eWiSACWIS Product Roadmap

**Outline for eWiSACWIS Product Development and
WI Department of Children and Families Program Enhancements**
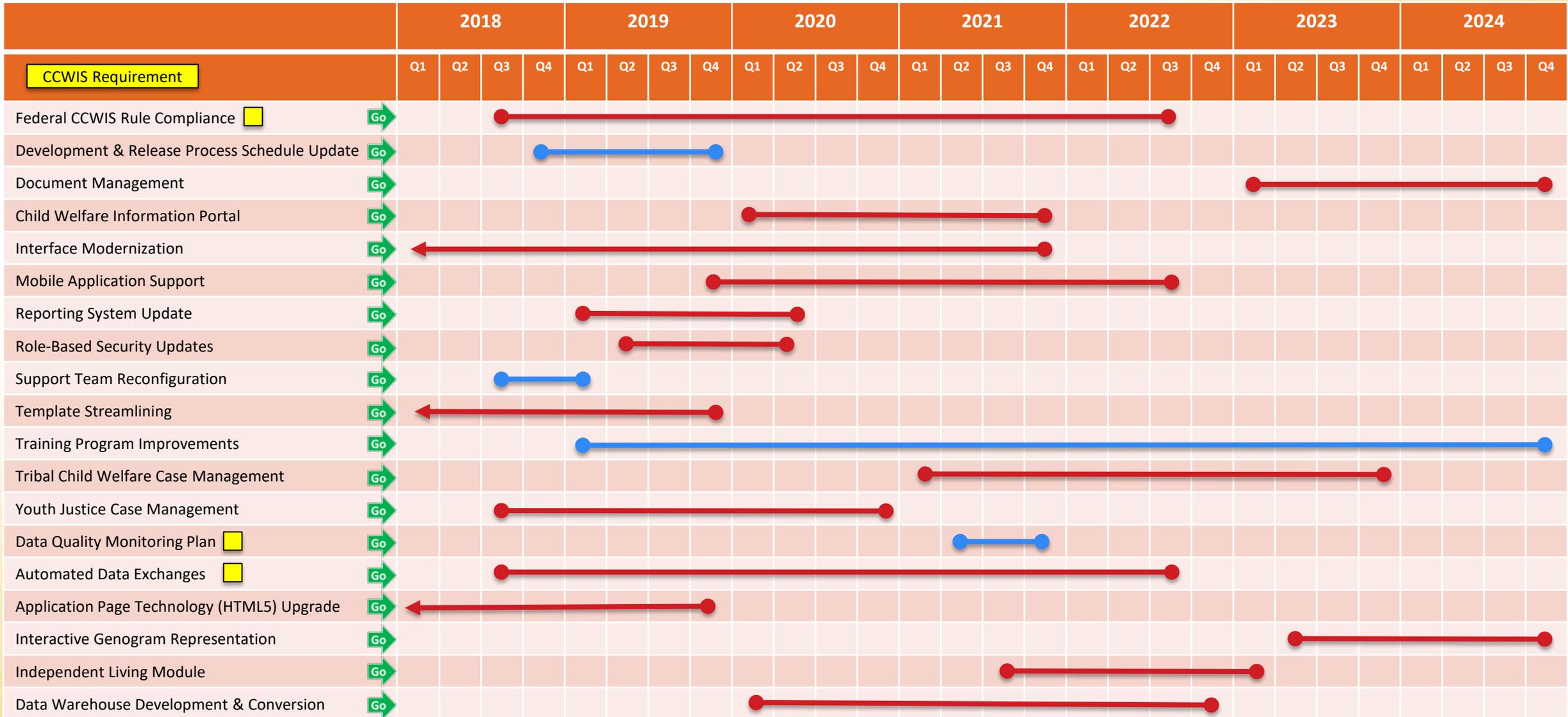
WISCONSIN DEPARTMENT OF
CHILDREN AND FAMILIES

- **This document will be continually updated**
- **This version was updated on July 20, 2018**

eWiSACWIS Product Roadmap
2018-2024

- Development
- Non-Development

CCWIS Requirement		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
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Development & Release Process Schedule Update	Go																												
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Priority Indications

- **Urgent** – this item is required by pending regulations/guidelines, or a remediation process to resolve an critical issue, failure to address this item will result in significant, immediate, system or program degradation

- **High** – this item will have a significant positive effect on technology capabilities or program practices that will have a direct effect on child welfare outcomes

- **Medium** – this item will have a moderate positive effect on technology capabilities or program practices that will have an indirect effect on child welfare outcomes

- **Low** – this item does not affect critical functionality in any way, it is a potential enhancement that adds value, but its absence does not impede progress

Activity Category

- **Non CCWIS** – this item is unrelated to CCWIS compliance, is not expected to receive any federal matching development funding, and does not follow the CCWIS guidelines and is expected to receive federal matching funds at a 25% rate

- **Developmental CCWIS** – this item is directly related to the development of system capabilities that are required to achieve a CCWIS rule-compliant system, and is expected to receive federal matching funding at a 50% rate

- **Operational CCWIS** – this item is directly related to the ongoing operation and support of a CCWIS rule-compliant system, and is expected to receive federal matching funding at a 38% rate

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Federal CCWIS Rule Compliance

Wisconsin has declared its intention to become CCWIS compliant. The current eWiSACWIS system meets many of the new guidelines. This process will begin with the filing of an advance planning document update, automated feature checklist, and high-level project plan with the ACF. Efforts will be defined using both existing fiscal resources, and potential increased budget. Every Roadmap goal will be achieved in coordination with all CCWIS rule guidelines, and in preparation for the replacement of SACWIS guidelines with CCWIS updates at the end of July of 2018.

This effort will be paralleled by an examination and redesign of child welfare business processes, with a focus on improving functionality and matching system case flow to actual case flow. This effort will lead to a retirement of unused eWiSACWIS functions and a streamlining of the application.

CCWIS Required Function/Capability - § 1355.50 - 1355.59
Reusability/Portability - § 1355.53
Autonomous Data Exchanges - § 1355.52(e)(1), § 1355.53(a), § 1355.57(a)(2)(ii) and (b)(2)(ii)
Modular design, industry design standards, mobility enabled and multi-platform capable - § 1355.53
Data quality monitoring and maintenance plan supporting continuous improvement - § 1355.52(d)(1)(i)
Cost effective and efficient support and development - § 1355.52
State-determined size, scope, and functionality - § 1355.52
Must be state data source for all federally required and other agency reports - § 1355.51

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Development & Release Process Schedule Updates

Priority > Medium

Activity Category > Operational CCWIS

Description

The current eWiSACWIS development process uses a waterfall methodology that includes requirements defined during regular, monthly, listening sessions. All defect repairs and enhancements are packaged into one of three releases completed during each calendar year. There is a possibility of shifting to some agile development practices, but the only currently recommended process is an examination of the overall methodology. The current discussion revolves around more closely matching the program requirements and contributions with the technical aspects of development and deployment. A new release cadence is yet to be determined, but one suggestion is for a combination approach where there are multiple large releases planned during the year, with smaller release events occurring every two months.

Release 1		Release 2		Release 3	
Release1	Release2	Release3	Release4	Release5	Release6

Jan — Feb — Mar — Apr — May — Jun — Jul — Aug — Sep — Oct — Nov — Dec — Dec

Document Management System

Priority > High

Activity Category > Operational CCWIS

Description

eWiSACWIS currently has the capacity to store a limited variety of documents, without any metadata or index. It is recommended that DCF/DSP leverage a complete document management system, like OnBase, that is currently in use in multiple departments and overseen by the DOA, or expand the document management capabilities within eWiSACWIS to accommodate these goals. A complete document management system would provide the ability to store documents and images that can be directly linked to case records, individuals, and/or out-of-home care facilities.

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Child Welfare Information Portal

Priority > High

Activity Category > Developmental CCWIS

Description

Future efforts should include the creation of a portal for providers and clients to access limited information relevant to cases. A portal should allow for client appointment notifications and reminders, designed around mobile technology requirements. DCF should consider a broad view of potential portal users that includes children, youth, parents, foster parents, schools, police, mandated reporters, and other providers, as well as a direct communication portal for case workers to exchange messages with youth being served.

The portal will be used to track documents and appointments related to child welfare cases, download applications and forms, exchange case updates with educators and school social workers, provide access to foster parent informational materials, coordinate ICPC efforts, provide out-of-home care facility updates, and facilitate more efficient participation in the child welfare management process by providers and partners.

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Interface Modernization

Priority > High

Activity Category > Developmental CCWIS

Description

The effort should consider the most commonly used operating system/browser combinations, make the system easier to navigate, remove unused screens and components, and create more task automation. Formatted documents are difficult to read. More forms should prefill with information already available. Select fields should have a "pop up" help menu that provides an explanation and guidance for filling it out. The application should include a "live" save capability that automatically saves work between screens, as opposed to requiring the use of a manual "save" button. A primary theme that surfaced during interviews was the complexity of the system, and the challenges mastering its use. Interview participants also pointed to the quality of data entry documentation associated with eWiSACWIS as being a barrier to effective system use. In some cases, the system requires multiple points of data entry for the same information. Efforts should be made to remove duplicate pages, improve the ability of managers to monitor worker activity, and improve case assignment capability for tribal child welfare workers. There should be a better way to correct mistakes.

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Mobile Application Support

Priority > High

Activity Category > Developmental CCWIS

Description

Mobile use of the eWiSACWIS system is currently limited to laptop or iPad VDI-app presentation. There is an appetite for small, specific use, mobile apps that supplement field activities such as navigating to multiple locations, filling out inspection checklists, and adding photographs to case files. The mobile interface for the overall application should use responsive design practices to dynamically adapt application content to screen size. The overall perception from staff that a mobile app can provide complete eWiSACWIS functionality is a potential problem that should be addressed in future status communications from DCF management. The current HTML5 transition effort will enable more flexible mobile device use.

Reporting System Update

Priority > High

Activity Category > Operational CCWIS

Description

Reporting should be more automated. The reporting function might be better served by a separate portal that is populated by the Data Analytics group, but presented as part of eWiSACWIS in appearance. Many system users indicate that they spend hours reformatting reports after they are system-created and correcting inaccurate data that appears in them. Report formats are perceived as lacking a uniform design standard and the flexibility to be easily integrated into existing documents produced by WI counties. More outreach to counties and more county involvement will be a necessary part of the reporting system evaluation process. Part of this process will involve a review of the REPL database structure with a goal of streamlining the data exchange process.

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Role-Based Security Updates

Priority > High

Activity Category > Developmental CCWIS

Description

The existing eWiSACWIS system uses a limited set of security roles in favor of granting information permissions to individuals. This process would redefine all of the existing security roles, add security profiles for additional (outside of DCF) entities, and create a master list of all data fields that identifies all roles with corresponding permissions (view, add, change, delete). The effort would be coordinated with the existing BITS enterprise identity management project named ENTSEC (Enterprise Security). One of the main benefits of this update would be the ability of DCF to create a Tribal Child Welfare Case Management module that recognizes the non-geographic definition of the 11 tribal nations currently represented in Wisconsin.

Support and Development Team Reconfiguration

Priority > Medium

Activity Category > Operational CCWIS

Description

Suggested changes include the creation of a collaboration team consisting of representatives from program staff, eWiSACWIS support staff and CGI development staff. Best practices suggest that eWiSACWIS should have its own dedicated product manager, reporting to the DSP Deputy Administrator. This product manager will be the main liaison between the program and technical staff, and will maintain the eWiSACWIS product roadmap in the future.

The position would serve as product manager for:

- CAPS – Case Assignment for Protective Services
- eWiSACWIS – Electronic Wisconsin State Automated Child Welfare Information System
- eWReports – Electronic Wisconsin Child Welfare Reporting System
- GPRS – Geographic Placement Resource System
- KCTS –Kinship Care Tracking System
- TF-CBT – Trauma Focused Cognitive Behavior Therapy
- WANDA – Wisconsin Application for Non-profit Domestic Abuse Agencies

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Template Streamlining

Priority > Medium

Activity Category > Operational CCWIS

Description

There is an identified need to reduce the number of templates used in eWiSACWIS to a minimum, due to the overhead of maintaining and updating these templates. As part of this process, templates must be differentiated than screens that simply need to be printed (either as paper output or PDF files). Templates are documents that pull data from different fields in eWiSACWIS to create customized documents. In many cases, there is simply a need for screens (views) to be printed as is, and this does not require a complicated template. All of the templates in the system need review to analyze their benefits versus the overhead of maintaining them. This update is closely tied to the ongoing browser neutrality and interface modernization efforts.

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Training Program Improvements

Priority > High

Activity Category > Developmental CCWIS

Description

The existing eWiSACWIS training resources are constrained by their format and accessibility. More of a self-guided automated training system is desirable and would help reduce service desk questions. The responsibility for training resides with the central DCF office, and demands full definition in order to prepare new child welfare workers for their roles and relieve the BITS Service Desk of the burden of answering generic application questions and return to focusing on technical issues. The desired format for training is computer-based (CBT), to allow for the efficient and effective completion of curriculum. This training system will be integrated with the existing foundation training program for new child welfare workers, but its scope will extend past initial training into continuous skill improvement and certification.

Tribal Child Welfare Case Management

Priority > High

Activity Category > Developmental CCWIS

Description

Tribal Child Welfare Directors expressed a significant desire to have more access to eWiSACWIS in the immediate future. While some tribal representatives indicated a continued reluctance on the part of their case workers to share any information with a State-owned system, most indicated that they would like to have more of an active role in managing information in eWiSACWIS. This should include access to the adoption assistance screens in eWiSACWIS. Barriers to this expanded access profile include technical and operational challenges. The system does not currently allow for case assignment and management organization that follows tribal child welfare structure, instead assigning all Indian Child Welfare (ICW) workers under the State's representative. Child and Adolescent Needs and Strengths (CANS) entries present a specific problem for tribal case workers without access. In many instances, tribal case workers are travelling long distances to county offices to sit side-by-side with county workers to enter information. This goal should also include the decommissioning of the existing Kinship Care Tracking System (KCTS), and an incorporation of its functionality onto eWiSACWIS.

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Youth Justice Case Management

Priority > Urgent

Activity Category > Developmental CCWIS

Description

The existing eWiSACWIS lacks a youth justice module that can accept data from other sources, especially court systems, and prevention programs. The module must include a complete data and case management system. There is a significant need to track and understand the confluence between child welfare and youth justice contacts. Any youth justice system should create a connection between youth justice data stored in eWiSACWIS and the ability to act on that data. A youth justice module will also rely on input and review from entities outside of DCF.

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Data Quality Monitoring Plan

Priority > Urgent
Activity Category > Developmental CCWIS
Description

The United States Department of Health and Human Services requires that there be a renewed and expanded emphasis on data quality. Every agency must develop a data quality plan, continue to monitor data quality, and implement responsive actions to address findings found in data quality reviews. Annual audits are expected, and must be fully documented. The data quality plan must address a process for eliminating duplicate records, making corrections to records, and notifying data contributors of errors. This process will also include a review of the data entry process and the creation of an updated data dictionary.

CCWIS Required Function/Capability - § 1355.50 - 1355.59
Data quality monitoring and maintenance plan supporting continuous improvement - § 1355.52(d)(1)(i)

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Automated Data Exchanges

Priority > Urgent
Activity Category > Developmental CCWIS
Description

CCWIS Required Function/Capability - § 1355.50 - 1355.59
Autonomous Data Exchanges - § 1355.52(e)(1), § 1355.53(a), § 1355.57(a)(2)(ii) and (b)(2)(ii)

A CCWIS must support collaboration, interoperability, and data sharing that is efficient, economical, and effective. Data exchanges exist for the following entities:

- Medicaid
- Supplemental Security Income (SSI) program and the Old Age, Survivors, and Disability Insurance (OASDI) program
- Ancillary child welfare systems used by agency staff (multiple)

Data Exchanges will be added for the following entities:

- Education
- Courts and justice data (including CCAP, Juvenile CCAP, JSDR from DOJ & VINELink)
- WI Sex Offender Registry - https://appsdoc.wi.gov/public (using enhanced GPRS data)
- National Electronic Interstate Compact Enterprise (NEICE)
- Department of Health and Human Services (DHS)
- Homeless Management Information System

Application Page Technology (HTML5) Upgrade

Priority > Medium

Activity Category > Developmental CCWIS

Description

The existing eWiSACWIS web page technology restricts the extension of the system to browsers other than Microsoft Internet Explorer. It prevents the future development of responsive pages that can be extended to use with Firefox, Chrome, Safari, and mobile device (tablet and smartphone) browsers. An ongoing process to update all of the eWiSACWIS application pages to HTML5 format has made limited progress. This technology upgrade must be completed in order to comply with CCWIS guidelines. A dedicated effort, outside of the schedule for CCWIS maintenance could complete this upgrade and prepare eWiSACWIS for future CCWIS-compliant development.

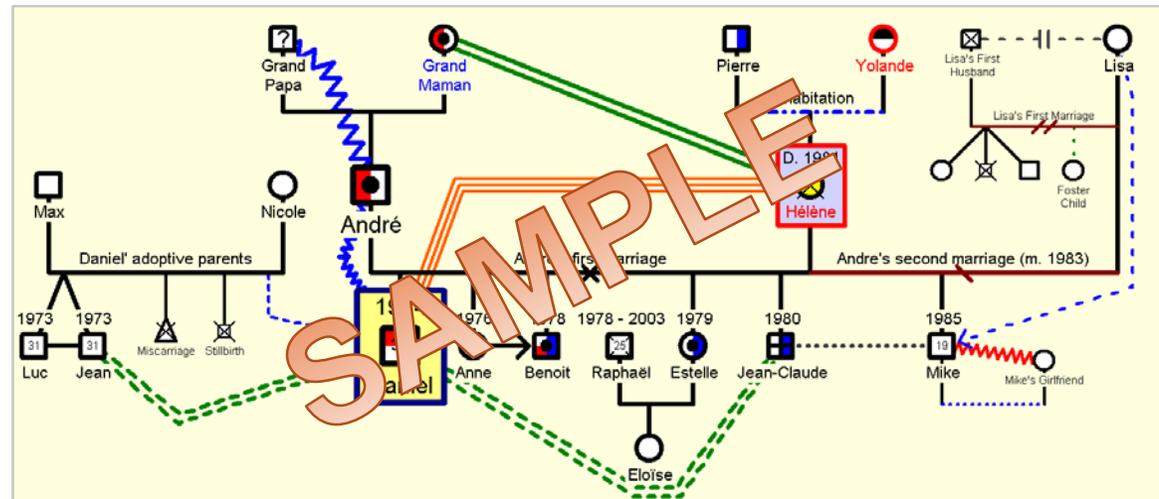| CCWIS·Required·Function/Capability·-·§·1355.50·-·1355.595¤ |
|---|
| Modular·design,·industry·design·standards,·mobility·enabled·and·multi-platform·capable·-·§·1355.53¤ |

Interactive Genogram Representation

Priority > Medium

Activity Category > Developmental CCWIS

Description

Child welfare program and case management needs a more efficient way of representing familial relationships in a graphic format. A genogram family tree depiction can illustrate case relationships based on family relationships and provide a better visual view of families. A clickable genogram that connects to eWiSACWIS case data should be developed in order to provide a better understanding of what kids are in the home and what family members are relevant. Sibling depictions are important when children are in different placement environments.

https://www.genopro.com/genogram/

Independent Living Module

Priority > Medium

Activity Category > Developmental CCWIS

Description

The existing functionality built into the eWiSACWIS independent living module requires redefinition and modernization. It must be configured to track individuals who are part of the federally-mandated national youth in transition database. The module should be an information source that tracks assessments, planning, eligibility and services for kids (who are 14 and older in care, and 18-21 aging/aged out of care). The module must also track the administration of funds to support youth with services related to housing, education, job training, employment, permanent connections and social support. The module should provide a robust client side interface and mobile applications for youth receiving independent living services.

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Data Warehouse Development & Conversion

Priority > High

Activity Category > Developmental CCWIS

Description

eWiSACWIS reporting tools currently use a database structure (called REPL) supported by the Department of Administration. The REPL system is scheduled to be retired sometime in the next two years, an exact date has not been communicated. A replacement for this database will become the source of all eWiSACWIS reporting, for all entities, including the DCF, county authorities, and connected partners. These will be key component in the effort to standardize reporting source data, enhance county access to DCF data, and expand automated data exchanges between coordinating entities to meet the CCWIS requirements.

CCWIS Required Function/Capability - § 1355.50 - 1355.59
Autonomous Data Exchanges - § 1355.52(e)(1), § 1355.53(a), § 1355.57(a)(2)(ii) and (b)(2)(ii)
Modular design, industry design standards, mobility enabled and multi-platform capable - § 1355.53
Cost effective and efficient support and development - § 1355.52
State-determined size, scope, and functionality - § 1355.52