



Department of
HUMAN SERVICES

CHILD WELFARE INFORMATION SYSTEM

INFRASTRUCTURE SUBCOMMITTEE

FEBRUARY 2019

CURRENT SYSTEM FACS

- ✘ The Family and Children Services (FACS) system has been used in Iowa since 1995.

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D472NI05          FAMILY AND CHILDREN SERVICES          23 T119  10/29/2018
FACS ID: 0000989   STATE ID: 0000155K
PERSON NAME: TEST, BROTHER
----- PERSON DETAIL (PERD) -----
LAST NAME       : TEST          OPEN SVC : Y   FACILITATOR ? : N
FIRST NAME      : BROTHER      ASSIGNED WORKER INFORMATION
MIDDLE NAME    :              WORKER ID : T015  RGN 03  CNTY 23
SUFFIX         :              LAST NAME  : 15
SSN            : 999-99-9999    FIRST NAME : TRAINEE
DATE OF BIRTH  : 01/01/2008    PHONE NO  :
BIRTH CITY/STATE :              GUARDIANSHIP INFORMATION
DATE DECEASED :              FACS ID   : 0000990
SEX (M/F)      : M            LAST NAME  : TEST
RACE: I X A B N W U D  ETH: 201 FIRST NAME: FATHER
MARITAL STATUS : 101 NEVER MARRIED  PHONE NO  :
RESIDENCE COUNTY : 23  CLINTON     CUSTODY INFORMATION
EMPLOYER NAME   :              FACS ID   : 0000990
EMPLOYER TELEPHONE:            LAST NAME  : TEST
OCCUPATION     :              FIRST NAME : FATHER
WORK HOURS     :              PHONE NO  :

F1  F2  F3  F4  F5          F8  F10  F11  F12
HELP LKUP PERL CSLL RFRSH    ADDL  ST01  CLTD  MAIN
FA900016 CHANGE DATA AND PRESS ENTER TO UPDATE          - PATH: _____
Te  SSL                                                    R 5 C 22  CDPAMCO
  
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TECH HAS EVOLVED

1995

The most popular car was
1995 Nissan Maxima



User interfaces are manual
command prompts, navigation
by keyboard only

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0472N200          FAMILY AND CHILDREN SERVICES          23 1100 10/20/2010
FACS ID: 000000          STATE ID: 000015K
PERSON NAME: TEST, BROTHER
----- PERSON DETAIL (PERS) -----
LAST NAME      : TEST          OPEN SVC : Y  FACILITATOR ? : N
FIRST NAME    : BROTHER      ASSIGNED WORKER INFORMATION
MIDDLE NAME   :              WORKER ID : T015  ROW 02  CNTY 23
SUFFIX        :              LAST NAME  : IS
SEX           : 999-99-9999  FIRST NAME : TRAINEE
DATE OF BIRTH : 02/02/2000   PHONE NO  :
BIRTH CITY/STATE :              GUARDIANSHIP INFORMATION
DATE RECEIVED :              FACS ID   : 0000000
SEX (M/F)     : M              LAST NAME : TEST
ANCE: I N O  R  M  W  J  D  ETH: 202 FIRST NAME: FATHER
MARITAL STATUS : 001 NEVER MARRIED  PHONE NO :
RESIDENCE COUNTY : 03  CLINTON      CUSTODY INFORMATION
EMPLOYER NAME  :              FACS ID   : 000000
EMPLOYER TELEPHONE:              LAST NAME : TEST
OCCUPATION    :              FIRST NAME : FATHER
WORK HOURS    :              PHONE NO  :

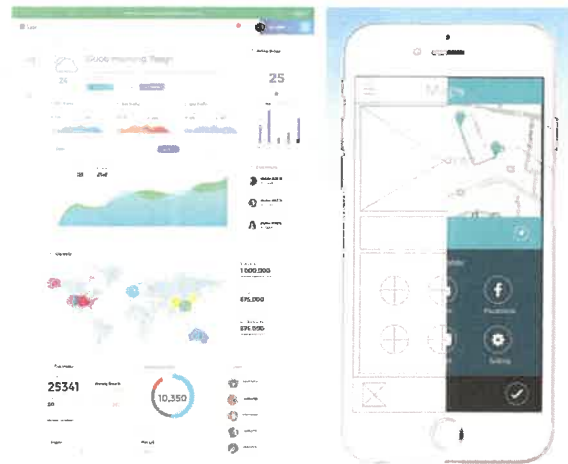
F1  F2  F3  F4  F5          F6  F7  F8  F9
HELP  LKUP  FEEL  CALL  BROW          EDDL  ST01  CLTD  MAIN
FR000015 CHANGE DATA AND PRESS ENTER TO UPDATE          - P0701
TEL 00L          R  S  C  22  C0P0M00
```

2019

The most popular car was
2019 Toyota Camry



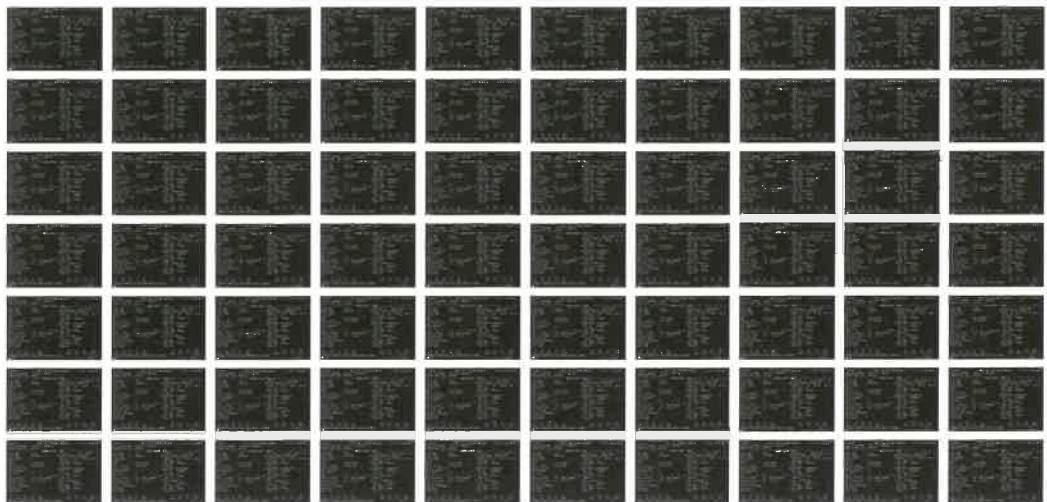
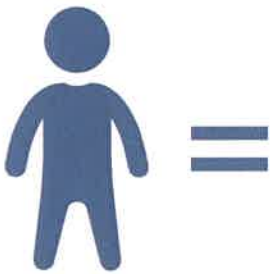
User interfaces Take considerable planning
and research to create effective user interfaces,
including behavioral psychology, design theory,
and consumer data.



CURRENT SYSTEM: FACS INTERFACE

- ✘ Average child has between 60-70 individual screens in the FACS system that require entry or maintenance by a social worker during the life of a case.

1 Child = 70 individual screens
per case using the current outdated system





CURRENT SYSTEM: FACS INTERFACE

- ✘ Cumbersome, outdated mainframe system reliant on memorizing acronyms for efficient navigation.
- ✘ Requires significant training, time and patience.
- ✘ Antiquated technology. Today's user interfaces feature web-based systems that support drop down menu options.



CURRENT SYSTEM: FACS CHILD PLACEMENT



- ✘ Doesn't allow for linking siblings/families together
- ✘ This is a huge gap and challenge to permanency relating to:
 - Keeping siblings together
 - Family history
 - Connecting kin

FACS: BILLING AND PAYMENTS COSTLY

- ✘ FACS prevents timely and accurate payment to placement and service providers
- ✘ Incorrect payments are common: both *overpayments* and *underpayments*.





FACS: BILLING AND PAYMENTS COSTLY

- ✘ FACS causes delays in payment to foster families.
- ✘ Processes may take multiple days or overnight batch processes to complete.
- ✘ Payment errors are a significant challenge for social work staff.
- ✘ Providers must frequently re-bill.
- ✘ DHS must routinely recoup funds which is challenging and time consuming, potentially creating cash flow issues for providers.



CURRENT SYSTEM: FACS LIMITATIONS

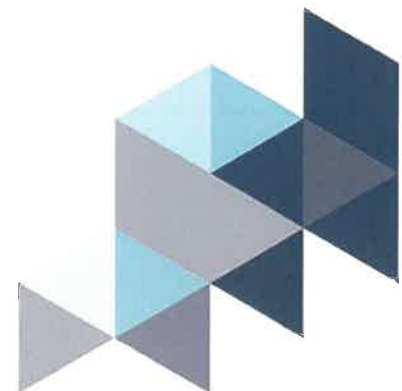
- ✘ Adjunct systems fill gaps or gather data for things that FACS cannot do.
- ✘ Requires social workers to frequently enter the same data elements.
- ✘ Users may have to wait 2-3 business days for data entered into FACS to be available in JARVIS, Child Support, and ABC reports out of Data Warehouse.





CURRENT SYSTEM: FACS LIMITATIONS

- ✘ Within the FACS system, repetition of the same entries is routinely required when sibling groups are served.
- ✘ FACS doesn't easily communicate or work collaboratively with other systems.
- ✘ Accurate and sufficient data would significantly improve outcomes in child welfare.



CURRENT SYSTEM: FACS LIMITATIONS

- ✘ The current system can't handle changes in policy or practice.
- ✘ Significant obstacle to implementing Family First.
- ✘ There are serious concerns about data accuracy.
- ✘ Not mobile; workers cannot use system in field.





FACS CONSEQUENCES: FINANCIAL

✘ Currently DHS is unable to meet federal reporting requirements.



- **Federal authorities have informed us we are now at risk of fiscal penalties.**
- Because of this, DHS has been on a Program Improvement Plan (PIP) for 14 years.
- Reporting is a key requirement to draw down federal Family First funds.

✘ As policies and practices change with Family First legislation; if we can't track, we can't report. **DHS will be leaving millions of dollars on the table.**



FACS CONSEQUENCES: FINANCIAL

- ✘ FACS results in wasteful and inefficient use of state resources and skilled staff time.
- ✘ FACS will be obsolete in four years.
- ✘ Workforce to maintain this system is scarce and costly.



FACS: CONSEQUENCES

CHILD SAFETY

- ✘ Timely services are vital to prevention of further abuse and neglect.
- ✘ FACS doesn't allow gathering of data efficiently or comprehensively.
- ✘ To ensure safety, we need accurate data:
 - Location of children
 - Medical issues
 - Family history of abuse





FACS CONSEQUENCES: **CHILD SAFETY**

- ✘ FACS has large down times, rendering social workers unable to do their jobs.
 - Compounds concerns with caseloads.
 - Puts children at risk.



NEW SYSTEM BENEFITS

- + More comprehensive and real-time data.
- + More flexible and intuitive.
- + Streamlined data entry with system prompts.
- + Drop down menus will replace the need to memorize codes.
- + At-a-glance caseload view with customized dashboard.



NEW SYSTEM BENEFITS

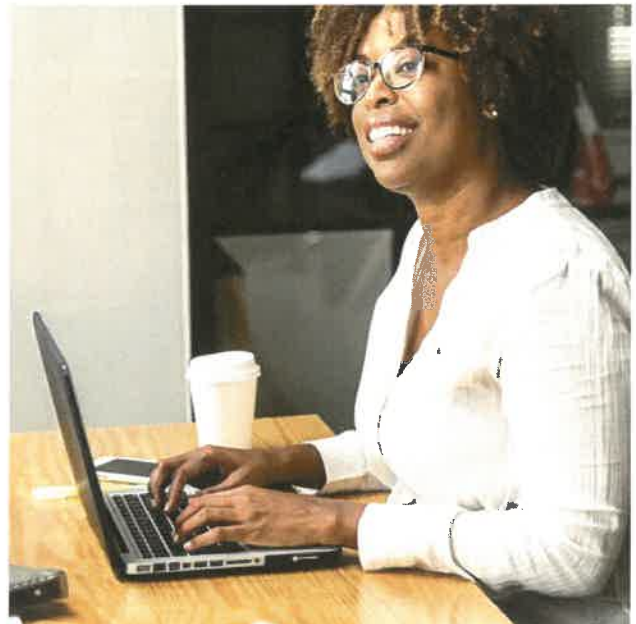
- + Social workers will spend more time working directly with families.
- + Eliminates duplicate entries.
- + Improve timeliness of services.





NEW SYSTEM BENEFITS

- + **Reduced payment errors.** Timely payment directly impacts services to families.
- + **Better connects families with services.**
- + **Staff will be able to complete more work in the field, allowing for easy, real-time access to critical case information.**





NEW SYSTEM BENEFITS

+ More cost effective to develop and maintain.

+ More accurate reporting capacity and robust predictive analytics.



+ Compatible with other state agencies, child welfare agencies and providers, to more comprehensively serve our families.

+ Increased capacity to respond to legislative and stakeholder requests.





NEW SYSTEM NEEDS

- + The money provided in the Governor's budget will fund the first two years of the project.
- + Additional funding will be required to complete.

	SFY20	SFY21	SFY22	SFY23
Total FACS Cost	\$30,818,160	\$11,051,320	\$11,051,320	\$52,920,800
State Share	\$15,285,850	\$5,525,660	\$5,525,660	\$26,336,900
Technology Reinvestment Fund Request	\$15,285,850	\$5,252,660	\$5,252,660	\$26,336,900

QUESTIONS?

