

4.2.4 Provider Management Requirements

RFP reference: 6.2.4 Provider Management Requirements, Page 38

The Provider Management Requirements address the following areas:

- Master Resource Listing, Service Matching, and Program Admission;
- Provider, Resource, and Facility Approval, Credentialing, and Training;
- Foster and Adoptive Parent Recruitment, Approval, and Training; and
- Contract Management.

Delaware FACTS II provides a proven, high performance resource and provider management service to allow stakeholders efficient access to provider information across programs. FACTS II allows for appropriate measures to be taken so that all providers are periodically evaluated to ensure licenses are current and all complaints are handled urgently. With similar implementations in over seven states and across programs, FACTS II offers DSCYF proven, consistent provider management functionality.

Delaware FACTS II's Resource Directory feature allows users to create, maintain and approve Providers, Facilities and Vendors in a centralized place that is readily available and accessible for all Programs within Delaware. Deloitte recognizes that providers play a critical role in the life of a child who has been removed from home and placed in foster care, children with special needs and also for children receiving in-home services. For many child welfare agencies, the management of the provider community is a difficult and evolving challenge:

- Agencies often face difficulty in locating sufficient numbers of Providers
- Agencies are tasked with procuring a wide variety of services from contracted providers in the most cost-effective manner possible
- Contracted providers are being asked to take on increasing amounts of the work of a child welfare agency through outsourcing efforts of varying degrees

Responding to these challenges requires comprehensive Provider functionality that is sufficiently flexible to address the needs of all types of providers. Simultaneously, Delaware FACTS II must deliver functionality that allows agency personnel to closely monitor child safety, service delivery and value for money. All of the above are key requirements for FACTS II.



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FACTORS

- Robust Case Management functions tracking Provider needs and actions
- Reliable access to Case and Provider information key for measuring program outcome
- Quality controls built in supporting Provider interaction with Clients

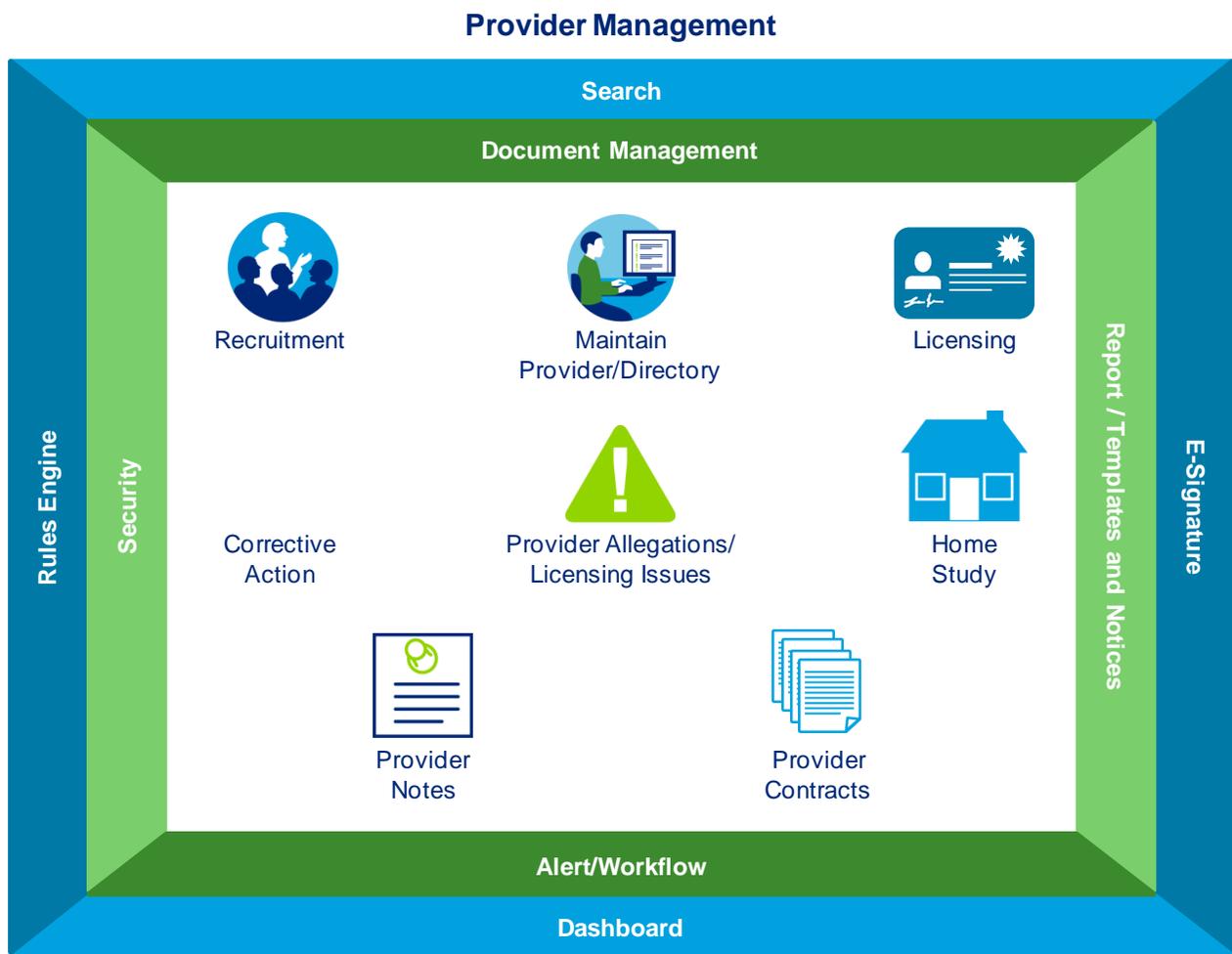
The proposed Delaware FACTS II delivers on all of these fronts. Deloitte's proposed Delaware FACTS II contains comprehensive Provider Management functionality that allows workers to match children's needs with the services offered by providers for maximum benefit of both the parties involved.

Provider Management features in our transfer solution relevant to FACTS II

FACTS II Features – Provider Management	
SACWIS System Similar to FACTS II	Deloitte Brings Direct Relevant Experience to FACTS II
 <p>DC FACES.NET</p>	<ul style="list-style-type: none"> • Provider Web for external agencies and Providers to update placement information and verify invoices. • Automated Accounts Receivables and Payables
 <p>Alabama FACTS</p>	<ul style="list-style-type: none"> • Redesigned Recruitment to track and monitor Provider Applications • Enhanced Contract Import functionality allowing easy renewal of contracts
 <p>Allegheny KIDS</p>	<ul style="list-style-type: none"> • Placement and Service reconciliation process that facilitates accurate payment and invoice generation • Tightly integrated Contract, Service and Services Delivery process allowing providers ease of use to maintain their master and transactional information.

Table 4.2.1-1 Deloitte's Relevant Experience to FACTS II

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



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Figure 4.2.4-1. Provider Management.

FACTS II Provider Management offers comprehensive Provider Management capabilities.

The table below highlights the key benefits and features of the Delaware FACTS II Provider Management module.

FACTS II Provider Management Features	FACTS II Provider Management Benefits
Centralized Master Resource Listing and accurate Service Matching	<ul style="list-style-type: none"> • Centralized Provider Registry allows data sharing and prevents duplicate Providers into SACWIS • Efficient Service Matching combined with Phonetics based search allows programs to identify the most suitable Provider for Service Delivery • Maintain the provider status, real-time tracking of service availability from providers and display the utilization rate of a facility/service provider
Provider, Resource, and Facility Approval, Credentialing, and Training	<ul style="list-style-type: none"> • Track completed activities for license approval, licensing decisions and licensure information of Child Placing Agencies • Allows multiple areas of concern to be documented in one corrective action plan and efforts made to fulfill the areas of concern identified in the corrective action plan
Foster and Adoptive Parent Recruitment, Approval, and Training	<ul style="list-style-type: none"> • Support foster care and adoption application process to capture and maintain application data and withdrawal reasons • Flexible to allow completion of application and enrollment steps for foster care and adoption home licensing in any order • Record and maintain the licensing training information for relative and non relative potential foster care and adoptive homes
Contract Management	<ul style="list-style-type: none"> • Record and tracks Contract information and supports contract amendments and replacement for individual services or for the entire contract • Retain a detailed historical summary of all executed contracts and contract lines

Table 4.2.4-1. FACTS II Provider Management Features and Benefits.

RFP Cross Reference: Appendix E – Provider Management Requirements

Provider Management Requirements– 37-1 to 40-21

Delaware FACTS II Provider Management provides spectrum of services that creates, maintains and approves Providers, Facilities, Vendors for programs within DSCYF. Three major components Provider General, Homes and Contract of Delaware FACTS II Provider Management meet your Provider Management requirements.

Master Resource Listing, Service Matching and Program Admission

Master Resource Listing requirements constitute two primary components that include:

- Provider Registration
- Available Services

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

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

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

Although we believe that the Delaware FACTS II offers a comprehensive set of provider categories, if Delaware FACTS II requires additional or different classifications for its provider community, Delaware FACTS II is sufficiently flexible to deliver them. Furthermore, it is important to note that any provider may act in multiple capacities.

For example, a contracted counselor can also act as a foster parent. The provider registration screen is shown in the figure below.

The screenshot displays the 'Provider Registration' screen in the Delaware FACTS II system. The interface includes a top navigation bar with the state logo and 'FACTS II' branding. Below this is a menu with options like 'Referral', 'Case', 'Client', 'Provider', 'Admin', and 'PPW'. A left-hand sidebar provides navigation for 'WorkLoad', 'My Assignments', 'My Units', 'My Workers', 'Other Program Areas', 'My Calendar', and 'My Tasks'. The main area is titled 'Resource Directory' and features several tabs: 'General Info', 'Local Address', 'Services Provided', 'Preference', 'Closure History', and 'Recruitment'. The 'General Info' tab is selected, showing a form with various input fields. Key sections include 'Provider Type' (radio buttons for CFSA and Community), 'Provider Category' (checkboxes for Agency and Facility), 'Provider Number', 'Type of Home', and 'Type of Service at this Location'. The 'Provider Name' section has a large text area for 'Agency/Facility' and individual fields for 'Prefix', 'First', 'Middle', 'Last', and 'Suffix'. There are also fields for 'Total Facility Capacity' and 'Provider School District'. At the bottom of the form are buttons for 'Save', 'Approval', 'History', and 'Cancel'.

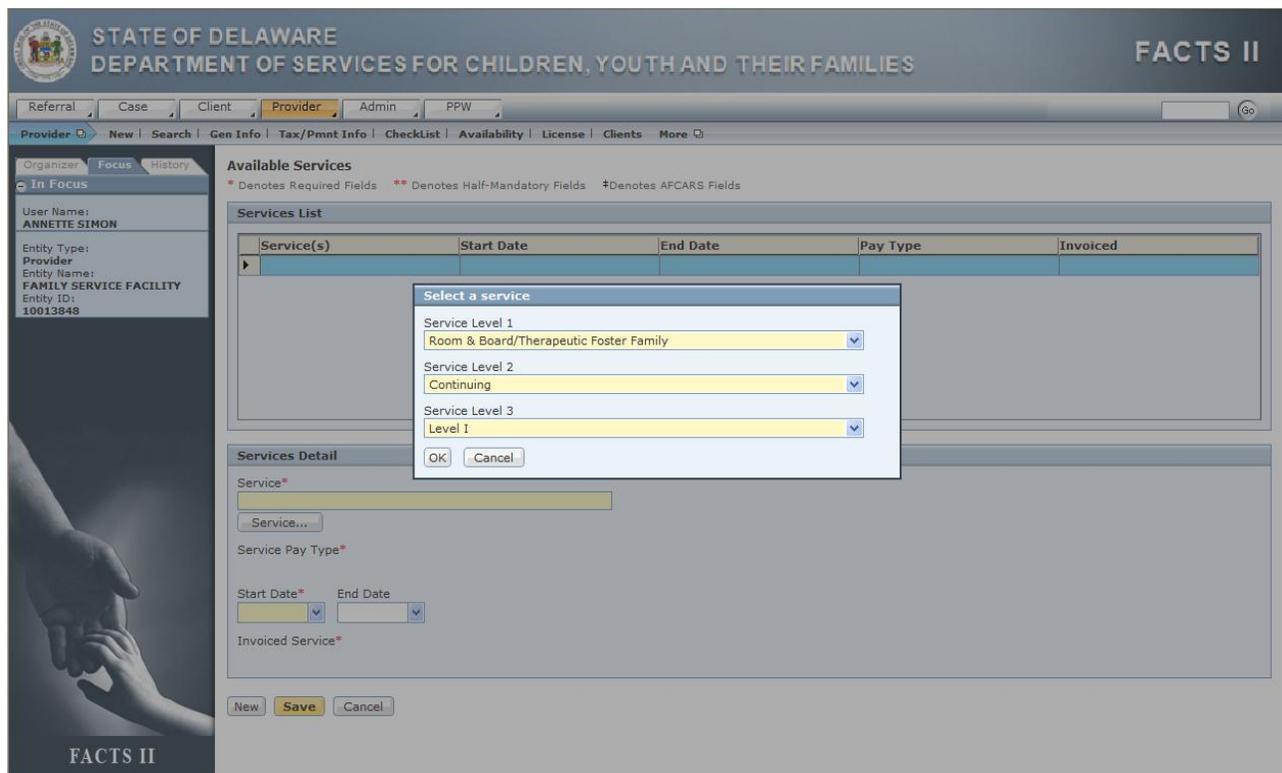
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Figure 4.2.4-2. Provider Registration.

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

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

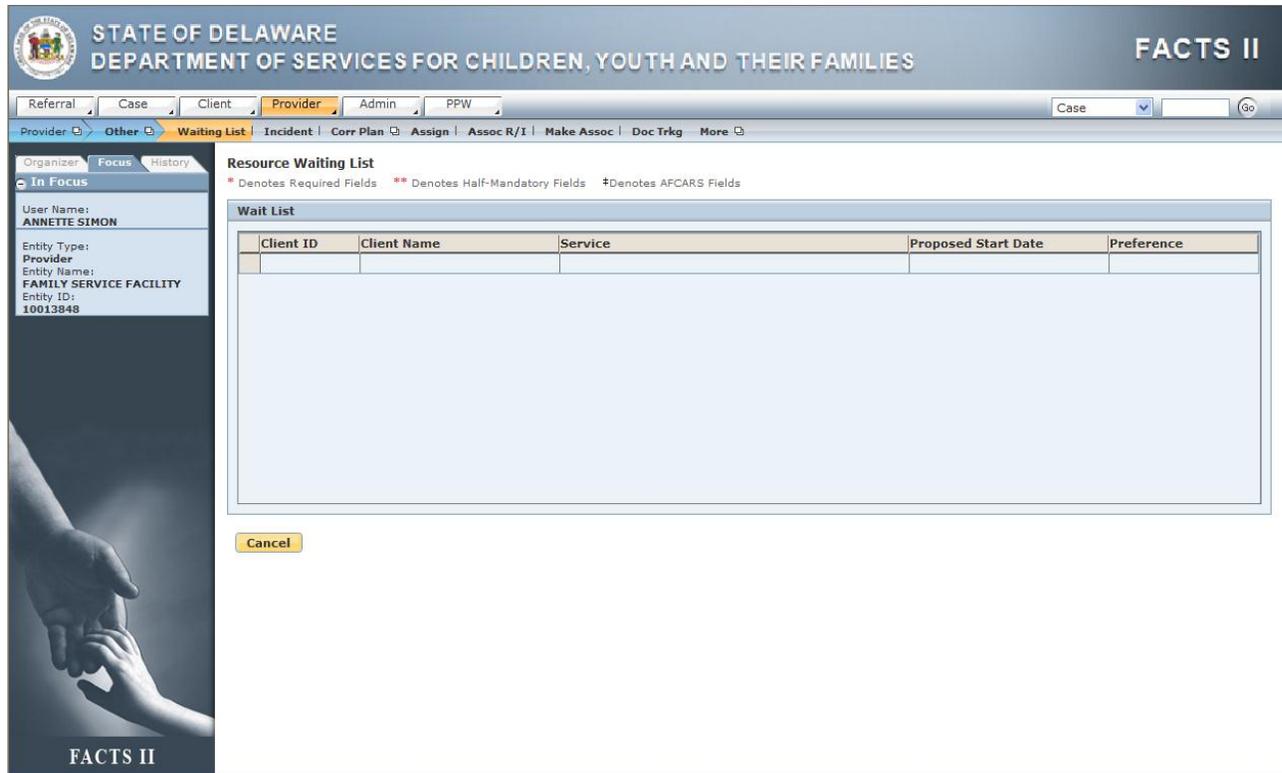
- **Closure History.** Providers may move in and out of availability, sometimes through the providers own choice, sometimes because of accusations of institutional abuse. This screen records the dates and reason for closure.
- **Available Services.** After registering a Provider the next logical step is to record services offered by the Provider. Non Contracted Services can be linked to Providers through Available Services Screen as shown in the figure below. Contracted services are linked to Contracted providers within the Contract functionality explained in next sub sections. FACTS II Available Service functionality enables the worker to select multiple levels of services from master Service Taxonomy. Service Selection screen opened within Available services as shown in the figure below provides detailed level of identification of services, distinguishable by different types of services.



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Figure 4.2.4-3. Available Services.

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



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Figure 4.2.4-4. Resource Waiting List.

Service Matching

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

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

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

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

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

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

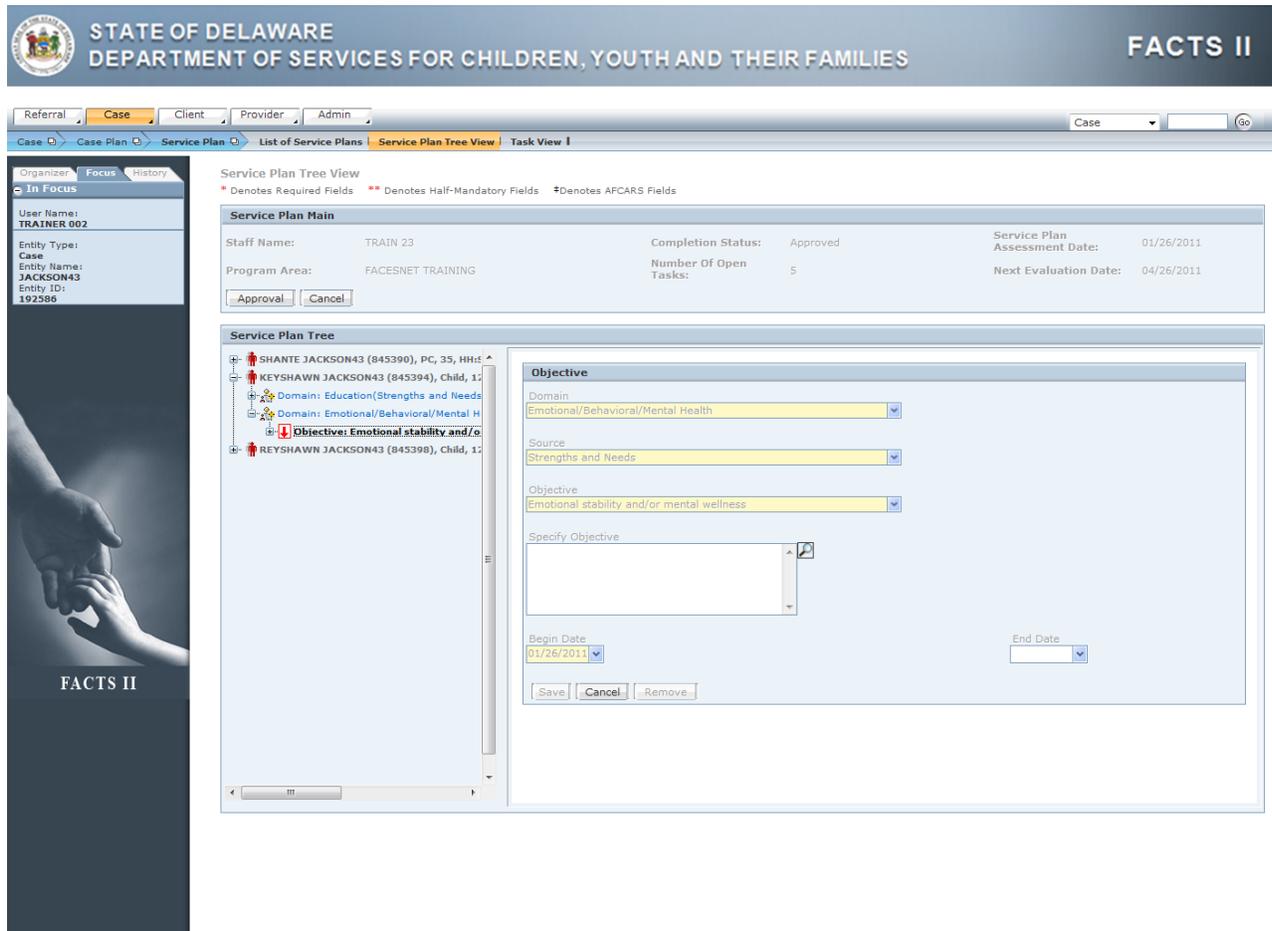
The Provider Search on Service Plan, Placement and Service log component of Delaware FACTS II provides following features:

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

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

Service Plan

The Service Plan during Case Management 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 a placement or service provider is selected, the screen provides the ability to search the resource directory and indicate an available provider.



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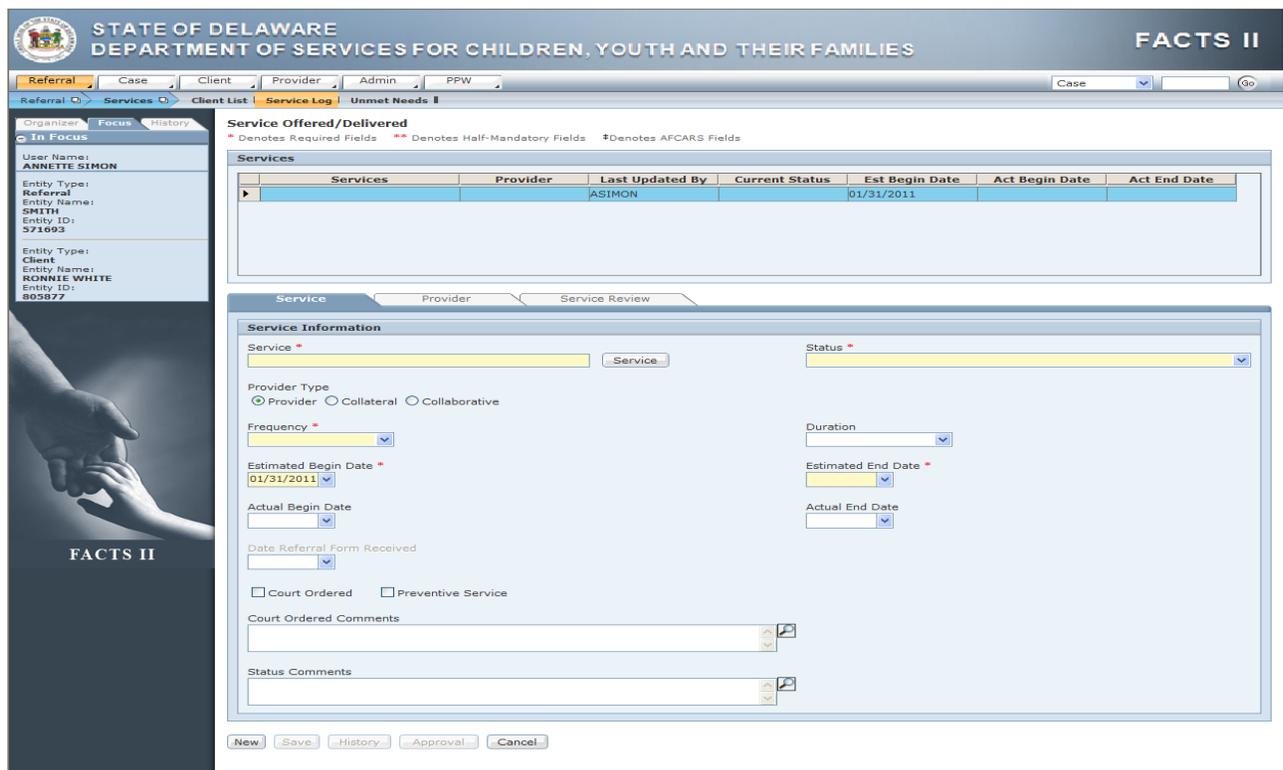
Figure 4.2.4-5. Service/Treatment Plan Services.

Service Log

Delaware FACTS II provides the ability to initiate non-placement services during the investigative and case stages as pictured in Figure 4.2.4-6. Services identified in the Service Plan are automatically plotted in the Service Log for initiation by the worker. However, entry of additional services can be entered directly into the Service Log screen. After a service is identified, workers are required to search the statewide Resource Directory to identify available service providers.

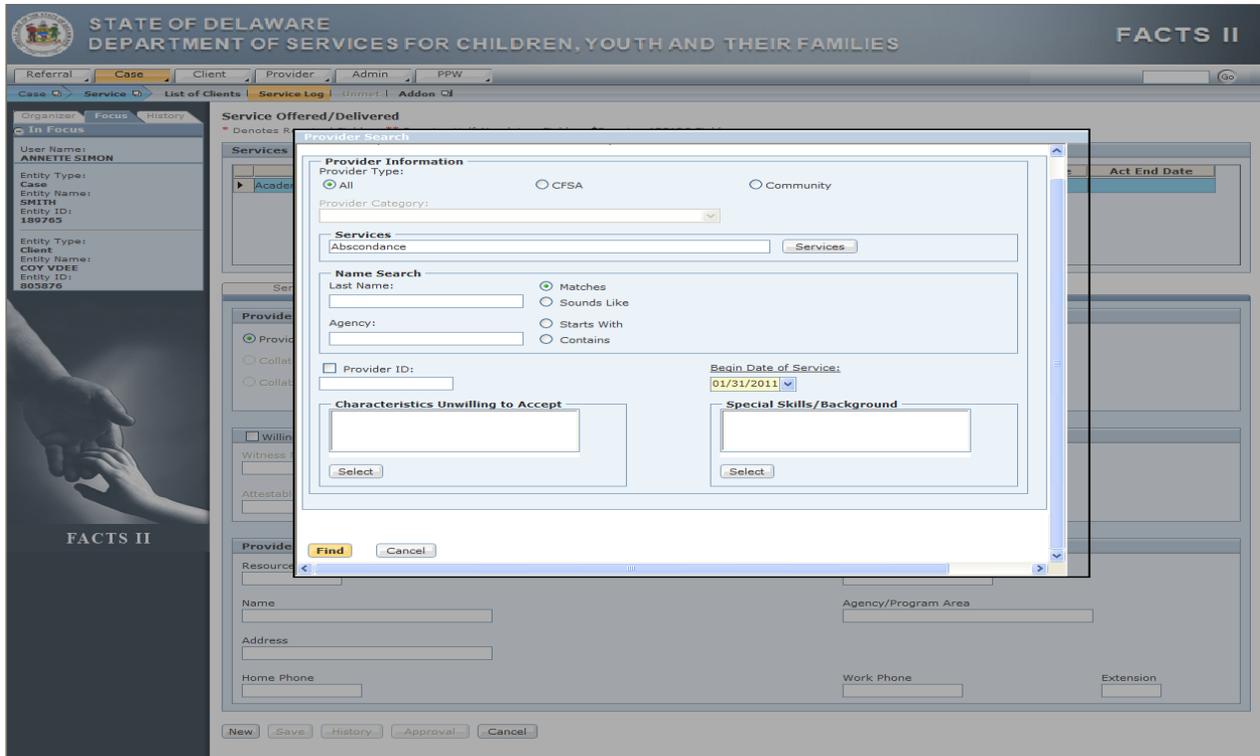
Delaware FACTS II provides automated support in the identification and matching of service needs with available resources as pictured in Figure 4.2.4-7. Workers can search the Resource Directory based on a child’s specific needs as identified during the assessment process – for example a worker can use a child’s strengths and needs as search criteria to search for service providers that are equipped to provide services to a specific child. The search returns potential matches to attach to the service log record. Once the worker has entered an “Actual Begin Date” for a service, a Service Invoice is created for the indicated service provider for confirmation of services delivered.

An additional feature of the Service Log is the automated Unmet Needs functionality as shown in Figure 4.2.4-8. When a search is executed and the search results do not return any service providers for the requested service – the service is then automatically saved as a need that is unmet by the department. These unmet needs can be used evaluate the demand of various unmet needs and by local jurisdictions for the recruitment of local service providers.



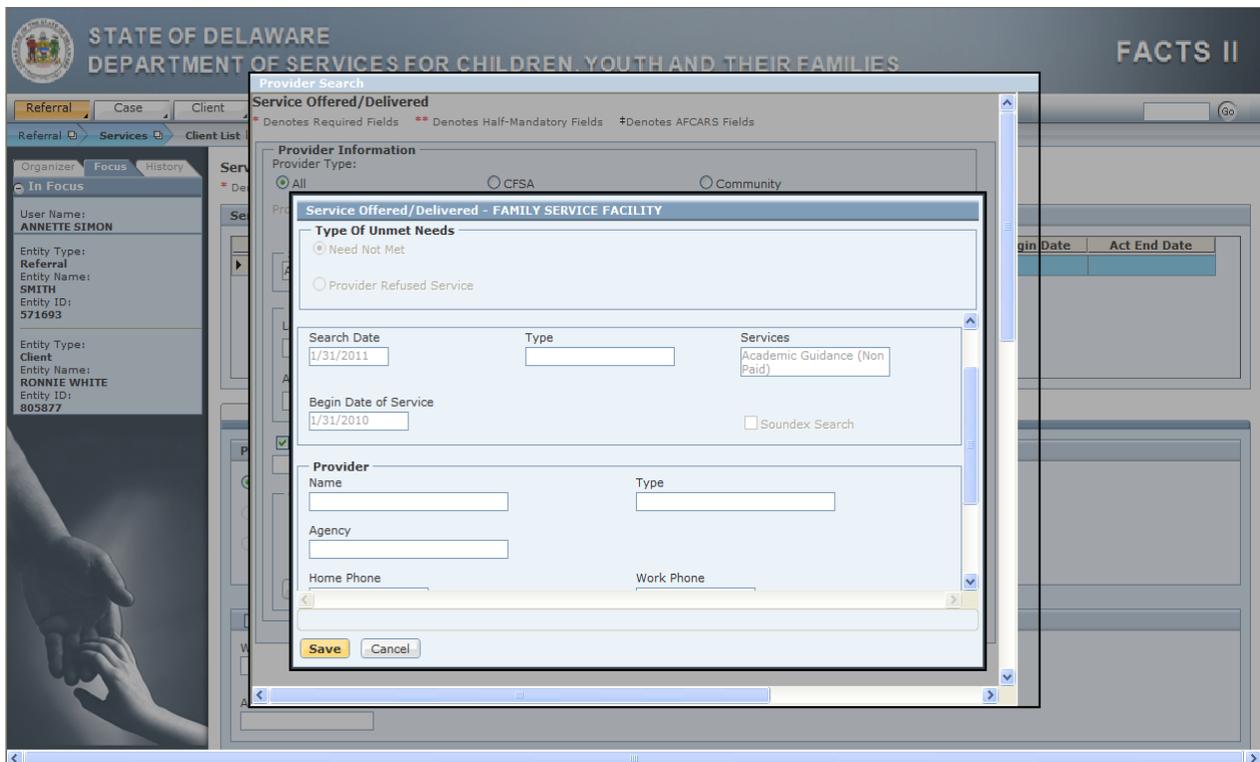
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Figure 4.2.4-6. Service Log.



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Figure 4.2.4-7. Service Provider Search.



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Figure 4.2.4-8. Unmet Needs – Services.

The Service Authorization screen as in the next screen uses services identified from the Service Log to create the Purchase Order that is given to providers before they provide services. Service Authorization screen shown below is a functionality implemented in Alabama and Deloitte incorporate similar design in Delaware. The worker can document the number of units authorized which cannot exceed the units entered in the Service Log. The screen provides verification of units of services received versus billed. The user can select the recipient of the services. For the selected service, the system automatically determines the funding source which can be overridden by the user.

Multiple Purchase Orders can be created for a single service offering and each Purchase order can contain authorization for multiple services offered to different persons. A Purchase Order requires approval before it can be disbursed by the State Finance Office.

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Figure 4.2.4-9. Service Authorization.

Placement

Placement functionality as pictured in the figure below is one of the most critical components in Delaware FACTS II – it keeps track of where your children are. 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:

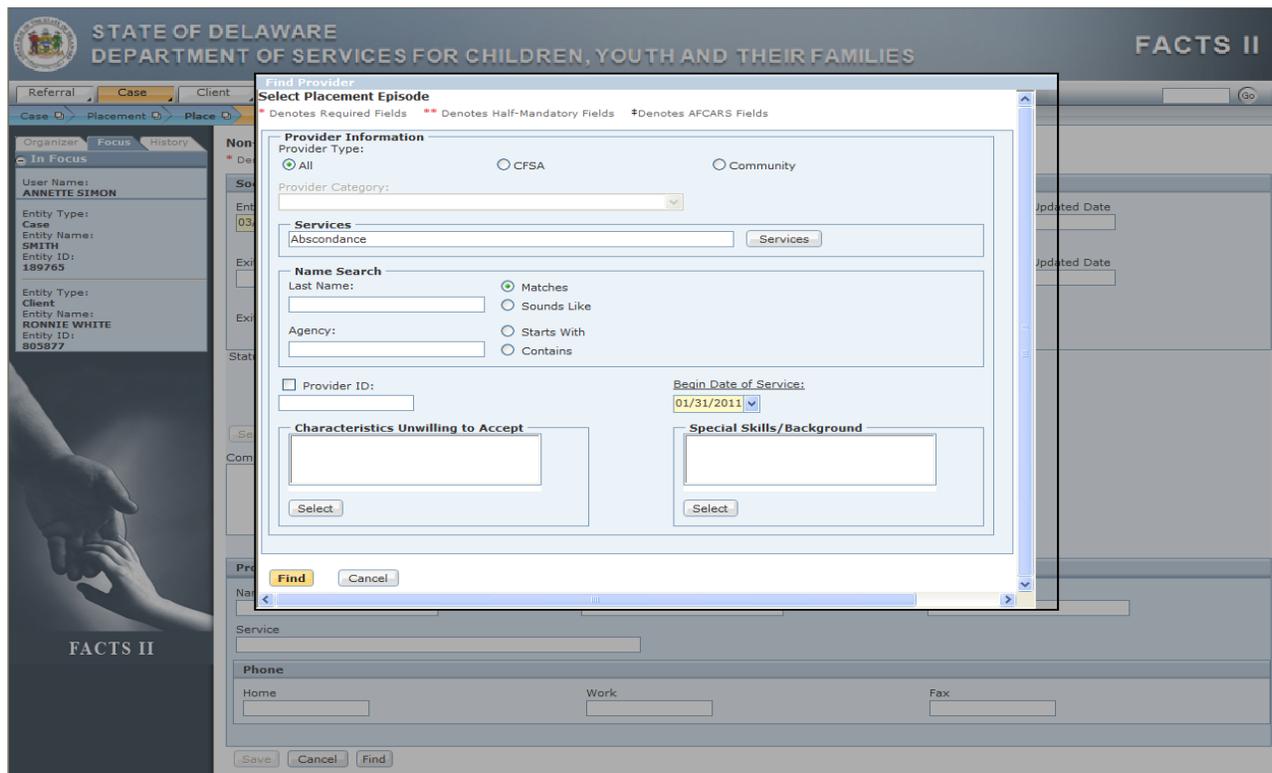
- The age and gender of the child(ren)
- The emotional, behavioral, and psychological characteristics and history of the child(ren)
- The type of placement or care required for the child(ren)
- Acceptable demographics
- Previous child placements with availability
- Provider availability

The screenshot shows the 'Placement Entry' form in the FACTS II system. The header includes the State of Delaware logo and the text 'STATE OF DELAWARE DEPARTMENT OF SERVICES FOR CHILDREN, YOUTH AND THEIR FAMILIES FACTS II'. The navigation bar shows 'Referral', 'Case', 'Client', 'Provider', 'Admin', and 'PPW'. The breadcrumb trail is 'Case > Placement > Place > List of Placement Episodes | Recommendation | Placement Stat | Addons | Entry | Exit | More >'. The left sidebar shows the 'In Focus' section with user information for ANNETTE SIMON and client information for RONNIE WHITE. The main form area is titled 'Placement Entry' and includes a legend: '* Denotes Required Fields ** Denotes Half-Mandatory Fields † Denotes AFCARS Fields'. The 'Entry Information' section contains fields for Creation Date (08/31/2005), Created By, Case ID (189765), Provider ID (10013814), and Provider Name (BETH AVERY). The 'Provider Details' section includes tabs for 'Entry Details', 'Supporting Info', 'Provider Details', and 'Services'. The 'Provider Details' tab is active, showing fields for Name (BETH AVERY), Type (CFSA/Non-Contracted), Agency, Monitor (None), Address (#800 H Street NW Washington, District of Columbia), and Phone (Home: (555) 555-5555, Work: () - , Extn:). At the bottom of the form are 'Save', 'Cancel', and 'Find Provider' buttons.

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Figure 4.2.4-10. Placement Provider.

The FACTS II provides automated support in the identification and matching of placement needs with available resources as pictured in the figure below. Workers can search the Resource Directory based on a child's specific needs as identified during the assessment process – for example a worker can use a child's strengths and needs as search criteria to search for placement providers that are equipped to provide placements to a specific child. The search returns potential matches to attach to the placement record.



DE_SACWIS-709

Figure 4.2.4-11. Placement Provider Search.

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.

Provider, Resource, and Facility Approval, Credentialing, and Training

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

- Certain licensing items must be completed only once. Others must be completed multiple times – annually for example

- Certain licensing items have a period of validity. Once that period expires, the provider can no longer claim to have a valid license

To help the licensing worker manage this complexity Delaware FACTS II offers a licensing checklist that guides the user through the requirements for each type of provider and service. The figure below illustrates Check list functionality provided by Delaware FACTS II.

The screenshot displays the 'Resource Licensing Checklist' in the Delaware FACTS II system. The interface includes a top navigation bar with tabs for Referral, Case, Client, Provider, Admin, and PPW. A sidebar on the left shows the user's profile: ANNETTE SIMON, Provider, Entity Name: SMITH, JACK, and Entity ID: 10013821. The main content area features a table with the following data:

Checklist Item	Name	Start Date	End Date
Annual Training		01/10/2011	

Below the table is a 'Checklist Detail' section for the selected 'Annual Training' item. It includes dropdown menus for 'Checklist Item' and 'Name', date pickers for 'Start Date' (01/10/2011) and 'End Date', a 'Calculate End Date' button, and a 'Comments' text area. At the bottom of the form are buttons for 'New', 'Save', 'Report', and 'Cancel'.

DE_SACWIS-710

Figure 4.2.4-12. Licensing Checklist.

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

- Home Study
- Household Member
- Individual Training

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

- **Regular.** This is the normal type of license issued to providers who have completed all of the terms of the checklist appropriate to the type of service they wish to deliver.
- **Provisional.** This type of license is sometimes issued to family members in the event of an emergency removal. It allows them to care for the child in the expectation that they complete the full terms of licensure in the future.

- **Temporary.** This type of license is identical to the provision type, except that it has a fixed end date.

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

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

The figure below illustrates the provider licensing screen.

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

FACTS II

Referral Case Client **Provider** Admin PPW

Provider New Search Gen Info Tax/Pmnt Info CheckList Availability **License** Clients More

Organizer Focus History

In Focus

User Name: ANNETTE SIMON

Entity Type: Provider

Entity Name: SMITH, JACK

Entity ID: 10013021

Resource Contract

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

License Number	License Type	Current Status	Approved By	Approval Date	Start Date	End Date
323BSK0932	Provisional	Approved			12/28/2009	12/27/2011

License History

Type

License Type: Provisional Status: Approved Service Type: Kinship Non Foster Care

Licensing

License#: 323BSK0932 Start Date: 12/28/2009 End Date: 12/27/2011 Re-evaluation Date:

Jurisdiction: Delaware Monitoring Agency: Family and Child Services

Male Age From: to Capacity: **Female** Age From: to Capacity: Total Capacity:

Comments:

New Save Approval Import Preview Cancel

DE_SACWIS-711

Figure 4.2.4-13. Provider License.

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

- License status is automatically passed forward into the Title IV-E claiming functionality so that claims are not made for services delivered in unlicensed homes.
- Signed license agreements may be scanned into the system.
- Reports are generated weekly showing providers for whom a required component of licensure is about to expire – thereby prompting action before expiration.

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

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

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

Treatment Plans

A treatment plan may be instituted If the agency believes that the provider is retrievable. This functionality is illustrated in the figure that follows. Under a treatment 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

The screenshot displays the FACTS II interface for selecting a corrective action plan. The top navigation bar includes tabs for Referral, Case, Client, Provider, Admin, and PPW. The current view is 'Provider > Other > Corr Plan > List of Corrective Plans | Summary | Detail |'. The left sidebar shows the user 'ANNETTE SIMON' and the entity 'SMITH, JACK'. The main form area is titled 'Select Corrective Action Plan' and includes a 'Participants' table with columns for Name and Title. Below the table is a 'Select' button. The 'Summary' section contains a checkbox for 'Noncompliance with Licensing/Contracting', a dropdown for 'Summary Outcome of Corrective Action Plan', and fields for 'Start Date' and 'End Date'. There are also radio buttons for 'Concern Identified During' with options: Licensing Review, Complaint Investigation, Investigation, and Monitoring Visit Conducted. A 'Date' field is present below these options. At the bottom of the form are 'Save' and 'Cancel' buttons.

DE_SACWIS-712

Figure 4.2.4-14. Corrective Action Plan

Delaware FACTS II incorporates the ability for the licensing representatives, performing the inspection at the provider location, to record the violations and the corresponding correction required. The system records the providers plan of correction for each violation cited in the inspection summary. The plan of correction submitted has to be accepted by the licensing staff before the plan is executed. The system allows for the back-and-forth between the provider and the licensing staff before a corrective action plan is accepted, and keeps track of the status of the correction action plan to determine the outcome(s).

Critical Incidents

Unfortunately, child welfare agencies occasionally encounter circumstances in which a complaint is made against one of their providers. Such events are initiated in two ways and Delaware FACTS II supports recording incidents reported in both ways:

- The provider liaison worker makes the complaint.
- The complaint is made to the intake hotline. In this instance the intake is marked as institutional abuse. In this case, the provider liaison is notified and the license immediately placed into suspension while the investigation is performed to prevent any new children being placed with that provider.

In the case of less serious complaints, this is entered on the provider incident screen shown in the figure below.

The screenshot displays the FACTS II web application interface for entering a provider incident. The top navigation bar includes tabs for Referral, Case, Client, Provider, Admin, and PPW. The 'Provider' tab is selected, and the 'Incident' sub-tab is active. The main content area is titled 'Resource Grievance' and contains an 'Incident' table with columns 'Incident Filed Date' and 'Decision Code'. Below the table is the 'Incident Details' form, which includes a dropdown for 'Type of Continuation of Incident', a date field for 'Incident Filed Date', a 'Description' text area, and an 'Individual Filing Incident' section with fields for 'Prefix', 'First', 'Middle', 'Last', and 'Suffix'. At the bottom are 'New', 'Save', and 'Cancel' buttons.

DE_SACWIS-713

Figure 4.2.4-15. Provider Incident.

The Delaware FACTS II considers that licensing staff are used to submit complaints/incidents. The licensing staff can create and schedule inspections. The licensing inspectors can keep track of their inspections within the system. During the inspection the inspector can enter any violations found and tie that to regulatory paragraphs and cite them in the inspection summary. Provider Incident screen provides the capability to track timeframes, violations, incidents, adverse actions, and recommendation.

Depending on the non-compliance found during the inspection, the licensing staff could initiate an adverse action or sanction that might lead to a placement moratorium preventing the providers from providing service or placing a new child. In a more severe violation situation, the licensing staff could initiate the process to revoke the licensing of the facility.

Associated Referrals

When a case of institutional abuse is reported, the intake and investigation for that institutional abuse is automatically linked to the provider record. This can be seen in the associated referrals screen shown below. Delaware FACTS II allows swift navigation between the provider record and the associated referrals through a single click on the associated referral screen.

The screenshot displays the 'Associated Referrals' screen in the Delaware FACTS II system. The top navigation bar includes 'Referral', 'Case', 'Client', 'Provider', 'Admin', and 'PPW'. The 'Provider' menu is expanded, showing options like 'Waiting List', 'Incident', 'Corr Plan', 'Assign', 'Assoc R/I', 'Make Assoc', 'Doc Trkg', and 'More'. The left sidebar shows the user 'ANNETTE SIMON' and the provider 'SMITH, JACK'. The main content area is divided into three sections:

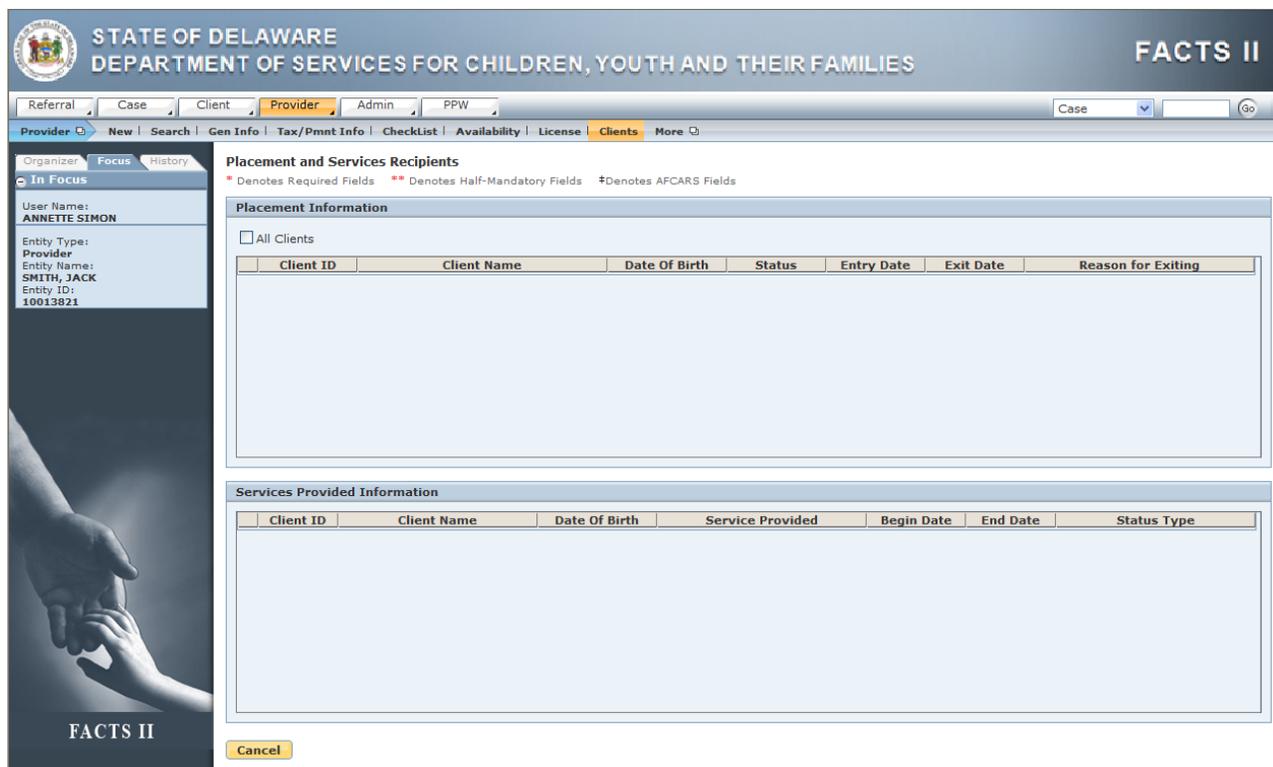
- Associated Intakes/Investigation:** A table with columns: Intake/Agency Name, Intake Number, Intake Type, County of Intake, Received Date, Accepted Date, and Investigating Social Worker.
- Allegations:** A table with columns: Client ID, Client Name, Date of Birth, Maltreatment Category, Maltreatment Type, Injury Char, Mal. Rel., and Disp.
- Non-Compliances:** A table with columns: Non Compliance and Findings.

Buttons for 'Show' and 'Cancel' are located at the bottom of the screen.

DE_SACWIS-714

Figure 4.2.4-16. Associated Referrals.

Delaware FACTS II also provides complete history of children who have received services from a provider. Workers can view a list of children currently and previously placed in the home, facility, or placement agency. This information includes the duration of the placement and why the placement ended. Separately, workers can access the list of children who have received non-placement services from the vendor, organization, or individual. Both paid and non-paid services are displayed, along with the dates when the service was delivered. This can be seen in the Placement and Services Recipients screen shown in the figure that follows.



DE_SACWIS-715

Figure 4.2.4-17. Placement and Services Recipients.

Training Management

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

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

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

The functionality of creating master list of course illustrated between Figure 4.2.4-18 to Figure 4.2.4-20.

The screenshot shows the 'Training Workshop Description' form in the FACTS II system, specifically the 'Workshop' tab. The form is titled 'WorkShop Information' and contains several fields for data entry. At the top, there is a legend: '* Denotes Required Fields', '** Denotes Half-Mandatory Fields', and '# Denotes AFCARS Fields'. The form fields include: 'Title**' (two dropdown menus), 'Workshop No' (text box), 'Session No' (text box), 'Type of Training*' (dropdown menu), a checkbox for 'Mandatory Workshop', a checkbox for 'Workshop Cancelled', 'Program Area' (dropdown menu), 'Category*' (dropdown menu), 'Other Specify' (text box), 'Required Materials' (text area with a 'Select' button), and 'Worker level/Prerequisites' (text area with a 'Select' button'). At the bottom of the form are 'Save' and 'Cancel' buttons. The left sidebar shows the user name 'ANNETTE SIMON' and the 'In Focus' section. The top navigation bar includes 'Referral', 'Case', 'Client', 'Provider', 'Admin', and 'PPW' menus, along with a search bar and a 'Go' button. The breadcrumb trail is 'Admin > Training > Workshop > Search Workshop > Description > List > Evals > Evals Summary >'. The 'Workshop' tab is selected, with 'Details' and 'Location' tabs also visible. The 'Description' tab is currently active, showing the form fields. The 'Workshop' tab is highlighted in the breadcrumb trail. The 'Details' and 'Location' tabs are also visible. The 'Description' tab is currently active, showing the form fields. The 'Workshop' tab is highlighted in the breadcrumb trail. The 'Details' and 'Location' tabs are also visible. The 'Description' tab is currently active, showing the form fields.

DE_SACWIS-716

Figure 4.2.4-18. Training Workshop – Workshop Tab.

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

DE_SACWIS-717

Figure 4.2.4-19. Training Workshop – Details Tab.

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

The screenshot displays the FACTS II web application interface. At the top, the header reads "STATE OF DELAWARE DEPARTMENT OF SERVICES FOR CHILDREN, YOUTH AND THEIR FAMILIES" and "FACTS II". Below the header is a navigation menu with tabs for "Referral", "Case", "Client", "Provider", "Admin", and "PPW". The "Admin" tab is selected, and a sub-menu shows "Training" > "Workshop". The main content area is titled "Training Workshop Description" and includes a legend: "* Denotes Required Fields", "** Denotes Half-Mandatory Fields", and "#Denotes AFCARS Fields". The "Location" tab is active, showing a form with the following fields: "Location" (dropdown), "Other Location" (text), "Contact Phone No*" (text), "Extension" (text), "Facility Address/Distinguishing Characteristics of Facility" (text area with a print icon), "Facility Directions to Facility" (text area with a print icon), and "Facility Food/Parking Information" (text area with a print icon). At the bottom of the form are "Save" and "Cancel" buttons. On the left side, there is a sidebar with "Organizer", "Focus", and "History" tabs, and a "User Name: ANNETTE SIMON" label. The bottom left corner of the sidebar features a logo of two hands holding each other and the text "FACTS II".

DE_SACWIS-718

Figure 4.2.4-20. Training Workshop – Location Tab.

Once the training workshop is recorded, as shown in the next step, the Delaware FACTS II Training Management sub module allows capturing trainee information on existing courses. Trainers may vary for each training. This allows the ability to create a new trainer, which is accessed to select trainee(s) while an existing training description is active.

Figure 4.2.4-21 and Figure 4.2.4-22 illustrates creating new trainee:



DE_SACWIS-719

Figure 4.2.4-21. Search Person.

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

The screenshot displays the 'Training Trainer Information' form within the FACTS II application. The interface includes a top navigation bar with the state logo and 'FACTS II' branding. Below this is a menu bar with options like 'Referral', 'Case', 'Client', 'Provider', 'Admin', and 'PPW'. The main content area is titled 'Training Trainer Information' and contains a form with the following sections:

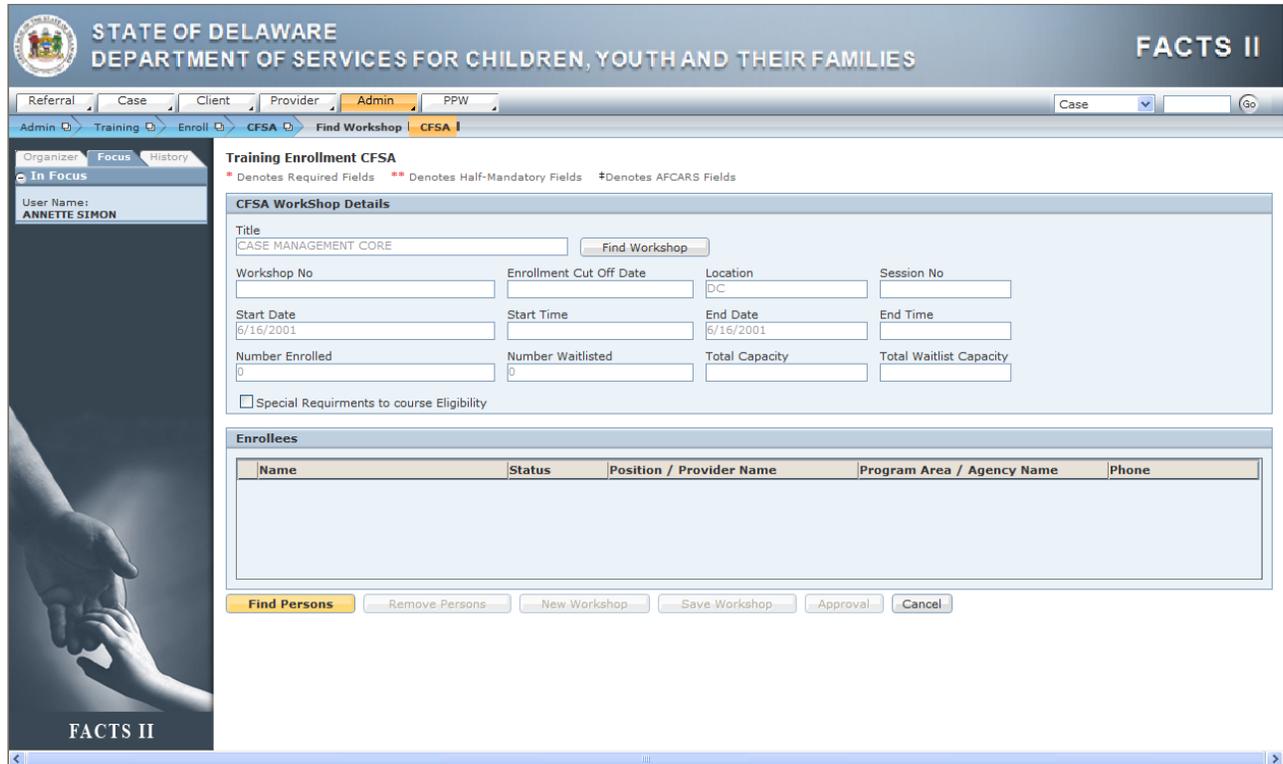
- Name:** Fields for Prefix, First, Middle, Last, and Suffix. The 'First' and 'Last' fields are highlighted in yellow.
- Trainer ID:** A text field containing '00000007'.
- Inactive:** A checkbox labeled 'Inactive'.
- Certifications:** A list area with a search icon and a plus sign.
- Qualified To Teach:** A list area with a search icon and a plus sign.

At the bottom of the form are 'Save', 'New', and 'Cancel' buttons. The left sidebar shows the user name 'ANNETTE SIMON' and the 'In Focus' tab. The bottom left corner of the sidebar features the 'FACTS II' logo.

DE_SACWIS-720

Figure 4.2.4-22. Trainer Information.

The final component of the Training Management functionality is adding attendees' names as shown in Figure 4.2.4-23. Training Enrollment screen allows the worker to select an existing provider as a trainee/attendee in existing workshop. The Training Enrollment functionality has the ability to add multiple trainees in the same workshop.



DE_SACWIS-721

Figure 4.2.4-23. Training Enrollment.

Foster and Adoptive Parent Recruitment, Approval, and Training

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

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

The screenshot shows the 'Resource Directory' form in the FACTS II system. The form is divided into several sections: 'General Info', 'Local Address', 'Services Provided', 'Preference', 'Closure History', and 'Recruitment'. The 'Recruitment' section is currently active and contains the following fields:

- Date of Call *** and **Time of Call ***: Both are dropdown menus.
- Background Information**: Includes checkboxes for 'Former Client' and 'Previous Services Provided/Received', and a 'Referred By' dropdown menu.
- Orientation Information**: Includes a 'Schedule' table with columns for 'Date' and 'Time', and a 'Status' table with columns for 'Status', 'Submitted Date', and 'Reason'.

The 'Status' table has three rows:

Status	Submitted Date	Reason
Orientation Completed		
Application Submitted		
Application Status		

At the bottom of the form, there are buttons for 'Save', 'Approval', 'History', and 'Cancel'. The left sidebar shows the user 'ANNETTE SIMON' and the entity 'LUCK, walter L' with ID '4058'.

DE_SACWIS-722

Figure 4.2.4-24. Provider Recruitment.

Recruitment functionality is also capable of capturing reasons for foster/adoptive parent's individual application statuses including the status drops out.

Delaware FACTS II has the capability to create and amend provider recruitment information and maintain a history of provider's actions. Having this information for every provider allows to maintain a repository of information that can be aggregated to show a complete picture of providers who began the process, participated in recruitment activities, participated in mandatory training, and completed (or not complete) the recruitment process. The system maintains this information as a link to a provider's record.

Any recruitment information documented persists as an integral, permanent part of the provider's record. Workers have the ability to access information at any time providing the ability to modify activities for a given provider accordingly. No one has to wait on reports of general information documented through recruitment screens. The goal of these recruitment activities is ultimately to meet the needs of the clients, and to do that needs provider resources. Targeting the activities that bring in the most providers increases the likelihood of finding a match between a client and various providers.

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

Home Study. The Home Study system facilitates the initial assessment/approval and the periodic reconsiderations of a State home, or public provider. This provides an online home-study format to be used by state and private agencies that satisfies Office of Child Care Licensing (DELACARE). This system can be used to assess and approve all types of homes: “regular” resource homes, restricted homes, kinship care homes, and guardianship homes. The Home Assessment/Approval system also allows for the provisional approval of resource homes. Additionally, when there is a significant change in the household, such as a relative or friend moving in, or when the family moves into a new house, this system allows the resource worker to update the household information as necessary.

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

There are two types of data captured in this form: factual “hard” data about the household and its residents and the resource worker’s narrative evaluation of individual household members and the family as a whole. The Home Study screen as shown in Figure 4.2.4-25 captured information as a family.

The screenshot displays the 'Home Study' interface within the 'FACTS II' system. The header includes the 'STATE OF DELAWARE DEPARTMENT OF SERVICES FOR CHILDREN, YOUTH AND THEIR FAMILIES' logo and the 'FACTS II' title. A navigation bar shows tabs for 'Referral', 'Case', 'Client', 'Provider', 'Admin', and 'PPW'. The 'Provider' tab is active, and the breadcrumb trail indicates the path: 'Provider > Homes > Home Study > List of Home Study > Home Study'. A sidebar on the left, titled 'In Focus', shows user information for 'ANNETTE SIMON' and provider information for 'SKITH, WILLIAM' (Entity ID: 10013848). The main content area is titled 'Home Study' and contains a legend: '* Denotes Required Fields', '** Denotes Half-Mandatory Fields', and '#Denotes AFCARS Fields'. Below the legend are several tabs: 'Background', 'Relationships', 'Childcare/Clearances', 'Assessment', 'Strength/Needs', 'Attitude/Other', and 'Recommendations'. The 'Background' tab is selected, showing a form with the following sections: 'Home Study Date' (with a dropdown menu), 'Household Member1 Background Information', 'Household Member2 Background Information', 'Discipline and Physical Punishment', 'Educational Background', 'Occupational History', and 'Hobbies'. Each section has a text input field and a small icon on the right. At the bottom of the form are buttons for 'Save', 'Approval', 'Report', and 'Cancel'.

DE_SACWIS-723

Figure 4.2.4-25. Home Study Background Tab.

The Household screen as shown in Figure 4.2.4-26 and Figure 4.2.4-27 allows for capturing individual member information in the family.

The screenshot displays the 'STATE OF DELAWARE DEPARTMENT OF SERVICES FOR CHILDREN, YOUTH AND THEIR FAMILIES' interface. The top navigation bar includes 'Referral', 'Case', 'Client', 'Provider', 'Admin', and 'PPW'. The breadcrumb trail shows 'Provider > Homes > Member Info > List of Household Members > Member'. The left sidebar shows the user 'ANNETTE SIMON' and entity 'SMITH, WILLIAM'. The main content area is titled 'Select Household' and features a 'Name' tab. The form fields are as follows:

Prefix	First	Middle	Last	Suffix
<input type="text"/>				

Home Phone	Work Phone	Extn	Other Phone Type	Other Phone	Extn
<input type="text"/>					

Start Date	End Date
<input type="text"/>	<input type="text"/>

End Reason:

Buttons:

DE_SACWIS-724

Figure 4.2.4-26. Household Member – Name Tab.

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

The screenshot displays the 'Select Household' form in the FACTS II system. The form is titled 'Select Household' and includes a legend: '* Denotes Required Fields', '** Denotes Half-Mandatory Fields', and '# Denotes AFCARS Fields'. The form is divided into several sections: 'General' (with sub-tabs for Name, General, Race, Foster Parent, Insurance), 'Head of Household Member', 'PreService Training', 'Physical Characteristics', and 'Languages'. The 'General' section contains fields for Date of Birth, Educational Level, SSN, Gender, Religion, and Marital Status, along with checkboxes for 'Confirmed', 'Licensed to drive', and 'Smoker'. The 'Head of Household Member' section has radio buttons for 'Head of Household 1', 'Head of household 2', and 'N/A', and dropdown menus for 'Relationship to head of household1' and 'Relationship to head of household2'. The 'PreService Training' section has 'Begin Date' and 'End Date' dropdowns. The 'Physical Characteristics' and 'Languages' sections are large text areas with 'Select' buttons. The sidebar on the left shows the user's name as ANNETTE SIMON and their role as Provider. The top navigation bar includes tabs for Referral, Case, Client, Provider, Admin, and PPW.

DE_SACWIS-725

Figure 4.2.4-27. Household Member – General Tab.

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

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

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

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

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

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

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

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

FACTS II

Referral Case Client Provider Admin PPW Case [Go]

Admin Training Individual Training Record Find Person Individual Training Record

Organizer Focus History
In Focus
User Name: ANNETTE SIMON

Training Individual Records
* Denotes Required Fields ** Denotes Half-Mandatory Fields # Denotes AFCARS Fields

Individual Training Records

Person Information
Name : ANNETTE SIMON

CFSA Training Attended

Training Workshop Title	Type	Start Date	End Date	Status	Licensure	Hours
		00/00/0000	00/00/0000			
					Total Hours:	0
					Licensure:	0
					Pre Service:	0
					In Service:	0

Non-CFSA Training Attended

Training Workshop Title	Type	Start Date	End Date	Licensure	Hours	
		00/00/0000	00/00/0000			
					Total Hours:	0
					Licensure:	0
					Pre Service:	0
					In Service:	0

New Save Print Cancel

DE_SACWIS-726

Figure 4.2.4-28. Training Individual Records.

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

Subsidy and Agreements

The Subsidy and Agreements component within Adoption module of Delaware FACTS II supports subsidy assistance, renewal and agreement processes to ensure following capabilities:

- Support the preparation, tracking, and completion of the adoption subsidy assistance, and adoption/guardianship subsidy for eligibility determinations
- Track the status of the subsidy and assistance eligibility determination/certification
- Maintain the subsidy and assistance eligibility determination and re-determination
- Determine a child is eligible for Medicaid when the child has been determined eligible for Title IV-E Support Subsidy
- Track and maintain a history of all agreements
- Allow user to enter the rate amount which cannot exceed the maximum amount

- Allow for amendments to agreements without requiring duplicate data entry
- Allow the subsidy data to be automatically updated when the Annual Report is submitted via an "online" system (e.g. portal or Web site)
- Generate an alert to the subsidy worker when changes are reported on the Annual Report submitted via the portal or interactive voice response system (phone)
- Automatically end assistance when any of the predefined criteria are met
- Display services that are qualified for medical subsidy based on condition
- Track the adoption assistance and medical subsidy appeals process
- Generate all forms, memos, documents and notices to support the guardianship assistance, adoption subsidy and medical subsidy programs

The Adoption Subsidy Agreement screen as shown in Figure 4.2.4-29 and Figure 4.2.4-30 determines the amount of adoption assistance payments based on the documented special needs of the child and the specific circumstances of the adopting family, including consideration of what it would take to incorporate the child, with specific needs, into the particular household.

The Adoption Subsidy Agreement screen allows the worker to document the following:

- Subsidy Referral Status
- Determine Adoption Subsidy Eligibility of the child
- Override the system determined eligibility status
- The duration of the agreement
- Date agreement sent to family and attorney and family's acceptance or denial
- The nature and amount of any payment, services and assistance to be provided
- Whether the child is eligible for Medicaid
- Terminate adoption assistance in cases in which:
 - The child is over the legal age limits
 - In cases in which the parents are no longer legally supporting the child
 - In cases in which it is determined that the child is no longer receiving any support from his or her parents

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

FACTS II

Referral | Case | Client | Provider | Admin | PPW | Case [v] [Go]

Case | Adoption | List of Clients | Adoption General Info | Recruitment | Adoptive Family | Affidavit | Adoption Subsidy | Seal | More

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

Adoption Subsidy
 * Denotes Required Fields ** Denotes Half-Mandatory Fields *Denotes AFCARS Fields

Subsidy Detail | Family Acceptance

Status
 Subsidy Referral Status * [v]

Child Eligibility Determination	System Calculation	Worker Calculation	Primary Reason
Child is 2 years of age or older	Eligible	[v]	<input type="radio"/>
Child is member of sibling group which is being adopted together	Not Eligible	[v]	<input type="radio"/>
Child has a physical disability (wheel chair, deaf, autistic, MR)	Not Eligible	[v]	<input type="radio"/>
Child is receiving SSI	Not Eligible	[v]	<input type="radio"/>
Child is developmentally delayed	[v]	[v]	<input type="radio"/>

System Determination Eligible Worker Determination * [v]

New Save Cancel

FACTS II

DE_SACWIS-727_2

Figure 4.2.4-29. Adoption Subsidy Agreement – Subsidy Detail.

DE_SACWIS-728_2

Figure 4.2.4-30. Adoption Subsidy Agreement – Family Acceptance.

Contract Management

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

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

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

Figure 4.2.4-31 illustrates the main Delaware FACTS II contract screen. This screen shows all of the contracts that have been written with a single provider.

The screenshot displays the 'Contract Entry' screen in the Delaware FACTS II system. The interface includes a header with the state logo and name, and a navigation bar with tabs for 'Referral', 'Case', 'Client', 'Provider', 'Admin', and 'PPW'. The main area is divided into a left sidebar and a central content area. The sidebar shows the user's name as 'ANNETTE SIMON' and the entity as 'NEWTONS TUTORING SERVICES'. The central content area features a table with the following data:

Contract ID	CFSA Contract#	Contract Start Date	Contract End Date	Provider Name
2105	CFSA89E1458	01/06/2006	01/06/2020	Newtons Tutoring Services

Below the table is a form for editing the selected contract. The form includes fields for:

- Provider ID: 10007961
- Provider Name: Newtons Tutoring Services
- SSN: [Empty]
- FEIN: 998451281
- Contract ID: 2105
- Contract Date: 1/6/2006
- CFSA Contract Number: New Format
- CFSA Contract Number: CFSA-89-E-1458
- Industry ID: [Empty]
- Payment Type: Regular Paid
- Contract Start Date: 01/06/2006
- Contract End Date: 01/06/2020
- Aggregate Contract Amount: \$50,000.00
- Contract Amount: \$50,000.00
- Check Address: [Empty]
- Comments: [Empty]

 At the bottom of the form are buttons for 'New', 'Save', 'Approval', and 'Cancel'.

DE_SACWIS-729

Figure 4.2.4-31. Contract Entry.

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

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

Delaware FACTS II provides the ability to link every service that is offered by a provider to individual Contract Line Item or CLIN. Once the Contract has been created, one or more CLINs are attached to it. A single Contract can have several CLINs.

The figure below illustrates the CLIN functionality of the contract screen. Delaware FACTS II uses a CLIN for the provision of a single type of service. This field defines the type of service to be delivered by the contracted provider. This also allows entering a daily facility rate received by the facility when providing the specified service. A worker can also enter contract capacity to decide the maximum number of children that can receive service under this CLIN during a specific period. Delaware FACTS II denotes whether a client is eligible for Medicaid or not, in a case where it is “Yes” the services for the client are paid through a government subsidy other than State Funds.

The screenshot displays the 'Contract Entry' screen in the FACTS II system, specifically the 'CLIN' tab. The top navigation bar includes 'Referral', 'Case', 'Client', 'Provider', 'Admin', and 'PPW'. The main content area is divided into a left sidebar and a main workspace. The sidebar shows the user 'ANNETTE SIMON' and the entity 'NEWTONS TUTORING SERVICES'. The main workspace features a table of CLINs and a detailed form for editing a selected CLIN.

CLIN ID	CFSA Contract#	CLIN	CLIN Start Date	CLIN End Date	CLIN Amount
1	CFSA89E1458	Tutoring Individual, Hourly Level 1 - Grade	01/06/2006	01/06/2020	\$15,000.00
2	CFSA89E1458	Tutoring Individual, Hourly Level 2 - Grade	01/06/2006	01/06/2020	\$15,000.00
3	CFSA89E1458	Tutoring Individual, Hourly Level 3 - Grade	01/06/2006	01/06/2020	\$15,000.00
4	CFSA89E1458	Tutoring Home Only	01/06/2006	01/06/2020	\$5,000.00

The detailed form below the table includes the following fields:

- CLIN ID: 1
- CFS Contract Number: CFSA89E1458
- CLIN Start Date: 01/06/2006
- CLIN End Date: 01/06/2020
- CLIN: Tutoring Individual, Hourly Level 1 - Grades K Thru 5
- Contract Type: Fixed Rate
- CLIN Amount: \$15,000.00
- Daily Facility Rate: \$100.00
- Contracted Capacity: 200
- Medicaid Eligible: No
- Remaining Balance: \$15,000.00
- Court Order: No

DE_SACWIS-730

Figure 4.2.4-32. Contract Entry – CLIN Tab.

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

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

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

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

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

- Financial
- Service delivery

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

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Figure 4.2.4-33. Contract Monitoring.

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

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

- Delaware FACTS II can prevent referrals of clients to a contracted amount if there are insufficient funds within the current allotment to pay for them. This functionality prevents the entire contract amount from being expended during the early parts of the contract period.

Deloitte extends the current Contract Management module to track progress/status of ongoing RFP, maintain Bidders information on each RFP and show all RFP schedules. This module is accessible to the users with proper security rights in Delaware FACTS II. There is a RFP identifier, which links to Resource ID, and this links the RFP with the provider contract/services.

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