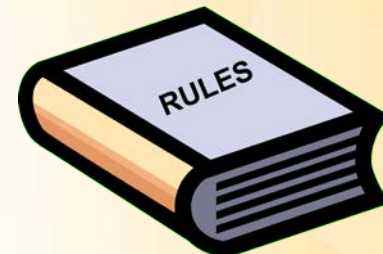# 2018 Wisconsin Public Child Welfare Conference
eWiSACWIS & CCWIS
Update/Future Road Map

WISCONSIN DEPARTMENT OF
CHILDREN AND FAMILIES

September 25th , 2018
Presented by: John Elliott - DCF

Background

- In June of 2016 the Federal Children's Bureau issued a new rule: Comprehensive Child Welfare Information System (CCWIS) to replace current rules governing SACWIS systems.

- States had the option to continue to be governed by SACWIS rules or declare to become CCWIS compliant by July 31st, 2018.

- DCF hired a consultant in Spring of 2017 to conduct an in depth assessment of the current eWiSACWIS system as well as the federal requirements for CCWIS.

- DCF declared it's intention to become CCWIS compliant in July of 2018 and is beginning the transitioning of eWiSACWIS utilizing current resources

Background

CCWIS requirements and benefits focus on:

- **Modularity**
  - **Function seperately**
  - **Business rules separate from core programming**

- **Promote Data Exchanges**
  - **Encourages interoperability**
  - **Use of standardized exchange protocols**

- **Reusability**
  - **Reuse of existing state data system**
  - **Reusable by other states, tribes, and agencies**

- **Data Quality**
  - **Quality monitoring**
  - **Automation of monitoring**
  - **Annual data quality reviews**

- **Reduce Requirements**
  - **14 functional requirements vs. 51 in SACWIS systems**

- **CCWIS has program and financial advantages.**

Stakeholder Feedback

Requests for Changes:

- **Update development, testing and release process**

- **Improve the overall system user interface**

- **Build a youth justice module (case management)**

- **Reduce electronic bureaucracy**

- **Build better mobile functionality**

- **Improve reporting flexibility**

- **Create provider and client portals**

- **Update training activities and resources**

- **Enable additional geolocation services and interfaces**

- **Expand access for WI tribal child welfare directors**

Wisconsin's DCF CCWIS Vision

- We believe that a comprehensive child welfare information system (CCWIS) is more than just a repository of case notes and collected data. The 2016 CCWIS rule provides an excellent opportunity to modernize, expand, and transform the existing eWiSACWIS system into a tool that can be used to enhance our effectiveness serving the children and families of Wisconsin. As a group of child welfare professionals and public servants, we committed to developing and maintaining effective information management. The 2016 CCWIS Rule guidelines provide elevated standards for a child welfare information management system. We stand committed to achieving superior, innovative, practices in managing child welfare information. To that end, we are declaring our commitment to a CCWIS-rule-compliant system that meets or exceeds the following standards:

Wisconsin's DCF CCWIS Vision

- **A CCWIS System Must:**
  - effectively manage all aspects of child welfare information
  - include education and health data to facilitate better health and education outcomes
  - **accept source data from other systems and avoid duplication of effort**
  - provide a user interface that makes sense to most people, communicated through intelligent design
  - be an efficient system that allows workers more time interacting with the families they serve
  - **should only require the collection of information that will be used to serve families**
  - engage children, youth, and families to support quality assurance objectives
  - assist managers in adjusting workloads and staffing levels
  - **integrate all practice/program areas, and interact with other county human services systems**
  - support an informed team collaboration environment
  - use effective and sophisticated security measures to protect private information
  - provide a well-defined user portal, which is easily accessible on mobile devices
  - elevate communication with families served, providing support and encouragement for the planning process
  - include current data available from courts and law enforcement
  - **allow program staff to communicate efficiently within the system**
  - provide a reporting capability that addresses the needs of workers, managers, administrators, and other stakeholders
  - include more self-service reporting capabilities, both scheduled and ad-hoc
  - be constructed with all users in mind, not just social workers
  - include distinct provider data management capabilities and considerations
  - include distinct financial data management capabilities and considerations

Wisconsin's DCF CCWIS Vision

- **A CCWIS System Must Not:**
  - overwhelm people with data at the expense of information and quality
  - let system technology dictate practice behavior
  - require duplicate entry or effort
  - delay updates and enhancements, especially when policy or legislation requires changes

Background-DCF's CCWIS Development Approach

DCF completed a CCWIS modernization analysis in August of 2018 that defines an eWiSACWIS transition plan

Approach

- **Continue to engage county and tribal stakeholders in this project through survey's and listening sessions.**

- **Develop a Product Roadmap that defines the technology, functionality, costs, and resources needed to improve eWiSACWIS**

  - **Defines our goals for improvements, enhancements and modernization of our current eWiSACWIS system to meet the needs our child welfare/youth justice workforce and families.**
  - **Will help us determine the goals, costs, and resources needed to modernize our current eWiSACWIS system**

- **Implementation plans coming from the roadmap will be subject to the availability of budget and staff resource availability and approval.**

eWiSACWIS Product Roadmap
2018-2024

■ - Development
■ - Non-Development

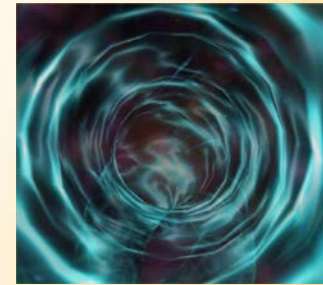|	2018				2019				2020				2021				2022				2023				2024			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Federal CCWIS Rule Compliance	Go		●━━															●										
Development & Release Process Schedule Update	Go		●━━					●																				
Document Management	Go																				●━━		●					
Child Welfare Information Portal	Go							●━━							●													
Interface Modernization	Go	◀━												●														
Mobile Application Support	Go							●━										●										
Reporting System Update	Go				●━				●																			
Role-Based Security Updates	Go					●━			●																			
Support Team Reconfiguration	Go		●━━	●																								
Template Streamlining	Go	◀━						●																				
Training Program Improvements	Go				●━																						●	
Tribal Child Welfare Case Management	Go									●━						●												
Youth Justice Case Management	Go		●━━					●																				
Data Quality Monitoring Plan	Go				●━								●															
Automated Data Exchanges	Go	◀━							●																			
Application Page Technology (HTML5) Upgrade	Go																	●━					●					
Interactive Genogram Representation	Go												●						●									
Independent Living Module	Go							●━								●												
Data Warehouse Development & Conversion																												

Current Road Map Activity

- **Youth Justice Case Management System**
  - **Part of existing eWiSACWIS infrastructure but will have separate functionality**
  - **Assist youth justice workers in managing their cases**
  - **Allow for the collection of important information about our youth justice system**
  - **Design has started by working with several counties in understanding their current business practices/processes**
  - **Will be in integrated with Risk Assessment Tool (YASI)**
  - **Counties will continued to be involved in various methods included User-Center-Design sessions**
  - **Anticipate to implement in phases beginning in 2020**

Current Road Map Activity

- **Client Portal**
  - **Provide a portal for workers to provide clients with key information:**
    - **Appointments**
      - **Reminders**
      - **Notifications**
    - **Secure messaging**
    - **Limited Information**
    - **Documents**
  - **Development will include ideation sessions with workers and parents**
  - **Design anticipated to begin later this year**

Current Road Map Activity

- **Automated Data Exchanges**
  - **Exploring data exchanges with DPI, DHS, court system, DOC and DOJ**
  - **DCF will collect juvenile secure detention information on behalf of DOJ**

Current Road Map Activity

- **Infrastructure Improvements**
  - **Application Page Technology (HTML5) Upgrade**
    - **Browser Neutrality**
    - **Mobile Capability**
    - **Process has begun**
  - **Template Streamlining**
    - **Reduce**
    - **Differentiate**
    - **Upgrade underlying support technology**

Future Governance

- Form a formal county user group(s) for design, development and continuous feedback.

- Incorporate more user-centered design in future builds.

- Develop a more formal oversight structure in partnership with counties to prioritize future investments.

- Change the Name! To reflect the forward thinking focus of improving our current eWisACWIS System.

Questions ?

For more information visit the Wisconsin Child Welfare worker portal on our website at:
https://dcf.wisconsin.gov/cwportal/is

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