: compliance issues, an open investigation into abuse/neglect allegations, or a request by the foster family themselves. The Delaware FACTS II Home Assessment/Approval functionality gives resource workers the ability to place a home "On Hold"; such homes do not appear in the placement search results. Additionally, should the situation warrant, resource workers can revoke a home approval completely.

Provider Training

The final piece of approval criteria relates to provider training. The Individual Training Record screen of Delaware FACTS II allows tracking training information for Foster/Adoptive parent. The Delaware FACTS II records all instances of provider training whether it is for applicants to become a provider or for existing providers engaged in follow up training or a corrective action plan. For each training course, Delaware FACTS II records the date, and completion status. This functionality is illustrated in Figure 4.2.6-49, it is important to note that Delaware FACTS II can record and distinguish between training delivered by the child welfare agency and that delivered by third parties.

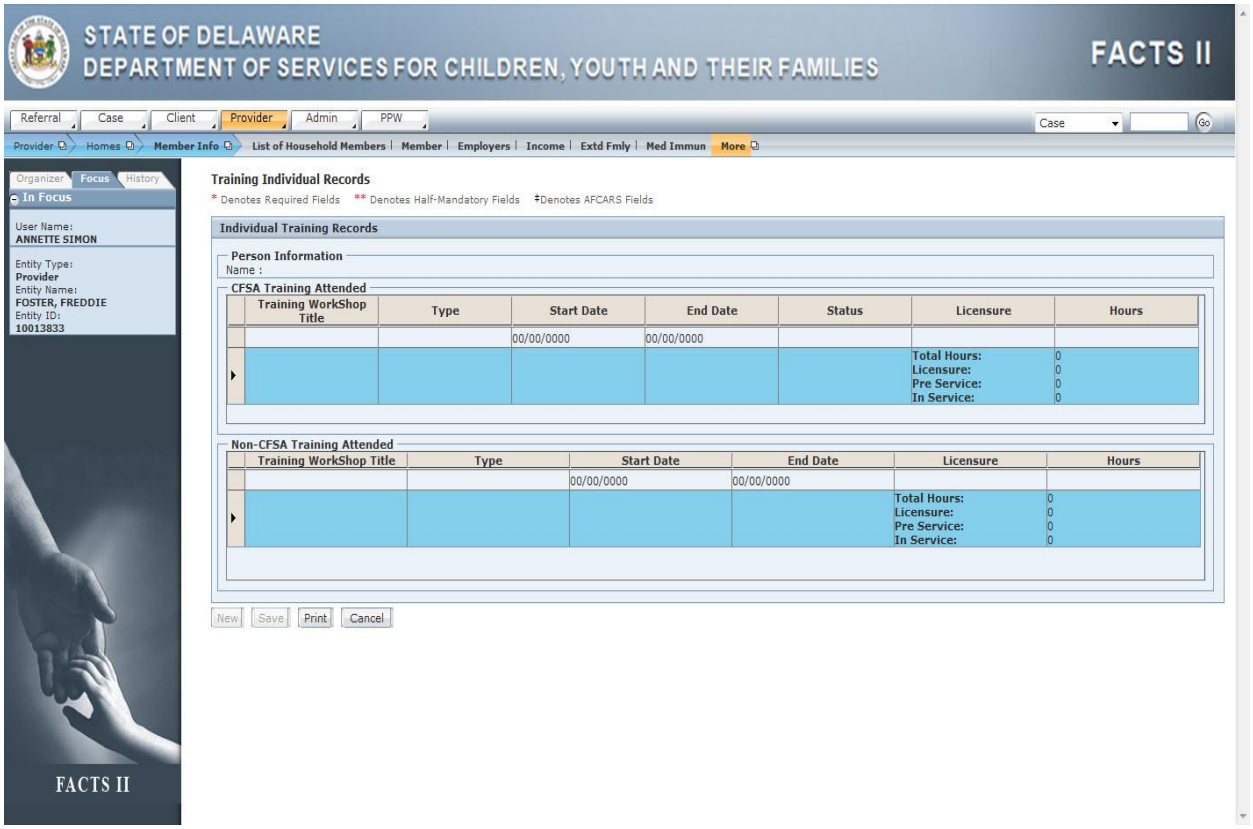

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Figure 4.2.6-49. Training Individual Records.

With the approval criteria list and checklist complete, the coordinator can enter the agency decision whether or not to approve the Foster/Adoptive parent. For those approved sites, the coordinator enters the issue date and expiration date of the licenses. The coordinator then records the number, age, and gender of children that this Foster/Adoptive parent is approved to serve.

Resource Directory

The Provider Registration component of proposed Delaware FACTS II provides the ability to track and maintain data on all provider types, history and demographic information, including multiple phone numbers, fax numbers, e-mails, and addresses. It also tracks a person(s) and contacts associated to the provider and their role. Delaware FACTS II supports the collection and maintenance of foster care and adoptive home information, allows multiple counties' and/or statewide contracted providers to be associated to the provider's service type, tracks provider's capabilities and preferences that supports configurable capabilities and preference values for a provider. Furthermore, Delaware FACTS II tracks recruitment efforts, provider inquiries, as well as maintains and supports a collection of provider information and real-time tracking of service availability from providers.

Provider Registration

Provider Registration allows programs within DSCYF to create and maintain providers in a central place–Master Resource Listing that is easily accessible to workers from different programs. The Master Resource Listing stores all open providers currently delivering services as well as those closed providers who are no longer used by the Department to maintain history of Providers. Provider Registration provides a standard way of recording data using common data elements and formats across DSCYF divisions.

Recognizing that the potential provider pool is widening in nature, the FACTS II supports seven different types of providers:

- **Contracted Foster Family Placement.** These providers are typically large umbrella agencies, such as Catholic Charities, who recruit their own pool of foster families and offer those families as foster families for children in agency custody.
- **Contracted Non-Family Placement.** These providers are typically those who operate group homes.
- **Contracted Service.** These providers offer non-placement services to the agency under the terms of the contract. Examples of such providers include: counselors, tutors and psychiatric evaluators.
- **Non-Contracted Foster Family Placement.** These providers are typically individual foster families that have been recruited directly by the agency.
- **Non-Contracted Non-Family Placements.** These providers offer operate group homes, but offer services to the agency without a contract vehicle.
- **Non-Contracted Service.** These providers are directly recruited by the agency and offer non-placement services without a contract vehicle.
- **Community.** These providers have no direct relationship with the child welfare agency, but are known to offer relevant services without a requirement for payment. Agencies frequently use this category for providers of ancillary services that can be recommended to callers of the intake hotline. The choice of providers to be registered in this category is yours, however some examples that we have seen in Massachusetts and the District of Columbia include: Soup Kitchens, employment assistance bodies and temporary shelters.

Although we believe that the Delaware FACTS II offers a comprehensive set of provider categories, if Delaware FACTS II requires additional or different classifications for its provider community then Delaware FACTS II is sufficiently flexible to deliver them. Furthermore, it is important to note that any provider may act in multiple capacities. For example, a contracted counselor can also act as a foster parent. The provider registration screen is shown in Figure 4.2.6-50.

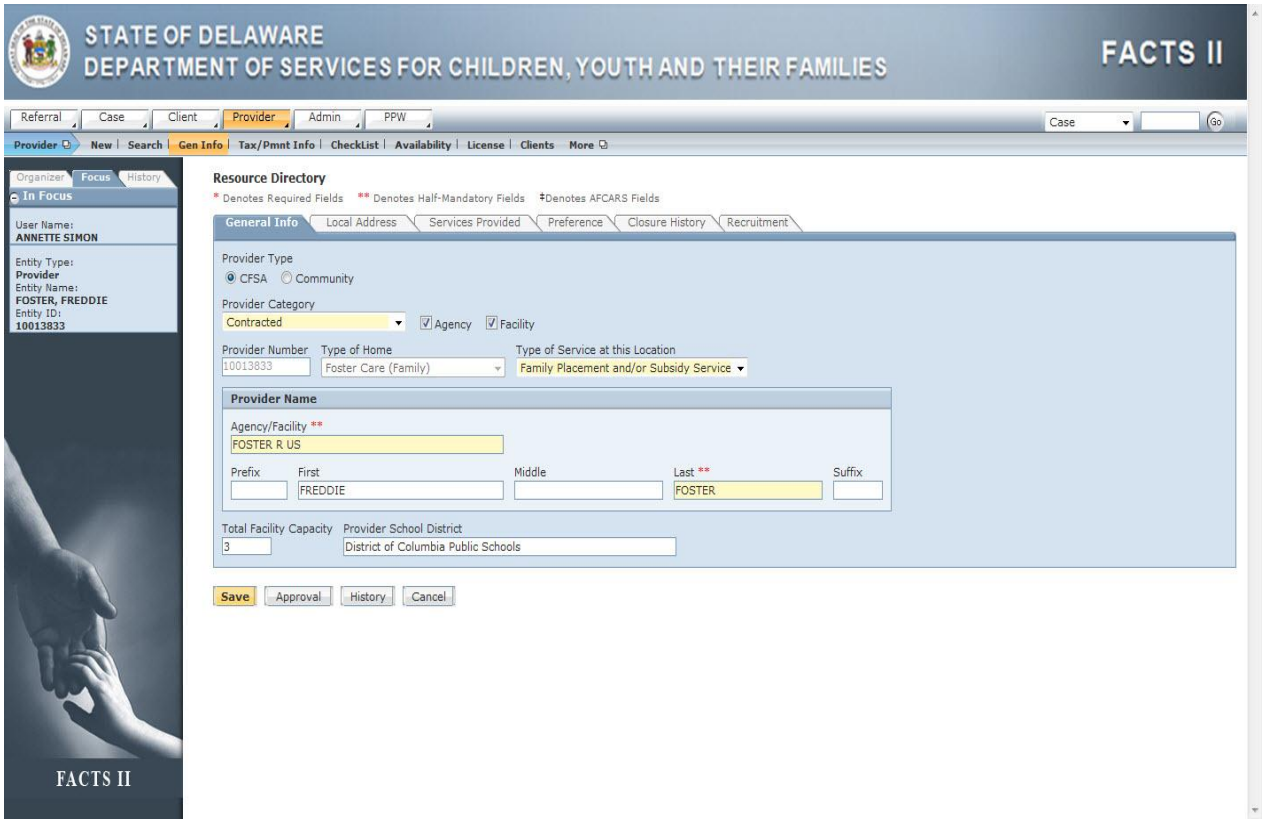

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Figure 4.2.6-50. Provider Registration.

This screen captures all of the fundamental information required to initiate a relationship with a provider:

- **Name and Type of Provider**
- **Address.** Delaware FACTS II can distinguish between the administrative address and the address where service will be delivered. This allows Delaware FACTS II to record the address where the children reside separately from the address to where checks should be sent. In addition, Delaware FACTS II provides address validation and mapping functionality where a worker can view the service coverage area for each provider.
- **Services Provided.** This records which other services a provider is willing, and capture additional information or restrictions on services. This allows entering payment or insurance information and special skills/background information of the provider.
- **Preference.** Delaware FACTS II takes note of the preferences of the provider when making provider recommendations through the resource directory. Examples of preferences that can be recorded are: age of the child and gender.
- **Closure History.** Providers may move in and out of availability, sometimes through the providers own choice, sometimes because of accusations of institutional abuse. This screen records the dates and reason for closure.

Available Services

After registering a Provider the next logical step is to record services that will be offered by the Provider. Non Contracted Services can be linked to Providers through Available Services Screen as shown in Figure 4.2.6-51 Contracted services are linked to Contracted providers within the Contract functionality explained in next sub sections. Delaware FACTS II Available Service functionality enables the worker to select multiple levels of services from master Service Taxonomy. Service Selection screen opened within Available services as shown in Figure 4.2.6-51 provides detailed level of identification of services, distinguishable by different types of services.

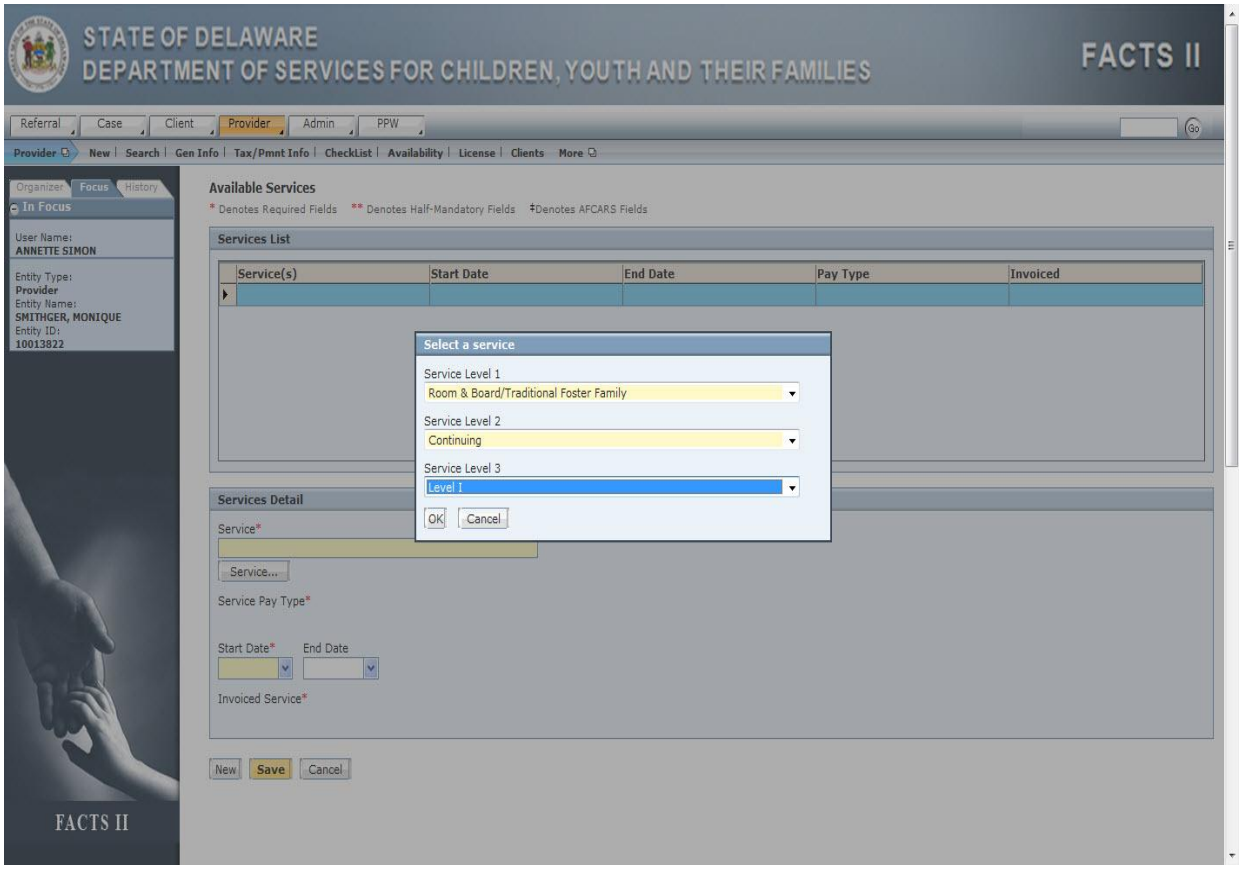

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Figure 4.2.6-51. Available Services.

Delaware FACTS II provides real time tracking of the availability of the provider. The Waiting List screen as in Figure 4.2.6-52 provides the ability to show the clients that are waiting on provider based on client preferences and required services.

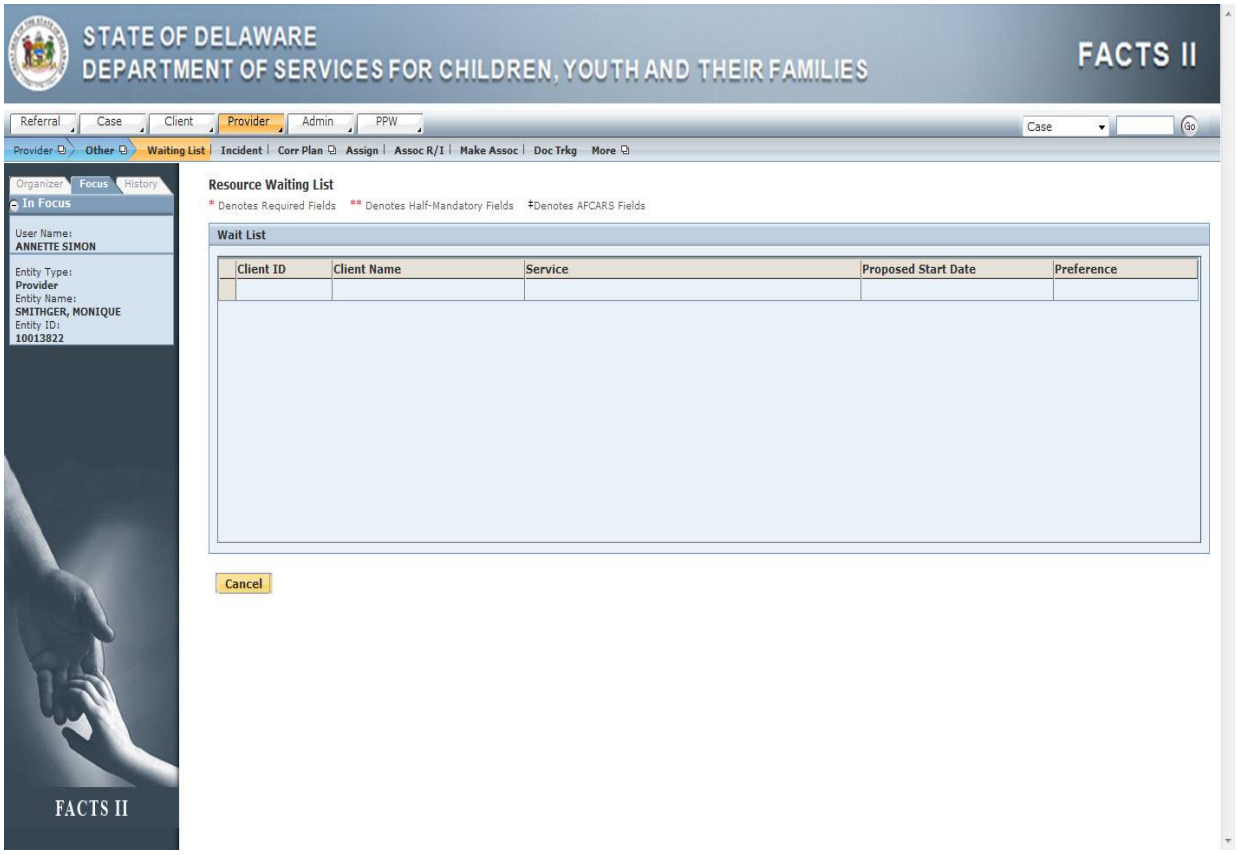

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Figure 4.2.6-52. Resource Waiting List.

Service Matching

Effective service matching is another key component facilitated by Delaware FACTS II. The system supports the ability to effectively match services with available service providers. Throughout the service delivery process workers are able to adequately monitor service activity, evaluate service effectiveness for the clients, and evaluate service providers for future use in serving the community.

Delaware FACTS II supports Service Matching activities by providing a user-friendly interface, streamlined navigation, and power data entry tools to efficiently search for service and placement providers statewide – allowing more face time with clients

Custom search algorithms are employed to efficiently search for service and placement providers that can best serve the family or individual. Child criteria are matched up against provider profiles to systematically determine the best possible placement providers for children in out-of-home care. Information from the service plan is carried forward into the service log functionality where services are initiated to eliminate duplicate data entry.

Delaware FACTS II supports the searching of services within the following broad categories:

- **Child Protective Services.** Recorded and delivered via the Service Log functionality. Workers search the statewide resource directory based on the child's needs to determine appropriate protective service providers. Reevaluation of these services and how they are impacting the child or family can be recorded and assessed through the various assessment and review modules.
- **Foster Care Services.** Delivered via the Service Log, Removal and Placement functionality. Workers record and track the physical and legal removal/return of a child from their home, determine and track the level of care, and find an appropriate foster care placement by searching the statewide resource directory. These placement episodes can be reevaluated through the assessment, review and case plan functionality.
- **Adoption Services.** Delivered via the Service Log, Placement and Adoption functionality. Workers record the preparatory adoption steps (permanency planning, the termination of parental rights, placement/subsidy agreements etc.). The Adoption module provides workers with the ability to record information on the adoptive parents in addition to tracking subsidy agreements and payments, as well as provides the functionality to deliver post-adoptive services.
- **Family Preservation Services.** Delivered via the Service Log functionality. Workers search the statewide resource directory to find family preservations services based on the needs of the family or child within the case.
- **Independent Living Services.** Delivered via the Service Log functionality. Workers search the statewide Resource Directory to identify Independent Living specific services available to the child.

The Services Matching component of the Delaware FACTS II provides the ability to find provider on Service Plan, Placement and Service Log screens in an effort to properly match clients with appropriate providers. The Provider Search on Service Plan, Placement and Service log component of Delaware FACTS II provides following features:

- Provide the ability to search providers by service type, county and placement service agencies
- Support provider searches based on provider services offered, provider preferences, provider location, provider exclusions, provider eligibility for funding sources or any factors specified in the client service plan
- Automate the search for and match providers with client characteristics (e.g., demographics, age, critical placement factors, proximity to the child(ren)'s family, behavioral issues and medical conditions)

Deloitte should be able to enhance the resource search criteria based on capacity/census/vacancies of provider.

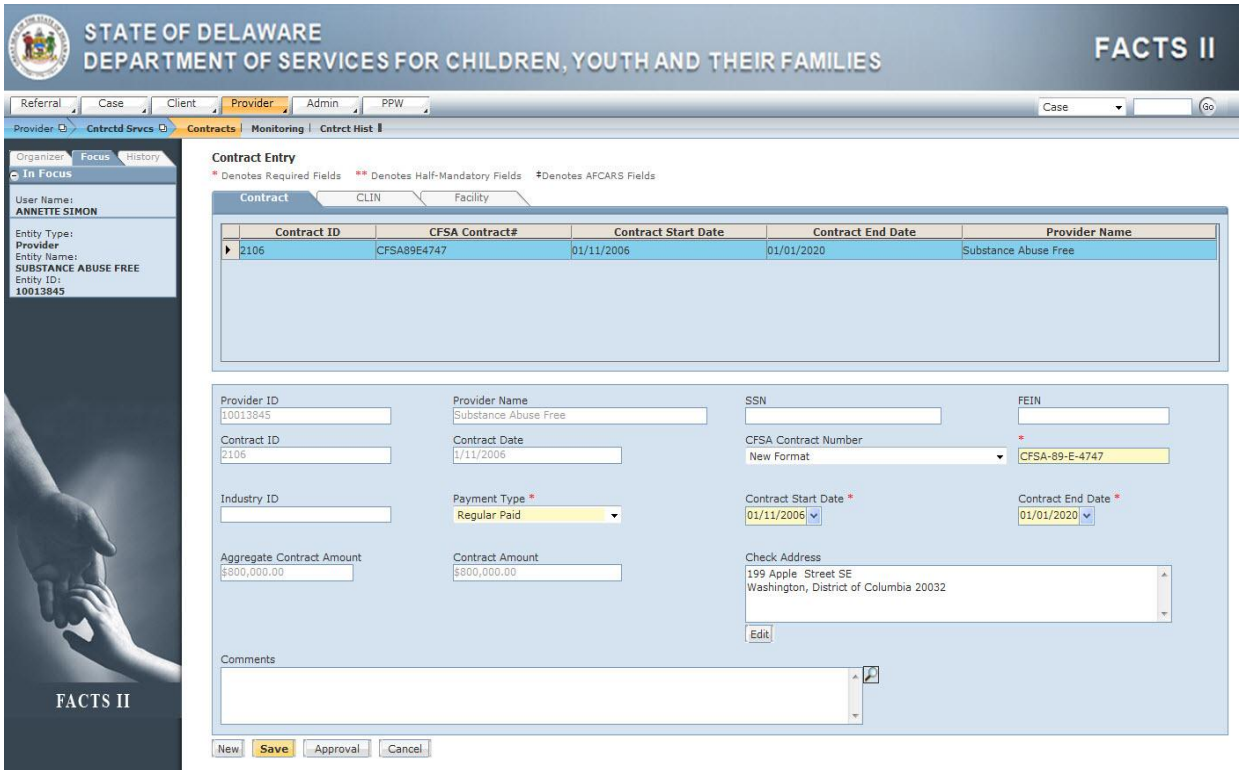
Contract Management

Provider Contracts component of a SACWIS must address number of criteria to efficiently record and maintain contracts and rates information associated to providers:

- Record provider contracts and also allow multiple contract types for a provider
- Record and track contract information which includes, at a minimum, service capacity, rates, population served, contract maximum, geographical area served and begin and end dates for the contract terms
- Support contract amendments and replacement by line or for the entire contract
- Retain a detailed historical summary of all executed contracts and contract lines
- Create multiple separate contracts with an existing provider
- Add specific rate information to each contract line

Our Provider Contract Monitoring sub-module in Delaware FACTS II effectively meets all of these goals. Delaware FACTS II has been built upon lessons learned from our previous implementations and feedback from providers and workers who have used our SACWIS solutions in practice. In the previous sections we described how providers are registered, licensed and, for those operating in a non-contracted capacity, their services offerings defined. We have already noted the challenges that many child welfare agencies encounter in directly recruiting appropriate foster and adoptive parents. Coupled with an increasing enthusiasm to seek non-agency partners in the provision of services and case management activities this serves to underline the importance of a highly functional contracting module within your SACWIS. Deloitte Consulting was the first vendor to recognize this trend and to support comprehensive functionality in our SACWIS system for Massachusetts. The contract functionality contained within Delaware FACTS II is an extension and refinement of that functionality.

Figure 4.2.6-53 illustrates the main Delaware FACTS II contract screen. This screen shows all of the contracts that have been written with a single provider.



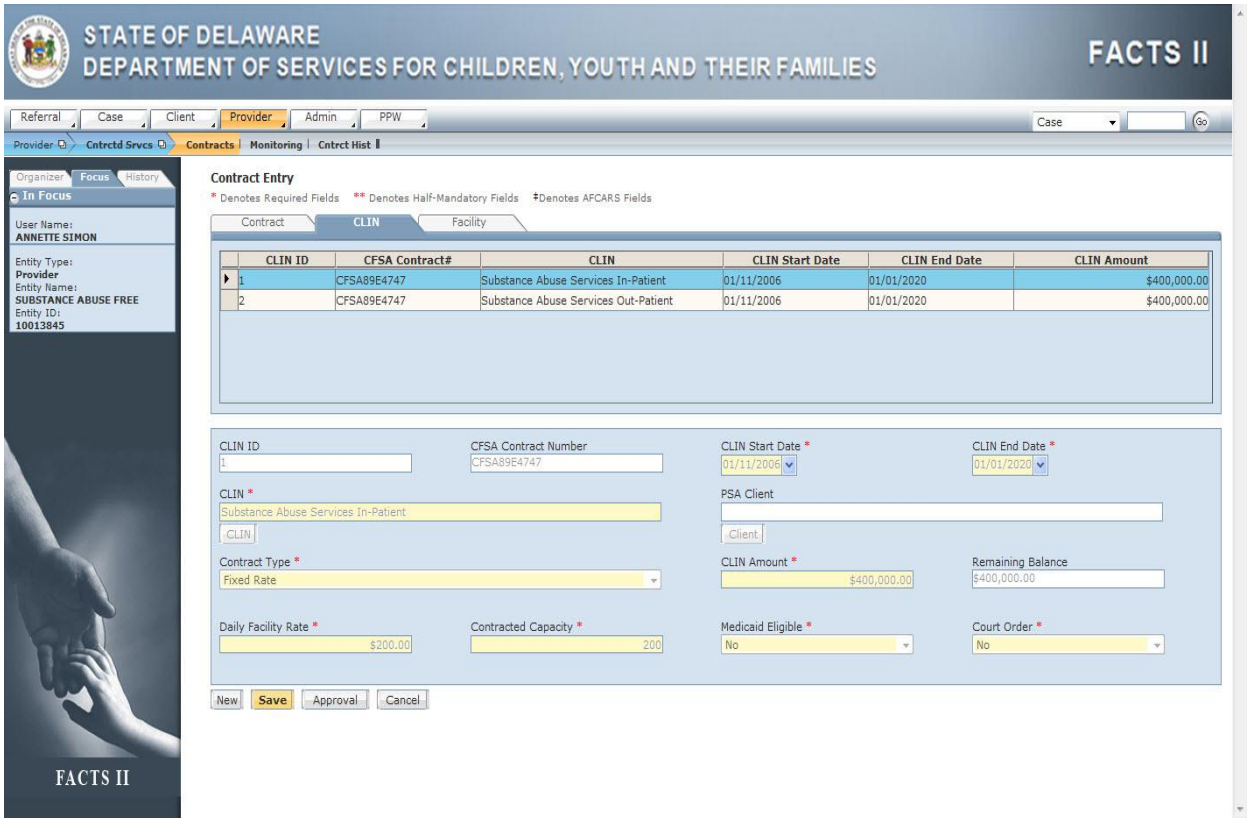
DE_SACWIS-846

Figure 4.2.6-53. Contract Entry.

When contracts are renewed or modified, the contract administrator updates the existing contract record and all of the associated programs/facilities in Delaware FACTS II. New contracts are not created. Instead, the contract administrator takes a snapshot of the existing contract information before making any modifications.

Contract ID is a system generated ID which shows up once a Contract is saved. Delaware FACTS II provides quick link search by contract number.

The Delaware FACTS II provides the ability to link every service that is offered by a provider to individual Contract Line Item or CLIN. Once the Contract has been created, one or more CLINs are attached to it. A single Contract can have several CLINs. Figure 4.2.6-54 illustrates the CLIN functionality of the contract screen. The Delaware FACTS II uses a CLIN for the provision of a single type of service. This field defines the type of service to be delivered by the contracted provider. This also allows entering a daily facility rate received by the facility when providing the specified service. A worker can also enter contract capacity to decide the maximum number of children that can receive service under this CLIN during a specific period. Delaware FACTS II denotes whether a client is eligible for Medicaid or not, in a case where it is “Yes” the services for the client are paid through a government subsidy other than State Funds.



DE_SACWIS-847

Figure 4.2.6-54. Contract Entry CLIN Tab.

The Delaware FACTS II contract screen records the contract amount and period of contract performance. However, it also offers additional functionality that serves to underline our long experience of integrating contracting functionality into SACWIS systems and the operational flexibility that we believe is demanded of such functionality.

We understand that when a child welfare agency contracts with a provider for provision of service, the core placements service may be augmented by additional, non-core services such as tuition or counseling. Delaware FACTS II offers two distinct ways of recording contracts to address this situation:

- **Record Core and Non-Core Services as Separate Contract Lines within a Single Contract.** Using this approach, separate referral and approval must be sought in order for a child to receive non-core services. In addition, our contract monitoring functionality will keep separate expenses incurred for the core service from the non-core services. Since these services are contracted separately, the Delaware FACTS II cost allocation functionality will automatically know to employ different cost allocation rules (defined by your staff) depending upon the nature of the different services.
- **Record Core and Non-Core Services on a Single Line.** This approach is used by agencies who wish to pay their providers a blended rate that encompasses both core and non-core services. In this case, no separate approval for non-core service delivery is

required. Also, Delaware FACTS II records additional information regarding the breakup of that blended rate into its constituent service costs in order to support accurate cost allocation

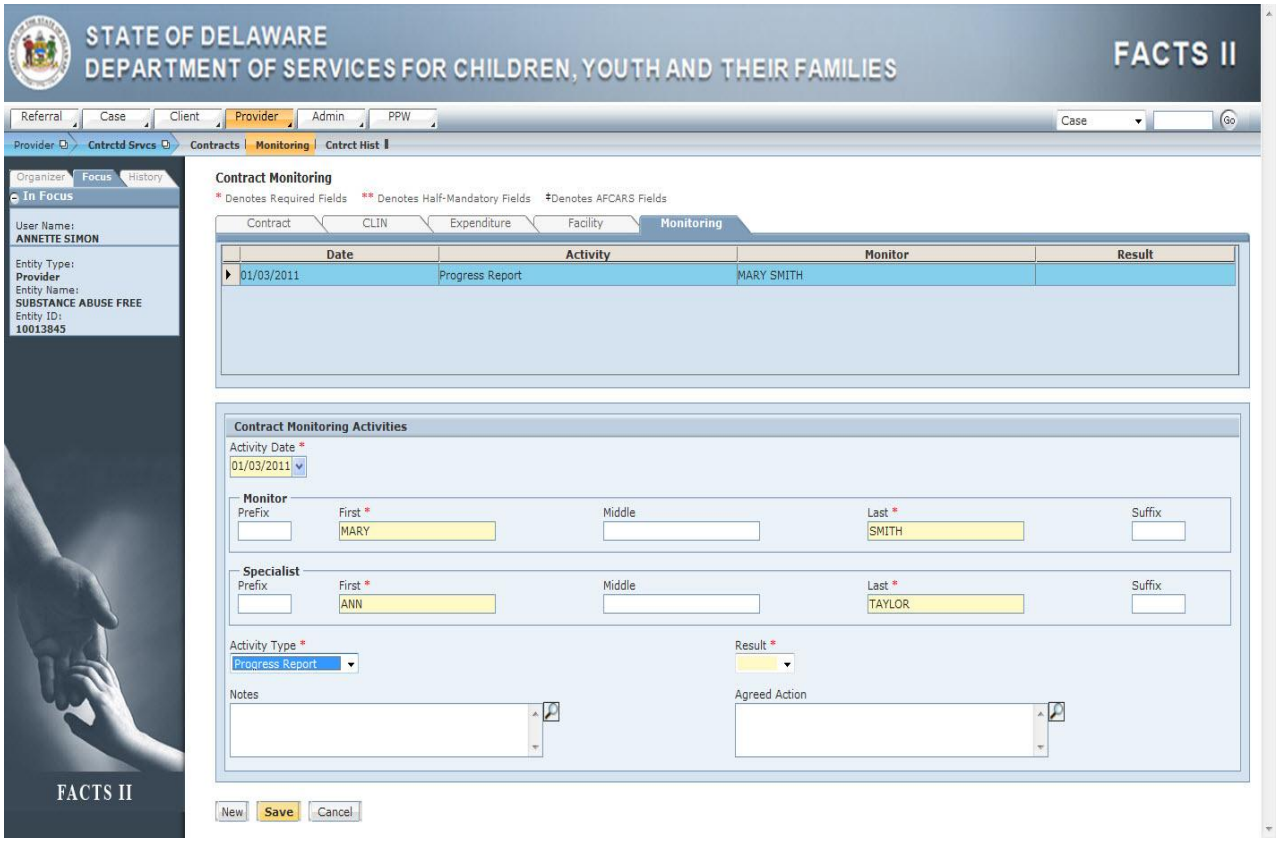
The choice of contracting approach is yours. In fact, it is possible to use either of these two approaches for different contracts, even with the same provider.

The final point of functionality to highlight relates to contracts that are executed with a single client or small group of clients in mind. We have found that it is occasionally necessary to create a specialized contract for the provision of service to a single child or small group of children – sometimes since the service is highly specialized, sometimes because a service type or provider has been mandated by a judge. In these instances Delaware FACTS II records the contract in the normal way, but also prevents clients from outside of a named group from use the services under that contract. Once a contract has been written, it is necessary for the agency to monitor that contract from two perspectives:

- Financial
- Service delivery

From a service delivery perspective, the Delaware FACTS II monitoring functionality tracks compliance visits, adherence to contractual terms, service delivery and the outcomes related to that delivery.

This functionality is illustrated in Figure 4.2.6-55.



DE_SACWIS-848

Figure 4.2.6-55. Contract Monitoring.

If the monitor concludes that the provider needs to make improvements in the manner in which services are delivered, it can be recorded here. In addition, reminders can be automatically added to the monitor's calendar to prompt a re-evaluation visit. From a financial perspective, Delaware FACTS II offers a number of options for tracking contract utilization:

- Delaware FACTS II can display all clients who are currently in receipt of services under a contract and all clients who have ever received services under that contract.
- Delaware FACTS II can display all expenditures against a contract. This functionality helps to see that the contract amount is not overspent.
- Delaware FACTS II can display all accruals against a contract. This functionality allows procurement specialists to view the cost of services that have been delivered but not yet paid for. The system also can prevent referrals of clients to a contracted provider if there are insufficient funds remaining in the contract to pay for them.
- Delaware FACTS II can display encumbrances against the contract based upon an estimated cost of service delivery. If required, the system will prevent referrals of clients to a contracted provider if the estimated expenditures will exceed the contracted amount.

- Delaware FACTS II can divide the contract amount into periodic allotments. The choice of allotment period is yours, although many of our clients choose a quarterly allotment period.
- Delaware FACTS II can prevent referrals of clients to a contracted amount if there are insufficient funds within the current allotment to pay for them. This functionality prevents the entire contract amount from being expended during the early parts of the contract period.

Taken together, these measures provide your procurement and financial staff with a level of management control over contract expenditures that is unmatched by any other SACWIS. Deloitte understands the importance of having a robust and flexible Provider Management functionality. In designing this functionality we have built a system that is extremely capable, yet extremely flexible – able to respond to an evolving group of provider types, contract vehicles and contracting mechanisms. In addition, Delaware FACTS II provides a suite of contract monitoring tools that assist your staff in seeing that contract dollars are not overspent and are spent wisely.

Court Processing

Deloitte's proposed Delaware FACTS II uses workflows and rules engines in order to drive the process of capturing case information for clients and preparing court hearing information. Our forms and correspondence automatically pre-populates data previously entered and significantly reduces manual efforts to prepare petitions. Our solution functionality provides search functionality that allows the user to search multiple systems with one single query as well as an online portal for designated users to access.

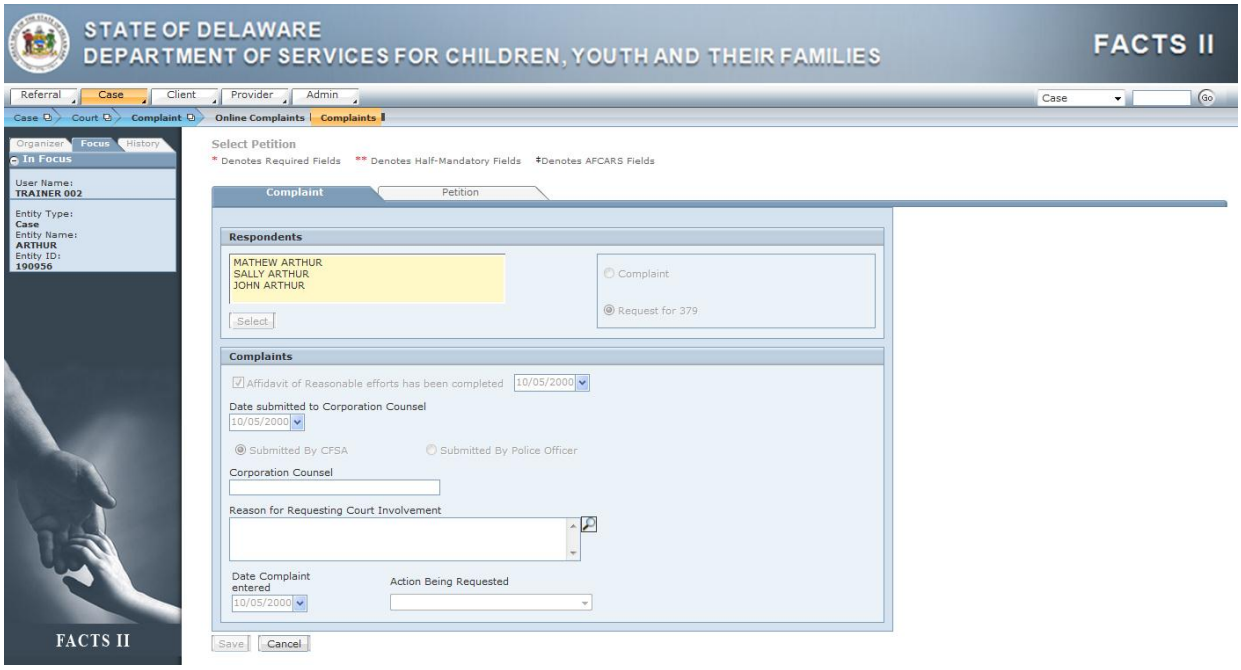
Delaware FACTS II has an extensive court and legal functionality. It supports the capturing and maintenance of court-related information and activities. Information is captured for both individuals and families and is organized by legal information, trial preparation, appeals, and legal consultation activities. The legal information series of screens records court dates, actions, details, participating individuals, petitions, court order documentation, and automated court documents. The trial preparation series of screens includes a witness list, exhibit list and attorney assignment. The legal consultation series of screens record legal statuses.

Various critical court documents are generated from the Delaware FACTS II legal functionality, including court reports, motions, appeals, processes, subpoenas, affidavits, etc. The benefits of tracking this information in your SACWIS are many:

- Court hearings and appearances provide a historical legal snapshot of a case
- Notifications of upcoming events such as hearings are alerted to caseworkers can be sent out
- A wealth of court documents and reports can be produced automatically instead of having to be manually filled out

Petitions

FACTS II provides the functionality to begin court legal processes by starting with creating or editing an existing petition to request for court involvement. The Petition screen shown in Figure 4.2.6-56 records the petition request to the respondent as well as the name of the reviewer reviewing the petition and the reason and details for the petition. Important dates such as the date the petition was submitted for review and the date the petition was filed are also captured.



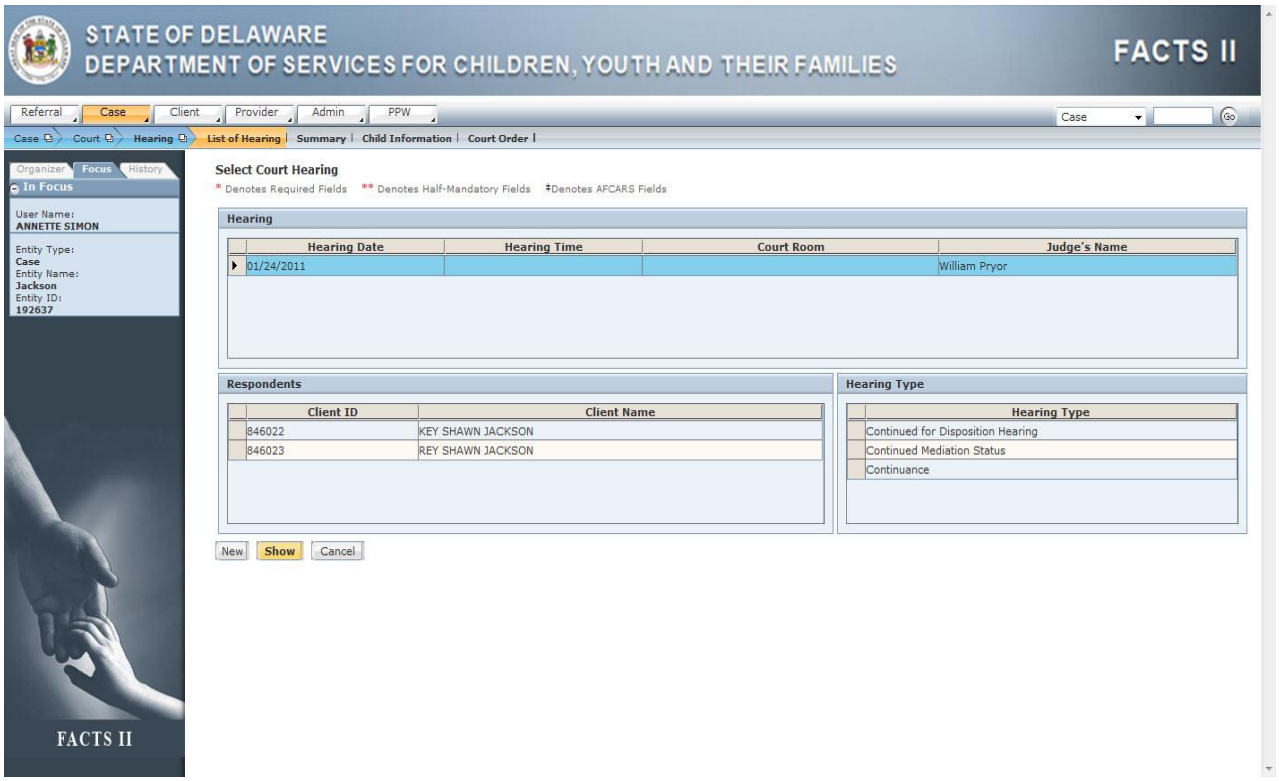
DE_SACWIS-904

Figure 4.2.6-56. Petition.

Tracking

Delaware FACTS II provides the functionality to monitor and track court-related events requiring State agency action, such as recording outcomes for all petitions, trials, hearings, detention proceedings, periodic reviews, adoptions, and change of placements. There are several screens which record events from the beginning of the litigation to the final disposition, including hearings, dispositional conference, decisions, case changes, appeals, continuances, case actions, and petitions as well as various types of orders and proceedings, and periodic reviews. The Hearing Summary screen, records all court actions, the dates of the court actions, and decisions pertaining to the child. Updates to the client's records can be made based on judicial determinations.

If a client has several different hearings, the Select Hearings screen show in Figure 4.2.6-57 allows the worker to easily toggle between the multiple Hearing Summary screens.



DE_SACWIS-850

Figure 4.2.6-57. Select Hearing.

The Court Order screen show in Figure 4.2.6-58 allows the worker to enter the court decisions and court orders which are then recorded in the electronic case folder.

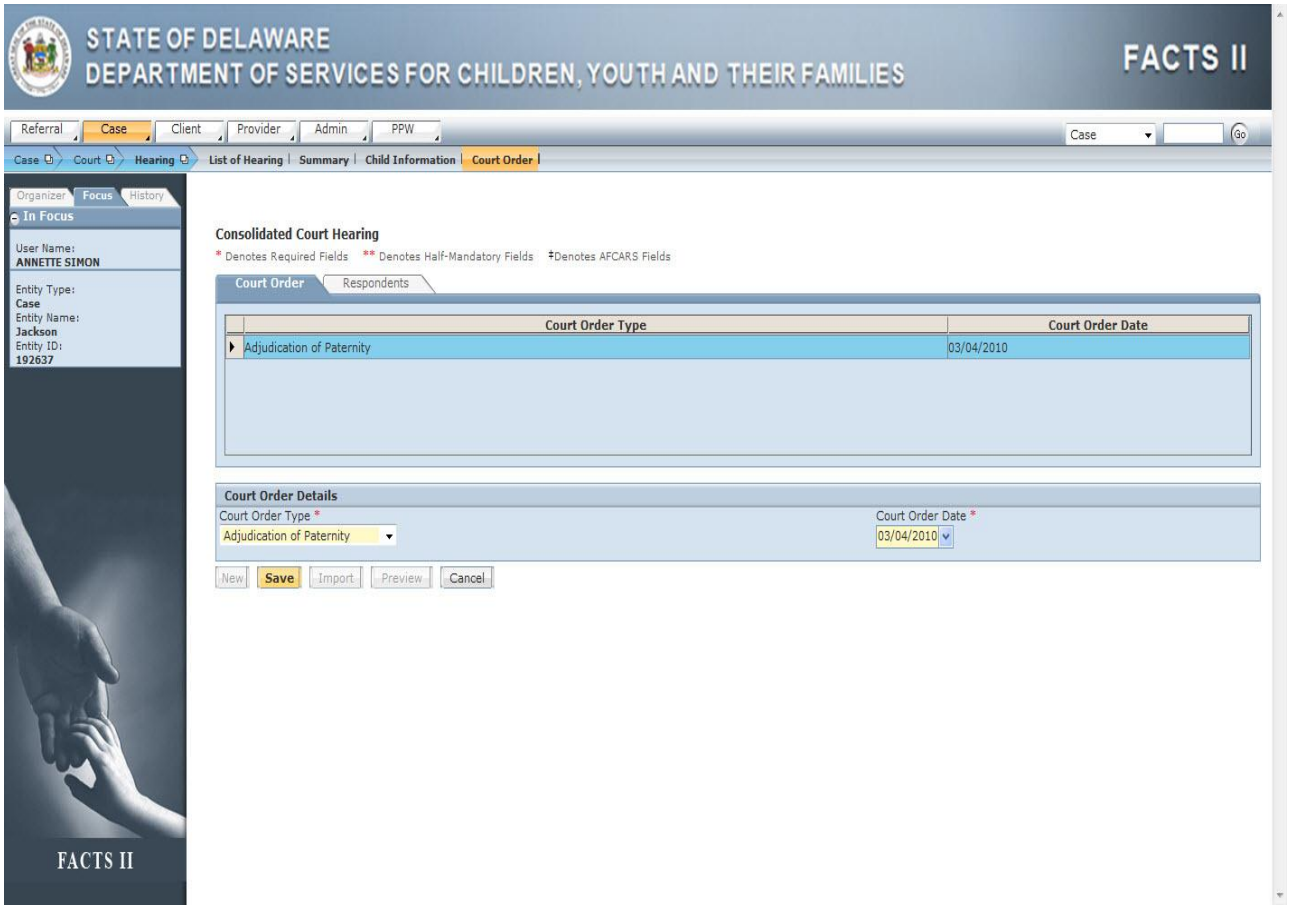
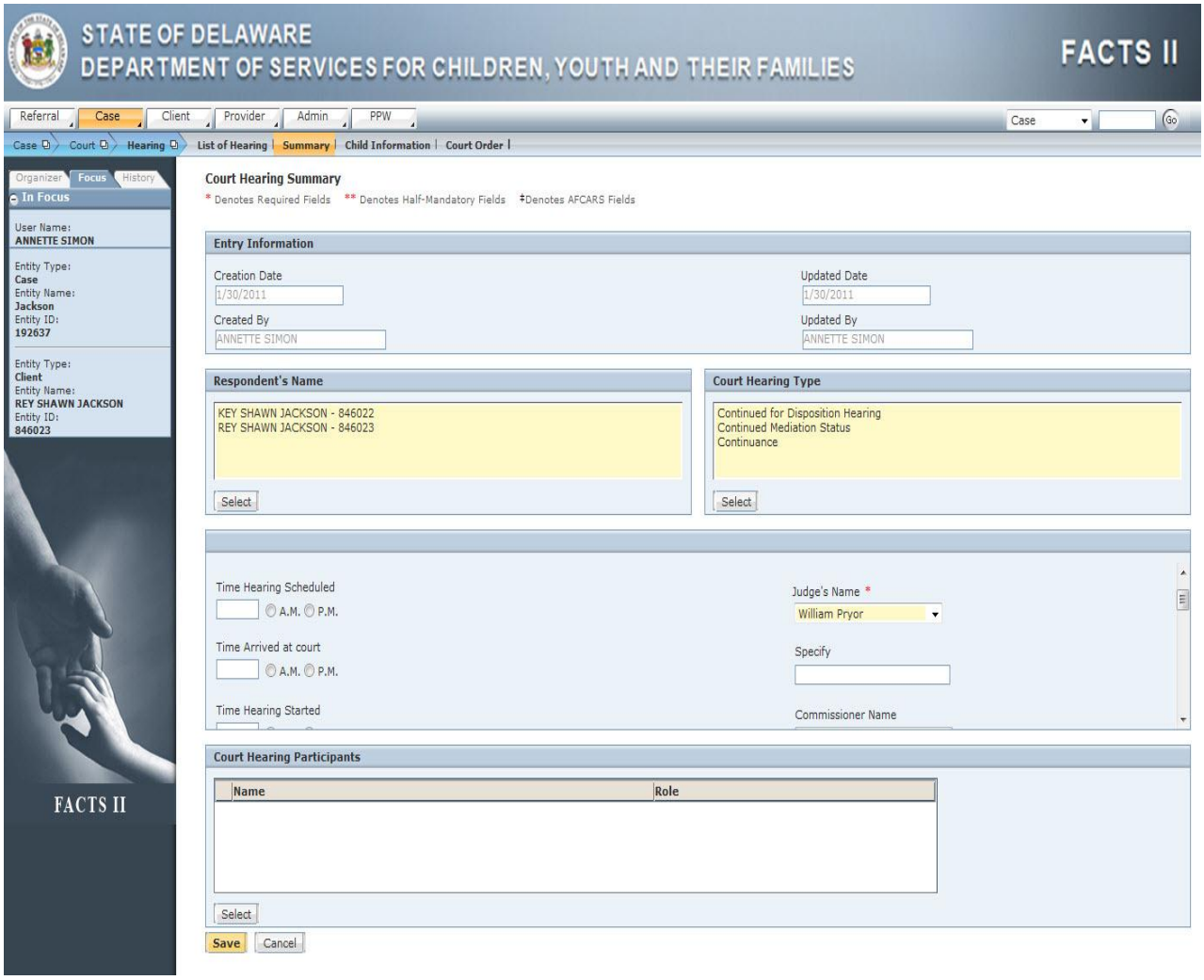


Figure 4.2.6-58. Court Order.

Notifications

Delaware FACTS II provides notifications to inform relevant parties of impending court actions in several ways. The Hearing Summary screen shown in Figure 4.2.6-59 records the activities that require notification of involved individuals and parties of upcoming court activities, as well as the dates of the actions. Delaware FACTS II generates ticklers for workers regarding permanency planning based on the number of months a child has been in placement and when actions are upcoming, due, or overdue.



DE_SACWIS-852

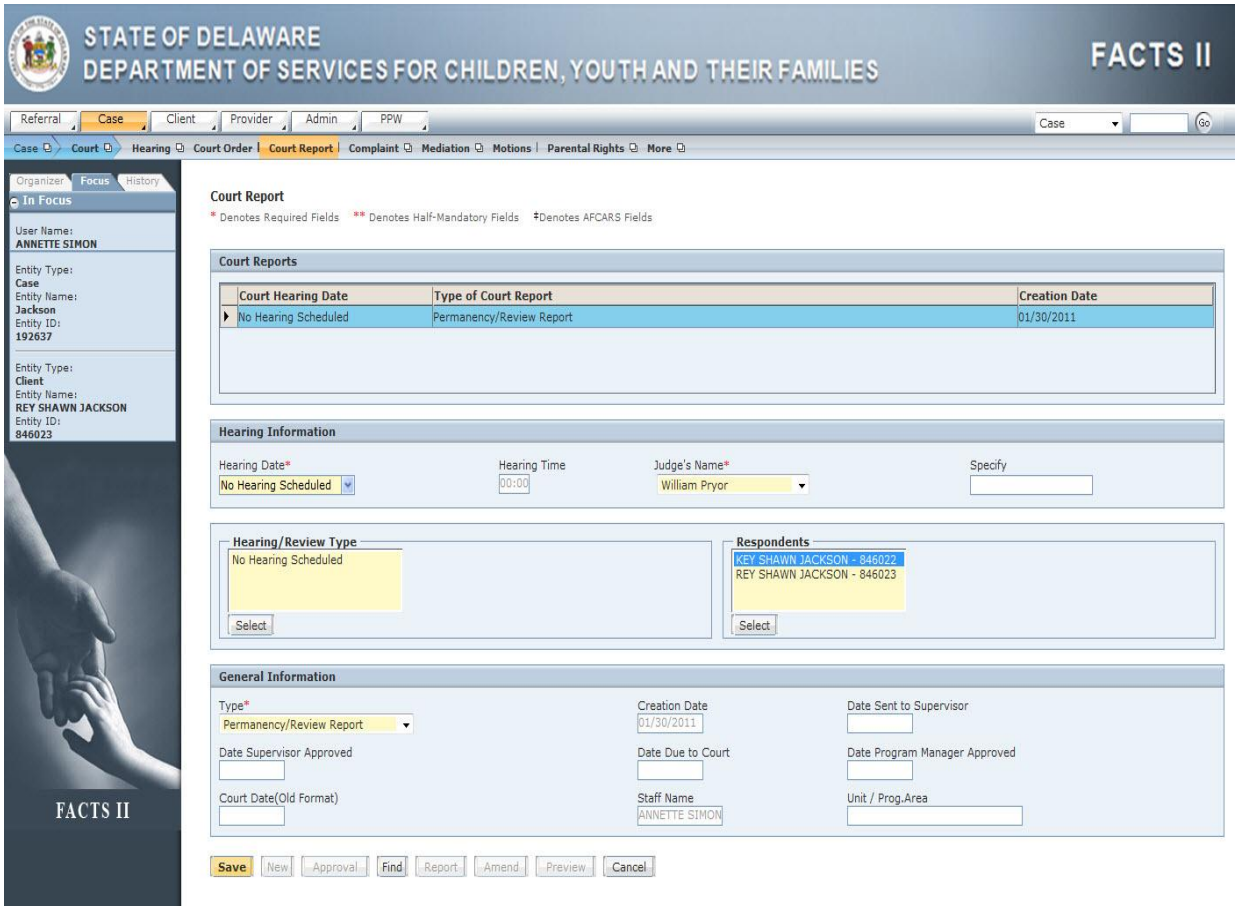
Figure 4.2.6-59. Hearing Summary.

Court Documents

Delaware FACTS II Court Reports screen shown in Figure 4.2.6-60 provides for the preparation of State agency documents for the courts, and other parties such as petitions, letters, attorney approvals, and supervisory approvals. Information captured includes the activities that require court action, the dates of identified actions, the approvals needed prior to submission of court documents, and the outcome of the court decision. All activities recorded on this screen are linked to the client's record.

Delaware FACTS II also generates reports to support tracking of court actions and related activities, reports for interested parties about the results of hearings and court-related events, and ticklers notifying caseworkers of the next court hearing, due dates for court reports, and notifications of hearings, or other court related meetings. Automated court reports, court petitions, and other legal documents are currently generated and can be modified to meet DHS standard court documentation.

Additionally, Delaware FACTS II flags all documents in the case as discoverable or not, and it has an automatic function to print all discoverable documents by individual or case.



DE_SACWIS-853

Figure 4.2.6-60. Court Reports.

Deloitte understands that dealing with legal issues is a documentation and paper-intensive process. Proof of reasonable efforts to keep children in their home needs to be presented. Petitions, motions, and appeals need to be filed and outcomes recorded. A SACWIS not only has to keep track of hearing dates, actions before the court, and court orders, but it has to be able to produce the related documents and forms that must be submitted to the court for child welfare court related activities. FACTS II not only facilitates these activities – but offers a comprehensive, user-friendly solution for case managers to easily manage the court activity of their caseload.

Financial Management

The financial management component as shown in Figure 4.2.6-61 of a SACWIS system must address a number of fiscal criteria:

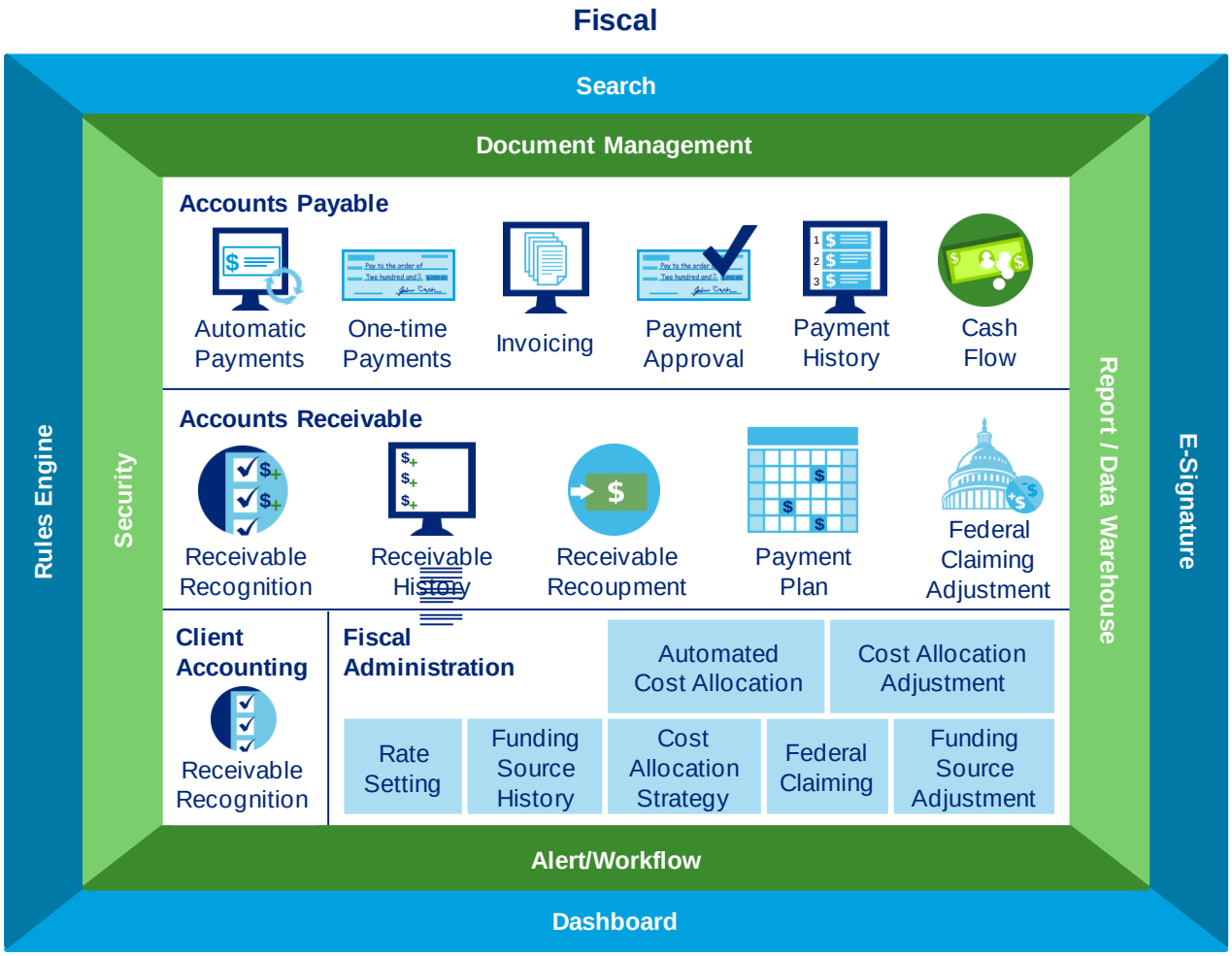
- Accurate payment of providers for delivered services
- Timely payment of providers

- Maximization of external funding sources such as Title IV-E, Title IV-D (child support) and SSI

In achieving each of these goals, the system must also provide sufficient audit controls and trails in order to demonstrate that the child welfare agency is managing public funds in an effective and prudent manner. The Delaware FACTS II meets all of these requirements. In fact, the Deloitte solutions are frequently cited as offering the most advanced financial management functionality in the nation. Some of our “firsts” in the financial area are:

- The first to offer automated Title IV-E foster care eligibility determination
- The first and only to offer automated Title IV-E adoption eligibility determination
- The first to offer automated recognition of accounts receivables
- The first to offer automated recognition of underpayment situations
- The first and only to offer automated cost allocation
- The first and only to offer automated cost allocation adjustments when overpayment or underpayment situations arise

In this section we will describe how the Delaware FACTS II financial management functionality operates mainly in the areas of accounts payables, receivables and claims management.



DE_SACWIS-091

Figure 4.2.6-61. Delaware FACTS II Fiscal Management.

Accounts Payable

The Accounts Payable sub-system manages the generation of payments for all service provision and stages them for interface to the State general ledger application. The solution offers a number of options for payment generation, including: Automated generation of payment documents, Manual generation of payment documents, Automated generation of make-up payments and Automated generation of invoices. Although the solution is capable of automatically generating payments under multiple scenarios, we recognize that DSCYF may not wish to cut checks on that time scale. Therefore, the solution offers the provision to hold (and release) payments before the payments are interfaced to the general ledger system for check creation.

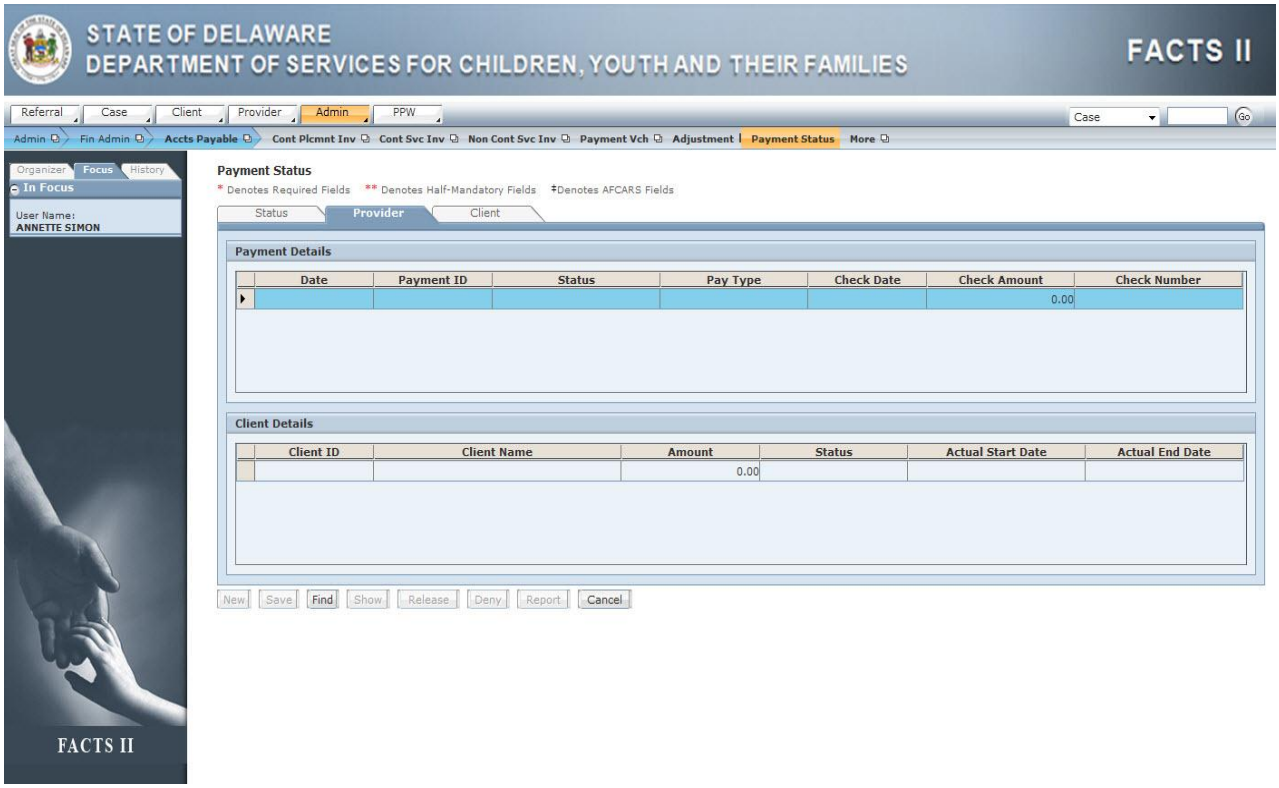
However, before any payments can be generated, Delaware FACTS II needs to know the rates to be paid for each type of service. The Delaware FACTS II divides the rate setting task into two: rate setting for contracted providers and rate setting for non-contracted providers. Rate setting for contracted providers is performed within the Contracts sub-system.

Rates for non-contracted providers, such as directly recruited foster and adoptive parents, are defined here. Rates are defined for each possible service and can be varied according to the age of the children receiving that service. In the District of Columbia for example, the standard rate for foster care increases when the child reaches the age of 12. Once the rates have been defined, payment can take place.

The Delaware FACTS II offers you a number of options for payment generation:

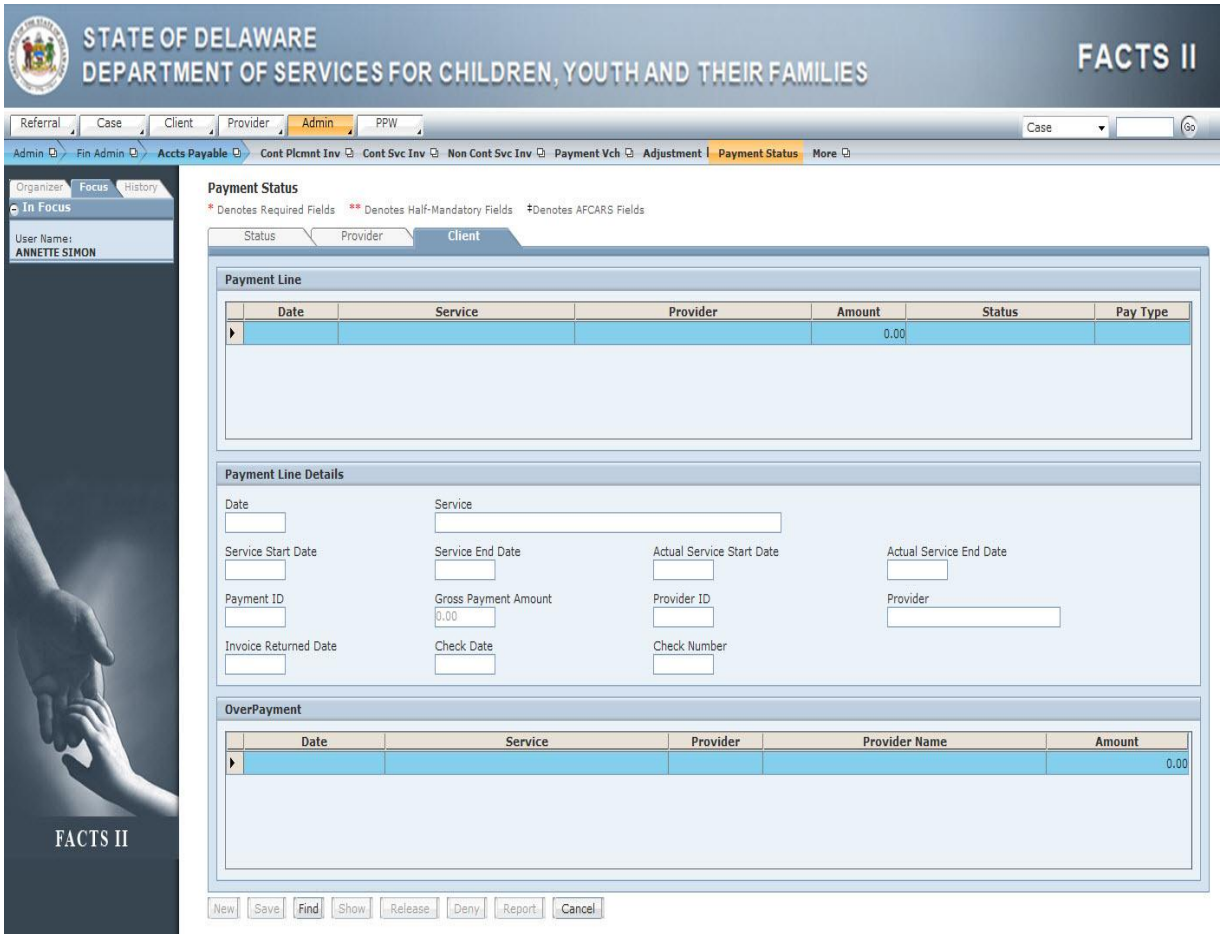
- **Automated Generation of Payment Documents.** Under this mechanism, payment documents are automatically created according to a set schedule (often monthly) and staged for interfacing with the State general ledger for check creation. This approach is most commonly employed for non-contracted providers of residential services – foster parents, adoptive parents and guardians in receipt of subsidy – and is designed to see that the money owed to these types of providers reaches them as quickly as possible.
- **Manual Generation of Payment Documents.** Under this mechanism, one time payments are manually generated. This approach is most often used when a payment to a provider is required, but that payment cannot be directly linked to service provision to a single child. A common example is for the construction of a wheelchair access ramp at a provider facility – it clearly benefits the agency by broadening the nature of children who may be served at that facility, but the cost cannot be directly attributable to a single child.
- **Automated generation of make-up payments.** Under this mechanism, when retroactive placement date information is entered, the Delaware FACTS II automatically determines whether a make-up payment is due. If it is, the Delaware FACTS II creates that make-up payment.
- **Automated generation of invoices.** Under this mechanism, draft invoice documents are created and presented to the provider for review – either online, or via a printed invoice that is mailed to them. This mechanism is often used for contracted providers who may be serving a large number of children.

The choice of payment mechanism for any group of service providers is configurable by you, but once payment has been made it is vital that your fiscal staff are able to research and understand which payments have been made, to whom and for what reason. The Delaware FACTS II offers functionality that delivers payment history information from two distinct perspectives: provider and child. These are shown side by side in the figures that follow.



DE_SACWIS-854

Figure 4.2.6-62. Payment Status – Provider.



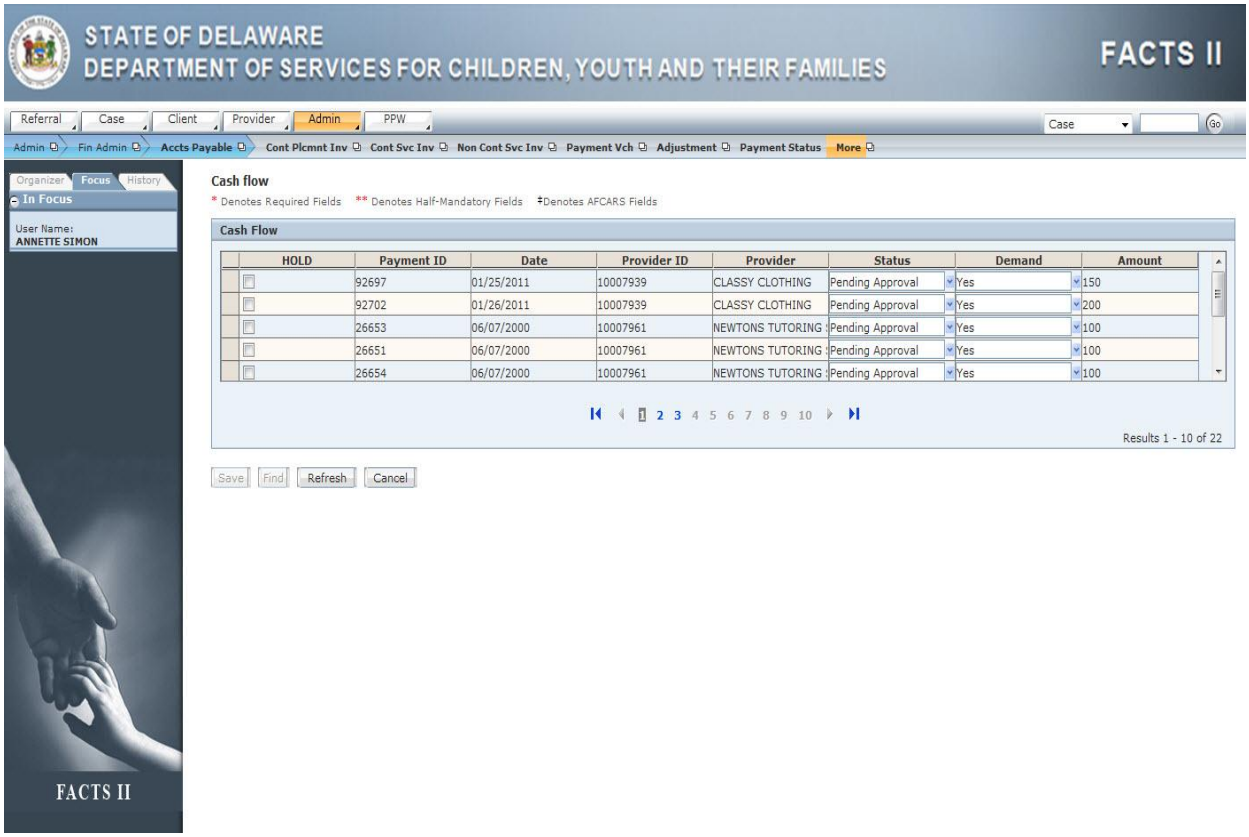
DE_SACWIS-855

Figure 4.2.6-63. Payment Status – Client.

We believe that it is important to offer both views of the payment information:

- When a provider calls the fiscal office to check on the status of a check that they were expecting, your fiscal staff can review a list of payments authorized with checks issued and payments authorized where no check has yet been issued. When we construct a general ledger interface, we look to make that interface bi-directional, so that your fiscal staff can also see when a check was cut and the number of that check.
- When a revenue maximization worker is reviewing a Title IV-E case in preparation for a federal audit, they need to see the payment history with respect to a single child in order to satisfy themselves that all claimed payments meet the conditions for Title IV-E reimbursability.

The final piece of Accounts Payable functionality to introduce relates to cash flow. Although the Delaware FACTS II is capable of automatically generating payments under multiple scenarios, we recognize that you agency may not wish to cut checks on that time scale. Therefore, we offer the provision to hold (and release) any payment document before it is interfaced to the general ledger system for check creation. This function is shown in Figure 4.2.6-64.



DE_SACWIS-856

Figure 4.2.6-64. Cash Flow.

Deloitte will work with the Delaware FACTS II team to tailor a direct deposit functionality that caters to Delaware's needs. The current solution contains automated generation of payments and interfaces them to the proper entries. Most of these are ETF, electronic transfer of funds to providers including foster payments.

It is required by DSCYF that FACTS II provide a means to coordinate insurance benefits and their associated documentation, maintenance, billing, and verification processes. Deloitte will work with the Delaware FACTS II team to build an extension of the existing Accounts Payable module to capture insurance information that will assist workers track all relevant details.

Delivering effective Accounts Payable functionality was one of the first financial goals of Deloitte operated systems. We achieved that goal with our Oklahoma SACWIS implementation in 1995 and have refined it ever since.

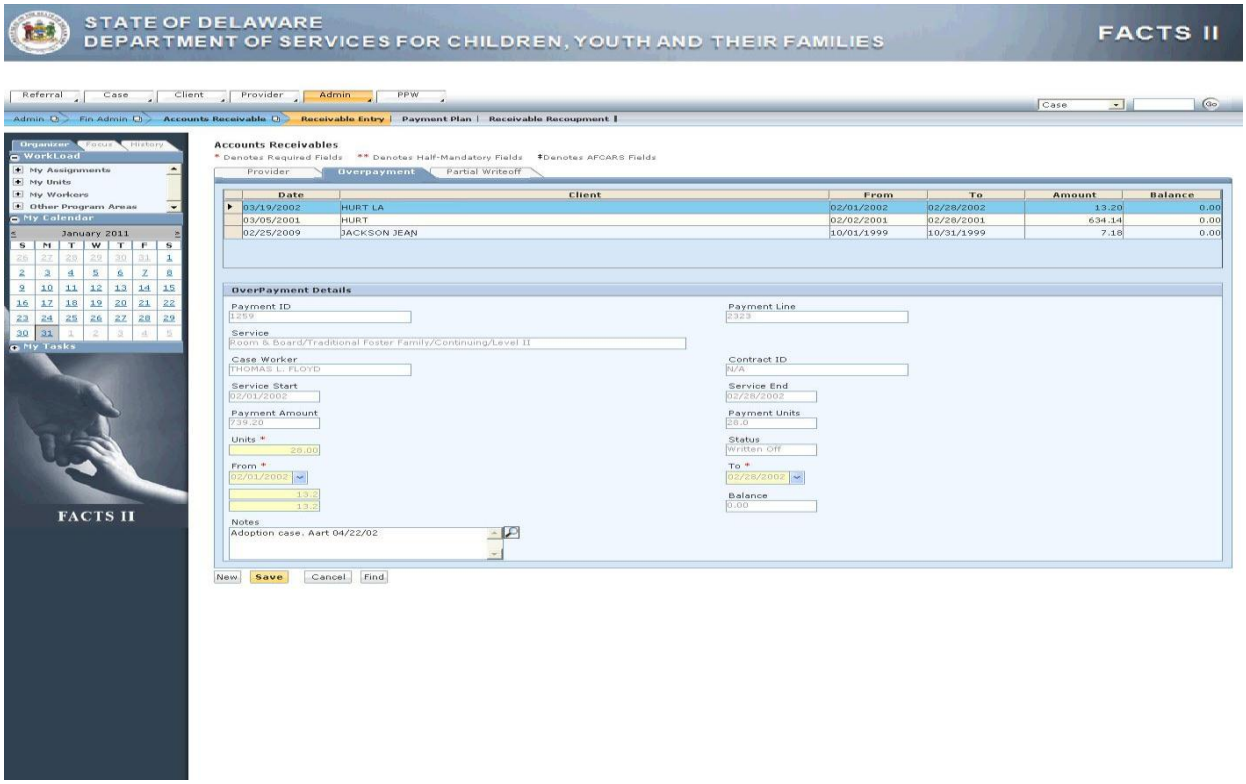
The Accounts Payable functionality that we deliver now in the Delaware FACTS II is unprecedented in its ability to help you manage, control and analyze the payment data passing through a child welfare agency. In the next sections we introduce the naturally associated functionality – Accounts Receivable.

Accounts Receivable

At the start of our discussion on Financial Management functionality, we stated a goal of accurate payments to providers. We stand by that goal, but recognize that the payments made to providers can only be as accurate as the information entered into the system that generated them. A sound Accounts Receivable sub-system is essential if you are to meet the goal of proving that your stewardship of public funds is as effective as it can be.

Part of the challenge of implementation is encouraging and empowering your personnel to use the system to input data in a timely and effective way. We have invested heavily in making the Delaware FACTS II as easy to use as it can be. One direct result of this investment is a lowering of the number of accounts receivable positions because we have better data on which to base payment – our ease of use focus improves your ability to manage cash flow.

Nevertheless, receivables do happen. In this section we will describe the Accounts Receivable functionality in the Delaware FACTS II and how receivables are recognized and managed. It is not possible to manage or recoup receivables until they have been recognized. In many Web-based systems, it is the responsibility of case workers, supervisors and fiscal operations staff to recognize that a receivable position exists and record it within the system. The Delaware FACTS II offers this functionality, but it additionally offers the automatic recognition of receivable positions based upon changes in child placement information. Figure 4.2.6-65 shows the Accounts Receivable screen for an automatically generated receivable.



DE_SACWIS-857

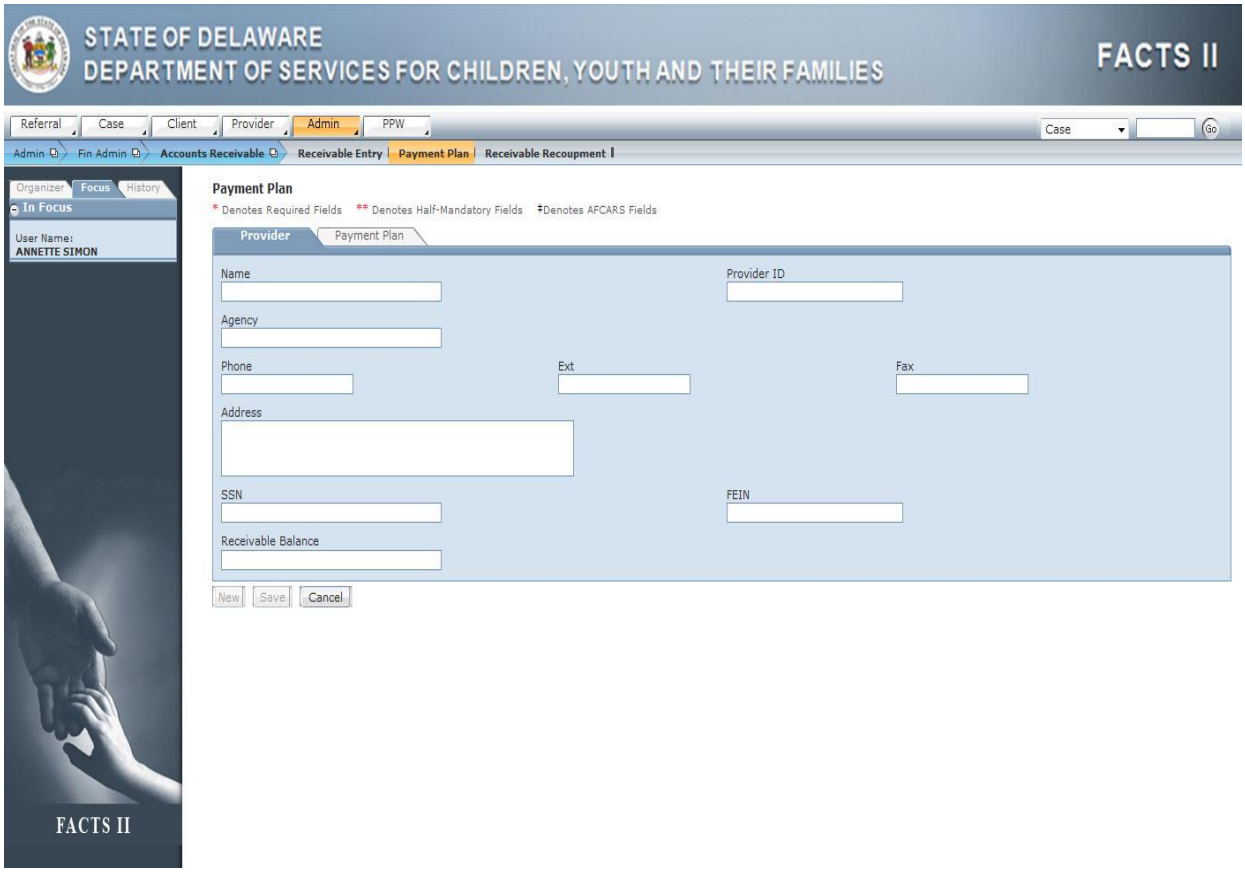
Figure 4.2.6-65. Accounts Receivables.

Automatic accounts receivable recognition helps you to manage and recoup accounts receivables – improving the agency's financial position by seeing that service providers are only paid for the true cost of service provision. It is important to understand that this improved financial control is often coupled with an increase in the total number of receivable positions recorded. In fact, this increase is generally attributable to the automated receivable recognition system catching receivable positions that may have previously gone unnoticed, rather than any increase in the actual number of overpayments made.

Once a receivable has been created, the Delaware FACTS II offers a number of facilities for managing it:

- Interest may be incurred against the receivable
- The receivable may be referred to a collection agency
- The receivable may be partially or fully written off

However, the most important component of managing accounts receivables is recoupment – accomplished via the Delaware FACTS II payment plan functionality illustrated in Figure 4.2.6-66.



DE_SACWIS-858

Figure 4.2.6-66. Payment Plan.

Whenever a receivable is recognized by the Delaware FACTS II, a payment plan is automatically created to recoup that receivable. If a payment plan is already in existence, then Delaware FACTS II amends the payment plan in order to continue recoupment according to your agency's recoupment policy. The structure of the payment plan is configurable to meet your recoupment policy. Examples of current payment plans that we have put into place in the District of Columbia are as follows:

- Recoupment from non-contracted foster and adoptive parents takes place over the course of one year.
- Recoupment from contracted providers is made as quickly as possible.

Naturally, we recognize that the automatically assigned payment plans may not be appropriate in all cases - many jurisdictions employ a "fair hearing" process in which providers may negotiate the amount of their payment plan. Delaware FACTS II allows its automatically generated payment plans to be manually overridden if you wish to record a different plan amount.

Once a payment plan has been recorded (automatically or manually), recoupment can occur. Recoupment is an automatic process that recovers monies from subsequently payments to the provider. If the provider has multiple open receivables, then the oldest is liquidated first.

It is not necessary for the subsequent payment to be made on behalf of the same child for whom the receivable arose–Delaware FACTS II records the true cost of care (or gross cost) associated with every check that is cut, even if the amount of the check (the net cost) has been reduced due to recoupment. Figure 4.2.6-65 illustrates a payment that has been reduced because of this recoupment procedure. This is an important screen, since the nature of recoupment is to produce a check that is for less than the provider is expecting. This screen allows fiscal operations personnel to effectively respond to enquiries from the provider. Once an account receivable has been fully recovered, the receivable is automatically closed and any associated plans closed or amended if other receivables remain unrecovered. Using our Accounts Receivable functionality, we have seen service expenditures decline as all receivable positions are recognized and recovery rates increase as recoupment is performed automatically. The overall impact of these two business outcomes is an increase in funds available to the agency for use in other areas.

Administration

Deloitte's proposed Delaware FACTS II offers a comprehensive Administration functionality that helps the support staff effectively administer the application without having to changing the software for small changes. The Delaware FACTS II administration module helps in managing the reference data such as pick lists, security mappings, organization structure maintenance, staff maintenance, report maintenance and workflow maintenance.

Staff Management

Deloitte understands that the Staff Management is essential to the effective working of a SACWIS since it offers support in areas related to Organization creation and maintenance, workload transfer and application security. We have designed our Staff Management functionality to be sufficiently flexible and powerful to accommodate all of the security and workflow functionality while still being sufficiently simple to use so that Human Resources personnel are able to directly tackle many of the staff configuration activities that arise.

Staff Management module captures the following information to support ongoing staff and organization management:

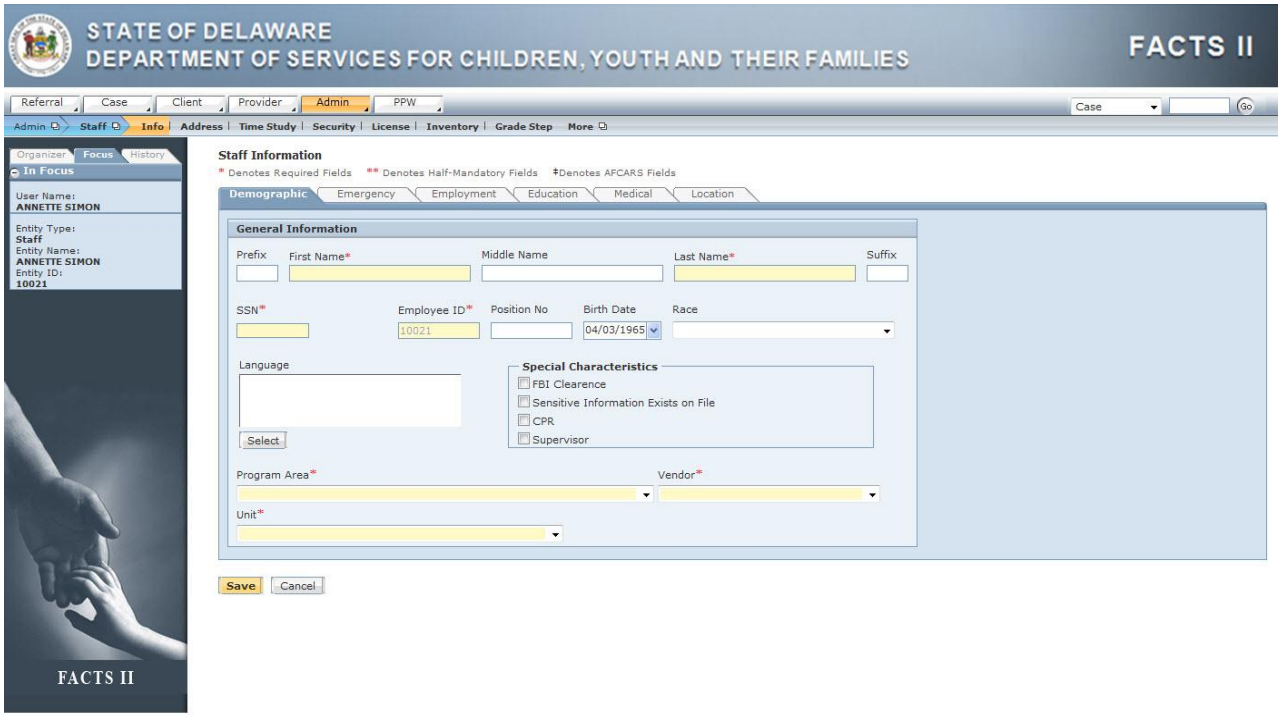
- Captures multi-tiered organization structure
- Utilizes organizational structure for automatically routing work
- Captures agency's organizational unit information such as: unit type, demographics and supervisor
- Captures staff management information such as task assignments, staff profile, demographics, education, skills possessed, and employment details

- Records and maintains training and workshop required for workers

Staff Information

Deloitte's proposed Delaware FACTS II captures the worker information on the Staff Information screen as shown in Figure 4.2.6-67**.** The information is categorized into various sections as described below:

- **Demographic Information.** This includes worker's name, date of birth, race, languages known and employment information like the Employee ID, his position and role, his unit and results of background criminal checks.
- **Emergency Information.** This includes contact details of persons to contact in case of emergency.
- **Employment Information.** This includes the employment dates, work schedule and interview dates.
- **Education Information.** This includes the highest education details and background experience.
- **Medical Information.** This includes medical history and primary physician details of the worker.
- **Location Information.** This includes worker's work location information.

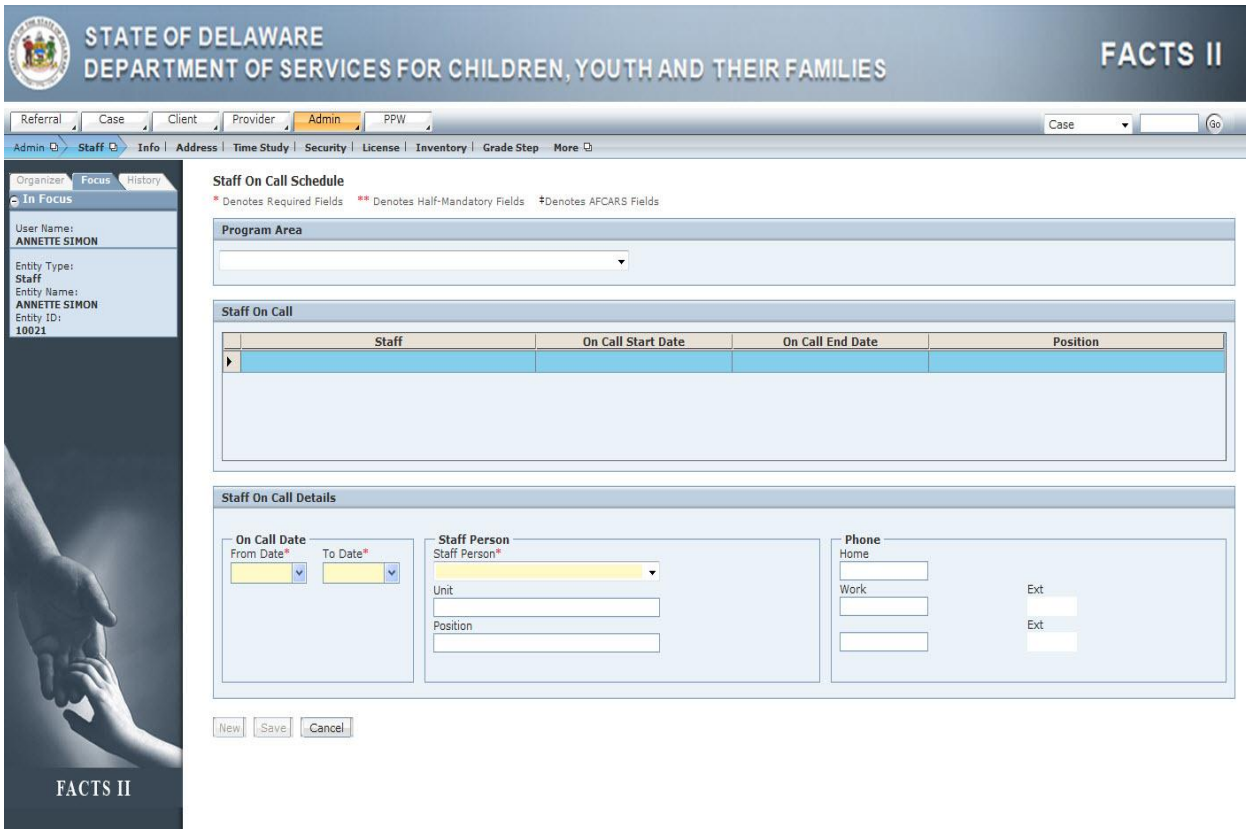


DE_SACWIS-859

Figure 4.2.6-67. Staff Information.

Staff on Call Schedule

Deloitte understands that DSCYF needs to have workers on call in cases of emergency and needs to publish this information to all counties and units in Delaware. Deloitte's proposed Delaware FACTS II allows creation of Staff on Call Schedule as shown in Figure 4.2.6-68 for each program unit in the agency. It includes the emergency contact details as well as the start and end dates of each worker scheduled to be on call. A report is also available which displays the schedule per county or per program area as required.



DE_SACWIS-860

Figure 4.2.6-68. Staff On Call Schedule.

Assignments

One of the primary ways that Delaware FACTS II controls access to the entities is through assignments. There are three types of assignments in Delaware FACTS II: Primary assignment, Secondary assignment and Administrative assignment. Delaware FACTS II allows only one primary assignment for a case and multiple secondary or administrative assignments. A worker is restricted to only one assignment of either type per case/referral.

Workload Management

The workload management functionality allows worker to view their current caseload and supervisors have the ability to view the workloads of their staff and, with appropriate security clearances, the workloads of staff members in other organizational units. Figure 4.2.6-69 illustrates this capability.

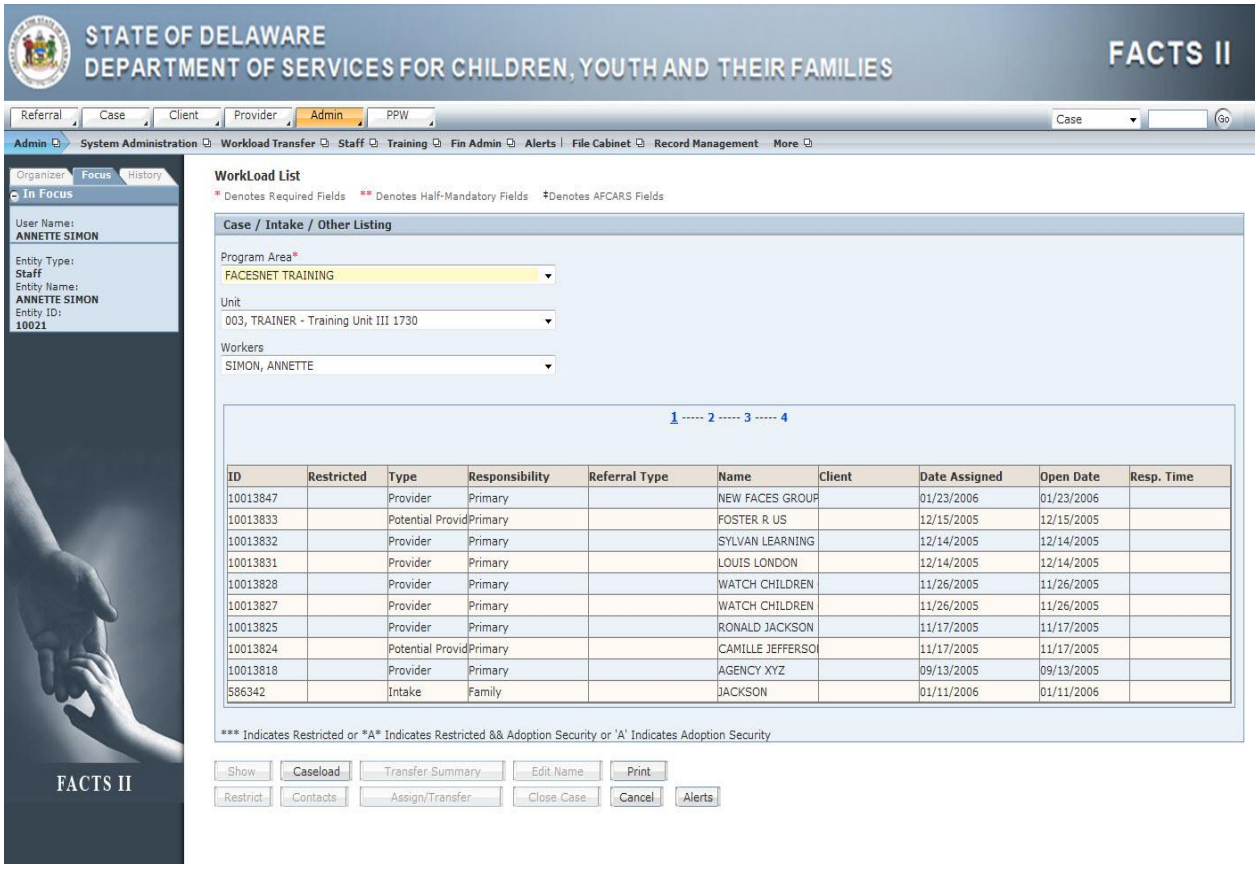


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Figure 4.2.6-69. Workload Management.

Using the proposed Delaware FACTS II Workload Management functionality, it is possible to perform the following common management tasks:

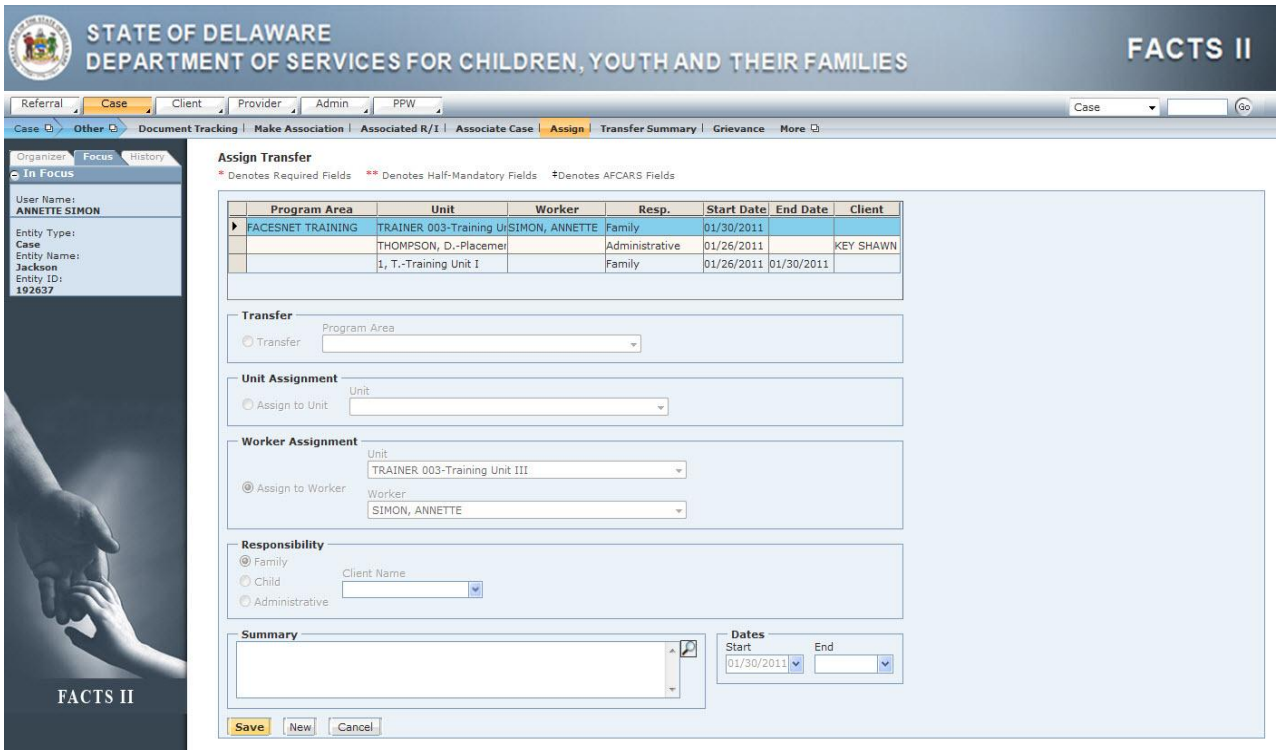
- Navigate to a workload item to review progress
- View contact and visit records that the assigned worker has performed in support of this task
- Transfer a workload item from one staff member to another
- Print a workload list to assist in management meetings
- Print a snapshot of case information

Restrict and assigned workload item, so that only the assigned worker and their direct supervisor can view that item. This functionality is especially usefully to manage access to high profile cases.

Assignment/Transfer

Deloitte's proposed Delaware FACTS II allows authorized users to make assignments to workers and transfer case assignments to a new worker within the same unit. When assignment has to be transferred across the unit, FACTS II does so by creating a Unit level assignment which is the responsibility of the unit's supervisor. The supervisor can then transfer the assignment to any of his unit's workers based on their workload.

All users assigned to the case can access the assign transfer screen as shown in Figure 4.2.6-70**,** however only authorized users can create or transfer assignments. The screen allows for the following transfer options: Transfer to a county or transfer to a unit. The options for assignment include: Assign to unit or Assign to worker. The type assignment of primary, secondary or administrative is also designated on this screen. The start and end dates of an assignment are captured and a history of worker assignments to a case is maintained. Workers can see the history of case assignments at the top of the Assignment/Transfer screen. At any point in time, workers can view the case history and who was responsible for the case in the past by reviewing the following data: county, supervisor/unit, worker, assignment type, start and end dates of the assignment.



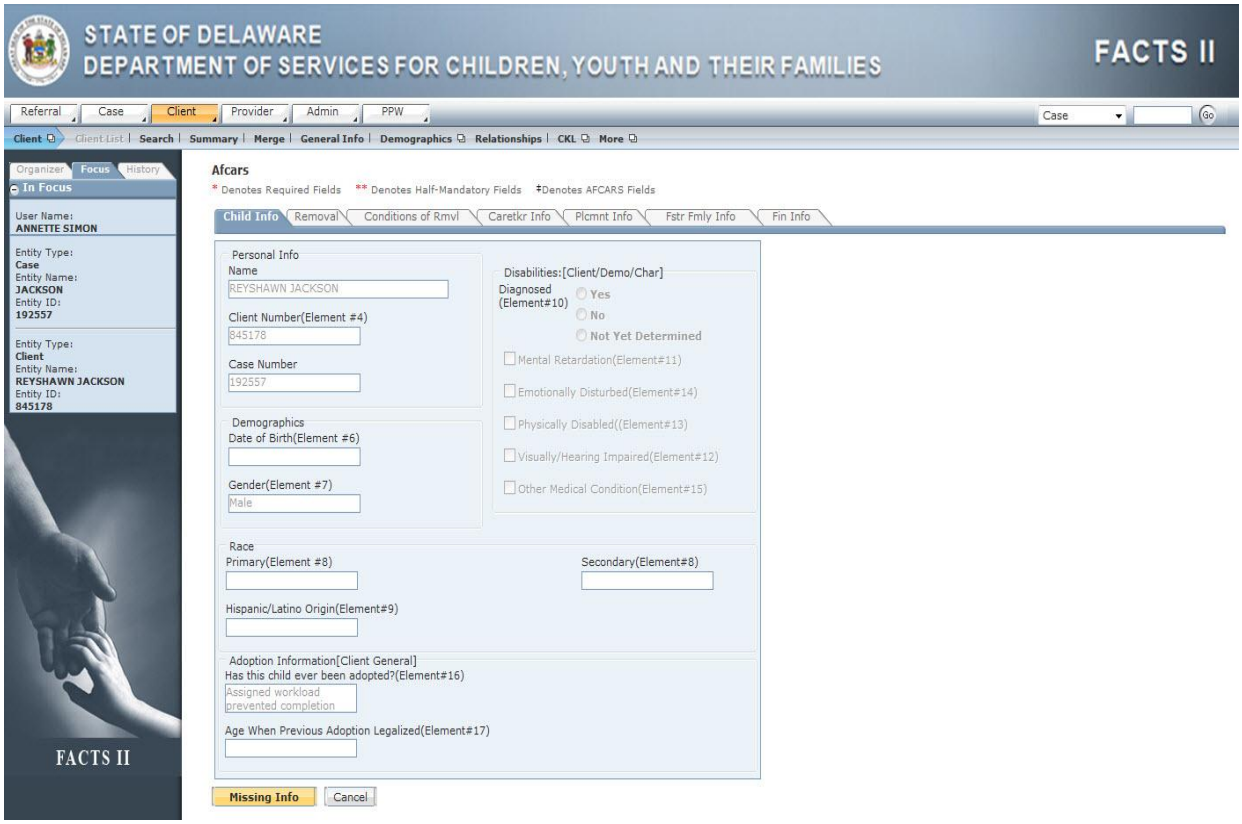
DE_SACWIS-862

Figure 4.2.6-70. Assignment/Transfer.

Reporting

Deloitte's proposed Delaware FACTS II provides the ability for workers and supervisors to manage the collection of federal reporting data elements during the ongoing case management process. It does this through validation screens and reports that help workers and supervisors determine beforehand whether all mandatory information pertaining to the children that have been selected for submission has been documented in the system. The system does validation against the federal standards to determine whether the information meets federal criteria prior to submission.

In order to qualify for SACWIS funding, the proposed Delaware FACTS II produces the AFCARS report for the Administration for Children & Families (ACF) in the required format and with necessary edits and validations, to support complete, timely and accurate data collection and submission. This data is compiled across states and used for a variety of trend analyses and for the allotment of State funding, which is why it is critical that departments enforce responsible data collection by each worker.



DE_SACWIS-863

Figure 4.2.6-71. AFCARS Checklist.

To support responsible data collection for the AFCARS report, all AFCARS-related fields in the system are blue to identify that they are critical data elements for reporting. Furthermore, the proposed Delaware FACTS II includes checklist screens shown in Figure 4.2.6-71 which summarize all AFCARS-related data elements for workers to review and identify gaps in data collection. Supervisory staff can use this mechanism to spot check

case files for accurate data collection, and assign workers to check and update "Missing Information" prior to running the AFCARS report for ACF. In addition to this screen, FACTS II also generates a consolidated report that flags all cases where AFCARS mandatory information is missing or not as per the Federal standard.

The Management Statistical reports of the proposed Delaware FACTS II generate required State and Federal reports, (e.g., IV-E-1) in either paper or electronic formats as required. It also has capability to generate ad hoc reports that also include workload status, client/case status, performance factors, and outcome measures reports in addition to statistical reports that help in analysis of worker performance, revenue generation, etc.

Administrative Support

Deloitte's proposed Delaware FACTS II fully meets the hardware and security requirements of DSCYF.

Delaware FACTS II can be accessed only by authorized users that have an Internet connection. The FACTS II does not store any information in devices other than the state computers which are behind the firewall and maintained under State's hardware and network policies. Only secured Internet access is permitted through SSL protocol to prevent hacking of data.

Deloitte will work with DSCYF to implement the archive and purge functionality as per the State's policy. Delaware FACTS II has the capability to link to DSCYF's policies and procedure documents that can be stored on the same or different server as the application. Deloitte will work with DSCYF to compile the Computer-Based Training for system users.

Deloitte has the expertise and experience to provide online documentation and training required by DSCYF since it has already implemented the same in the State of Alabama.

Interfaces

The business of a child welfare agency does not take place within a vacuum. There are a number of drivers that are causing child welfare agencies to reach out to other partner agencies in order to share information and ultimately interact with their clients in a manner that takes into account "the big picture" so that service delivery considers a family situation from all perspectives when construction a case plan. Common drivers for building interfaces to other systems are as follows:

- It is a federal requirement. ACF requires that SACWIS systems offer interfaces to Title IV-A, Medicaid, Title IV-D and NCANDS.
- It aids operational efficiency. For example, the District of Columbia experienced numerous occasions when social worker would miss a court hearing. We discovered that the DC Court was modifying the court hearing schedule without informing the social worker. To rectify this, we built an interface from the Court system to retrieve all scheduled hearings and place those hearings on the FACTS II calendar of the appropriate social worker.

- It supports effective decision making. In the District of Columbia, we constructed an interface with sanctioned medical providers to retrieve medical histories of all children in District custody. This information supported the social worker in placing that child with an appropriately skilled provider.
- It aids worker productivity and accuracy. If a partner agency owns information regarding a child welfare case then using an interface to transfer that data is certainly more efficient than retyping it, and probably more accurate.

Deloitte has constructed SACWIS interface with multiple partner agencies that address each of these drivers. In this section we will describe the SACWIS interfaces that we have constructed, but before we do, it is also important to briefly discuss the nature of interface construction.

Of all of the pieces of functionality that you require, interfaces are likely to have the highest custom development work. Regardless of the rich functionality contained within FACTS II and its immediate applicability within Delaware, interfaces are different within each state – mostly because the systems with which we are interfacing are different from state to state. Deloitte has used a number of technical approaches to the development of SACWIS interfaces:

- Batch transmission of flat files
- Batch transmission of XML
- Real time web services
- Real time access to the partner agency database

Building a successful SACWIS interface rest upon the combination of three factors:

- Using proven technical approaches. From the above toolkit, you can see that we have successfully implemented interfaces using a variety of technologies
- Understanding the underlying functionality
- Understanding how to deal with the partner agency. The motivations, goals and technical capacity for each partner agency will be different. For example, for the Title IV-D agency, a SACWIS interface is a mandatory federal requirement. Other agencies have no such federal sanction

We believe that Deloitte delivers against each of these three criteria. In the following sections we describe the nature of the SACWIS interface functionality that we have developed for multiple partner agencies.

Required Interfaces

Title IV-A (TANF)

Deloitte has developed an interface with the Title IV-A system for each of the six SACWIS systems that we have developed – it is one of the federally mandated SACWIS interfaces. The precise nature of the data exchanged and the technology employed to make that exchange differ from state to state. However, the broad intent of each of these interfaces is as follows:

- Cross check key demographic information:
  - Name
  - Address
  - Date of Birth
  - SSN
- Inform the Title IV-A agency when a child is removed so that adjustments can be made to the amount of TANF benefit paid to the family
- Retrieve income and asset information for the removal family to assist in Title IV-E determination

In all of the states we have implemented SACWIS, the Title IV-A agency was also the conduit for Medicaid information. Therefore, our Title IV-A interface was additionally used to retrieve the Medicaid number and inform the Medicaid agency that a child was in foster care.

Title IV-D (Child Support Enforcement)

In common with a number of child welfare agencies, we have found it tough to implement an interface with the Title IV-D agency, even though a child welfare interface is a mandatory requirement for Title IV-D agencies. Our counterparts in the IV-D agencies have placed a relatively lower priority on the development of this interface than have we.

Although the interface is not operational, we have completed our design work and have successfully completed a federal review of that design. In addition, construction work in FACTS II to exchange information with the Title IV-D agency has already been deployed.

The objectives of our Title IV-D interface are as follows:

- Interface of potentially eligible children to the child support agency to see if an existing child support court order is in effect against an absent parent. If a relevant court order is found, then the payee under that order is switched to the child welfare agency
- Interface of all removed children to the child support agency in order to initiate a child support court order against the parent from whom the child was removed

- Prevention of referral of a child to the child support agency if the social worker believes that such a referral could place the child at risk
- Interface of monthly costs of care for children in custody so that the amount of the child support court order can be set or adjusted appropriately
- Creation of child support account receivables once the child support agency informs FACTS II of an active court order
- Liquidation of those receivables as cash is received from the child support agency

We believe that our child support functionality is one of the more comprehensive approaches to addressing this required component of federally required SACWIS functionality.

NCANDS

Deloitte Consulting has successfully interfaced NCANDS submissions on behalf of the District of Columbia since the electronic submission process was first initiated and later in the State of Alabama. In fact, we assisted in developing the functionality to support the electronic submission process.

Title XIX

Delaware FACTS II interfaces with Title XIX to send and receive Medicaid data. Deloitte will work with DSCYF to determine Medicaid Eligibility.

Optional Interfaces

The optional interfaces mentioned in the requirements document are state specific and need to be tweaked and fine tuned as per state policies. Deloitte, has the expertise and experience as it has built interfaces like Medicaid (ACEDS), Court Hearing (JUSTIS), Online Complaint (CIP), Children Hospital (CNMC) in the District of Columbia and State of Alabama.

Quality Assurance

Deloitte's proposed Delaware FACTS II offers a standardized, rules based Quality Assurance and review functionality that includes features such as Ticklers, Alerts and Escalation procedures, approval processes, standardized data input, data validations, business process validations, and Legend Symbols and validation report for federal reporting as described below to help DSCYF users to continuously improve and sustain the quality of service they deliver to the needy clients. The proposed Delaware FACTS II captures all data required for effective case management. It also offers multiple case-client participation where a client can participate in multiple cases and can be tracked and monitored in individual cases as well as centrally through the client module.

The proposed Delaware FACTS II provides a consistent user interface and data collection standards that help users identify critical data elements that are required for audits and Federal reporting. All mandatory fields are highlighted in different color whereas the federal reporting fields have a special symbol in front of the labels in addition to having a special color which is different from the mandatory fields. This separation of mandatory fields helps the users to know upfront the required information which saves time. All Delaware FACTS II validations alert the user through standard error messages and prompts that use the industry recognized icons for different messages like warning, information and error. The proposed Delaware FACTS II also contains functional as well as data type data validations. Examples of data type validations are allowing only numeric types in currency fields, dates in date fields and alphanumeric data where appropriate. Examples of functional validations are:

- Confirm user has completed all required information and check for completed approvals before closing a case, or referral or provider
- Allow birth dates in the past only
- End date should be greater than start dates d) Enforcing user to enter all mandatory information, etc.

The proposed Delaware FACTS II supports supervisory oversight features through use of approvals. All critical paths in the life of a case require supervisory approvals or completion of checklists before moving forward. The approvals are configured using the workflow engine which requires that the next higher authority review and approve the worker request before the task is deemed to be completed. The supervisor can either deny the approval or send back the request after entering the comments as to what changes are required. In some places supervisor needs to review the data and sign off on the supervisor checklist before approving.

The proposed Delaware FACTS II has a built-in random case sampling algorithm that selects cases for supervisory and administrative reviews for accuracy, completeness and compliance with Federal requirements and State standards. The algorithm is built on rules engine that enables DSCYF management to customize the rules if required. This confirms an Adaptive QA review process to improve timely service delivery and reduce or completely eliminate fraudulent activities.

Deloitte’s proposed Delaware FACTS II offers summary reports such as statistical data on length of stay of children in foster care, service delivery tracking, and missing data element reports for critical federal reports such as AFCARS, NCANDS and NYTD which offer accurate and up to date reports that help state to streamline service delivery and resource management by balancing the needs of children and staff at the same time. Meet or exceed federally mandated data quality standard requirements.

Deloitte’s proposed Delaware FACTS II offers comprehensive, parameter driven eligibility process that accommodates future rule changes easily which leads to low cost maintenance and near zero system changes result in high return of investment. The rules engine driven automatic calculation and recalculation of service payments

system recognizes change points such as placement duration, rate modifications, and level of care which helps DSCYF to guarantee providers, of data accuracy and timely payments. The proposed Delaware FACTS II system establishes data relationships between providers, clients and payments through contracts and services and contains extensive finance batches for financial reconciliation of payments to providers and adjustments for recoupment and under payments.

The proposed Delaware FACTS II generates Alerts and sends them to workers for notification regarding important event and escalates them to supervisors and administrative staff when required action is delayed beyond a Federal, State, or court mandated time frame. More details about alerts functionality can be found in the Messaging (Ticklers, Alerts, Notifications, and E-Mails) section. Delaware FACTS II fully supports tracking an individual person to multiple cases. Within FACTS II each case is person based, and a link is created and maintained between the person and their cases. Thus, the same person may be linked to multiple cases within the system.

New Initiatives

Adoption and Safe Families Act

The adoption functionality of the proposed Delaware FACTS II is fully compliant with the Adoption and Safe Families ACT and it documents the efforts workers take to secure a permanent family home for those children who cannot be reunified with their birth parents, legal guardians, or extended family as well as captures the appropriate services provided to children as well as adoption and birth families before and after the adoption is finalized.

In Delaware FACTS II, the process of adoption starts with determining that child cannot be reunited with his parents and adoption is a viable permanency goal of the child. Delaware FACTS II documents the permanency goal of adoption for the child in the Permanency Plan. Once the permanency goal of adoption has been finalized, the solution documents the outcome of Permanency Planning Hearing which includes information regarding the efforts made by the parents and the Agency to achieve the permanency goal. If it is determined that that reasonable efforts to reunify the family are not required then the alert is sent to the worker to schedule a permanency hearing within 30 days after the determination. Delaware FACTS II sends an alert to the workers to notify the foster parent, pre-adoptive parent or any other concerned parties to attend the periodic reviews that are held every six months following the permanency hearing.

Delaware FACTS II documents the efforts made to track the parents of the child. If the parents cannot be traced the Parental Rights Termination Recommendation screen allows worker to document that compelling reasons exist for not filing a TPR petition.

The Adoption Recruitment screen as show in Figure 4.2.6-72 and Figure 4.2.6-73 are used to document recruitment efforts of the agency to find adoptive families for children for adoptive matching. The screen documents the dates when the adoptive family was identified, when it was selected and when it was referred to Recruitment. The screen also documents the Recruitment Efforts that were made to recruit the family, specifically, the

external agencies that were approached for recruitment purposes. Finally, the recruitment results are documented which are the name of the adoptive/pre-adoptive family, dates the family made inquiry and agency's response to the inquiry.

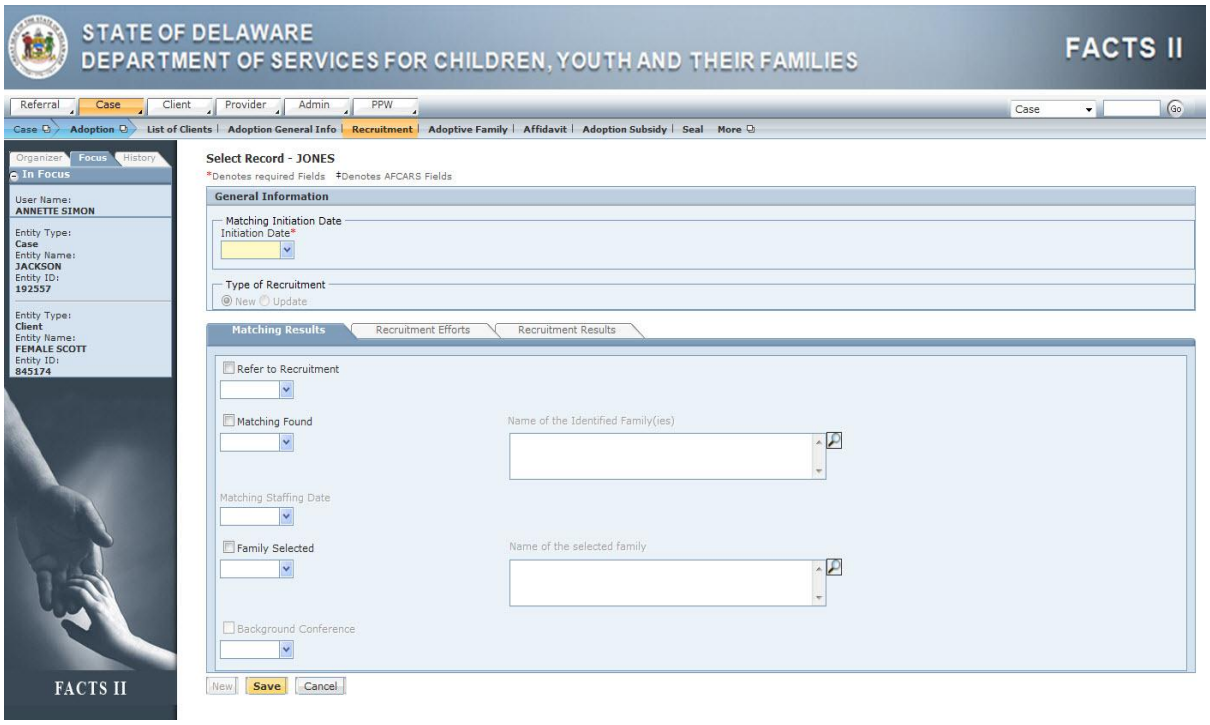


Figure 4.2.6-72. Adoption Recruitment – Placement Efforts.

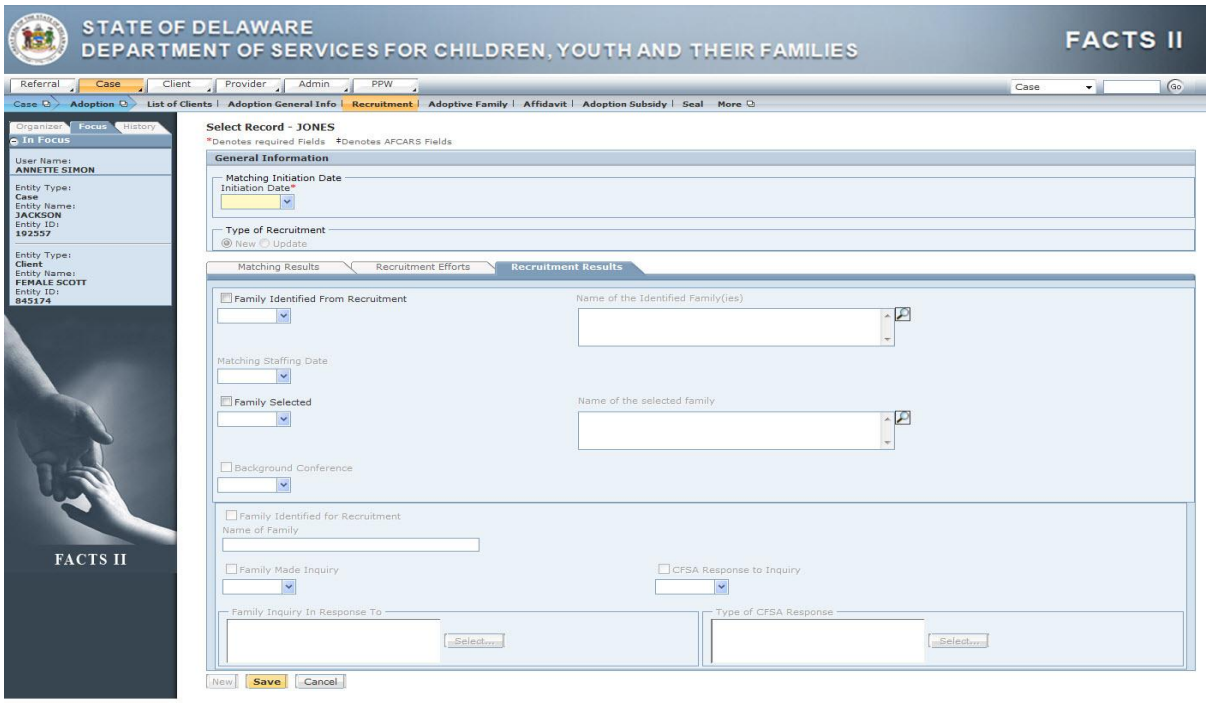


Figure 4.2.6-73. Adoption Recruitment – Recruitment Efforts.

Adoption Incentive Program

Deloitte will customize the Adoption module to collect data towards efforts for the Adoption Incentive Program.

Annual Report state performance

The proposed Delaware FACTS II fully support the data collection needs for the outcome measures used to assess State performance in operating child protection and child welfare programs under title IV-E, through the various “Penetration Reports” designed as part of the Management Statistical Reports functionality.

Safe and Timely Interstate Placement of Foster Children Act of 2006

The FACTS II support the timely home study procedures and requirements of section 471(a)(25) and (26) of the Social Security Act through the Provider Management module discussed earlier. The Home Study screen facilitates the safe and timely Interstate placement of Foster Children by capturing the initial assessment/approval and the periodic reconsiderations of a State home, or public provider. The Home Study system lets workers record home assessment data. If the agency has already completed a home assessment of the provider, the contents of the previous home assessment are copied into each new home assessment, so that the worker can simply update the family information instead of re-entering everything from scratch.

Adam Walsh Child Protection and Safety act of 2006

Deloitte will customize FACTS II to support the Adam Walsh Child Protection and Safety Act of 2006.