

## 4.2.3 Service Delivery Requirements

RFP reference: 8.2.3 Service Delivery Requirements, Page 38

The service delivery requirements address the following areas:

- Inquiry and Screening;
- Investigation;
- Case Opening and Closing;
- Assessment;
- Service Planning;
- Community-Based;
- Residential;
- Service Implementation in DSCYF Facilities;
- School Management in DSCYF Facilities;
- Interstate Compacts;
- Education and Health (Case Management Perspective);
- Court and Legal (Child Welfare);
- Court and Legal (Delinquency Proceedings); and
- Compliance/Quality Assurance.

**Deloitte's proposed FACTS II functionality meets DSCYF's Service Delivery Requirements. Built on a SACWIS assessed foundation, FACTS II offers a strong foundation to support the transformative needs of an Integrated Children Services model.**

Deloitte's FACTS II approach supports Integrated Children Services Business model by providing a common Intake, Investigation, Assessment, Case planning and ongoing Case Management capabilities to multiple agencies who provide services to the children and Families of Delaware. Our approach of common Intake, Investigation, Assessment and Case Planning is aligned with DSCYF vision of "One Child, One Team, One Plan". FACTS II **integrates services** provided by your core agencies that include Division of Family Services (DFS), Division of Prevention and Behavioral Health Services (DPBHS), Division of Youth Rehabilitative Services (YRS), Division of Management Support Services (DMSS).

Before we demonstrate how the proposed FACTS II meets DSCYF vision of "One Child, One Team, One Plan" and promotes Integrated Children Services Business model it is imperative to understand the core services provided by different programs within DSCYF and provide an overview of common services that overlap across these programs.



distinguishing  
**FACTORS**

- Best positioned to support DSCYF's Integrated Children Services model
- End to End Case Management resulting in Child focused Service
- A Business model focused on worker flexibility while enforcing quality control

The child welfare program's primary goal is the safety, well-being, and permanence for children. At a high level, the child welfare business process starts with an intake of suspected abuse and/or neglect report. Upon initial screening the report may be accepted for further investigation, rejected, or referred to another agency. The reports that are accepted undergo an initial service screening process to determine the type of services that might be needed for the child and/or family. Next, a detailed assessment of child and/or family's strengths and needs is performed. Based on the outcome, the service planning is conducted and the exact set of services needed for the family is identified. At this stage, the identified services are provided to the child and/or family through appropriate service and/or community based providers.

The juvenile justice program's primary goal is to provide the necessary services to delinquent youth to help them develop the positive social and vocational skills necessary to lead more crime-free lives. At a high level, the juvenile justice business process starts with a court intake. The court intake process is used to capture initial information about a youth when a new incident or referral occurs. The court liaison completes the initial intake documentation received from the court and referring parties, which could be law enforcement, courts, schools, parents, or other community members. Upon initial screening and acceptance, the court liaison may conduct initial interviews with concerned parties, arresting officer, complainant, parent, and youth, to gather background information about the youth in order to determine placement needs if the youth is placed in DSCYF's custody or to determine services to be provided if a youth is placed on probation or diversion. An initial recommendation for action or placement is made by the court liaison concluding the intake process. Next, a detailed assessment of child and/or family's strengths and needs is performed. Based on the outcome, the service planning is conducted and the exact set of services needed for the family is identified. At this stage, the identified services are provided to the child and/or family through appropriate service and/or community based providers.

The child behavioral and mental health program's primary goal is to provide prevention services for at-risk children and youth, as well as facility and community based treatment services for mentally ill, emotionally disturbed and substance abusing children, youth and their families. Similar to the child welfare, and YRS programs the child behavioral mental health program process also starts with an intake, followed by an initial assessment, strengths and needs determination and finally appropriate service delivery that may include the use of community based providers or facilities.

Looking at the current model we understand that DYSCF seeks to overcome Key short comings that includes

- Replicated Intake Screening, Assessment and Case Planning
- Multiple systems point of record.
- Lack of coordination across inter agencies to provide services without break
- Lack of Early intervention to promote safety
- Lack of streamlined financing mechanism to provide improved services to citizens of Delaware

- Lack of individualized Case plan
- Redundant Case work and inefficient throughput of Case Workers

The problem realized by DSCYF is common across many states; various agencies providing services for the common client lack the interaction necessary to provide those services in a cohesive manner – often resulting in fragmented and duplicated service delivery with accountability distributed across divisions. To close this gap of service delivery, we understand that DSCYF strategically has decided to move toward an Integrated Children Services delivery model. This delivery model integrates child welfare, child behavioral/mental health, and YRS under a single case management umbrella for at risk children and their families. Under this model, the child will be known in a single system, have a single cohesive team of case workers which may consist of a child protective services case worker, a court appointed case worker, and/or a mental health case worker, and a single service plan providing a gamete of services across agencies. Again, a concept best explained in your RFP – “One Child, One Team, One Plan.”

Service Delivery features in our transfer solution relevant to FACTS II




FACTS II Features – Service Delivery	
SACWIS System Similar to FACTS II	Deloitte Brings Direct Relevant Experience to FACTS II
 <b>DC FACES.NET</b>	<ul style="list-style-type: none"> <li>• Tightly integrated Service Planning and Service Delivery modules</li> <li>• Integrated CRC Structured Decision Making (SDM) assessment tools for consistent and validated decision making</li> </ul>
 <b>Alabama FACTS</b>	<ul style="list-style-type: none"> <li>• Integrated Services for Child protective services (CPS) and Adult Protective Services (APS)</li> <li>• Comprehensive Family Assessments (CFA)</li> <li>• Tasks and Objective based Individualized Case Planning</li> </ul>
 <b>Allegheny KIDS</b>	<ul style="list-style-type: none"> <li>• Integrated platform that supports service delivery for CYF and Juvenile Probation Office (JPO) Services</li> <li>• Feature rich provider portal that supports specialized referrals, case worker direct referrals and online service request mechanisms that deliver a variety of services for all citizens of Allegheny County</li> <li>• A comprehensive end-to-end case management system that also supports kids transitioning to the Independent Living (IL) program</li> </ul>

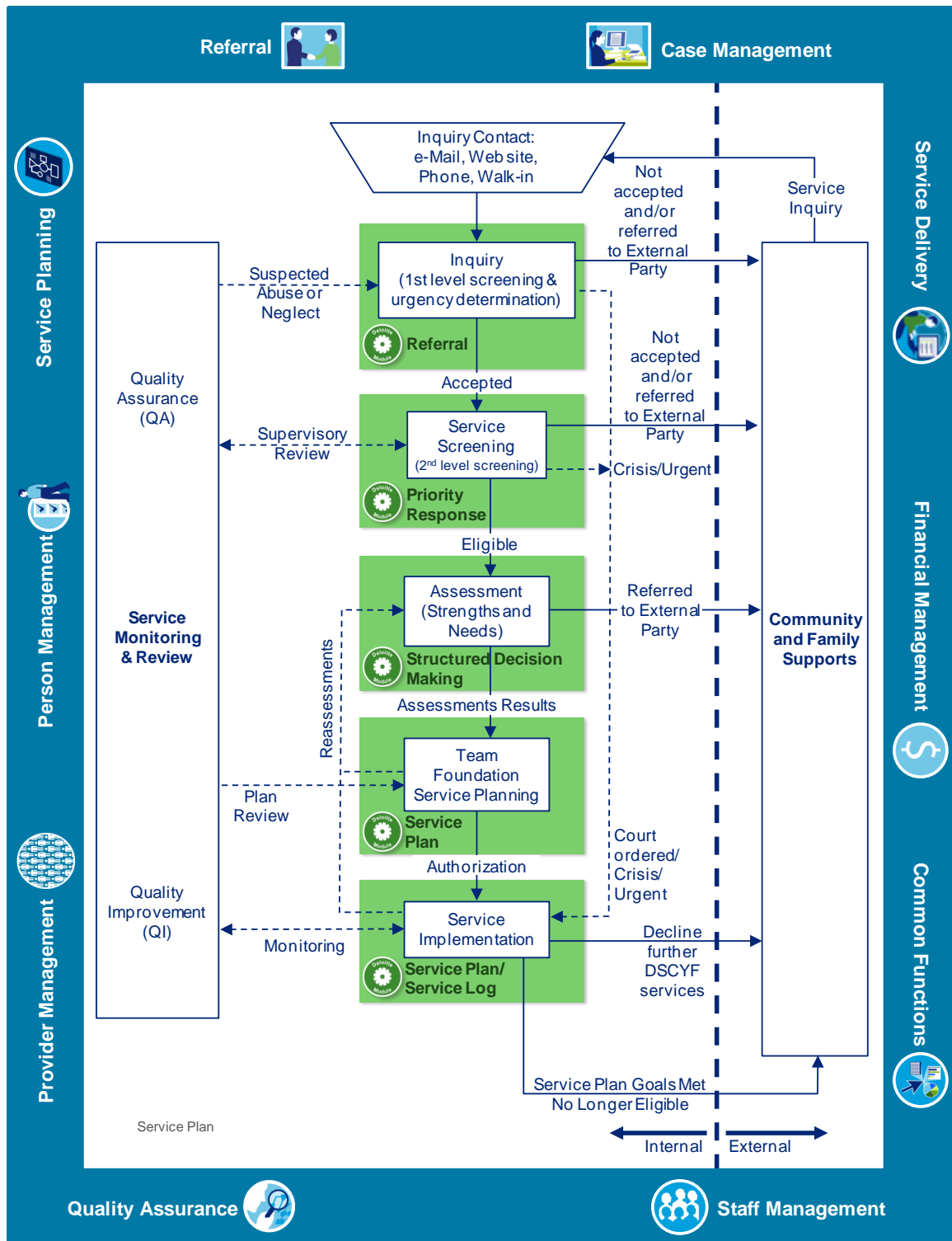
Table 4.2.3-1 Deloitte’s Relevant Experience to FACTS II.

In this section, we will illustrate how FACTS II integrates your agencies DFS, DPMHS, DYS and DMSS. In your legacy model the fundamental drawback is that you have replicated Intake, screening, case planning, service delivery and outcome monitoring provided by multiple agencies operating in a silo mode. The proposed FACTS II eliminates the replicated processes by providing a common intake, screening, assessment followed by a common case planning stage at which planners determine a holistic set of services to be brought to bear by one or more separate agencies. Once the case plan has been assembled, individual agencies are tasked with organizing and managing the services for which they are best suited to deliver, as specified in the unified case plan. Agencies will deliver services and interventions that have been defined from a common perspective and deliver them in a manner that supports the defined goals of that common perspective – an improvement in well-being as defined in the common case plan. Integrated planning of services avoids the significant risks of ineffective intervention that arise when individual agencies are commissioned to deliver one or more services without reference to a common, detailed service plan and without the obligation to measure their results against such a plan.

The below Figure 4.2.3-2 depicts how FACTS II provides a common Intake, screening, assessment, case planning and outcome monitoring providing an Integrated Children Services System.



**Figure 4.2.3-1. One Child, One Team, One Plan.**



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**Figure 4.2.3-2. Integrated Case Management with common Intake, Assessment, Case Planning and Outcome Monitoring.**

In the coming sections we explain in detail how the proposed FACTS II integrates your core services and delivers services through an Integrated Children Services System.

## Inquiry and Screening

The proposed Delaware FACTS II provides Inquiry and Screening capabilities integrating programs across DSCYF. FACTS II's common user interface promotes standardized Inquiry and Screening and allows standardized decision across the agency and initiates the appropriate services that improve lives of children and Family in Delaware.

### RFP Cross Reference: Appendix E - Common System Functions Requirements

#### Service Delivery Requirements– 23-1 to 36-22

Inquiry and Screening are critical to an Integrated Children services system. Inquiry module is the **gateway** or source for all Intakes and FACTS II provides a common Inquiry module that allows workers from all programs to accept or screen an Intake. Inquiry and Screening 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 FACTS II Service Delivery Inquiry and Screening Features	Deloitte Approach Benefits DSCYF
Common Inquiry and Screening	<ul style="list-style-type: none"> <li>• Promotes Streamlined and Standardized Inquiry and Screening process across programs</li> <li>• Increased DSCYF response time to provide services to families</li> <li>• Promotes Standardized decision across agency</li> </ul>
Global Search	<ul style="list-style-type: none"> <li>• Automated search allows workers to easily identify prior reports</li> <li>• Avoids duplicate persons getting created into FACTS II</li> </ul>
Prior History	<ul style="list-style-type: none"> <li>• Reduces redundant case work by associating reports to ongoing investigations</li> </ul>

**Table 4.2.3-2. Inquiry and Screening Features and Benefits.**

In the below section we provide an overview of our Inquiry and Screening components and how these components meets your requirements. There are six major components involved in Inquiry and Screening that includes Hotline Report, Relationship, Allegations, Decision Tool, priority response factors and Screening.

## 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 DSCYF 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 4.2.3-3. The second figure Figure 4.2.3-4 is the second tab of the Hotline Report where client demographic information is recorded.

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

**FACTS II**

Referral Case Client Provider Admin PPW

Referral CPS Hotline Report Relations Decision Tool Allegations Priority Response CPS Outcome

Organizer Focus History

In Focus

User Name: ANNETTE SIMON

Entity Type: Referral

Entity Name: JACKSON

Entity ID: 586342

**Hotline Report**

\* Denotes Required Fields \*\* Denotes Half-Mandatory Fields #Denotes AFCARS Fields

View Notes

**Hotline Report**

Date Created: 01/11/2006 Time Created: 02:16 PM Referral ID: 586342

Intake Date: 01/11/2006 Intake Time: 12:12 AM/PM: AM Referral Type: CPS Contact Type: Telephone

Household Name: JACKSON Staff Name: ANNETTE SIMON Find

☐ Institutional Abuse

CPSA Facility: Provider: Other Facility: Find

**Reporter Information**

Prefix: First: Joan Middle: Last: Bright Suffix: Relationship to Report:

☐ Anonymous Reporter's Agency:

☐ Mandated Reporter:

Address: Phone 1 Type: Phone 1: Extn: Phone 2 Type: Phone 2: Extn: Phone 3 Type: Phone 3: Extn: Edit

**Critical Locations** Client Details

Incident Address: Home Phone: Work Phone: Extn: Phone Type: Other Phone: Edit

Household Address: ☐ Same as Incident Address Home Phone: Work Phone: Extn: Phone Type: Other Phone: Edit

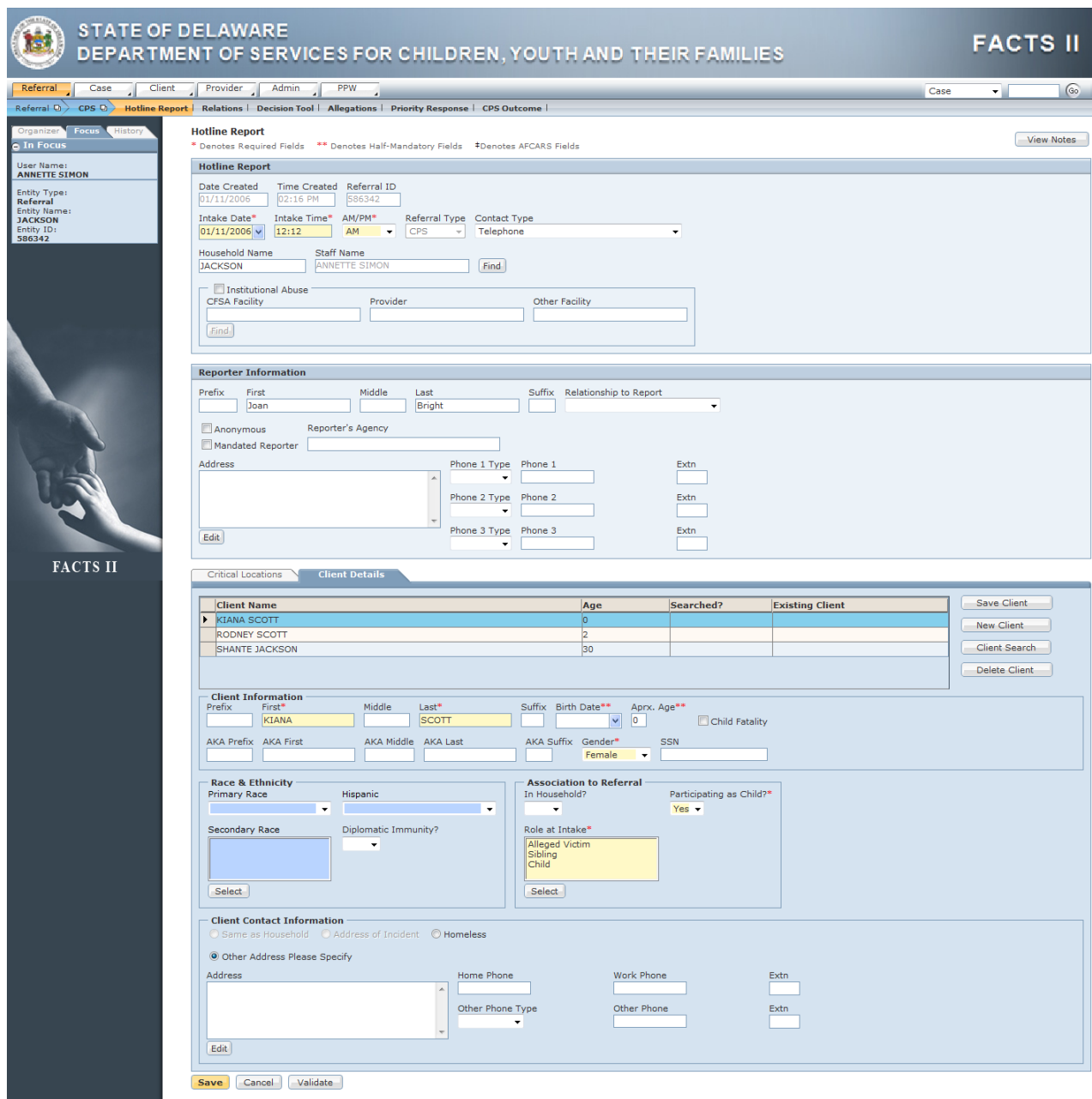
Current Location/Condition of Child and Parent. Perpetrator's access to child. Any other individual aware of the situation. When, where and who saw the child last?

Save Cancel Validate

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Figure 4.2.3-3. Hotline Report Critical Information tab.

Delaware Department of Services for Children, Youth and Their Families  
FACTS II, RFP #07



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

**FACTS II**

Referral Case Client Provider Admin PPW

Referral CPS Hotline Report Relations Decision Tool Allegations Priority Response CPS Outcome

Organizer Focus History

**In Focus**

User Name: ANNETTE SIMON

Entity Type: Referral  
Entity Name: JACKSON  
Entity ID: 586342

**Hotline Report**

\* Denotes Required Fields \*\* Denotes Half-Mandatory Fields # Denotes AFCARS Fields

**Hotline Report**

Date Created: 01/11/2006 Time Created: 02:16 PM Referral ID: 586342

Intake Date\*: 01/11/2006 Intake Time\*: 12:12 AM/PM\*: AM Referral Type: CPS Contact Type: Telephone

Household Name: JACKSON Staff Name: ANNETTE SIMON Find

☐ Institutional Abuse  
CFSA Facility: Provider: Other Facility: Find

**Reporter Information**

Prefix: First: Joan Middle: Last: Bright Suffix: Relationship to Report:

☐ Anonymous Reporter's Agency: ☐ Mandated Reporter: Address: Phone 1 Type: Phone 1: Extn: Phone 2 Type: Phone 2: Extn: Phone 3 Type: Phone 3: Extn: Edit

**Client Details**

Client Name	Age	Searched?	Existing Client
KIANA SCOTT	0		
RODNEY SCOTT	2		
SHANTE JACKSON	30		

Save Client New Client Client Search Delete Client

**Client Information**

Prefix: First\*: KIANA Middle: Last\*: SCOTT Suffix: Birth Date\*\*: Aprx. Age\*\*: Child Fatality: AKA Prefix: AKA First: AKA Middle: AKA Last: AKA Suffix: Gender\*: Female SSN: Select

**Race & Ethnicity**

Primary Race: Hispanic Secondary Race: Diplomatic Immunity?: Select

**Association to Referral**

In Household?: Participating as Child?: Yes Role at Intake\*: Alleged Victim Sibling Child Select

**Client Contact Information**

☐ Same as Household ☐ Address of Incident ☐ Homeless ☒ Other Address Please Specify

Address: Home Phone: Work Phone: Extn: Other Phone Type: Other Phone: Extn: Edit

Save Cancel Validate

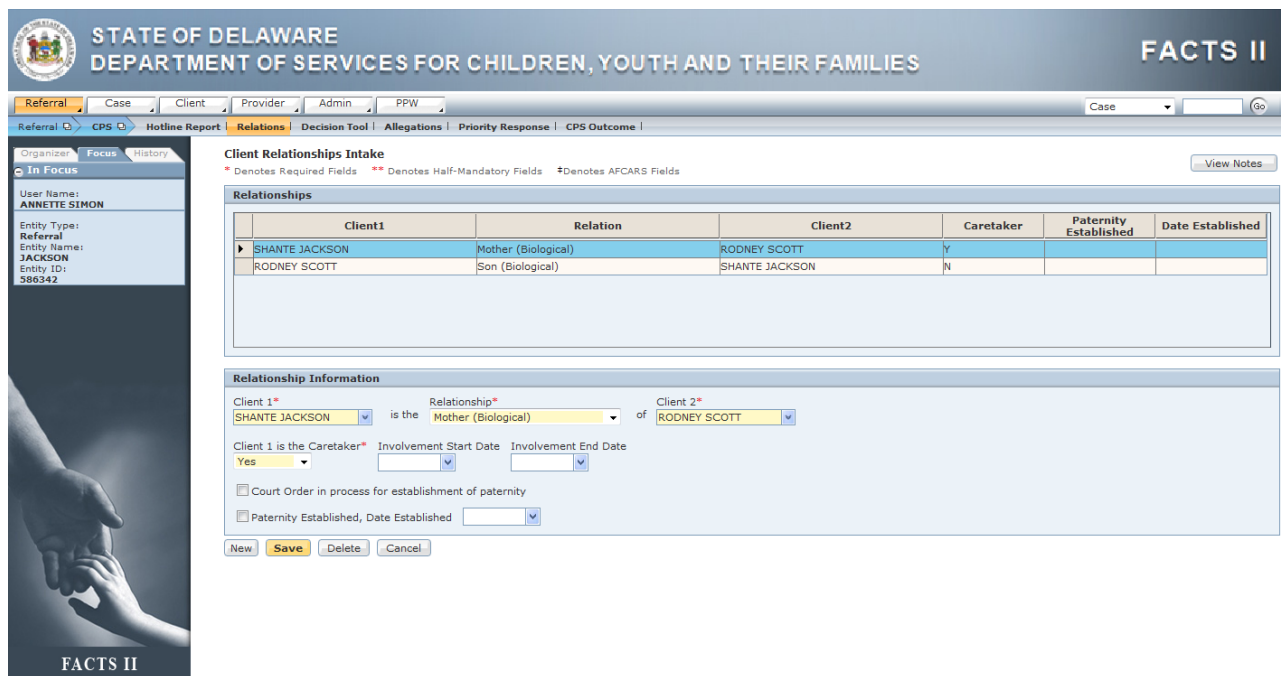
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Figure 4.2.3-4. Hotline Report Client Details.

## Relationship Matrix

Delaware FACTS II supports the entry and definition of client relationships as pictured in Figure 4.2.3-5 Client relationships are 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.



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

**FACTS II**

Referral Case Client Provider Admin PPW Case [Go]

Referral CPS Hotline Report **Relationships** Decision Tool Allegations Priority Response CPS Outcome

Organizer Focus History  
In Focus  
User Name: ANNETTE SIMON  
Entity Type: Referral  
Entity Name: JACKSON  
Entity ID: 986342

**Client Relationships Intake**  
\* Denotes Required Fields \*\* Denotes Half-Mandatory Fields #Denotes AFCARS Fields View Notes

Client1	Relation	Client2	Caretaker	Paternity Established	Date Established
SHANTE JACKSON	Mother (Biological)	RODNEY SCOTT	Y		
RODNEY SCOTT	Son (Biological)	SHANTE JACKSON	N		

**Relationship Information**

Client 1\* SHANTE JACKSON is the Relationship\* Mother (Biological) of Client 2\* RODNEY SCOTT

Client 1 is the Caretaker\* Yes Involvement Start Date Involvement End Date

☐ Court Order in process for establishment of paternity

☐ Paternity Established, Date Established

New Save Delete Cancel

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Figure 4.2.3-5 – Relationship Screen.

## Decision Tool

Delaware FACTS II supports the integration of department policy into the intake process as pictured in Figure 4.2.3-6. 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.

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

**FACTS II**

Referral Case Client Provider Admin PPW

Referral CPS Hotline Report Relations **Decision Tool** Allegations Priority Response CPS Outcome

Organizer Focus History

**In Focus**

User Name: ANNETTE SIMON

Entity Type: Referral

Entity Name: JACKSON

Entity ID: 386342

**Standards/DecisionTool**

\* Denotes Required Fields \*\* Denotes Half-Mandatory Fields #Denotes AFCARS Fields

**Decision Tool Results**

Maltreatment Category	Standard Met
Neglect-Inadequate Clothing	YES

**Assessment Questions**

Maltreatment Category: Neglect-Inadequate Clothing

1. Does any child's clothing fit inappropriately or is it in poor condition? Yes If yes, who? KIANA SCOTT RODNEY SCOTT Select

2. Is any child's clothing inappropriate for the weather? Yes If yes, who? KIANA SCOTT RODNEY SCOTT Select

3. Are any child's clothes constantly dirty? Yes If yes, who? KIANA SCOTT RODNEY SCOTT Select

New Save Cancel

DE\_SACWIS-804

Figure 4.2.3-6 – Decision Tool.

## Allegation Information

Delaware FACTS II supports the entry of allegations as shown in Figure 4.2.3-7. 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 maltreater. 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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**DEPARTMENT OF SERVICES FOR CHILDREN, YOUTH AND THEIR FAMILIES**

**FACTS II**

Referral Case Client Provider Admin PPW Case [Go]

Referral CPS Hotline Report Relations Decision Tool **Allegations** Priority Response CPS Outcome

Organizer Focus History

**In Focus**

User Name: ANNETTE SIMON

Entity Type: Referral

Entity Name: JACKSON

Entity ID: 586342

**Allegation Information**

\* Denotes Required Fields \*\* Denotes Half-Mandatory Fields #Denotes AFCARS Fields

**Decision Tool Results**

Neglect: Met Standard

**Maltreatment and Injuries**

Alleged Victim	Category	Type	Injury	Allegation Source
RODNEY SCOTT	Neglect	Inadequate Clothing		Intake - 586342

**Maltreatment and Injury Information**

Alleged Victim\* RODNEY SCOTT

Alleged Maltreater\* SHANTE JACKSON

Category\* Neglect

Type Inadequate Clothing

MPD Notification Required

Date of Incident 01/03/2011

Injury Characteristics

Injury Location

Maltreatment/Injury Specifics

Injury Age

Accidental Injury

Physical/Sexual Assault

Newborn w/Positive Tox

Addicted/Dependent Newborn

New Save Fast Add Delete Cancel

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Figure 4.2.3-7 – Allegation Details.

## Priority Response

Delaware FACTS II supports the definition of priority response time as pictured in Figure 4.2.3-7. Immediate response triggers shown in this screen are defined by program and selection of the triggers will specify a response time for workers on the Referral 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.

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

FACTS II

Referral Case Client Provider Admin PPW

Referral CPS Hotline Report Relations Decision Tool Allegations **Priority Response** CPS Outcome

Organizer Focus History

In Focus

User Name: ANNETTE SIMON

Entity Type: Referral

Entity Name: JACKSON

Entity ID: 586342

Hotline Priority Response

\* Denotes Required Fields \*\* Denotes Half-Mandatory Fields # Denotes AFCARS Fields

View Notes

Immediate Response Triggers

- ☐ Children who are left alone.
- ☐ Child who has a serious medical condition or serious injury that requires immediate medical attention.
- ☐ There is a death of a child.
- ☐ A hospital/physician or the police are currently holding the child, i.e. positive tox.
- ☐ The child has been caged, bound, or is significantly physically restricted in the home.
- ☐ The caretaker has made a plausible/credible threat to seriously harm or abandon the child.
- ☐ A perpetrator who has sexually abused a child and has access to the child.
- ☐ Family living in an abandoned building, or living without essential utilities, or environmental hazards are present and are a safety concern.
- ☐ Walk in.
- ☐ Caretaker is currently or was recently violent and/or out of control, i.e. domestic violence, caretaker involved in physical or verbal altercation.
- ☐ The caretaker is mentally ill or developmentally disabled and cannot make a reasonable judgement about the child's safety.
- ☐ The Caretaker is currently involved in dangerous criminal activity, i.e. weapons in the home, arrest.
- ☐ There is a history of serious maltreatment, i.e. history of fatality, child removed from home, child at school with a bruise.
- ☐ Caretaker or child appears suicidal or homicidal.
- ☐ None.

Save Cancel

DE\_SACWIS-806

Figure 4.2.3-7. Priority Response Factors.

## Referral Outcome (Screening)

Delaware FACTS II supports the summation of referral data collected from the Hotline Report, Decision Tool and Priority Response screens as pictured in Figure 4.2.3-8. This screen is the crux of the referral process as it summarizes all inquiry data for workers to make an appropriate screening decision – ultimately defining the department’s responsibility moving forward.

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**FACTS II**

Referral Case Client Provider Admin PPW

Referral CPS Hotline Report Relations Decision Tool Allegations Priority Response CPS Outcome

Organizer Focus History

**In Focus**

User Name: ANNETTE SIMON

Entity Type: Referral

Entity Name: JACKSON

Entity ID: 386342

**Referral Acceptance**

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

Referral Date: 01/11/2006 Family Name: JACKSON Outcome Date: 01/30/2011 CPS Type: Neglect

**Prior History**

Associated Referrals

Refer ID	Family Name	Referral Type	Worker Name	Open Date	Close Date	Case ID

Associated Cases

Case ID	Case Name	Case Type	Worker Name	Open Date	Close Date

Additional History

**Outcome**

System Recommended Outcome	Final Outcome	Response Time
ACCEPT		

☐ Keep Decision Tool outcome of ACCEPT

☐ Do not Keep Decision Tool Outcome and instead SCREEN OUT

Reason

Explanation

**Make Association or Link This Referral\***

☒ Do Not Associate

☐ Associate with a Referral

☐ Associate with a Case

☐ Link to an open Investigation

Referral/Case ID

Find

**Narrative and Comments**

Narrative of Alleged Maltreatment (who, what, when, and any additional issues or worker safety concerns)\*

Worker Comments

Supervisor Comments

Worker Assigned to Investigation

SIMON, ANNETTE

Program Area

FACESNET TRAINING

Unit

Training Unit III

Save Approval Override Cancel

DE\_SACWIS-807

Figure 4.2.3-8. Referral Outcome.

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. FACTS II automatically generates previous 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. 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. 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 Consulting 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. FACTS II's Inquiry and screening components provides a common platform to support Inquiry and Screening process of DSCYF programs. Deloitte will work with DSCYF to extend the existing components to support required functionalities such as adding new fields to screens, redaction of specific reporter information while printing and automated creation of referral when any child of 13 years or younger gets admitted to detention center to support Inquiry and Screening process across programs within DSCYF.

## Investigation

*The proposed Delaware FACTS II provides comprehensive common Investigation components that are used across programs within DSCYF. FACTS II's common Investigation components promotes standardized Investigation process and allows consistent decision across the agency to initiate the appropriate services that improve lives of children and Family in Delaware.*

### RFP Cross Reference: Appendix E - Common System Functions Requirements

Service Delivery Requirements– 23-1 to 36-22

After an intake is approved for further investigation, information captured in inquiry phase is carried forward to investigation and is available to update and add new information identified during investigation.

Based on our understanding of the requirements for Investigation under service delivery the component that meets/extends your requirements include Referral Narrative, Detailed Client Information, Contacts, Assessment Notes, and Assessment Findings/Closure.

DE FACTS II Investigation Features	Deloitte Approach Benefits DSCYF
Common Investigation	<ul style="list-style-type: none"><li>• Promotes Streamlined and Standardized Investigation process across programs</li><li>• Provides DSCFY workers ability to review information collected during Intake, including mandatory timeframes for response</li><li>• Supports concurrent Investigations for the same family</li></ul>

DE FACTS II Investigation Features	Deloitte Approach Benefits DSCYF
Person's Information	<ul style="list-style-type: none"> <li>• Provides ability to scan medical records or a birth certificate, school records, employment verification, etc into the SACWIS database and associate them to client or personal record.</li> <li>• Captures additional clients, relationships and allegations that may be identified during the investigation process</li> <li>• Records contacts for all participants involved in an Investigation and related details during the investigation process</li> </ul>
Assessment Findings	<ul style="list-style-type: none"> <li>• Determines level of agency's involvement to address the substantiated allegation</li> <li>• Ensures safety of a child by mandating the investigating worker to complete safety and risk assessment for substantiated allegations</li> </ul>

**Table 4.2.3-3. Investigation Features and Benefits.**

In the below section we provide an overview of our existing components and how these components meet your requirements. There are five major components involved in Investigation that includes Referral Narrative, Detailed Client Information, Contacts, Assessment Notes and Assessment Findings/Closures.

## Referral Narrative

Upon initiation of the Investigation, workers will be able to view the Referral Narrative as pictured in Figure 4.2.3-9, which includes narrative that has been transferred into the Investigation from the referral. Worker can add new information they discovered during investigation. Additionally, workers that have been assigned investigations with a priority response time will be alerted via the standard Alert functionality.

**Delaware Department of Services for Children, Youth and Their Families**  
**FACTS II, RFP #07**

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

**FACTS II**

Referral Case Client Provider Admin PPW

Referral Investigation **Referral Narratives** Contacts Allegation Collateral Extension Notes Assessment Findings More

Organizer Focus History

**In Focus**

User Name:  
**ANNETTE SIMON**

Entity Type:  
**Referral**

Entity Name:  
**JACKSON33**

Entity ID:  
**586332**

**Referral Narrative**

\* Denotes Required Fields \*\* Denotes Half-Mandatory Fields #Denotes AFCARS Fields

**Incident Description**

Alleged Maltreatment, Additional Issues, and Worker Safety Concerns  
 (List: Who, what, when, where, how does reporter know this information? Issues of Domestic Violence, Substance Abuse, Support Systems, Conditions of Home and Parenting Skills).

Neighbor, Joan Bright called CFSA Hotline on Jan. 10, 2006 and reported that her neighbor's children were at home alone. She believes that three children are in the house currently with no supervision (the oldest being no older than 8 years of age, and a toddler and an infant). Ms. Bright reported that she often witnesses drug activity in that household and is worried that the children may get caught up in a dangerous situation one day.

Current location & condition of child. Current location of parent. Perpetrator's access to child. When and by whom was the child last seen. Other individuals with knowledge of the situation.

Ms. Shante Jackson is currently out of the house, but her whereabouts are unknown. The neighbor, Joan Bright, indicated that three children are in the home she believes that the 7-year old is home alone with a toddler and an infant.

Cancel

DE\_SACWIS-808

**Figure 4.2.3-9. Referral Narrative.**

## Detailed Client Information

Delaware FACTS II supports the collection of detailed client information during the investigation process. Figure 4.2.3-10 shows the Client Summary screen, 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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**DEPARTMENT OF SERVICES FOR CHILDREN, YOUTH AND THEIR FAMILIES**

**FACTS II**

Referral Case Client Provider Admin PPW

Referral Clients Client List Summary General Info Demographics Relations Employment / Education Finances More

Organizer Focus History

**In Focus**

User Name:  
ANNETTE SIMON

Entity Type:  
Referral  
Entity Name:  
JACKSON33  
Entity ID:  
586332

Entity Type:  
Client  
Entity Name:  
FEMALE SCOTT33  
Entity ID:  
845487

**Client Summary**

\* Denotes Required Fields \*\* Denotes Half-Mandatory Fields #Denotes AFCARS Fields

**Client Information**

Client Name  
FEMALE SCOTT33

Client ID  
845487

Date of Birth

SSN  
-

Worker  
ADMIN TRAINER

Age

Medicaid#

Gender  
Female

School

Primary Race  
Black or African American

**Location**

Court Services/Oversight Narrative

Residence/Facility Name

Address  
5700 KING Street NW WASHINGTON,  
District of Columbia 20001

Placement Service

Provider ID#

Phone  
(202) 222-2222

Placement Start Date

Cancel

FACTS II

DE\_SACWIS-809

Figure 4.2.3-10. Client Summary.

## Contacts

One of the key functions a Caseworker completes is a face-to-face contact with the family during Investigation to collect information that helps initial assessment of the family condition. Delaware FACTS II supports the entry of investigation and case contacts as pictured in Figure 4.2.3-11. The contacts recorded during investigation are 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.

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**FACTS II**

Referral Case Client Provider Admin PPW Case [Go]

Referral Investigation Referral Narratives **Contacts** Allegation Collateral Extension Notes Assessment Findings More

**Selects the Client Contact**  
\* Denotes Required Fields \*\* Denotes Half-Mandatory Fields # Denotes AFCARS Fields

**Contact History**

Staff Name	Location/Type	Contact Status	Source	Updated Date
ANNETTE SIMON		Completed	InvestigationAsses	

**General Information**

Staff Name: ANNETTE SIMON Type / Location\*

Source: Investigation/Assessment Date\* Time\* A.M. P.M.

Status: ☒ Completed ☐ Attempted Duration Travel Time

**Clients Discussed**

Select

**Contact Participants**

Client/Collateral\*\* Non-Client/Non-Collateral Participants\*\*

Select

**Purpose**

Select

**Type of Contact**

Select

**Comments\***

New Save Cancel Find

DE\_SACWIS-810

Figure 4.2.3-11 – Contacts Screen.

## Assessment Notes

Delaware FACTS II supports the entry of detailed investigation/case notes as pictured in Figure 4.2.3-12. 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.

The screenshot displays the FACTS II web application interface. At the top, the header includes the Delaware state seal, the text "STATE OF DELAWARE DEPARTMENT OF SERVICES FOR CHILDREN, YOUTH AND THEIR FAMILIES", and the "FACTS II" logo. Below the header is a navigation bar with tabs for "Referral", "Case", "Client", "Provider", "Admin", and "PPW". A secondary navigation bar contains links for "Referral Narratives", "Contacts", "Allegation", "Collateral", "Extension", "Notes", "Assessment Findings", and "More". On the left side, there is a sidebar with a "Focus" tab and a list of entities. The main content area is titled "Investigation Notes" and contains a large text box labeled "Assessment Notes". Below the text box are "Save" and "Cancel" buttons. A legend at the top of the main area explains field types: "\* Denotes Required Fields", "\*\* Denotes Half-Mandatory Fields", and "\*Denotes AFCARS Fields".

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

Referral Case Client Provider Admin PPW

Referral Narratives Contacts Allegation Collateral Extension Notes Assessment Findings More

Organization Focus History

User Name: ANNETTE SIMON

Entity Type: Referral  
Entity Name: JACKSON33  
Entity ID: 586332

Entity Type: Client  
Entity Name: FEMALE SCOTT33  
Entity ID: 845487

Investigation Notes

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

Assessment Notes

Save Cancel

DE\_SACWIS-811

Figure 4.2.3-12 – Assessment Notes.

## Assessment Findings/Closure

Delaware FACTS II provides the ability to document and notate results of the investigative process as pictured in Figure 4.2.3-13. 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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**FACTS II**

Referral Case Client Provider Admin PPW

Referral Investigation Referral Narratives Contacts Allegation Collateral Extension Notes **Assessment Findings** More

Organizer Focus History

**In Focus**

User Name: ANNETTE SIMON

Entity Type: Referral

Entity Name: JACKSON33

Entity ID: 586332

**Assessment Findings**

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

Name	Maltreatment Category	Maltreatment Type	Injury Characteristics	Perpetrator	Findings
REYSHAWN JACKSON33	Neglect	Abandonment		SHANTE JACKSON33	Unfounded
REYSHAWN JACKSON33	Neglect	Educational		SHANTE JACKSON33	Unfounded
REYSHAWN JACKSON33	Neglect	Lack of Supervision		SHANTE JACKSON33	Substantiated
REYSHAWN JACKSON33	Neglect	Left Alone		SHANTE JACKSON33	Substantiated

**Results** Findings

☐ The Child and Family Services Agency (CFSA) has opened a case for your family. You will be visited by a CFSA social worker who will discuss additional services available to help your family.

☐ Based on your consent, the Child and Family Services Agency (CFSA) has referred you to the neighborhood collaborative in your area. You will be contacted by a case worker from the collaborative who will discuss additional services available to help your family.

☐ The Child and Family Services Agency (CFSA) will take no further action.

☐ Because you do not live in the District, CFSA will ask the social services agency where you reside to provide services to you.

(Include the Reason for assessment finding(s) of each allegation. This information will print on the notice of Investigation Results)\*

Results of the investigation go here...

Investigative Results for MALTREATOR UNKNOWN

Save Cancel

DE\_SACWIS-817

**Figure 4.2.3-13. Allegation 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 4.2.3-14. 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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FACTS II

Referral Case Client Provider Admin PPW

Referral Investigation Referral Narratives Contacts Allegation Collateral Extension Notes Assessment Findings More

Organizer Focus History

In Focus

User Name: ANNETTE SIMON

Entity Type: Referral  
Entity Name: JACKSON33  
Entity ID: 586332

Investigation Closure

\* Denotes Required Fields \*\* Denotes Half-Mandatory Fields # Denotes AFCARS Fields

Recommendations

☒ Family Accepts Recommendation ☐ Family does not Accept Recommendation

Explanation

Assessment Closure Details

Closure Type

☒ Complete Investigation

☐ Incomplete Investigation  
Reason

☐ Linked to Open Investigation  
Referral ID Current Referral Status  
Search

Closure Comments

Save Approval Cancel

DE\_SACWIS-818

Figure 4.2.3-14 – Assessment Closure.

FACTS II's Investigation components provide a common platform to support Investigation process of different type of Inquiries across DSCYF programs. Deloitte will work with DSCYF to configure the existing components to support required functionalities such as adding a link on hotline report screen to provider module to view children served by that provider to support Investigation process across programs within DSCYF.

## Case Opening and Closing

The proposed Delaware FACTS II provides real time effective service delivery and ongoing case management to monitor services provided to meet the objectives of the family and supports standardized opening and closing of cases across programs within DSCYF

### RFP Cross Reference: Appendix E - Common System Functions Requirements

Service Delivery Requirements– 23-1 to 36-22

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.

DE FACTS II Case Opening and closing Features	Deloitte Approach Benefits DSCYF
Case Summary	<ul style="list-style-type: none"> <li>• Promotes Streamlined and Standardized case opening and closing process across programs</li> <li>• Provides a mechanism for newly assigned workers to become quickly acclimated to ongoing case and client activity through the use of case and client level snapshots</li> <li>• Maintains history of agency involved with the family</li> </ul>
Service Log	<ul style="list-style-type: none"> <li>• Maintains history of services provided to a child across agency programs</li> <li>• Enables workers to provide multiple services to clients depending on the needs of the family</li> <li>• Automated support in the identification and matching of service needs with available service providers on a child's specific needs as identified during the assessment process</li> </ul>

**Table 4.2.3-4. Case Opening and Closing Features and Benefits**

Based on our understanding of the requirements for Case opening and closure under service delivery the components that meets/extends your requirements include Case summary, Service Log and Education Screen.

## Case Summary/Closure

FACTS II supports streamlined opening and closing of cases common to all programs within DSCYF. The Case Summary screen as pictured in Figure 4.2.3-15 provides workers and supervisors with a high-level snapshot of case data which includes Basic Information,

Assignment History, Reason for Agency Involvement and Case History. Snapshots exist at the case level and client level to provide a mechanism for newly assigned workers to become quickly acclimated to ongoing case and client activity. The Case Summary screen initiates case closure and maintains history of agency involvement with the family. When case closure is requested the system initiates a series of automated checks throughout the case record – checks to see if there are any open placement episodes, unapproved case plans, pending service payments, children still committed to the department, etc. If any of these department-defined case activities are incomplete or insufficient for case closure, the case closure request will not be processed and the system will provide a detailed message listing pending case work. At any time workers may then re-request case closure, and once all the validations pass the closure request will be forwarded for supervisory approval. Upon approval of case closure, all worker assignments are end dated so that the case drops off of worker's workloads. Furthermore, the reopening of a case is initiated from the Case Summary screen and must be appropriately documented for case history tracking. The case types shown below is configurable and supports new case types that initiates workflows specific for that particular case type in order to support multiple case types programs within DSCYF.

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**FACTS II**

Referral Case Client Provider Admin PPW Case Case Summary Client Merge Collateral Contacts Household Visits Case Plan More

Organizer Focus History

**In Focus**

User Name: ANNETTE SIMON

Entity Type: Case

Entity Name: Jackson

Entity ID: 192637

**Case Summary**

\* Denotes Required Fields \*\* Denotes Half-Mandatory Fields #Denotes AFCARS Fields

**Information**

Case Name: Jackson Family Case Type: CPS Case Number: 192637 Family Worker: ANNETTE SIMON

**Assignment**

Client	Program	Worker	Case Assignment
--------	---------	--------	-----------------

**Reason for Agency Involvement**

Referral ID	Referral Date
586386	01/25/2011

neglect

**Case History**

Open Date	Close Date	Reason
01/26/2011		

☐ Recommend Case Closure

Closure Reason: Date: 01/26/2011

Closure Summary:

Save Reopen Close Case Cancel

Figure 4.2.3-15. Case summary.

## Service Log

FACTS II provides the ability to initiate services during the investigative and case stages as pictured in Figure 4.2.3-16. Services identified in the Service Plan are automatically plotted in the Service Log for initiation by the worker. After a service is identified, Service log allows workers to search the statewide Resource Directory to identify available service providers. Service log provides history of all services provided for a child across programs and allows workers to provide multiple services to clients depending on the needs of the family.

**STATE OF DELAWARE**  
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**FACTS II**

Referral Case Client Provider Admin PPW

Case Service List of Clients Service Log Unmet Addon

Organizer Focus History

**In Focus**

User Name: ANNETTE SIMON

Entity Type: Case  
Entity Name: Jackson  
Entity ID: 192637

Entity Type: Client  
Entity Name: KEY SHAWN JACKSON  
Entity ID: 846022

**Service Offered/Delivered**

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

Services	Provider	Last Updated By	Current Status	Est Begin Date	Act Begin Date	Act End Date
Individual Therapy	Robert Jenkins	TRAIN4	Referral Made	01/26/2011		

**Service Information**

Service \* Individual Therapy Service

Provider Type  
☒ Provider ☐ Collateral ☐ Collaborative

Frequency \* Weekly

Duration

Estimated Begin Date \* 01/26/2011

Estimated End Date \* 05/11/2011

Actual Begin Date

Actual End Date

Date Referral Form Received

☐ Court Ordered ☐ Preventive Service

Court Ordered Comments

Status Comments

New Save History Approval Cancel

DE\_SACWIS-829

**Figure 4.2.3-16. Service Log Entry.**

FACTS II's Case summary supports the multiple case types that are required for each program within DYSCF and streamlines the opening and closing of Cases. Service log supports providing multiple services within same case for specific durations as specified in service plan. Deloitte will work with DSCYF to extend the existing components to support required functionalities such as relaxing the case closure to allow workers to document 90-day follow up and results after case closure.

## Assessment

The proposed Delaware FACTS II Assessment components is designed using structured decision making process model and provides standardized assessment structure to all DSCYF programs.

### RFP Cross Reference: Appendix E - Common System Functions Requirements

Service Delivery Requirements– 23-1 to 36-22

Assessment function is one of the core functions a case worker performs during investigation and ongoing case management. Assessments provides an understanding of the strength and needs of the family, safety and risk conditions that exists for the child and make a decision how agency could be involved with the family and what type of service is required for the family to provide a safe environment for the child and family. The assessment tools are defined by department policy and procedures and 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.

DE FACTS II Assessment Features	Deloitte Approach Benefits DSCYF
Assessment	<ul style="list-style-type: none"> <li>• Provides consistent decision making and outcomes across programs</li> <li>• Automatically displays progress of Assessment completion and provides results in crosstab format identifying the top strengths and needs</li> <li>• Enforces a formal review and approval by supervisor to finalize Assessments</li> <li>• Supports multiple assessments for more than one primary caretaker</li> </ul>

**Table 4.2.3-5. Assessment Features and Benefits.**

Based on our understanding of the requirements for Assessment under service delivery the components that meets/extends DSCYF's requirement includes Child and Family Strengths and Needs Assessment, Foster Care Safety Assessment and Family Reunification Assessment.

**Child and Family Strengths and Needs Assessment.** The Child and Family Strength and Needs Assessment component allows the worker to evaluate the strengths and needs of caretakers in the family, helps the worker to systematically identify critical needs, and plan effective service interventions. The strengths and needs assessment serves several purposes. It ensures all workers consistently consider the strengths and needs of caretakers in an objective format when determining the need for services. It provides an important case planning reference, and when periodic reassessments are made, it permits social workers and their supervisors to easily assess changes in functioning and, thus, the impact of services.

Figures 4.2.3-17 to Figure 4.2.3-22 illustrates the Caretaker and Child Strengths and Needs Assessment functionality.

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**FACTS II**

Referral Case Client Provider Admin

Case > Case Plan > Household Assmt > Caretaker Strengths and Needs Assmt > List of Assessments > Caretaker Strengths and Needs Assmt > Conclusion

Organizer Focus History

**In Focus**

User Name:  
TRAINER 002

Entity Type:  
Case

Entity Name:  
JACKSON41

Entity ID:  
192572

Entity Type:  
Client

Entity Name:  
SHANTE JACKSON41

Entity ID:  
845310

**Caretaker Strengths and Needs Assessment**

\* Denotes Required Fields \*\* Denotes Half-Mandatory Fields #Denotes APCARS Fields

**List of Households**

Client ID	Household Name	Assessed in Past 90 Days	Household Status
845310	SHANTE JACKSON41	Approved	Active

**List of Assessments**

Assessment Date	Assessment Status	Attached to Service Plan	Current Status
01/26/2011	Approved	01/26/2011	

New Show Preview Cancel

DE\_SACWIS-1000

**Figure 4.2.3-17. Caretaker Strengths and Needs Assessment Selection.**

Delaware Department of Services for Children, Youth and Their Families  
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**STATE OF DELAWARE  
DEPARTMENT OF SERVICES FOR CHILDREN, YOUTH AND THEIR FAMILIES**

**FACTS II**

Referral Case Client Provider Admin

Case Case Plan Household Assmt **Caretaker Strengths and Needs Assmt** List of Assessments Caretaker Strengths and Needs Assmt Conclusion I

Organizer Focus History

**In Focus**

User Name: TRAINER 002

Entity Type: Case

Entity Name: JACKSON41

Entity ID: 192372

Entity Type: Client

Entity Name: SHANTE JACKSON41

Entity ID: 845310

**Caretaker Strengths and Needs Assessment**

\* Denotes Required Fields \*\* Denotes Half-Mandatory Fields #Denotes AFCARS Fields

Completion Status: **Complete**

Assessment Date: 01/26/2011 Household Structure: Primary Caretaker: SHANTE JACKSON41

**1. Substance Abuse/Use**  
(Substances: alcohol, illegal drugs, inhalants, prescription/over-the-counter drugs)

a. Teaches and demonstrates healthy understanding of alcohol and drugs ☐

b. Alcohol or prescribed drug use/no use ☐

c. Alcohol or drug abuse ☒ -3

d. Chronic alcohol or drug abuse ☐

**2. Household Relationships/Domestic Violence**

a. Supportive ☐

b. Minor or occasional discord ☒ 0

c. Frequent discord or some domestic violence ☐

d. Chronic discord or severe domestic violence ☐

**3. Social Support System**

a. Strong support system ☐

b. Adequate support system ☒ 0

c. Limited support system ☐

d. No support system ☐

**4. Caretaking Skills**

a. Strong skills ☐

b. Adequately provides care for and protects child ☒ 0

c. Inadequately provides care for and protects child ☐

d. Destructive/abusive caretaking ☐

**5. Mental Health/Coping Skills**

a. Strong coping skills ☐

b. Adequate coping skills ☒ 0

c. Mild to moderate symptoms ☐

Save Cancel

DE\_SACWIS-1001

Figure 4.2.3-18. Caretaker Strengths and Needs Assessment.

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DEPARTMENT OF SERVICES FOR CHILDREN, YOUTH AND THEIR FAMILIES**

**FACTS II**

Referral Case Client Provider Admin

Case Case Plan Household Assmt **Caretaker Strengths and Needs Assmt** List of Assessments Caretaker Strengths and Needs Assmt Conclusion I

Organizer Focus History

**In Focus**

User Name: TRAINER 002

Entity Type: Case

Entity Name: JACKSON41

Entity ID: 192372

Entity Type: Client

Entity Name: SHANTE JACKSON41

Entity ID: 845310

**Caretaker Strengths and Needs Assessment**

\* Denotes Required Fields \*\* Denotes Half-Mandatory Fields #Denotes AFCARS Fields

Completion Status: **Complete**

**PRIORITY NEEDS AND STRENGTHS**

Check item number and description of up to three most serious needs (lowest scores) and greatest strengths (highest scores) from items SN1- SN9 for each caretaker (P=Primary, S=Secondary; B=Both).

Strength	P/S/B	Scores	Need	P/S/B	Scores
Household Relationships/Domestic Violence	P	0	Substance Abuse	P	-3 [7]
Social Support System	P	0			
Caretaking Skills	P	0			
Mental Health/Coping Skills	P	0			
Resource Management/Basic Needs	P	0			
Cultural Identity	P	0			
Physical Health	P	0			

Save Cancel

DE\_SACWIS-1002

Figure 4.2.3-19. Caretaker Strengths and Needs Assessment Conclusion.

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**FACTS II**

Referral Case Client Provider Admin

Case Case Plan Child Strengths and Needs Assessment List of Assessments Child Strengths and Needs Conclusion

Organizer Focus History

**In Focus**

User Name: TRAINER 002

Entity Type: Case

Entity Name: JACKSON41

Entity ID: 192572

Entity Type: Client

Entity Name: SHANTE JACKSON41

Entity ID: 845310

**Child Strengths and Needs**

\* Denotes Required Fields \*\* Denotes Half-Mandatory Fields # Denotes AFCARS Fields

**Child Selection**

Client ID	Children in Case	Assessed in past 90 days	Duplicate
845312	KEYSHAWN JACKSON41	Approved	<input type="checkbox"/>
845315	REYSHAWN JACKSON41	Approved	<input type="checkbox"/>
845311	FEMALE SCOTT41	No Assessment ever done	<input type="checkbox"/>
845313	TANISHA HOLMES41	No Assessment ever done	<input type="checkbox"/>
845314	PAUL WILLIAMS41	No Assessment ever done	<input type="checkbox"/>
845316	RODNEY SCOTT41	No Assessment ever done	<input type="checkbox"/>
845317	LAKEISHA JACKSON41	No Assessment ever done	<input type="checkbox"/>
845318	ATONYA HOLMES41	No Assessment ever done	<input type="checkbox"/>

Please select the child to perform an assessment on\*

☒ Active Clients  
☐ All Clients

**Child Previous Assessments**

Child Name : KEYSHAWN JACKSON41

Assessment Date	Attached to Service Plan	Assessment Status	Current Status
01/26/2011	01/26/2011	Approved	

New Show Preview Cancel

DE\_SACWIS-1003

Figure 4.2.3-20. Child Strengths and Needs Assessment Selection.

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**FACTS II**

Referral Case Client Provider Admin

Case Case Plan Child Strengths and Needs Assessment List of Assessments Child Strengths and Needs Conclusion

Organizer Focus History

**In Focus**

User Name: TRAINER 002

Entity Type: Case

Entity Name: JACKSON41

Entity ID: 192572

Entity Type: Client

Entity Name: REYSHAWN JACKSON41

Entity ID: 845315

**Child Strengths and Needs**

\* Denotes Required Fields \*\* Denotes Half-Mandatory Fields # Denotes AFCARS Fields

**Child Strengths and Needs Assessment Progress**

Completion Status: Complete

Assessment Date : 01/26/2011

**Child Strengths and Needs Assessment Questions**

REYSHAWN JACKSON41

Question	Answer	Score
3. Education		
a. Outstanding academic achievement	<input type="radio"/>	
b. Satisfactory academic achievement; or child not of school age	<input type="radio"/>	
c. Academic difficulty	<input checked="" type="radio"/>	-3
d. Severe academic difficulty	<input type="radio"/>	
4. Family Relationships		
a. Nurturing/supportive relationships	<input type="radio"/>	
b. Adequate relationships	<input checked="" type="radio"/>	0
c. Strained relationships	<input type="radio"/>	
d. Harmful relationships	<input type="radio"/>	
5. Child Development		
a. Advanced development	<input type="radio"/>	
b. Age-appropriate development	<input type="radio"/>	
c. Limited development	<input checked="" type="radio"/>	-2
d. Severely limited development	<input type="radio"/>	
6. Substance Abuse		
a. Chooses drug-free lifestyle	<input type="radio"/>	
b. No use/experimentation	<input checked="" type="radio"/>	0
c. Alcohol or other drug use	<input type="radio"/>	
d. Chronic alcohol or other drug use	<input type="radio"/>	

Save Cancel

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Figure 4.2.3-21 Child Strengths and Needs Assessment.

**STATE OF DELAWARE  
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**FACTS II**

Referral Case Client Provider Admin Case Case Plan Child Strengths and Needs Assessment List of Assessments Child Strengths and Needs Conclusion

**Child Strengths and Needs Assessment**  
 \* Denotes Required Fields \*\* Denotes Half-Mandatory Fields # Denotes AFCARS Fields

Completion Status: Complete

Strengths		Needs	
	Scores		Scores
Physical Health/Disability	3	Education	-3
Emotional/Behavioral/Mental Health	0	Child Development	-2
Family Relationships	0		
Substance Abuse	0		
Cultural Identity	0		
Peer/Adult Social Relationships	0		
Delinquent Behavior	0		

Cancel

DE\_SACWIS-1005

Figure 4.2.3-22. Child Strengths and Needs Assessment Conclusion.

**Foster Care Safety Assessment.** Foster Care Safety Assessment is to assess whether any child is likely to be in immediate danger of serious harm/maltreatment requiring a protecting intervention and to determine what interventions should be initiated or maintained to provide appropriate protection. There are four components that need to be assessed prior to completing a Safety Assessment:

- **Child Vulnerability Factors.** Identify all child factors that impact the child's ability to protect his/her self. Child factors are customizable and can be tailored to meet the requirements of DSCYF.
- **Safety Concerns.** Identify all safety concerns that could help identifying services required for safety of the child
- **Safety Interventions.** Identify safety interventions that could allow the child to continue staying at home.
- **Safety Documentation and Decision.** Identify whether the child is safe in the present home or identify service interventions that could allow the child. if Out of home is the only intervention possible then identify why other interventions will not help the child to stay at home.

Figure 4.2.3-23 to Figure 4.2.3-24 illustrate the In-home Foster Care Safety Assessment functionality

Delaware Department of Services for Children, Youth and Their Families  
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Figure 4.2.3-23. Safety Assessment Selection.

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Figure 4.2.3-24. In home Safety Assessment details.

**Family Reunification Assessment.** The family reunification assessment consists of six components that are used to evaluate risk, visitation compliance, safety, and permanency planning decisions. Results are used to reach a permanency plan recommendation and to guide decisions about whether to return a child home. The family reunification assessment is completed for all families with an open protective services case in which at least one child is in placement (including relative placements) with a permanency goal of “reunification.” It may also be used when assessing non-removal caretaker households that are being considered as reunification resources. The assessment is completed by the child worker(s), and supervisory approval is required as part of the case plan approval process. Reunification Assessment component features include the:

- Ability to complete Reunification Assessment for all household members receiving reunification services.
- Ability to complete Reunification Assessment periodically based on time frame established by DSCYF policy.
- Ability to Support Structure decision-making process for completing Reunification Assessments.

The three major components involved in completing a Reunification Assessment consist of:

- **Reunification Assessment Selection.** Allows the worker to view an existing Assessment or create a new assessment for household members.
- **Reunification Assessment.** Reunification Assessment screen allows the worker to document the progress made by the family in achieving reunification and also identify new substantial evidence.
- **Reunification Conclusion.** Provides the outcome of the assessment to the worker and allows him to override system calculated recommendations if required.

Figures 4.2.3-25 to 4.2.3-27 illustrate the Reunification Assessment functionality of FACTS II.

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

**FACTS II**

Referral Case Client Provider Admin

Case Case Plan Household Assmt Family Reunif List Of Assmt Reunif Risk Assmt Conclusion Visitation Eval Safety Review More

Organizer Focus History

In Focus

User Name: TRAINER 002

Entity Type: Case

Entity Name: JACKSON41

Entity ID: 192572

Entity Type: Client

Entity Name: REYSHAWN JACKSON41

Entity ID: 845315

**Select Reunification Assessment**

\* Denotes Required Fields \*\* Denotes Half-Mandatory Fields #Denotes AFCARS Fields

Client ID	Household Name	Last completed Assessment Date	Household Status
845310	SHANTE JACKSON41		Active

Assessment Date	Assessment Status	Current Status
02/04/2011	Complete	

New Show Preview Cancel

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Figure 4.2.3-25. Reunification Assessment Selection.

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

**FACTS II**

Referral Case Client Provider Admin

Case Case Plan Household Assmt Family Reunif List Of Assmt Reunif Risk Assmt Conclusion Visitation Eval Safety Review More

Organizer Focus History

In Focus

User Name: TRAINER 002

Entity Type: Case

Entity Name: JACKSON41

Entity ID: 192572

Entity Type: Client

Entity Name: REYSHAWN JACKSON41

Entity ID: 845315

**Reunification Risk Assessment**

\* Denotes Required Fields \*\* Denotes Half-Mandatory Fields #Denotes AFCARS Fields

Reunification Status		Assessment Date:	Score
Primary Caretaker:	SHANTE JACKSON41	02/04/2011	Complete
Scored Risk Level:	2 Moderate	Safety Review:	Required
Risk Override:	No Override Applies	Safety Decision:	Conditionally Safe
Final Risk Level:	2 Moderate	Household Structure:	

Reunification Risk Reassessment	Score
1. Initial Family Risk Level(after overrides). Moderate	3
2. Family's Progress Toward Case Plan Goal(s)	
a. Substantially improved functioning in all applicable priority needs areas; successfully meeting all current case plan outcomes; continuing cooperation with ongoing services	
b. Partially improved functioning in all applicable priority needs areas; actively participating in services; pursuing outcomes detailed in the case plan	-1
c. Some improved functioning in at least one applicable priority needs area; partial participation in pursuing outcomes in the case plan	
d. Minimal improved functioning in the applicable priority needs areas; minimal level of participation in pursuing outcomes of the case plan; marginal engagement with case plan tasks	
e. Refuses involvement in services; no improved functioning in priority needs areas	
3. Has There Been a New Substantiation (in this household) Since the Last Family Risk Assessment, Risk Reassessment, or Reunification Assessment?	
a. No	0
b. Yes	

Save Cancel

DE\_SACWIS-1007

Figure 4.2.3-26. Reunification Assessment.

DE\_SACWIS-1008

**Figure 4.2.3-27. Reunification Assessment Conclusion.**

FACTS II's assessment components provide commonality across programs and support individualized service planning and provides a common view of assessment information across programs within DSCYF. Deloitte will work with DSCYF to extend existing Assessment functionality to support requirement such as providing an interface to external assessment instruments like Juvenile court, Independent Services Assessment or inclusion of scores.

## Service Planning

*The proposed FACTS II provides the ability to complete a Service Plan for a family, adult or child across programs within DSCYF during the case management process.*

### RFP Cross Reference: Appendix E - Common System Functions Requirements

#### Service Delivery Requirements– 23-1 to 36-22

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.

Features	Benefits
Service Plan	<ul style="list-style-type: none"> <li>• 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</li> <li>• Using guided data entry and embedded decision tools to support policy-based case management best practices</li> <li>• Enabling access to historical information to aid workers defining a child's service plan</li> </ul>

**Table 4.2.3-6. Service Planning Features and Benefits**

FACTS II supports ongoing evaluation of 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 4.2.3-28 to Figure 4.2.3-30 illustrates the Service Planning functionality of SACWIS.

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

**FACTS II**

Referral Case Client Provider Admin PPW Case Go

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

**Treatment Plan**  
\* Denotes Required Fields \*\* Denotes Half-Mandatory Fields #Denotes AFCARS Fields

**List of Service Plan**

Service Plan Assessment Date	Staff Name	Service Plan Status	Type of Service Plan	Current Status
01/18/2011	ANNETTE SIMON		Household	

**Service Plan Participants**

Client ID	Participant Name	Household	Participant Age	Duplicate
846021	SHANTE JACKSON	SHANTE JACKSON	30	<input type="checkbox"/>
846022	KEY SHAWN JACKSON	SHANTE JACKSON	12	<input type="checkbox"/>

Select

**Type Of Service Plan**  
☒ Family Service Plan \*\* ☐ Child Service Plan \*\*
 Service Plan Assessment Date: \* 01/18/2011
 Mark as Invalid ☐

Show Save New Cancel

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Figure 4.2.3-28 Service Plan Selection.

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

**FACTS II**

Referral Case Client Provider Admin PPW

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

Organizer Focus History

**In Focus**

User Name: ANNETTE SIMON

Entity Type: Case  
Entity Name: Jackson  
Entity ID: 192637

Entity Type: Client  
Entity Name: SHANTE JACKSON  
Entity ID: 846021

**Service Plan Tree View**

\* Denotes Required Fields \*\* Denotes Half-Mandatory Fields # Denotes APCARS Fields

**Service Plan Main**

Staff Name: ANNETTE SIMON Completion Status:

Program Area: FACESNET TRAINING Number Of Open Tasks: 0

Service Plan Assessment Date: 01/18/2011  
Next Evaluation Date: 04/18/2011

Approval Cancel

**Service Plan Tree**

SHANTE JACKSON (846021), PC, 30, HH:SHI

Domain: Substance Abuse/Use(Substan

Objective: Acknowledges and/or tak

Measures

Can identify negative conse

New Measures...

Client Tasks

New ClientTasks...

Provider Services

New ProviderServices...

New Objective...

New Domain...

KEY SHAWN JACKSON (846022), Child, 12,

Domain: Child Development(Strengths z

Objective: Child meets development

Measures

New Measures...

Client Tasks

New ClientTasks...

Provider Services

New ProviderServices...

New Objective...

New Domain...

**Objective**

Domain: Substance Abuse/Use(Substances: alcohol, illegal drugs, inhalants, pi

Source: Strengths and Needs

Strengths and Needs

Objective: Acknowledges and/or takes responsibilities for addiction

Specify Objective

Begin Date: 01/25/2011

End Date:

Save Cancel Remove

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Figure 4.2.3-29. Service Plan Tree View.

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

**FACTS II**

Referral Case Client Provider Admin PPW

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

**Service Plan Task View**

\* Denotes Required Fields \*\* Denotes Half-Mandatory Fields # Denotes AFCARS Fields

**Service Plan Task View**

Staff Name: ANNETTE SIMON Completion Status: Service Plan Assessment Date: 01/18/2011  
Program Area: FACESNET TRAINING Number Of Open Tasks: 2 Next Evaluation Date: 04/18/2011

**Client**

Client ID	Client Name - Age	Household Name	Duplicate
846021	SHANTE JACKSON-30	SHANTE JACKSON	<input type="checkbox"/>
846022	KEY SHAWN JACKSON - 12	SHANTE JACKSON	<input type="checkbox"/>

**Task View**

Task	Domain	Objective	Start Date	Target End Date	End Date
Attends substance abuse AA/NA or substance abuse treatment program	Substance Abuse/Use(Substances: also Acknowledges and/or takes responsibilities for a	01/30/2011	02/05/2011		
Completes substance abuse treatment program	Substance Abuse/Use(Substances: also Acknowledges and/or takes responsibilities for a	01/30/2011	02/05/2011		

**Edit Task**

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

Progress Notes

End Date

Save Cancel

DE\_SACWIS-823

Figure 4.2.3-30 Service Plan Task View.

## Case Plan Reports

Deloitte's proposed FACTS II provides the ability to complete Case Plan reports for a family or child during the case management process as pictured in Figure 4.2.3-31. 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 4.2.3-31, 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.

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.

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

Referral Case Client Provider Admin PPW Case

Case Case Plan Report Family Case Plan Child Case Plan I

Organizational Focus History  
In Focus  
User Name: ANNETTE SIMON  
Entity Type: Case  
Entity Name: JACKSON04  
Entity ID: 192583

Case Plan Report  
\* Denotes Required Fields \*\* Denotes Half-Mandatory Fields \* Denotes AFCARS Fields

Plans/Assessments Narrative Progress

General Information  
Case Plan Date: 01/24/2011  
Next Case Plan Due Date: 7/23/2011  
Case Plan Creation Date: 1/24/2011  
Family Goal: [Dropdown]  
Staff Name: TRAINER 001  
Program Area: FACESNET TRAINING

Safety Plans  
[List Box]  
Select

Service Plans  
01/17/2011 001 TRAINER Household-SHANTE JAC  
[List Box]  
Select

Risk Assessment  
01/17/2011 001 TRAINER Household-SHANTE JAC  
[List Box]  
Select

In Home Safety Assessment  
[List Box]  
Select

Family Reunification Assessment  
[List Box]  
Select

New Save Find Approval Preview Service Agreement Service Agreement History Cancel

DE\_SACWIS-1021

Figure 4.2.3-31. Case Plan Report.

- Once the Service/Case Plan has been approved workers can document the services offered in the Service Delivery module. The proposed 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

FACTS II Service planning module provides common service delivery across programs within DSCYF and supports DSCYF's vision of one child, one team, one plan.

## Community-Based

*FACTS II provides service delivery monitoring across programs within DSCYF. Workers across programs with proper security can view and access services delivered to child and family and monitor the progress made by the family to achieve their objectives. FACTS II Customer relations module will provide features to incorporate consumer and departmental staff satisfaction assessments through surveys forms and reports.*

### RFP Cross Reference: Appendix E - Common System Functions Requirements

Service Delivery Requirements– 23-1 to 36-22

DE FACTS II Community Based Features	Deloitte Approach Benefits DSCYF
Common Service Plan for communities	<ul style="list-style-type: none"> <li>Centralized case planning across divisions, workers, supervisors, quality assurance personnel, contract managers, and financial staff</li> </ul>

**Table 4.2.3-7. Community based Service delivery Features and Benefits**

FACTS II service planning module provides service monitoring to all programs within DSCYF. FACTS II's role based security framework allows authorized users to access and

view progress made by the family towards achieving their objectives. Figure 4.2.3-32 below depicts the narrative box provided in service plan through which workers update and monitor services provided to the family.

The screenshot displays the FACTS II web application interface for service plan monitoring. The top header identifies the user as ANNETTE SIMON. The main content area is titled 'Service Plan Tree View' and shows a hierarchical tree of service plan elements for a client named SHANTE JACKSON. The tree includes domains like 'Substance Abuse/Use(Substance)' and 'Child Development(Strengths and Needs)', each with associated objectives, measures, client tasks, and provider services. A detailed view of an objective is shown on the right, including fields for domain, source, objective text, and dates.

DE\_SACWIS-822

Figure 4.2.3-32. Service plan Monitoring

## Residential

*The proposed Delaware FACTS II tracks in real-time, location of the child a critical function required in any Integrated Children services system. FACTS II provides edits and checks that prevents duplicate placements being created and tracks location of the child accurately.*

### RFP Cross Reference: Appendix E - Common System Functions Requirements

Service Delivery Requirements– 23-1 to 36-22

The most important information in children services system is the physical location of the child under custody of DSCYF. It is vitally important that your agency know, on a real-time basis, where your children are. In designing a Placement module to support the capture of child location information as swiftly as possible, it is important to understand that the case worker responsible for that child is not always the individual who first knows where that child is. Other possibilities include:

- A large provider is obliged to move the child from one of their facilities to another. In this case, it is the provider staff that knows about the location change first.
- A foster parent takes the child to the hospital following a medical incident. In this case, it is the foster parent who knows about the location change first.

An investigative worker makes an emergency removal and calls placement unit specialists to find a suitable home for that child. In this case, the placement specialist is the first to know about the change in location.

DE FACTS II Residential Service Delivery Features	Deloitte Approach Benefits DSCYF
Residential	<ul style="list-style-type: none"> <li>• Tracks real time location of children by allowing entry of placement to multiple parties caseworker, agency resource specialist and the provider</li> <li>• Enforces maximum placements per foster home, based on contract and license</li> <li>• Excludes suspended foster homes in the placement provider search criteria</li> <li>• Automated tracking of placement resource 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 placement providers</li> </ul>

**Table 4.2.3-8 Residential Service Delivery Features and Benefits.**

In order to allow FACTS II to support the goal of near real-time location information, we need to allow those individuals who know earliest about a location change to directly record that information into FACTS II. The Placement Entry screen in FACTS II records the entry of a child into a new placement – regardless of the type of placement – and it is accessible to the social worker, the placement specialist and the provider. Whoever knows about a location change first, records it here.

Once a child has been removed, workers can conduct a placement search for one or more children at a time, in the case of sibling groups requiring the same type of placement. Workers can search for providers who can best serve the child(ren) based on the following criteria:

- The age and gender of the child(ren).
- The emotional, behavioral, and psychological characteristics and history of the child(ren).
- The type of placement or care required for the child(ren).
- Acceptable demographics.
- Previous child placements with availability.
- Provider availability.

Due to the importance of capturing location data for your children, our solution opens up entry of placement information to multiple parties:

- The case worker.
- Agency resource specialists.
- The provider.

We have found that providers are highly motivated to record placement information because their payment depends upon it. In many instances, provider data entry occurs prior to case worker data entry. The system enforces maximum placements per foster home, based on contract and license limitations. However, supervisory approval can be obtained to override this occurrence in special circumstance – such as the placement of a sibling group. The system also tracks foster home suspension in the provider record, and prevents those providers with a suspension from appearing in a search of the Resource Directory until they are no longer suspended.

An additional feature of the Placement Provider Search is the automated Unmet Needs functionality. When a search is executed and the search results do not return any placement providers for the requested placement criteria – the placement criteria is then automatically saved as a placement resource need that is unmet by the department. These unmet needs can be used to evaluate the demand of various unmet needs and by local jurisdictions for the recruitment of local placement providers.

The key components of FACTS II placement module include Placement History/Selection, Placement Recommendation, Placement Authorization, Placement Entry and Exit Placement.

## **Placement History/Selection**

The Placement History/selection screen as shown in Figure 4.2.3-33 through Figure 4.2.3-35 displays a list of all current and past placements of the child. Important information shown is the entry and exit dates of placement, Placement Type, Provider Name and Type, Placement Status and Location Category of the Placement. The user can create a new planned or emergency paid placement or a non-paid placement, navigate to an existing or previous placement episode, etc.

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

**FACTS II**

Referral Case Client Provider Admin PPW

Case Placement Place List of Placement Episodes Recommendation Placement Stat Addons Entry Exit More

**Organizer Focus History**

**In Focus**

User Name: ANNETTE SIMON

Entity Type: Case  
Entity Name: JONES  
Entity ID: 192952

Entity Type: Client  
Entity Name: JOHN SMITH  
Entity ID: 845182

**Select Placement Episode**

\* Denotes Required Fields \*\* Denotes Half-Mandatory Fields #Denotes AFCARS Fields

**Placement Record**

Date Entered	Date Exited	Provider Type	Provider Name	Status	Location Category
				In Process	Regular

☒ View Current Placement Episodes ☐ View All Placement Episodes ☐ View Void Placements

New Show Sort Void Cancel

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Figure 4.2.3-33. Placement History and Selection.

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

**FACTS II**

Referral Case Client Provider Admin PPW

Case Placement Place List of Placement Episodes Recommendation Placement Stat Addons Entry Exit More

**Organizer Focus History**

**In Focus**

User Name: ANNETTE SIMON

Entity Type: Case  
Entity Name: JONES  
Entity ID: 192952

Entity Type: Client  
Entity Name: JOHN SMITH  
Entity ID: 845182

**Select Placement Episode**

\* Denotes Required Fields \*\* Denotes Half-Mandatory Fields #Denotes AFCARS Fields

**Placement Record**

Date Entered	Date Exited	Provider Type	Provider Name	Status	Location Category
				In Process	Regular

☒ View Current Placement Episodes ☐ View All Placement Episodes ☐ View Void Placements

New Show Sort Void Cancel

**Select Placement Type**

There are three types of placements  
Please select the appropriate Placement type:

☒ **Paid Placement**  
The Paid placement type involves placement of a child with a paid provider and requires the worker to enter a Placement Recommendation and notify the Placement Unit.

☐ **Non Paid Placement**  
The Non-Paid placement type involves a placement with a Non Paid provider where the Placement Unit is not informed.

☐ **Third Party Placement**  
The Third Party Placement type involves a placement where the child is not in CFSA custody and the placement is not paid.

Ok Cancel

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Figure 4.2.3-34. Select Type of Placement.

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

FACTS II

Referral Case Client Provider Admin PPW

Case Placement Place List of Placement Episodes Recommendation Placement Stat Addons Entry Exit More

Organizer Focus History

In Focus

User Name:  
ANNETTE SIMON

Entity Type:  
Case

Entity Name:  
JONES

Entity ID:  
192952

Entity Type:  
Client

Entity Name:  
JOHN SMITH

Entity ID:  
849182

FACTS II

Select Placement Episode

\* Denotes Required Fields \*\* Denotes Half-Mandatory Fields # Denotes AFCARS Fields

Type of Placement

☒ John Smith is going to the Placement (Planned Placement).

☐ John Smith is already placed (Emergency Placement).

OK Cancel

DE\_SACWIS-1046

Figure 4.2.3-35. Select Emergency or Planned Placement.

## Placement Recommendation

The Placement Recommendation screen as show in Figure 4.2.3-35 to Figure 4.2.3-37 documents the Social Worker's recommendation of the Type of Care the child requires based on his general and special needs. The worker can document other information such as anticipated date of placement and placement duration, reason for placement and services that the child would require during his placement.

The information needs to be reviewed and approved by the supervisor as shown in Figure 4.2.3-35 before the placement can be authorized. This is to ensure that the child is not already placed somewhere else under the care of the agency. There can be instances where duplicate placement recommendations are initiated. If duplicate placement recommendations are made, there is a possibility that the child is recorded as being in more than one placement. The duplicate recommendation that gets authorized may also cause precious space in a foster home to be allocated to someone that has already been placed. The supervisor ensures that the recommendation made by the social worker suits the needs of the children and issues the approval.

The screenshot shows the FACTS II web application interface. The header includes the Delaware Department of Services for Children, Youth and Their Families logo and the text "FACTS II". The navigation bar shows tabs for Referral, Case, Client, Provider, Admin, and PPW. The "Case" tab is selected, and the "Placement" sub-tab is active. The left sidebar displays the "In Focus" section with user information for ANNETTE SIMON and JOHN SMITH. The main content area is titled "Placement Recommendation" and contains the "Social Worker's Recommendation" form. The form includes fields for "Anticipated Placement Date", "Projected Length of Stay for Placement Requested Date", "Court Ordered Placement", "Post Placement Planning", "Type of Care", and "Indicate Special Placement Needs". The "Save", "Cancel", and "Approval" buttons are at the bottom.

DE\_SACWIS-1047

Figure 4.2.3-35. Placement Recommendation – Social Worker's Recommendation.

The screenshot shows the FACTS II web application interface. The header includes the Delaware Department of Services for Children, Youth and Their Families logo and the text "FACTS II". The navigation bar shows tabs for Referral, Case, Client, Provider, Admin, and PPW. The "Case" tab is selected, and the "Placement" sub-tab is active. The left sidebar displays the "In Focus" section with user information for ANNETTE SIMON and JOHN SMITH. The main content area is titled "Placement Recommendation" and contains the "Placement Reason" form. The form includes fields for "Reason for Placement Request" (with a dropdown menu) and "Comments". The "Save", "Cancel", and "Approval" buttons are at the bottom.

DE\_SACWIS-1048

Figure 4.2.3-36. Placement Recommendation – Placement Reason.

The screenshot displays the FACTS II web application interface. At the top, the header includes the Delaware Department of Services for Children, Youth and Their Families logo and the text "FACTS II". Below the header is a navigation bar with tabs for "Referral", "Case", "Client", "Provider", "Admin", and "PPW". The "Case" tab is selected, and a sub-menu shows "Placement" as the active option. The main content area is titled "Placement Recommendation" and contains a form for "Placement Criteria". The form includes a "Service Needs of Child" section with a dropdown menu set to "Room & Board/Traditional Foster Family/Continuing/Level I". Below this are input fields for "Date of Birth(Age)" (set to 12/27/2010), "Gender" (set to Male), and "Characteristics of Child" (a text area). At the bottom of the form are "Save", "Cancel", and "Approval" buttons. A sidebar on the left shows the "In Focus" section with user information for ANNETTE SIMON and JOHN SMITH.

DE\_SACWIS-1049

Figure 4.2.3-37. Placement Recommendation – Placement Criteria.

## Placement Authorization

The Placement Authorization screen as show in Figure 4.2.3-38 allows a worker to document a suitable provider based on the recommendations made. The screen also captures whether the provider declined the child and reason for declining the referral. The screen requires a supervisor approval if provider has reached the allowed capacity. An approval is also required for Room & Board/Therapeutic Foster Family or Room and Board/Teen Mothers Group Home services.

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

**FACTS II**

Referral Case Client Provider Admin PPW

Case Placement Place List of Placement Episodes Recommendation Placement Stat Addons Entry Exit More

**Placement Authorization**  
\* Denotes Required Fields \*\* Denotes Half-Mandatory Fields # Denotes APCARS Fields

**Provider Placement Status**

Agency Name	Type	Last Name	Status	Approved
	CFSA/Both	Johnson	Authorized	N

**Provider Details**

Agency:  Type:

First:  Middle:  Last:

Status:  Approved: ☐

Justification for Decision:

Declined Referral for Reason:

New Save Find Provider Approval Cancel

DE\_SACWIS-1050

**Figure 4.2.3-38. Placement Authorization.**

Once the placement is authorized by the supervisor the social worker can document the entry details on the Entry Placement Screen as shown in Figure 4.2.3-39 through Figure 4.2.3-43. Social workers, placement providers, and the placement unit each input this information so that multiple records of a child's location are kept. The placement unit and provider enter their information through the FACTS II Provider Web system which is a portal for providers. Items documented on this screen are the entry date and time of the child into the provider's placement. The worker can also enter Placement Mandates and if the Placement has been approved under ICPC. Some notable restrictions that the screen places on the information entered are as follows:

- If the foster parent signs a letter of intent to adopt or files an adoption petition, the supervisor must enter the date of these items on the Supporting Info tab. This information is essential for Federal reporting purposes;
- A placement entry date cannot be entered which is earlier than the last exit date. The child must first be exited from a placement before he/she can be entered into a new one;
- The Removal date must be entered before entering the placement entry date;
- Placement information is not official until confirmed by the placement unit;
- Payments to the provider are generated based on the Placement Unit's entry date on this screen;
- If the placement entry is part of a referral, a case connection must have been done before entering the placement date;
- A CFSA legal custody status must be entered prior to entering the placement entry date;

- If the placement is out of state for a client who is under 18 years old, an ICPC must be completed before entering the placement entry date;
- If the child is being placed out of state or coming into Delaware from another state, the ICPC 100A must be filled out before entering the placement entry date.

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

**FACTS II**

Referral Case Client Provider Admin PPW

Case Placement Place List of Placement Episodes Recommendation Placement Stat Addons Entry Exit More

Organizer Focus History

**In Focus**

User Name: ANNETTE SIMON

Entity Type: Case

Entity Name: JONES

Entity ID: 192552

Entity Type: Client

Entity Name: JOHN SMITH

Entity ID: 845182

**Placement Entry**

\* Denotes Required Fields \*\* Denotes Half-Mandatory Fields #Denotes AFCARS Fields

**Entry Information**

Creation Date: 02/07/2011 Created By: [Text Box]

Case ID: 192552 Provider ID: 10007962 Provider Name: Sally Johnson

**Entry Details** Supporting Info Provider Details Services

Social Worker Entry Date: 02/01/2011 Entry Time: 10:00 AM Last Updated By: ANNETTE SIMON Last Updated Date: 2/7/2011

Provider Entry Date: [Text Box] Entry Time: [Text Box] Last Updated By: [Text Box] Last Updated Date: [Text Box]

Placement Unit Entry Date: [Text Box] Entry Time: [Text Box] Last Updated By: [Text Box] Last Updated Date: [Text Box]

Medicaid Paid Placement: [Text Box] Type of Care: [Text Box] Foster Parent Signed Letter of Intent to Adopt: [Text Box] Petition for Adoption Filed: [Text Box]

Save Cancel Find Provider

DE\_SACWIS-1051

Figure 4.2.3-39. Entry Placement – Entry Details.

Delaware Department of Services for Children, Youth and Their Families  
FACTS II, RFP #07

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

**FACTS II**

Referral Case Client Provider Admin PPW

Case Placement Place List of Placement Episodes Recommendation Placement Stat Addons Entry Exit More

**Placement Entry**  
\* Denotes Required Fields \*\* Denotes Half-Mandatory Fields #Denotes AFCARS Fields

**Entry Information**

Creation Date: 02/07/2011 Created By:   
Case ID: 192552 Provider ID: 10007962 Provider Name: Sally Johnson

**Supporting Info**

☒ ICPC Approved Date: 02/01/2011 Placement Mandates: Place with Siblings

Save Cancel Find Provider

DE\_SACWIS-1052

Figure 4.2.3-40. Entry Placement – Supporting Information.

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

**FACTS II**

Referral Case Client Provider Admin PPW

Case Placement Place List of Placement Episodes Recommendation Placement Stat Addons Entry Exit More

**Placement Entry**  
\* Denotes Required Fields \*\* Denotes Half-Mandatory Fields #Denotes AFCARS Fields

**Entry Information**

Creation Date: 02/07/2011 Created By:   
Case ID: 192552 Provider ID: 10007962 Provider Name: Sally Johnson

**Provider Details**

Name: Sally Johnson Type: CPSA/Both Agency: Monitor: None  
Address: 1 Humpty Dumpty Bayou Washington, District of Columbia 22222-2222  
Phone: Home: (343) 243-2432 Work: ( ) - Extn:   
: ( ) - Extn:

Save Cancel Find Provider

DE\_SACWIS-1053

Figure 4.2.3-41. Entry Placement – Provider Details.

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

**FACTS II**

Referral Case Client Provider Admin PPW

Case Placement Place List of Placement Episodes Recommendation Placement Stat Addons Entry Exit More

Organizer Focus History

**In Focus**

User Name: ANNETTE SIMON

Entity Type: Case

Entity Name: JONES

Entity ID: 192552

Entity Type: Client

Entity Name: JOHN SMITH

Entity ID: 845182

**Placement Entry**

\* Denotes Required Fields \*\* Denotes Half-Mandatory Fields #Denotes AFCARS Fields

**Entry Information**

Creation Date: 02/07/2011 Created By: [Field]

Case ID: 192552 Provider ID: 10007962 Provider Name: Sally Johnson

**Services**

Social Worker Service	Start Date	End Date	Provider Service	Start Date	End Date	Placement Unit Service	Start Date	End Date
Room & Board/Tradit	00/00/0000	00/00/0000		00/00/0000	00/00/0000	Room & Board/Tradit	00/00/0000	00/00/0000

**Social Worker Entered**

Service: Room & Board/Traditional Foster Family, Continuing, Level I [Select]

Start Date: 00/00/0000 End Date: [Field] Last Updated By: ANNETTE SIMON Last Updated Date: 2/7/2011

**Provider Entered**

Service: [Field] [Select]

Save Cancel Find Provider

DE\_SACWIS-1054

Figure 4.2.3-42. Entry Placement – Services.

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

**FACTS II**

Referral Case Client Provider Admin PPW

Case Placement Place List of Placement Episodes Recommendation Placement Stat Addons Entry Exit More

Organizer Focus History

**In Focus**

User Name: ANNETTE SIMON

Entity Type: Case

Entity Name: JONES

Entity ID: 192552

Entity Type: Client

Entity Name: JOHN SMITH

Entity ID: 845182

**Non-Paid Placement**

\* Denotes Required Fields \*\* Denotes Half-Mandatory Fields #Denotes AFCARS Fields

**Social Worker**

Entry Date: [Field] Entry Time: [Field] Last Updated By: [Field] Last Updated Date: [Field]

Exit Date: [Field] Exit Time: [Field] Last Updated By: [Field] Last Updated Date: [Field]

Exit Reason: [Field] Status: [Field]

Comments: [Field]

**Find Provider**

**Child Details**

Childs Date of Birth: 00/00/00 Gender: [Field] Date of Placements Needed: [Field]

Primary Race: [Field] Secondary Race: [Field] Type of Search: [Field]

**Provider**

Provider Name: [Field] Type: [Field]

Agency: [Field] Phone: [Field] Fax: [Field]

Save Cancel

Find Cancel

DE\_SACWIS-1055

Figure 4.2.3-43. Unmet Needs – Placement.

## Exit Placement

The Exit Placement screen allows a user to document an exit of a child from the placement. The items captured on the screen are the exit date and time and the reason for exiting the placement. The Supervisor can override the above information. The worker can also document the post placement status and living arrangement of the child. Figure below illustrates the functionality of exit placement.

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

**FACTS II**

Referral Case Client Provider Admin PPW

Case Placement Place List of Placement Episodes Recommendation Placement Stat Addons Entry Exit More

**Exit Placement**  
\* Denotes Required Fields \*\* Denotes Half-Mandatory Fields \* Denotes AFCARS Fields

**Exit Information**

Creation Date: Created By: Case ID#: 192552

**Exit Details** Provider Details

**Social Worker**

Date: 02/02/2011 Time: 10:00 AM PM Last Updated By: Last Updated Date:

Reason: Guardianship

**Provider**

Date: Time: AM PM Last Updated By: Last Updated Date:

Reason:

**Placement Unit**

Date: Time: AM PM Last Updated By: Last Updated Date:

Reason:

**Status** **Living Arrangement**

Select. Select.

New Save Cancel

DE\_SACWIS-1056

**Figure 4.2.3-44. Exit Placement.**

FACTS II is extensible to incorporate school attendance, Individual Education Plan, planning and timeframes for DSCYF schools or DSCYF funded education programs and specific responses are provided in Appendix E.

## Service Implementation in DSCYF Facilities

FACTS II provides a common Inquiry and Screening process for DSCYF Facilities across programs within DSCYF.

### RFP Cross Reference: Appendix E - Common System Functions Requirements

Service Delivery Requirements– 23-1 to 36-22

FACTS II offers robust functionality to support service implementation in DSCYF Facilities. Incidents reported in Facilities are documented and investigated with more scrutiny as it is critical for agency to investigate incidents occurring in one of the licensed facilities.

DE FACTS II Service Delivery in DSYCF Facilities Features	Deloitte Approach Benefits DSCYF
Common Inquiry and Screening	<ul style="list-style-type: none"><li>• Promotes Streamlined and Standardized Inquiry and Screening process across programs</li><li>• Increased DSCYF response time to provide services to families</li><li>• Promotes Standardized decision across agency</li></ul>
Global Search	<ul style="list-style-type: none"><li>• Automated search allows workers to easily identify prior reports</li><li>• Avoids duplicate persons getting created into FACTS II</li></ul>
Prior History	<ul style="list-style-type: none"><li>• Reduces redundant case work by associating reports to ongoing investigations</li></ul>
Placement	<ul style="list-style-type: none"><li>• Tracks real time location of children by allowing entry of placement to multiple parties caseworker, agency resource specialist and the provider</li><li>• Enforces maximum placements per foster home, based on contract and license</li></ul>

**Table 4.2.3-9 FACTS II Service Delivery in DSCYF Facilities Features and Benefits.**

Based on our understanding of Service Implementation requirements, FACTS II's Intake, Placement, licensing and ILP services planning meets your requirements

FACTS II Intake consists of 6 major components that includes Hotline Report, Relationship matrix, Allegation, Decision tool, priority response factors and Referral outcome (screening).

### Hotline Report

Delaware FACTS II's intake module allows workers to capture captures Incidents occurred within DSCYF facilities and provides screening process to accept or reject the reports to an investigation. The Hotline report supports **institution abuse**, which is designed specifically to capture incidents/reports, occurred in DSCYF facilities. Once a worker indicates the report as Institution abuse, the screen will mandate the worker to search the

Master Provider (Facility) Index to identify the facility where the incident occurred. The Hotline Report captures basic demographic information regarding the referral as pictured below in Figure 4.2.3-45. The second figure, Figure 4.2.3-46 is the second tab of the Hotline Report where client demographic information is recorded.

The screenshot displays the FACTS II Hotline Report form. The header includes the State of Delaware logo and the text "STATE OF DELAWARE DEPARTMENT OF SERVICES FOR CHILDREN, YOUTH AND THEIR FAMILIES" and "FACTS II". The navigation bar shows tabs for Referral, Case, Client, Provider, Admin, and PPW. The main content area is titled "Hotline Report" and includes a "View Notes" button. The form is divided into several sections: "Hotline Report" (with fields for Date Created, Time Created, Referral ID, Intake Date, Intake Time, AM/PM, Referral Type, Contact Type, Household Name, Staff Name, and Institutional Abuse), "Reporter Information" (with fields for Prefix, First, Middle, Last, Suffix, Relationship to Report, and Reporter's Agency), and "Critical Locations" (with fields for Incident Address, Home Phone, Work Phone, Extn, Phone Type, and Other Phone). The "Critical Locations" section also includes a "Household Address" field and a "Current Location/Condition of Child and Parent" text area. The form is labeled "FACTS II" on the left side.

DE\_SACWIS-801

Figure 4.2.3-45. Hotline Report Critical locations.

Delaware Department of Services for Children, Youth and Their Families  
FACTS II, RFP #07

**STATE OF DELAWARE**

**DEPARTMENT OF SERVICES FOR CHILDREN, YOUTH AND THEIR FAMILIES**

**FACTS II**

Referral Case Client Provider Admin PPW
Case  Go

Referral CPS Hotline Report Relations Decision Tool Allegations Priority Response CPS Outcome

**Organizer Focus History**

**In Focus**

User Name:  
**ANNETTE SIMON**

---

Entity Type:  
Referral

Entity Name:  
**JACKSON**

Entity ID:  
**586342**

### Hotline Report

\* Denotes Required Fields    \*\* Denotes Half-Mandatory Fields    # Denotes AFCARS Fields

**Hotline Report**

Date Created  
01/11/2006

Time Created  
02:16 PM

Referral ID  
586342

Intake Date\*  
01/11/2006

Intake Time\*  
12:12

AM/PM\*  
AM

Referral Type  
CPS

Contact Type  
Telephone

Household Name  
JACKSON

Staff Name  
ANNETTE SIMON

Find

☐ Institutional Abuse
 

CPSA Facility

Provider

Other Facility

Find

**Reporter Information**

Prefix

First  
Joan

Middle

Last  
Bright

Suffix

Relationship to Report

☐ Anonymous    Reporter's Agency

☐ Mandated Reporter

Address

Phone 1 Type

Phone 1

Extn

Phone 2 Type

Phone 2

Extn

Phone 3 Type

Phone 3

Extn

Edit

Critical Locations    **Client Details**

Client Name	Age	Searched?	Existing Client
▶ KIANA SCOTT	0		
RODNEY SCOTT	2		
SHANTE JACKSON	30		

Save Client

New Client

Client Search

Delete Client

**Client Information**

Prefix

First\*  
KIANA

Middle

Last\*  
SCOTT

Suffix

Birth Date\*\*

Aprx. Age\*\*  
0

☐ Child Fatality

AKA Prefix

AKA First

AKA Middle

AKA Last

AKA Suffix

Gender\*  
Female

SSN

**Race & Ethnicity**

Primary Race

Hispanic

Secondary Race

Diplomatic Immunity?

Select

**Association to Referral**

In Household?

Participating as Child?\*  
Yes

Role at Intake\*

Alleged Victim

Sibling

Child

Select

**Client Contact Information**

☐ Same as Household

☐ Address of Incident

☐ Homeless

☒ Other Address Please Specify

Address

Home Phone

Work Phone

Extn

Other Phone Type

Other Phone

Extn

Edit

Save

Cancel

Validate

DE\_SACWIS-802

Figure 4.2.3-46. Hotline Report Client Details.

## Relationship Matrix

Delaware FACTS II supports the entry and definition of client relationships as pictured in Figure 4.2.3-47. Client relationships can be entered as well as the corresponding family constellation of those identified in the referral process. The Relationship screen serves as a central repository and allows workers to maintain a record of all family relationships including multiple generations across different cases.

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

**FACTS II**

Referral Case Client Provider Admin PPW

Referral CPS Hotline Report **Relationships** Decision Tool Allegations Priority Response CPS Outcome

Organizer Focus History

**In Focus**

User Name: ANNETTE SIMON

Entity Type: Referral

Entity Name: JACKSON

Entity ID: 586342

**Client Relationships Intake**

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

**Relationships**

Client1	Relation	Client2	Caretaker	Paternity Established	Date Established
SHANTE JACKSON	Mother (Biological)	RODNEY SCOTT	Y		
RODNEY SCOTT	Son (Biological)	SHANTE JACKSON	N		

**Relationship Information**

Client 1\* SHANTE JACKSON is the Relationship\* Mother (Biological) of Client 2\* RODNEY SCOTT

Client 1 is the Caretaker\* Yes

Involvement Start Date Involvement End Date

☐ Court Order in process for establishment of paternity

☐ Paternity Established, Date Established

New Save Delete Cancel

DE\_SACWIS-803

Figure 4.2.3-47. Relationship Screen.

## Decision Tool

Delaware FACTS II supports the integration of department policy into the intake process as pictured in Figure 4.2.3-48. 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. Decision Tool is customizable to support policy based questions based on type of Intake received for example a worker receiving a hotline call and incident occurring in DSCYF Facility may require different set of questions.

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

**FACTS II**

Referral Case Client Provider Admin PPW Case Go

Referral CPS Hotline Report Relations **Decision Tool** Allegations Priority Response CPS Outcome

Organizer Focus History

**In Focus**

User Name: ANNETTE SIMON

Entity Type: Referral

Entity Name: JACKSON

Entity ID: 586342

**Standards/DecisionTool**

\* Denotes Required Fields \*\* Denotes Half-Mandatory Fields #Denotes APCARS Fields

**Decision Tool Results**

Maltreatment Category	Standard Met
Neglect-Inadequate Clothing	YES

**Assessment Questions**

Maltreatment Category: Neglect-Inadequate Clothing

1. Does any child's clothing fit inappropriately or is it in poor condition? Yes If yes, who? KIANA SCOTT RODNEY SCOTT Select

2. Is any child's clothing inappropriate for the weather? Yes If yes, who? KIANA SCOTT RODNEY SCOTT Select

3. Are any child's clothes constantly dirty? Yes If yes, who? KIANA SCOTT RODNEY SCOTT Select

New Save Cancel

DE\_SACWIS-804

Figure 4.2.3-48. Decision Tool.

## Allegation Information

Delaware FACTS II supports the entry of allegations as pictured in Figure 4.2.3-49. 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 maltreater. 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. Allegations are customizable to support different intake types and new allegations and categories are made available based on intake type.

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

**FACTS II**

Referral Case Client Provider Admin PPW Case [Go]

Referral CPS Hotline Report Relations Decision Tool **Allegations** Priority Response CPS Outcome

Organizer Focus History

**In Focus**

User Name: ANNETTE SIMON

Entity Type: Referral

Entity Name: JACKSON

Entity ID: 586342

**Allegation Information**

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

**Decision Tool Results**

Neglect: Met Standard

**Maltreatment and Injuries**

Alleged Victim	Category	Type	Injury	Allegation Source
RODNEY SCOTT	Neglect	Inadequate Clothing		Intake - 586342

**Maltreatment and Injury Information**

Alleged Victim\* RODNEY SCOTT

Alleged Maltreater\* SHANTE JACKSON

Category\* Neglect

Type Inadequate Clothing

MPD Notification Required

Date of Incident 01/03/2011

Select

Injury Characteristics

Injury Age

Injury Location

Maltreatment/Injury Specifics

Accidental Injury

Physical/Sexual Assault

Newborn w/Positive Tox

Addicted/Dependent Newborn

New Save Fast Add Delete Cancel

DE\_SACWIS-805

Figure 4.2.3-49. Allegation Details.

## Priority Response

Delaware FACTS II supports the definition of priority response time as pictured in Figure 4.2.3-50. Immediate response triggers shown in this screen are defined by program and selection of the triggers will specify a response time for workers on the Referral 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 and customizable to support different triggers for each type of Intake.

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

**FACTS II**

Referral Case Client Provider Admin PPW

Referral CPS Hotline Report Relations Decision Tool Allegations **Priority Response** CPS Outcome

Organizer Focus History

**In Focus**

User Name:  
**ANNETTE SIMON**

Entity Type:  
Referral

Entity Name:  
JACKSON

Entity ID:  
586342

**Hotline Priority Response**

\* Denotes Required Fields \*\* Denotes Half-Mandatory Fields # Denotes AFCARS Fields

**Immediate Response Triggers**

- ☐ Children who are left alone.
- ☐ Child who has a serious medical condition or serious injury that requires immediate medical attention.
- ☐ There is a death of a child.
- ☐ A hospital/physician or the police are currently holding the child, i.e. positive tox.
- ☐ The child has been caged, bound, or is significantly physically restricted in the home.
- ☐ The caretaker has made a plausible/credible threat to seriously harm or abandon the child.
- ☐ A perpetrator who has sexually abused a child and has access to the child.
- ☐ Family living in an abandoned building, or living without essential utilities, or environmental hazards are present and are a safety concern.
- ☐ Walk in.
- ☐ Caretaker is currently or was recently violent and/or out of control, i.e. domestic violence, caretaker involved in physical or verbal altercation.
- ☐ The caretaker is mentally ill or developmentally disabled and cannot make a reasonable judgement about the child's safety.
- ☐ The Caretaker is currently involved in dangerous criminal activity, i.e. weapons in the home, arrest.
- ☐ There is a history of serious maltreatment, i.e. history of fatality, child removed from home, child at school with a bruise.
- ☐ Caretaker or child appears suicidal or homicidal.
- ☐ None.

**Save** **Cancel**

**FACTS II**

DE\_SACWIS-806

**Figure 4.2.3-50. Priority Response Factors.**

## Referral Outcome (Screening)

Delaware FACTS II supports the summation of referral data collected from the Hotline Report, Decision Tool and Priority Response screens as pictured in Figure 4.2.3-51. This screen is the crux of the referral process as it summarizes all inquiry data for workers to make an appropriate screening decision – ultimately defining the department's responsibility moving forward.

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

**FACTS II**

Referral Case Client Provider Admin PPW

Referral CPS Hotline Report Relations Decision Tool Allegations Priority Response CPS Outcome

Organizer Focus History

**In Focus**

User Name: ANNETTE SIMON

Entity Type: Referral

Entity Name: JACKSON

Entity ID: 386342

**Referral Acceptance**

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

Referral Date: 01/11/2006 Family Name: JACKSON Outcome Date: 01/30/2011 CPS Type: Neglect

**Prior History**

Associated Referrals

Refer ID	Family Name	Referral Type	Worker Name	Open Date	Close Date	Case ID

Associated Cases

Case ID	Case Name	Case Type	Worker Name	Open Date	Close Date

Additional History

**Outcome**

System Recommended Outcome	Final Outcome	Response Time
ACCEPT		

☐ Keep Decision Tool outcome of ACCEPT

☐ Do not Keep Decision Tool Outcome and instead SCREEN OUT

Reason

Explanation

**Make Association or Link This Referral\***

☒ Do Not Associate

☐ Associate with a Referral

☐ Associate with a Case

☐ Link to an open Investigation

Referral/Case ID

Find

**Narrative and Comments**

Narrative of Alleged Maltreatment (who, what, when, and any additional issues or worker safety concerns)\*

Worker Comments

Supervisor Comments

Worker Assigned to Investigation

SIMON, ANNETTE

Program Area

FACESNET TRAINING

Unit

Training Unit III

Save Approval Override Cancel

DE\_SACWIS-807

Figure 4.2.3-51. Referral Outcome.

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. FACTS II automatically generates previous 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. 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. 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

When a Facility is reported for abuse/neglect incident FACTS II automatically generates alerts to workers of children served by the facility prompting the workers to take necessary actions like change of facility for their children when the allegations are substantiated and facility is no longer a safe place for the child to reside.

## Entry Placement

Placement screen tracks and reports real time information about the location of the child and allows social worker, provider and placement unit worker to document the start date of the placement to report placements accurately. Figure 4.2.3-51 below depicts the placement entry information captured from three different sources case worker, provider and placement unit worker.

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

Referral Case Client Provider Admin PPW

Case Placement Place List of Placement Episodes Recommendation Placement Stat Addons Entry Exit More

Organizer Focus History

In Focus

User Name: ANNETTE SIMON

Entity Type: Case  
Entity Name: JONES  
Entity ID: 192552

Entity Type: Client  
Entity Name: JOHN SMITH  
Entity ID: 845182

Placement Entry

\* Denotes Required Fields \*\* Denotes Half-Mandatory Fields #Denotes AFCARS Fields

Entry Information

Creation Date: 02/07/2011 Created By: [Field]  
Case ID: 192552 Provider ID: 10007962 Provider Name: Sally Johnson

Entry Details Supporting Info Provider Details Services

Social Worker Entry Date: 02/01/2011 Entry Time: 10:00 AM Last Updated By: ANNETTE SIMON Last Updated Date: 2/7/2011

Provider Entry Date: [Field] Entry Time: [Field] AM PM Last Updated By: [Field] Last Updated Date: [Field]

Placement Unit Entry Date: [Field] Entry Time: [Field] AM PM Last Updated By: [Field] Last Updated Date: [Field]

Medicaid Paid Placement: [Field] Type of Care: [Field] Foster Parent Signed Letter of Intent to Adopt: [Field] Petition for Adoption Filed: [Field]

Save Cancel Find Provider

DE\_SACWIS-1051

Figure 4.2.3-52. Placement Entry.

## Exit Placement

The Exit Placement screen shown below allows a user to document an exit of a child from the placement. The items captured on the screen are the exit date and time and the reason for exiting the placement. The Supervisor can override the above information. The worker can also document the post discharge status and living arrangement of the child.

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

**FACTS II**

Referral Case Client Provider Admin PPW

Case Placement Place List of Placement Episodes Recommendation Placement Stat Addons Entry Exit More

Organizer Focus History

**In Focus**

User Name: ANNETTE SIMON

Entity Type: Case  
Entity Name: JONES  
Entity ID: 192552

Entity Type: Client  
Entity Name: JOHN SMITH  
Entity ID: 845102

**Exit Placement**

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

**Exit Information**

Creation Date: Created By: Case ID#: 192552

**Exit Details** Provider Details

**Social Worker**

Date: 02/02/2011 Time: 10:00 AM PM Last Updated By: Last Updated Date:

Reason: Guardianship

**Provider**

Date: Time: AM PM Last Updated By: Last Updated Date:

Reason:

**Placement Unit**

Date: Time: AM PM Last Updated By: Last Updated Date:

Reason:

Status: Living Arrangement:

Select Select

New Save Cancel

DE\_SACWIS-1056

Figure 4.2.3-52. Placement Exit.

## Service Log

FACTS II provides the ability to initiate services during the investigative and case stages as shown in Figure 4.2.3-53. Services identified in the Service Plan automatically inserted in to Service Log for workers to initiate and approve service delivery. Service log allows entering ILP services to provide transition for children who are older and ready to make transition into outside world from care.

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

**FACTS II**

Referral Case Client Provider Admin PPW

Case Service List of Clients Service Log Unmet Addon

Organizer Focus History

**In Focus**

User Name: ANNETTE SIMON

Entity Type: Case  
Entity Name: Jackson  
Entity ID: 192037

Entity Type: Client  
Entity Name: KEY SHAWN JACKSON  
Entity ID: 846022

**Service Offered/Delivered**

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

Services	Provider	Last Updated By	Current Status	Est Begin Date	Act Begin Date	Act End Date
Individual Therapy	Robert Jenkins	TRAIN4	Referral Made	01/26/2011		

**Service Information**

Service \* Individual Therapy Service

Status \* Referral Made

Provider Type  
☒ Provider ☐ Collateral ☐ Collaborative

Frequency \* Weekly

Duration

Estimated Begin Date \* 01/26/2011

Estimated End Date \* 05/11/2011

Actual Begin Date

Actual End Date

Date Referral Form Received

☐ Court Ordered ☐ Preventive Service

Court Ordered Comments

Status Comments

New Save History Approval Cancel

DE\_SACWIS-829

Figure 4.2.3-53. Service log.

## School Management in DSCYF Facilities

FACTS II documents education information for children and parents and assist workers to monitor educational needs (objectives) for families are met to improve safety and well-being of family.

### RFP Cross Reference: Appendix E - Common System Functions Requirements

Service Delivery Requirements– 23-1 to 36-22

FACTS II captures educational information of clients and assists the agency to monitor outcomes of families who require educational help to meet their objectives

DE FACTS II School Management Features	Deloitte Approach Benefits DSCYF
Centralized School Management	<ul style="list-style-type: none"><li>• Centralized Education allows programs to have common view of education</li><li>• Document IEP details and pre-populates educational information into case plans</li></ul>

**Table 4.2.3-10. School Management Features and Benefits.**

FACTS II captures name of the school, grade level, achievement scores, school district, address and school type. FACTS II provides you basic attendance features that documents attendance for a period of time with start and end date and record a child's incapability to attend school on a full-time basis due to medical or mental health conditions, proximity, steps taken to continue child in the same school after placement and Track IEP content, expiry details and decisions. Figure below illustrates FACTS II educational functionality.

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

**FACTS II**

Referral Case Client Provider Admin PPW

Client Employment/Education Employment Education Military

**Client Education**

\* Denotes Required Fields \*\* Denotes Half-Mandatory Fields # Denotes AFCARS Fields

A NEW education record must be created for each new school year (usually as the grade level changes). To create a new education record click the "NEW" button at the bottom of the screen.

Date Updated	School Name	Daycare Name	City Name	Grade Level	Status	Grade Enrollment Date
	SouthEastern University					02/08/2011

**School/DayCare/College/University** Education Strength/Needs

**School**

Type \*\* College/University Name \*\* SouthEastern University

Specify School Name Phone Ext Grade Enrollment Date 02/08/2011

Address  
501 I Street SW  
Washington, District of Columbia 20024  
Ward:2, Census Tract:61

Edit

**DayCare**

Name \*\* Phone Ext Enrolled Date

Address

Edit

New Save Cancel

DE\_SACWIS-1041

**Figure 4.2.3-53. School Management.**

FACTS II provides an education screen that allows workers from all programs within DSCYF to document educational information and is extendable to accommodate daily attendance, interface preferably with Eschool and for specific requirement responses refer to Appendix E.

## Interstate Compacts

The proposed Delaware FACTS II provides the functionality for recording ICPC services, which allows workers to 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.

### RFP Cross Reference: Appendix E - Common System Functions Requirements

Service Delivery Requirements– 23-1 to 36-22

To record, track, and report on the Interstate Compact on Placement of Children (ICPC) is a critical need for any children services management agency.

DE FACTS II ICPC features	Deloitte Approach Benefits DSCYF
Interstate Compacts	<ul style="list-style-type: none"> <li>Automated alert functionality to signal the ICPC coordinator when an ICPC case is added and given a priority listing</li> </ul>

**Table 4.2.3-11. ICPC Features and Benefits.**

FACTS II ICPC Module provides the functionality for recording these services through the Service Log and ICPC module, which allows workers to 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. Figure 1.104.II-132 to Figure 1.104.II-136 provides a partial snapshot of FACTS II's ICPC module. In this snapshot, it depicts a series of screens that capture such information as planning/financial planning data, placement information, service request, enclosure checklist, and placement decision that are specific to the ICPC 100A form. Upon completion of the form, workers have the ability to preview the ICPC 100A in its entirety prior to supervisory approval of the requesting state's request for placement service and generation of the form. Figure 1.104.II-137 provides an additional snapshot of FACTS II ICPC module. This screen specifically captures information related to the ICPC 100B form and it also provides the workers similar preview, approval, and form generation functionality as indicated for the ICPC 100A form.

**Delaware Department of Services for Children, Youth and Their Families**  
**FACTS II, RFP #07**

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

**FACTS II**

Referral Case Client Provider Admin PPW

Case Placement ICPC List of ICPC100A List of ICPC100B 100A 100B

Organizer Focus History

**In Focus**

User Name: **ANNETTE SIMON**

Entity Type: **Case**  
Entity Name: **JONES**  
Entity ID: **192932**

Entity Type: **Client**  
Entity Name: **JOHN SMITH**  
Entity ID: **845182**

**Select ICPC 100A**

\* Denotes Required Fields \*\* Denotes Half-Mandatory Fields # Denotes AFCARS Fields

**ICPC**

Date: **02/07/2011** From State: **District of Columbia** To State:

☒ 100A Sent ☐ 100A Received

**Identifying Data** Placement Information Service Request Enclosure Checklist Placement Decision

**Planning**

Type:

Agency:

Sending State Agency:

Name:

**Find**

ICWA Eligible:

Title IV-E determination:

Address:

**Select**

Phone:  Ext:

**Financial Planning**

Type:

Agency:

Sending State Agency:

Name:

**Find**

Address:

**Select**

Phone:  Ext:

**Save** **Approval** **Preview** **Cancel**

DE\_SACWIS-1058

**Figure 4.2.3-54. ICPC 100A – Identifying Data.**

**Delaware Department of Services for Children, Youth and Their Families**  
**FACTS II, RFP #07**

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

**FACTS II**

Referral Case Client Provider Admin PPW

Case Placement ICPC List of ICPC100A List of ICPC100B 100A 100B

**Select ICPC 100A**  
 \* Denotes Required Fields \*\* Denotes Half-Mandatory Fields \*Denotes AFCARS Fields

**ICPC**

Date: 02/07/2011 From State: District of Columbia To State:

☒ 100A Sent ☐ 100A Received

Identifying Data Placement Information Service Request Enclosure Checklist Placement Decision

**Provider Details**

Name: First Name Middle Name Last Name

Find

Agency

Clear

Address

Select

Phone Number Ext.

**Care/Legal Information**

Type of Care Legal Status

Specify Specify

Save Approval Preview Cancel

DE\_SACWIS-1059

**Figure 4.2.3-55. ICPC 100A – Placement Information.**

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

**FACTS II**

Referral Case Client Provider Admin PPW

Case Placement ICPC List of ICPC100A List of ICPC100B 100A 100B

**Select ICPC 100A**  
 \* Denotes Required Fields \*\* Denotes Half-Mandatory Fields \*Denotes AFCARS Fields

**ICPC**

Date: 02/07/2011 From State: District of Columbia To State:

☒ 100A Sent ☐ 100A Received

Identifying Data Placement Information Service Request Enclosure Checklist Placement Decision

Initial Report (Home Study) Supervisory Report Frequency

Specify Supervisory Service

**Name and Address of Supervising Agency in Receiving State**

Name

Address

Select

Save Approval Preview Cancel

DE\_SACWIS-1060

**Figure 4.2.3-56. ICPC 100A – Service Request.**

**Delaware Department of Services for Children, Youth and Their Families**  
**FACTS II, RFP #07**

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

**FACTS II**

Referral Case Client Provider Admin PPW

Case Placement ICPC List of ICPC100A List of ICPC100B 100A 100B

**Organizer Focus History**

**In Focus**

User Name: ANNETTE SIMON

Entity Type: Case  
Entity Name: JONES  
Entity ID: 192552

Entity Type: Client  
Entity Name: JOHN SMITH  
Entity ID: 845182

**Select ICPC 100A**

\* Denotes Required Fields \*\* Denotes Half-Mandatory Fields #Denotes AFCARS Fields

**ICPC**

Date: 02/07/2011 From State: District of Columbia To State:

☒ 100A Sent ☐ 100A Received

Identifying Data Placement Information Service Request **Enclosure Checklist** Placement Decision

**100A Enclosures**

<input type="checkbox"/> Child's Social History	Date:	<input type="checkbox"/> Court Order	Date:
<input type="checkbox"/> Home Study Of Placement Resource	Initial Date:	<input type="checkbox"/> Re-evaluation Date	Date:
<input type="checkbox"/> IV-E Eligibility Documentation	Date:	<input type="checkbox"/> ICWA Enclosure	Date:
<input type="checkbox"/> Financial/Medical Plan	Date:	<input type="checkbox"/> Other	Specify:
<input type="checkbox"/> Development Evaluation	Date:	<input type="checkbox"/> CPS Clearance	Date:
<input type="checkbox"/> Medical Evaluation	Date:	<input type="checkbox"/> State Police Clearance	Date:
<input type="checkbox"/> Psychological Evaluation	Date:	<input type="checkbox"/> TPR	Date:
<input type="checkbox"/> FBI Clearance Fingerprints	Date:	<input type="checkbox"/> Psychiatric Evaluation	Date:

Save Approval Preview Cancel

DE\_SACWIS-1061

**Figure 4.2.3-57. ICPC 100A – Enclosure Checklist.**

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

**FACTS II**

Referral Case Client Provider Admin PPW

Case Placement ICPC List of ICPC100A List of ICPC100B 100A 100B

**Organizer Focus History**

**In Focus**

User Name: ANNETTE SIMON

Entity Type: Case  
Entity Name: JONES  
Entity ID: 192552

Entity Type: Client  
Entity Name: JOHN SMITH  
Entity ID: 845182

**Select ICPC 100A**

\* Denotes Required Fields \*\* Denotes Half-Mandatory Fields #Denotes AFCARS Fields

**ICPC**

Date: 02/07/2011 From State: District of Columbia To State:

☒ 100A Sent ☐ 100A Received

Identifying Data Placement Information Service Request **Enclosure Checklist** **Placement Decision**

**Status**

Pending Date: 02/07/2011 Status: Date:

Remarks:

**ICPC Packet Tracking**

Date received from Worker: Date sent to receiving State: Date received from DHS:

Save Approval Preview Cancel

DE\_SACWIS-1062

**Figure 4.2.3-58. ICPC 100A – Placement Decision.**

Delaware Department of Services for Children, Youth and Their Families  
FACTS II, RFP #07

The screenshot displays the FACTS II web application interface for the Delaware Department of Services for Children, Youth and Their Families. The top navigation bar includes the state seal and the department name. Below this, a menu bar shows options like Referral, Case, Client, Provider, Admin, and PPW. The main content area is titled 'ICPC 100B' and includes a legend for field types: Required (red asterisk), Half-Mandatory (red double asterisk), and APCARS (blue double asterisk). The form is divided into two main sections: 'ICPC' and 'Placement Details'. The 'ICPC' section contains fields for Date, From State, and To State, with a 'Find Provider' button. The 'Placement Details' section includes fields for Placement Status, Date, First Name, Middle Name, Last Name, Agency, Address, Termination Reason, Name, Type of care, Relationship, and two 'Specify' fields with image upload icons. At the bottom, there are buttons for Save, Approval, Preview, and Cancel. A sidebar on the left shows the user's name (ANNETTE SIMON) and entity information (JOHN SMITH).

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

Referral Case Client Provider Admin PPW  
Case Placement ICPC List of ICPC100A List of ICPC100B 100A 100B

Organizer Focus History  
In Focus  
User Name: ANNETTE SIMON  
Entity Type: Case  
Entity Name: JONES  
Entity ID: 192332  
Entity Type: Client  
Entity Name: JOHN SMITH  
Entity ID: 843182

ICPC 100B  
\* Denotes Required Fields \*\* Denotes Half-Mandatory Fields \* Denotes APCARS Fields

ICPC  
Date: 02/07/2011 From State: District of Columbia To State: 100B Sent 100B Received

Placement Details  
Placement Status: Date: First Name: Middle Name: Last Name: Find Provider  
Agency: Clear  
Address: Select  
Type of care: Specify:  
Termination Reason: Date: Relationship: Specify:  
Name: Save Approval Preview Cancel

DE\_SACWIS-1063

Figure 4.2.3-59. ICPC 100B.

## Education and Health (Case Management Perspective)

FACTS II provides comprehensive Education and Health for Caseworkers to document Education and Health information of children and families.

### RFP Cross Reference: Appendix E - Common System Functions Requirements

Service Delivery Requirements– 23-1 to 36-22

FACTS II provides wide spectrum of health and education components to record Education and Health Information of Clients.

DE FACTS II Education and Health Features	Deloitte Approach Benefits DSCYF
Education and Health (Case Management Perspective)	<ul style="list-style-type: none"><li>• Centralized educational and health management allows workers from all program view information centrally and reduces duplicate work</li><li>• Comprehensive Health module to document medications, immunizations and dates, exams, treatments and health insurance details</li></ul>

**Table 4.2.3-12. Education and Health Features and Benefits.**

FACTS II supports entry of educational detail as shown below:

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

**FACTS II**

Referral Case Client Provider Admin PPW

Client Employment/Education Employment Education Military

**Client Education**

\* Denotes Required Fields \*\* Denotes Half-Mandatory Fields # Denotes AFCARS Fields

A NEW education record must be created for each new school year (usually as the grade level changes). To create a new education record click the "NEW" button at the bottom of the screen.

Date Updated	School Name	Daycare Name	City Name	Grade Level	Status	Grade Enrollment Date
	SouthEastern University					02/08/2011

**School/DayCare/College/University** Education Strength/Needs

**School**

Type \*\* College/University Name \*\* SouthEastern University

Specify School Name Phone Ext Grade Enrollment Date 02/08/2011

Address  
501 I Street SW  
Washington, District of Columbia 20024  
Ward:2, Census Tract:61

Edit

**DayCare**

Name \*\* Phone Ext Enrolled Date

Address

Edit

New Save Cancel

DE\_SACWIS-1041

Figure 4.2.3-60. Education.

Naturally, we wish to capture the educational history of each child within a case. However, it is often equally important to capture the educational record the parents – especially if family reunification is made dependent upon the parent(s) completing certain educational requirements.

## Mental Health, Medical and Dental Information

FACTS II Health module's key benefits include:

- Support the determination and documentation of special needs and areas of concern such as developmental disabilities or medical conditions.
- Track person disabilities (e.g. visually impaired, emotionally, impaired, hearing impaired, speech, learning disabilities, etc).
- Capture medical and dental provider information.
- Track medical, mental health and dental history of the family members.
- Capture child allergies.

- Record information when the child received a medical or dental exam, the reason for the medical exam, and any follow up instructions provided.
- Display a history of all medical, dental and mental health exams and treatment.
- Capture a narrative to explain the reason for the medication and reason medication ended or changed.
- Document any behavioral issues that deem a child high risk.
- Track all health insurance information including but not limited to both primary and secondary coverage with start and end dates of coverage.
- Record informed consent for each psychotropic medication prescribed to a foster child.

Figure below illustrates the Person Medications functionality of FACTS II. The Person Medications functionality provides the mechanism to record medication name, prescriber, type, dosage, frequency, start date, and end date. This module also has an added capability to track disabilities (e.g. visually impaired, emotionally, impaired, hearing impaired, speech, learning disabilities, etc). The medications screen provides the user a narrative to explain the reason the medication was prescribed and the reason medication ended or changed. This screen records if the child was addicted to drugs at birth by screening types associated to substance or alcohol abuse.

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

**FACTS II**

Referral Case Client Provider Admin

Client Health Appointments Medications Allergies Tests Insurance Gatekeeper Medical History More

Organizer Focus History

**In Focus**

User Name: TRAINER 002  
Entity Type: Case  
Entity Name: JACKSON04  
Entity ID: 192583

Entity Type: Client  
Entity Name: KEYSHAWN JACKSON04  
Entity ID: 845443

**Medical Tests**

\* Denotes Required Fields \*\* Denotes Half-Mandatory Fields # Denotes AFCCARS Fields

**Client Medical Test**

Current Primary Physician: S LOVE  
Current Primary Dentist: DC KIDS MR#: Created By: TRAINER1

Allergies: Fish

**Test Information**

Date Tested	Type	Result
01/24/2011	Blood Lead	Negative

**Test Result**

Date Tested\*: 01/24/2011

Test Type\*: Blood Lead

Tested By: Hospital: Test Result: Negative

Narrative:

New Save Cancel

DE\_SACWIS-1027

Figure 4.2.3-61. Person Medications.

FACTS II health captures Medical Appointments and placing a reminder onto the social worker's calendar for each upcoming medical appointment. Medical appointment screen is shown below.

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

**FACTS II**

Referral | **Case** | Client | Provider | Admin | PPW

Case | Client | **Health** | **Appointments** | Medication | Allergies | Tests | Insurance | Gatekeeper | More

Organizer | Focus | History

**In Focus**

User Name: **ANNETTE SIMON**

Entity Type: **Case**

Entity Name: **JONES**

Entity ID: **192552**

Entity Type: **Client**

Entity Name: **JOHN SMITH**

Entity ID: **845182**

**Appointments**

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

**Client Medical Appointments**

Current Primary Physician: [ ] Current Primary Dentist: [ ] DC KIDS MR#: [ ] Created By: **ASIMON**

**Allergies**

Strawberries

**Summary** | Detail

Date\* [ ] Time [ ] AM PM

Medical Type\* [ ] Status\* [ ]

Other Specify [ ]

Health Professional's name\*\* [ ]

Agency\*\* [ ]

Address [ ]

Edit [ ]

Phone [ ]

Save Cancel

DE\_SACWIS-512

**Figure 4.2.3-62. Medical Appointments.**

FACTS II captures Medicaid, or other health insurance provider, information. The Proposed FACTS II provides Person Medical Insurance screen as shown below to track all health insurance information including but not limited to both primary and secondary coverage. Screen shown below also provides the ability to record start and end dates for insurance coverage.

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

**FACTS II**

Referral Case **Client** Provider Admin

Client Health Appointments Medications Allergies Tests **Insurance** Gatekeeper Medical History More

Organizer Focus History

**In Focus**

User Name: TRAINER 002

Entity Type: Case

Entity Name: JACKSON39

Entity ID: 192567

Entity Type: Client

Entity Name: REYSHAWN JACKSON39

Entity ID: 845273

**Client Medical Insurance - JACKSON39**

\*Denotes required Fields \*Denotes AFARS Fields

Insurance Name	Company/HMO	Policy Number	Policy Holder Name
Medicaid			SHANTE JACKSON39

**Insurance** Contact Info Policy Holder Medicaid

Insurance type\* Medicaid Other Medical Coverage

☐ Is child Covered under Civilian Health and Medical Program of the Uniformed Services (CHAMPUS) Insurance?

Company/HMO Policy Number

Begin Date End Date Group No

New Save Cancel

DE\_SACWIS-1028

Figure 4.2.3-63. Medical Insurance.

## Allergies

FACTS II provides a Medical Allergies screen to track person allergies as shown below. This screen also allows the worker to enter free text to describe reactions to allergies and captures the end date of the allergy.

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

**FACTS II**

Referral Case Client Provider Admin

Client Health Appointments Medications Allergies Tests Insurance Gatekeeper Medical History More

Organizer Focus History

**In Focus**

User Name: TRAINER 002

Entity Type: Case

Entity Name: JACKSON04

Entity ID: 192583

Entity Type: Client

Entity Name: KEYSIAHAWN JACKSON04

Entity ID: 845443

**Medical Allergies - JACKSON04**

\*Denotes required Fields \*Denotes APCARS Fields

**Client Medical Allergy**

Current Primary Physician: S LOVE DC KIDS MR#: Current Primary Dentist: Created By: TRAINER1

**Allergy Information**

Allergy	End Date
Fish	

**Allergy Details**

Allergy: Fish Specify:

Reaction:

End Date:

New Save Cancel

DE\_SACWIS-1026

Figure 4.2.3-64. Medical Allergies.

## Medical history

The Proposed FACTS II places a reminder onto the social worker's calendar when an immunization becomes due. FACTS II also provides the ability to document when the child received a medical or dental exam, the reason for the medical exam, and any follow up instructions provided. Medical History maintains and displays a history of all medical, dental and mental health exams and treatment is shown below

DE\_SACWIS-1035

Figure 4.2.3-65. Medical History.

## Court and Legal (Child Welfare)

Deloitte's proposed Delaware FACTS II provides comprehensive Courts functionality that captures legal status, court orders and petitions. FACTS II reduces manual efforts to prepare petitions by pre-populating data into forms and correspondence and scanning of court orders into file cabinet.

### RFP Cross Reference: Appendix E - Common System Functions Requirements

#### Service Delivery Requirements– 23-1 to 36-22

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.

DE FACTS II Court and legal Features	Deloitte Approach Benefits DSCYF
Court and Legal (Child Welfare)	<ul style="list-style-type: none"> <li>• Court hearings and appearances provide a historical legal snapshot of a case</li> <li>• Notifications of upcoming events such as hearings are alerted to caseworkers can be sent out</li> <li>• Automated generation of court documents and reports instead of having to be manually filled out</li> <li>• Scanning and linking court orders into file cabinet reduces manual work</li> </ul>

Table 4.2.3-13. Courts Features and Benefits.

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.

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.

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

**FACTS II**

Referral Case Client Provider Admin PPW

Client Client List Search Summary Merge General Info Demographics Relationships CKL More

**Afcars**  
\* Denotes Required Fields \*\* Denotes Half-Mandatory Fields \* Denotes AFCARS Fields

**Child Info** Removal Conditions of Rmvl Caretrk Info Plcmt Info Fstr Fmly Info Fin Info

**Personal Info**  
Name: REYSHAWN JACKSON  
Client Number(Element #4): 845178  
Case Number: 192557

**Disabilities:[Client/Demo/Char]**  
Diagnosed (Element#10): ☐ Yes ☐ No ☐ Not Yet Determined  
☐ Mental Retardation(Element#11)  
☐ Emotionally Disturbed(Element#14)  
☐ Physically Disabled((Element#13)  
☐ Visually/Hearing Impaired(Element#12)  
☐ Other Medical Condition(Element#15)

**Demographics**  
Date of Birth(Element #6):  
Gender(Element #7): Male

**Race**  
Primary(Element #8):  
Secondary(Element#8):  
Hispanic/Latino Origin(Element#9):

**Adoption Information[Client General]**  
Has this child ever been adopted?(Element#16):  
Assigned workload prevented completion  
Age When Previous Adoption Legalized(Element#17):

**Missing Info** Cancel

DE\_SACWIS-863

**Figure 4.2.3-66. 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 FACTS II includes checklist screens shown above 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 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 FACTS II's legal functionality, including court reports, motions, appeals, processes, subpoenas, affidavits, etc.

## Legal Status

FACTS II provides supports real time tracking of legal status which is critical information that needs to be maintained especially for children removed from home and under the custody of DSCYF. Below figure depicts legal status screen functionality that tracks legal custody of children

The screenshot displays the FACTS II interface for the State of Delaware Department of Services for Children, Youth and Their Families. The top navigation bar includes tabs for Referral, Case, Client, Provider, Admin, and PPW. The main content area is titled 'Client Status' and contains a table for 'Custody Status' and a form for 'Legal Custody Information'.

**Custody Status Table:**

Legal Custody Status	Legal Status	Begin Date	End Date
CPSA	Commitment	02/01/2011	

**Legal Custody Information Form:**

Legal Custody Status: ☒ CPSA ☐ Non CPSA ☐ Court Ordered Exception

Reason:

Legal Status\*:  Begin Date\*:  End Date:

Relationship:  Name:  Address:

Buttons: New, Save, Cancel

DE\_SACWIS-1064

**Figure 4.2.3-67. Custody Status.**

Without entering legal status FACTS II will not allow placing a child with provider promoting data quality within FACTS II.

## 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 show below 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.

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

Referral Case Client Provider Admin

Case Court Complaint Online Complaints Complaints

Organizer Focus History

In Focus

User Name: TRAINER 002

Entity Type: Case

Entity Name: ARTHUR

Entity ID: 190956

FACTS II

Select Petition

\* Denotes Required Fields \*\* Denotes Half-Mandatory Fields #Denotes AFCARS Fields

Complaint Petition

Respondents

MATHEW ARTHUR  
SALLY ARTHUR  
JOHN ARTHUR

Complaint

Request for 379

Complaints

☒ Affidavit of Reasonable efforts has been completed 10/05/2000

Date submitted to Corporation Counsel  
10/05/2000

☒ Submitted By CFSA ☐ Submitted By Police Officer

Corporation Counsel

Reason for Requesting Court Involvement

Date Complaint entered 10/05/2000

Action Being Requested

Save Cancel

DE\_SACWIS-904

Figure 4.2.3-68. Petition.

## Tracking

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 shown below allows the worker to easily toggle between the multiple Hearing Summary screens.

Delaware Department of Services for Children, Youth and Their Families  
FACTS II, RFP #07

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

FACTS II

Referral Case Client Provider Admin PPW

Case > Court > Hearing > List of Hearing > Summary > Child Information > Court Order

Organizer Focus History

In Focus

User Name: ANNETTE SIMON

Entity Type: Case

Entity Name: Jackson

Entity ID: 192637

Select Court Hearing

\* Denotes Required Fields \*\* Denotes Half-Mandatory Fields # Denotes AFCARS Fields

Hearing Date	Hearing Time	Court Room	Judge's Name
01/24/2011			William Pryor

Client ID	Client Name
846022	KEY SHAWN JACKSON
846023	REY SHAWN JACKSON

Hearing Type
Continued for Disposition Hearing
Continued Mediation Status
Continuance

New Show Cancel

FACTS II

DE\_SACWIS-850

Figure 4.2.3-69 Select Hearing.

The Court Order screen shown below allows the worker to enter the court decisions and court orders which are then recorded in the electronic case folder.

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

FACTS II

Referral Case Client Provider Admin PPW

Case > Court > Hearing > List of Hearing > Summary > Child Information > Court Order

Organizer Focus History

In Focus

User Name:  
ANNETTE SIMON

Entity Type:  
Case

Entity Name:  
Jackson

Entity ID:  
192637

Consolidated Court Hearing

\* Denotes Required Fields \*\* Denotes Half-Mandatory Fields # Denotes AFCARS Fields

Court Order Type	Court Order Date
Adjudication of Paternity	03/04/2010

Court Order Details

Court Order Type \*  
Adjudication of Paternity

Court Order Date \*  
03/04/2010

New Save Import Preview Cancel

DE\_SACWIS-851

Figure 4.2.3-70 Court Order.

## Notifications

FACTS II provides notifications to inform relevant parties of impending court actions in several ways. The Hearing Summary screen below records the activities that require notification of involved individuals and parties of upcoming court activities, as well as the dates of the actions. 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.

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

**FACTS II**

Referral Case Client Provider Admin PPW

Case Court Hearing List of Hearing Summary Child Information Court Order

Organizer Focus History

**In Focus**

User Name:  
ANNETTE SIMON

Entity Type:  
Case

Entity Name:  
Jackson

Entity ID:  
192637

Entity Type:  
Client

Entity Name:  
REY SHAWN JACKSON

Entity ID:  
846023

**Court Hearing Summary**

\* Denotes Required Fields \*\* Denotes Half-Mandatory Fields #Denotes AFCARS Fields

**Entry Information**

Creation Date: 7/30/2011 Updated Date: 7/30/2011

Created By: ANNETTE SIMON Updated By: ANNETTE SIMON

**Respondent's Name**

KEY SHAWN JACKSON - 846022  
REY SHAWN JACKSON - 846023

Select

**Court Hearing Type**

Continued for Disposition Hearing  
Continued Mediation Status  
Continuance

Select

Time Hearing Scheduled: [ ] A.M. [ ] P.M.

Judge's Name: William Pryor

Time Arrived at court: [ ] A.M. [ ] P.M.

Specify: [ ]

Time Hearing Started: [ ]

Commissioner Name: [ ]

**Court Hearing Participants**

Name	Role

Select

Save Cancel

DE\_SACWIS-852

Figure 4.2.3-71 Hearing Summary.

## Court Documents

The FACTS II's Court Reports screen shown below 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.

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 DSCYF standard court documentation.

Additionally, 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.

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

Referral Case Client Provider Admin PPW

Case > Court > Hearing > Court Order > Court Report > Complaint > Mediation > Motions > Parental Rights > More

Organizer Focus History

In Focus

User Name:  
ANNETTE SIMON

Entity Type:  
Case

Entity Name:  
Jackson

Entity ID:  
192637

Entity Type:  
Client

Entity Name:  
REY SHAWN JACKSON

Entity ID:  
846023

Court Report

\* Denotes Required Fields \*\* Denotes Half-Mandatory Fields #Denotes AFCARS Fields

Court Reports

Court Hearing Date	Type of Court Report	Creation Date
No Hearing Scheduled	Permanency/Review Report	01/30/2011

Hearing Information

Hearing Date\* No Hearing Scheduled

Hearing Time 00:00

Judge's Name\* William Pryor

Specify

Hearing/Review Type

No Hearing Scheduled

Select

Respondents

KEY SHAWN JACKSON - 846022

REY SHAWN JACKSON - 846023

Select

General Information

Type\* Permanency/Review Report

Creation Date 01/30/2011

Date Sent to Supervisor

Date Supervisor Approved

Date Due to Court

Date Program Manager Approved

Court Date (Old Format)

Staff Name ANNETTE SIMON

Unit / Prog. Area

Save New Approval Find Report Amend Preview Cancel

DE\_SACWIS-853

Figure 4.2.3-72 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.

## Court and Legal (Delinquency Proceedings)

*FACTS II provides comprehensive Court module to document Delinquency proceedings and Service planning to monitor outcome of community services recommended to families.*

### RFP Cross Reference: Appendix E - Common System Functions Requirements

Service Delivery Requirements– 23-1 to 36-22

Court and Legal are critical to a child services agency and it is critical to maintain court/legal information accurately for the agency to meet the legal requirements.

DE FACTS II Court and Legal features	Deloitte Approach Benefits DSCYF
Court and Legal (Delinquency Proceedings)	<ul style="list-style-type: none"><li>Centralized court module shared by divisions</li></ul>
Service Planning	<ul style="list-style-type: none"><li>Allows workers to document court recommended community services for children who are not active in other divisions</li></ul>

**Table 4.2.3-14. Courts and Legal Features and Benefits.**

In the below section we provide an overview of our existing components and how these components meets your requirements. There are two major components involved in Delinquency Proceedings are Service plan and Court order.

### Service Plan

Service plan as shown below allows worker to document community services recommended by court and record any compliance issue with receiving the services. FACTS II pre-populates all forms for delinquency proceedings such as recommendation forms and violations of probation.

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

**FACTS II**

Referral Case Client Provider Admin PPW

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

Organizer Focus History

**In Focus**

User Name: ANNETTE SIMON

Entity Type: Case  
Entity Name: Jackson  
Entity ID: 192637

Entity Type: Client  
Entity Name: SHANTE JACKSON  
Entity ID: 846021

**Service Plan Tree View**

\* Denotes Required Fields \*\* Denotes Half-Mandatory Fields # Denotes APCARS Fields

**Service Plan Main**

Staff Name: ANNETTE SIMON Completion Status: Service Plan Assessment Date: 01/18/2011

Program Area: FACESNET TRAINING Number Of Open Tasks: 0 Next Evaluation Date: 04/18/2011

Approval Cancel

**Service Plan Tree**

SHANTE JACKSON (846021), PC, 30, HH:SHI

Domain: Substance Abuse/Use(Substan

Objective: Acknowledges and/or tak

Measures

Can identify negative conse

New Measures...

Client Tasks

New ClientTasks...

Provider Services

New ProviderServices...

New Objective...

New Domain...

KEY SHAWN JACKSON (846022), Child, 12,

Domain: Child Development(Strengths z

Objective: Child meets development

Measures

New Measures...

Client Tasks

New ClientTasks...

Provider Services

New ProviderServices...

New Objective...

New Domain...

**Objective**

Domain: Substance Abuse/Use(Substances: alcohol, illegal drugs, inhalants, pi

Source: Strengths and Needs

Strengths and Needs

Objective: Acknowledges and/or takes responsibilities for addiction

Specify Objective

Begin Date: 01/25/2011

End Date:

Save Cancel Remove

DE\_SACWIS-822

Figure 4.2.3-73 Service Planning to document Community services.

## Court Order

Court order screen as shown below allows workers to document related to pre- and post-adjudication proceedings, including disposition, court orders and reviews and for all upcoming events generates alert to workers

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

Referral Case Client Provider Admin PPW

Case Court Hearing List of Hearing Summary Child Information Court Order

Organizer Focus History

In Focus

User Name:  
ANNETTE SIMON

Entity Type:  
Case

Entity Name:  
Jackson

Entity ID:  
192637

Consolidated Court Hearing

\* Denotes Required Fields \*\* Denotes Half-Mandatory Fields #Denotes AFCARS Fields

Court Order Type	Court Order Date
Adjudication of Paternity	03/04/2010

Court Order Details

Court Order Type \*  
Adjudication of Paternity

Court Order Date \*  
03/04/2010

New Save Import Preview Cancel

DE\_SACWIS-851

Figure 4.2.3-74. Court Order.

## Compliance/Quality Assurance

*FACTS II promotes compliance and quality assurance throughout the application by providing structured data entry, edit checks to prevent saving incomplete data, checklist features in key decision points to follow policies, audit that tracks point and time of record to measure time compliance.*

### RFP Cross Reference: Appendix E - Common System Functions Requirements

Service Delivery Requirements– 23-1 to 36-22

FACTS II offers wide range of Compliance and Quality Assurance features for DSCYF to continuously monitor, review and support tools to improve the service delivery of DSCYF.

DE FACTS II Compliance/QA Features	Deloitte Approach Benefits DSCYF
Capture Federally Assessed data elements (AFCARS/NCANDS/NYTD)	<ul style="list-style-type: none"> <li>• Promotes Compliance</li> <li>• Increases timely completion of federally assessed data elements</li> <li>• Provides capability to report on federally assessed data elements</li> </ul>
QA/Case Review	<ul style="list-style-type: none"> <li>• Periodic evaluation of cases identifies improvements and increases quality of service delivery</li> </ul>
Supervisory Checklist	<ul style="list-style-type: none"> <li>• System guides supervisors to review Case work prior to approving key case functions</li> </ul>
Providers corrective action tracking	<ul style="list-style-type: none"> <li>• Ability to document, monitor and track corrective action plans for Providers</li> </ul>
System Edits	<ul style="list-style-type: none"> <li>• Prevents incomplete data being saved into FACTS II</li> </ul>
QA module	<ul style="list-style-type: none"> <li>• Assists in generating random samples of children and families for case review</li> <li>• Assists DSCYF to monitor quality of services provided</li> </ul>

**Table 4.2.3-15. QA and Compliance Features and Benefits**

In the below section we provide an overview of our Compliance/Quality Assurance components and how these components meets your requirements. There are six major components involved in Compliance/Quality Assurance that includes Federal compliance, and Reporting, Case Review, Quality Assurance features, HIPAA, and Corrective Action plans.

## Federal Compliance and Reporting

FACTS II is a transfer of DC FACES.Net, which is a federally assessed solution. By transferring DC FACES.Net DSCYF benefits to have a system that is federally compliant. Key features of FACTS II Federal Compliance and Reporting includes:

- Tracks federally assessed data elements required for AFCARS.
- Tracks federally assessed data elements required for NCANDS.
- Tracks federally assessed data elements required for NYTD.
- Provides reporting capabilities on federally assessed data elements.
- Provides legend symbols through-out the application reminding workers to enter Federally Assessed data elements

Figures below show the AFCARS and NCANDS validation screens that allows workers to correct federally assessed data.

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

**FACTS II**

Referral Case **Client** Provider Admin

Client Client List Search Summary Merge General Info Demographics Relationships CKL More

Organizer Focus History

**In Focus**

User Name: ADMIN TRAINER

Entity Type: Case  
Entity Name: JACKSON  
Entity ID: 192557

Entity Type: Client  
Entity Name: REYSHAWN JACKSON  
Entity ID: 845178

**Afcars**

\* Denotes Required Fields \*\* Denotes Half-Mandatory Fields #Denotes AFCARS Fields

Child Info Removal Conditions of Rmvl Caretkr Info Plcmnt Info Fstr Fmly Info Fin Info

**Personal Info**

Name: REYSHAWN JACKSON

Client Number (Element #4): 845178

Case Number: 192557

**Demographics**

Date of Birth (Element #6):

Gender (Element #7): Male

**Race**

Primary (Element #8):

Secondary (Element #8):

Hispanic/Latino Origin (Element #9):

**Adoption Information [Client General]**

Has this child ever been adopted? (Element #16): Assigned workload prevented completion

Age When Previous Adoption Legalized (Element #17):

Disabilities: [Client/Demo/Char]

Diagnosed (Element #10): ☐ Yes ☐ No ☐ Not Yet Determined

☐ Mental Retardation (Element #11)

☐ Emotionally Disturbed (Element #14)

☐ Physically Disabled ((Element #13)

☐ Visually/Hearing Impaired (Element #12)

☐ Other Medical Condition (Element #15)

Missing Info Cancel

DE\_SACWIS-537

Figure 4.2.2-75. AFCARS Validation helps workers to identify missing federally assessed elements.

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

**FACTS II**

Referral Case **Client** Provider Admin

Client Client List Search Summary Merge General Info Demographics Relationships CKL More

**NCANDS**  
\* Denotes Required Fields \*\* Denotes Half-Mandatory Fields # Denotes AFCARS Fields

**Child Info** Referral Maltreat Info Caretaker Char Svcs Perp. 1 Info Perp. 2 Info Perp. 3 Info

**Personal Information**  
Name: LAKEISHA JACKSON48  
Case Number: 192562  
Client Number: 845245

**Living Arrangement**  
Current Living Arrangement:   
Is Child From Military Family: No

**Demographics**  
Gender: Female  
Date Of Birth:   
Was Child Prior Victim: No

**Race**  
Hispanic/Latino Origin: No  
Primary: Black or African American  
Secondary:

**Disabilities**  
☐ Physical Disabilities  
☐ Learning Disabilities  
☐ Emotionally Disturbed  
☐ Alcohol Abuse  
☐ Drug Abuse  
☐ Visually/Hearing Impaired  
☐ Behaviour Problem  
☐ Other Medical Condition  
☐ Mental Retardation

**Missing Information** Cancel

DE\_SACWIS-538

**Figure 4.2.2-76. NCANDS Validation allows the workers to identify missing federally assessed elements.**

## Case Review

Deloitte understands that the peer Case Reviews are required to evaluate case workers performance, identify improvements and overall quality of service provided to the children and families. FACTS II allows workers to schedule reviews and document peer review outcome. Figures below Scheduling and summary screens that documents peer review meeting details and outcome.

Delaware Department of Services for Children, Youth and Their Families  
FACTS II, RFP #07

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

**FACTS II**

Referral Case Client Provider Admin PPW

Case Review Admin Review List of Admin Reviews Schedule Notify Pre AR AR Summary

Organizer Focus History

**In Focus**

User Name: ANNETTE SIMON

Entity Type: Case  
Entity Name: Jackson  
Entity ID: 192637

Entity Type: Client  
Entity Name: SHANTE JACKSON  
Entity ID: 846021

**Admin Review Schedule**

\* Denotes Required Fields \*\* Denotes Half-Mandatory Fields # Denotes AFCARS Fields

**Schedule Activity**

Date	Start Time	Reviewer	Status	Reason
06/24/2011			Scheduled	

**Review Information**

Pre - AR\* ☐ Yes ☒ No Type\* Initial Review Reviewer\*

Clients\* KEY SHAWN JACKSON Date\* 06/24/2011 Start Time\* End Time\*

Location\* 400 6th Street, SW Room No.\* If Other, Specify

Status\* Scheduled Reason If Other, Specify

New Save Cancel

DE\_SACWIS-825

Figure 4.2.6-77 Admin Review Schedule.

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

**FACTS II**

Referral Case Client Provider Admin PPW

Case Review Admin Review List of Admin Reviews Schedule Notify Pre AR AR Summary

Organizer Focus History

**In Focus**

User Name: ANNETTE SIMON

Entity Type: Case  
Entity Name: Jackson  
Entity ID: 192637

Entity Type: Client  
Entity Name: KEY SHAWN JACKSON  
Entity ID: 846021

**Admin Review Summary Report**

Narratives Recommendations

1. Extent to which previous review recommendations have been met or changed.  
Summarize the recommendations made at the last administrative review and discuss whether or not the recommendations were followed.

2. Current status of child(ren) and family.  
Provide an overview of the child(ren)'s health, education, neuro-social issues (therapy, neuropharmac medication, etc.).

3. Services to family.  
Include services provided to child(ren), foster family, and birth family.

Summary

Review Date: 01/28/2011

Clients\*

Status\*

Save Approval Report Preview Cancel

DE\_SACWIS-828

Figure 4.2.6-78. Admin Review Summary report.

## Quality Assurance Features

FACTS II has built in quality and compliance features throughout the application. Key QA features incorporated throughout the system includes

- Standard Data entry controls – FACTS II uses standard data controls such as date, dropdown lists, multi select, numeric edits and address validation that promotes accurate and standard data is saved into FACTS II.
- Ticklers, Alerts, Notifications, and E-Mails - FACTS II sends ticklers, alerts and emails so that the high priority tasks are completed on time.
- FACTS II extends its QA features to support random sampling of cases for review
- FACTS II Customer Relations module extends workers to document incident tracking, including automatic notifications, compliance, monitoring, and documentation. This functionality will be available to all divisions.
- FACTS II tracks and documents funding source of services provided
- FACTS II tracks outcome measures through service planning
- FACTS II court reports generates required documentation for courts and extends to redact information specified by DSCYF.

## HIPAA

FACTS II is a transfer of DC FACES.Net which has successfully completed HIPAA audit for its implementation. FACTS II has in built mechanism and processes established not to expose any of Protected Health Information (PHI) to unauthorized users. FACTS II Security framework sees that PHI is accessed and viewed by only authorized users.

## Medicaid

FACTS II documents key requirements of Medicaid that includes SSN, State Residency, Citizenship status, assets, income etc. FACTS II allows workers to document Medicaid information on the health screens and is capable of extracting Targeted Case Management Service Events that is claimed from Medicaid.

## Corrective Action Plans

FACTS II documents and tracks incidents reported on providers and provides corrective action plan to correct the deficiencies. Below figure illustrates the functionality. Under a Corrective Action plan, specific recommendations are documented along with expectations and timelines for resolution. Delaware FACTS II provides functionality to track progress against these corrective plans. Corrective Action Plans component of Delaware FACTS II provides functionalities that include the following capabilities:

- Track treatment plans for all provider types
- Allow users to document treatment when licensing requirements are not met

- Allow a user to document multiple areas of concern under one treatment plan and also allows an authorized user to enter the outcomes made to fulfill the areas of concern identified in the corrective action plan

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

FACTS II

Referral Case Client Provider Admin PPW

Provider Other Corr Plan List of Corrective Plans Summary Detail

Organizer Focus History

In Focus

User Name:  
ANNEITE SIMON

Entity Type:  
Provider

Entity Name:  
SMITH, JACK

Entity ID:  
10013821

Select Corrective Action Plan

\* Denotes Required Fields \*\* Denotes Half-Mandatory Fields # Denotes AFCARS Fields

Participants

Name	Title
------	-------

Select

Summary

☐ Noncompliance with Licensing/Contracting

Summary Outcome of Corrective Action Plan Start Date End Date

Concern Identified During

☐ Licensing Review ☐ Complaint Investigation ☐ Investigation ☐ Monitoring Visit Conducted

Date

Save Cancel

DE\_SACWIS-712

Figure 4.2.3-79 Corrective Action Plan.