Private Agency Council Meeting: 01/14/2014

Attendees: Iroabuchi Arum (ODJFS), Dave Beck (ODJFS), Colleen Tucker-Buck (ODJFS), Tresa Young (ODJFS), Kim Starr (ODJFS), Karen McGormley (ODJFS), Lindsey Williams (ODJFS), Ashley Berdine (Caring for Kids, Inc.), Tonya Brooks-Thomas (SAFY), Mary Anne Cole (Access for Youth), Michelle Costa (House of New Hope), Teresa Davis (Lighthouse), Karen Foster (Buckeye Ranch), Danielle Keller (Pressley Ridge), Lesia Krisa (Ohio Mentor/ Alliance Human Services), Jacquie Linville (Adriel), Westin Philpot (Adolescent Oasis), Shameika Smith (The Bair Foundation), Shellie Stolfo (CHOICES), Jane Wusik (NECCO), Lesley Jones (NYAP)

Introductions- Tresa Young

**Purpose of the Council:** The council will be an advisory board; work through development of SACWIS so private agencies can enter data and home studies within SACWIS; Council will make recommendations to development staff; Council will help develop a roll out plan; Council members are considered subject matter experts; Council members will be ‘Champions’ for the roll-out (will report back to their agency staff, problem solve, be partners, start to think about possible resistance, develop agency super users and then super users will transfer the knowledge to other users);

In order to define business requirements, we need to know the Private Agency’s current processes and what is needed for users to complete their work

We will look into the Private Agency business processes and will take this information into consideration to address gaps in an effort to mitigate risk

We will also develop a Communication Plan and a Readiness Plan

**Lessons we have learned throughout the life of SACWIS**: We have grown as a team, state and partnership; it is about accountability and paying attention to the impact; we are growing the body of information we have to assist with child welfare

We recognize dependencies; we rely on our partners and representatives; we have learned that regular reviews of functionality work better than a one-time training; the council will help design the Private Agency Training Plan

We have tremendous staff, recognized by federal people, care about child welfare, I can’t tell you how proud I am of them, have some strong advocates and very dedicated; Great vendor staff that are dedicated; Most of our staff have previously worked in child welfare and many also worked with private agencies;

We will always keep child welfare in mind during development “why does this matter to kids and families”; the larger picture is about child welfare;

We hope that you will feel confident that as time goes on you can rely on the team

One of the nice things is that we can start to really see what capabilities the system has to prevent issues and problems that may arise (audit findings, concerns for children and families)

**Who should participate:** Today is introductory but we will get in the “weeds;’ we will bring up SACWIS and get into values and fields; agencies need to determine who they should send; The staff will have dedicate a significant amount of time, Agencies will want send staff that have background in the agency’s business functions, subject matter experts;

We may come out to agencies, on-site trips to a few agencies; communicate back to your agencies and other agencies; problem solve; active participator role, we are relying and dependent on you to be successful; we need you to partner with us

\*Participant Question: mentioned confidentiality concerns; which users can see an agency’s home studies?

- State staff explained that this will be something that will be determined as we define business requirements but current functionality is that a user must be assigned to a resource record to be able to view that resource’s homestudy information

\* Participant Question: Will private agencies have access to additional work-items/ case notes and other items?

-State staff explained that currently private agency users have access to activity log notes for their specific foster and adoptive homes. All work items and case notes will be discussed in future meetings.

\*Participant Statement: his understanding was that “all foster and adoptive home studies belonged to the state anyway”

Tresa mentioned that Federal Analysts will probably be visiting in Ohio in July. When they are here, they may want to visit one or two private agencies.

\*Participant Question: When is roll-out? The agency had heard by end of 2014?

-Tresa mentioned that we would probably have an incremental roll-out; the fed gov.t (ACF) has not dictated when privates must roll-out; probably do a pilot. We have to take into account funding and resources. We will come up with a plan that makes sense for all partners

\*Participant Question: Why is giving private agencies access so difficult? “Private agencies have capable people, licensed people;” “Counties do not always use licensed staff;” Why can’t private agencies have same access?

- We want to make sure we are meeting the needs of the Private Agencies while still complying with State and federal rules. There are many areas of the application that Private Agency users do not need and would cause an extra burden to have these present but not useful. We will modify security profiles to ensure that the functionality meets your worker’s needs.

\* Participant Question: How often will this council meet and who should participate?

- Starting in February, the council will meet twice a month. The group discussed possible times and days and since the majority of the group attends the OACCA meeting the second Tuesday of each month, they wanted to have one of the meetings in the afternoon on the second Tuesday of each month. The concern was that this meeting from 2-4 would not be long enough to accomplish all the work. So it was decided that the second meeting each month would be for at least four hours and would start earlier in the day.

*Build Cycle- Iroabuchi Arum*

Development Release Cycle- three documents were distributed: life cycle of a defect, 2014 release schedule and SACWIS development/release cycle

SACWIS staff delivers software and a package is deployed every month based on defects that were reviewed in each cycle, bulk of work are defects- system has issue and is not working per specifications; we have a repository for all defects (Quality Center (QC)); when defect is recognized- we review to determine if this is a valid problem, then identify which release this will be resolved in, impact analysis on the entire application,

We will work with private agency council to clarify requirements, hold Joint Application Design (JAD) sessions; we will also call on private agencies as subject matter experts.

Once we sign-off on requirements, the developers will code the changes and enhancements.

We then involve stakeholders in user acceptance testing (UAT). Once we agree on the functionality (testing passes), SACWIS will schedule a deployment date. We will also have webinars, write Knowledge Base Articles (KBA), and create training videos.

Deployment cycle every month, body of work each month, how many defects, incremental changes

\*Participant Question: What are we developing if privates use the same Home Study as public agencies?

Colleen and Tresa mentioned that a variety of links exist that private agencies may not need to complete their work. We are willing to make changes to SACWIS to meet private agency’s needs. We have modified security role in the past for public agency users as well.

*Current SACWIS Business Process- Colleen Tucker-Buck*

Colleen went over the Visio Document. The first tab was a high level overview of the SACWIS Business Process for licensing/approving foster and/or adoptive homes within SACWIS. The second and third tabs were sub-processes (Inquiry and Homestudy) with more detail included.

\*Participant Question: What reports are available? Monitors currently monitor MEPA elements via external documents?

-Kim mentioned that MEPA policy/monitoring was in the room when the Provider Team completed business requirements for upcoming homestudy enhancements so state staff may be able to use data out of SACWIS for MEPA reporting. We will revisit this topic and other work-items that are monitored as we proceed. We will bring state monitoring staff into our council meetings to see what items can be monitored directly from SACWIS data.

\*Participant Question: Can multiple staff within an agency document information on a home?

-Yes. Anyone assigned to a resource record can document Home Study information for that home.

\*Participant Question: Will current Private Agency training and payment security roles need to be modified?

-Kim stated that agency staff will need additional security roles and Lindsay mentioned that we will need to look at current roles to see if they need to be modified or additional roles should be created; Colleen also mentioned that the SACWIS Help Desk will not be able to continue to control private agencies creation of employees and security roles. Private Agencies will be given this ability in the future.

\*Participant Question: Will Private Agencies be able to conduct Central Registry searches?

-Tresa responded that the office is in preliminary discussions with legal to determine if there is a way to automate some or all of the current process

\*Participant Question: Are Fire Inspections and Medical Reports entered into SACWIS?

-Colleen responded that the dates are entered into SACWIS but the forms are still kept in paper files

\*Participant Question: Who approves the home study versus the Foster Care License?

-Colleen responded that agencies will still approve their Foster and Adoptive Home studies. Agencies then create an adoption approval span for their adoptive homes in SACWIS. The FC license will be routed to Rita Jackson at the state. Once she approves the license, the assigned workers will receive an email notification.

\*Participant Question: Can email notifications be sent to staff that are not assigned to a resource record?

-We will need to look into this and it may be specific to which email notification.

\*Participant Question: Can data be imported into SACWIS?

- Tresa reported that agencies can EXPORT data out of SACWIS into their own ancillary systems.

Agencies can IMPORT data into SACWIS but only if all 91 agencies agree on the type of data and format of the data.

*Next Steps- Colleen*

Agencies are asked to think about the following questions:

* + 1. What other systems do they use
    2. What other reporting needs will they have
    3. Determine the volume of work each agency will have
    4. Do they contract out their licensing activities
    5. Where will SACWIS overlap with their systems

Agencies were asked to send this information and any suggestions for topics for future meetings to Colleen.

Next meeting: February 11, 2014 from 2-4 at 4020 E. Fifth Avenue