4.2 Functional Requirements

For the purposes of this procurement, the key requirement is that the mandatory and specified optional SACWIS requirements be provided in FACTS II.

Requirements for FACTS II are summarized below, beginning with Section 6.2.1 – Design Principles. Specific requirements are described in Appendix E – System Requirements. The requirements were developed in a series of 42 group sessions conducted between September and November 2005. These sessions involved approximately 20% of the DSCYF staff plus additional representatives from external treatment service providers and other State agencies, including the court system.

All requirements identified during the fall 2005 review process were reviewed and prioritized by the FACTS II Project Committee in December 2006. All requirements were reviewed and reprioritized in several sessions involving 67 DSCYF staff in 2010 prior to issuance of this RFP. The priority levels are defined in detail in Appendix E – System Requirements.

Bidders should describe how their solution corresponds with ACF's SACWIS principles and requirements. Bidders should refer to Appendix E – System Requirements, which includes matrices of the functional requirements with instructions. Bidders must respond to **each** requirement as described.

Deloitte's proposed solution, DC FACES.NET, for Delaware FACTS II incorporates your design principles, core features and provides full compliance to your functional requirements. We bring a production proven transfer solution that provides comprehensive child services, child welfare and SACWIS-compliant functionality to deliver a robust and complete solution for DSCYF. Our overall goal is to reduce your project risk by proposing a solution that requires minimal modification to meet your mandatory and specified optional requirements.

Deloitte's proposed Delaware FACTS II solution has a spectrum of functions that integrates your programs. In this section, we provide you a summary of how Deloitte's proposed Delaware FACTS II solution meets your requirements. Our overall goal in this proposal was to reduce your project risk. The best way to accomplish this is to reduce the amount of work that needs to be done.

The transfer of a successful fully operational, functionally-rich SACWIS from another jurisdiction meets this goal of development scope reduction and therefore meets the overall aim of cost and risk minimization.

section
HIGHLIGHTS

- Transfer of DC FACES.NET, that matches with FACTS II functional requirements
- Designed by Child Welfare program experts
- Meets close to 80% of DSCYF requirements
- Best positioned to evolve to an Integrated Child Service Program
- Child welfare friendly, Intuitive Case focused, Client centric, Easy to use, and Efficient

We would like to highlight one important fact. DC FACES.NET meets close to 80% percent of your requirements without custom development.

We strongly believe that a transfer of the DC FACES.NET solution will get you to a more successful Delaware FACTS II, faster, cheaper and in a way that minimizes your risk.

The below table provides a summary of how our proposed transfer solution meets your functional requirements.

Functional Module	Total # of Requirements	Approximate level of fit	
		Existing Functions	**Custom**
Design Principles	32	31	1
Common System Functions	280	210	70
Service Delivery	153	123	30
Provider Management	84	68	16
Financial Management	70	35	35
SACWIS	104	7	97
Total	723	564	159

Table 4.2-1. The Proposed FACTS II solution, DC FACES.NET, meets close to 80% percent of your requirements with no custom development, which reduces your overall project risk.

Based on our understanding of the RFP we have classified the functional requirements into the following functional modules below:

- Design Principles
- Common System Function Requirements
- Service Delivery Requirements
- Provider Management Requirements
- Financial Management Requirements
- SACWIS Requirements

Below figure provides an overview of broad spectrum of services offered by Deloitte's FACTS II.
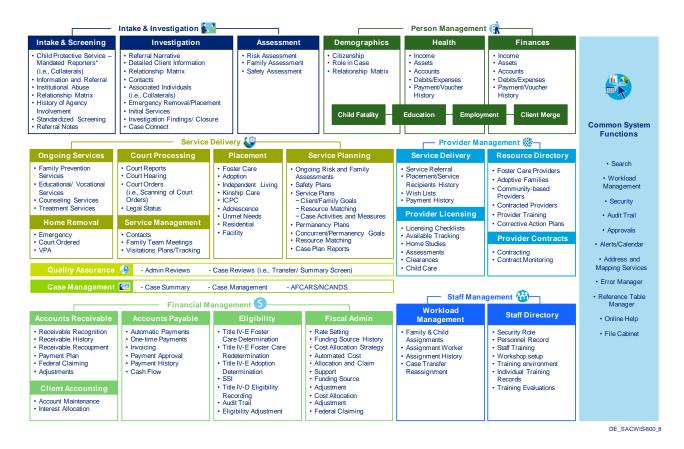
Intake & Investigation

Intake & Screening
- Child Protective Service – Mandated Reporters* (i.e., Collaterals)
- Information and Referral
- Institutional Abuse
- Relationship Matrix
- History of Agency Involvement
- Standardized Screening
- Referral Notes

Investigation
- Referral Narrative
- Detailed Client Information
- Relationship Matrix
- Contacts
- Associated Individuals (i.e., Collaterals)
- Emergency Removal/Placement
- Initial Services
- Investigation Findings/ Closure
- Case Connect

Assessment
- Risk Assessment
- Family Assessment
- Safety Assessment

Person Management

Demographics
- Citizenship
- Role in Case
- Relationship Matrix

Health
- Income
- Assets
- Accounts
- Debits/Expenses
- Payment/Voucher History

Finances
- Income
- Assets
- Accounts
- Debits/Expenses
- Payment/Voucher History

Child Fatality | **Education** | **Employment** | **Client Merge**

Service Delivery

Ongoing Services
- Family Prevention Services
- Educational/ Vocational Services
- Counseling Services
- Treatment Services

Home Removal
- Emergency
- Court Ordered
- VPA

Court Processing
- Court Reports
- Court Hearing
- Court Orders (i.e., Scanning of Court Orders)
- Legal Status

Service Management
- Contacts
- Family Team Meetings
- Visitations Plans/Tracking

Placement
- Foster Care
- Adoption
- Independent Living
- Kinship Care
- ICPC
- Adolescence
- Unmet Needs
- Residential
- Facility

Service Planning
- Ongoing Risk and Family Assessments
- Safety Plans
- Service Plans
  - Client/Family Goals
  - Resource Matching
  - Case Activities and Measures
- Permanency Plans
- Concurrent/Permanency Goals
- Resource Matching
- Case Plan Reports

Provider Management

Service Delivery
- Service Referral
- Placement/Service Recipients History
- Wish Lists
- Payment History

Provider Licensing
- Licensing Checklists
- Available Tracking
- Home Studies
- Assessments
- Clearances
- Child Care

Resource Directory
- Foster Care Providers
- Adoptive Families
- Community-based Providers
- Contracted Providers
- Provider Training
- Corrective Action Plans

Provider Contracts
- Contracting
- Contract Monitoring

Quality Assurance — Admin Reviews — Case Reviews (i.e., Transfer/ Summary Screen)

Case Management — Case Summary — Case Management — AFCARS/NCANDS

Financial Management

Accounts Receivable
- Receivable Recognition
- Receivable History
- Receivable Recoupment
- Payment Plan
- Federal Claiming
- Adjustments

Client Accounting
- Account Maintenance
- Interest Allocation

Accounts Payable
- Automatic Payments
- One-time Payments
- Invoicing
- Payment Approval
- Payment History
- Cash Flow

Eligibility
- Title IV-E Foster Care Determination
- Title IV-E Foster Care Redetermination
- Title IV-E Adoption Determination
- SSI
- Title IV-D Eligibility Recording
- Audit Trail
- Eligibility Adjustment

Fiscal Admin
- Rate Setting
- Funding Source History
- Cost Allocation Strategy
- Automated Cost Allocation and Claim Support
- Funding Source Adjustment
- Cost Allocation Adjustment
- Federal Claiming

Staff Management

Workload Management
- Family & Child Assignments
- Assignment Worker
- Assignment History
- Case Transfer Reassignment

Staff Directory
- Security Role
- Personnel Record
- Staff Training
- Workshop setup
- Training environment
- Individual Training Records
- Training Evaluations

Common System Functions
- Search
- Workload Management
- Security
- Audit Trail
- Approvals
- Alerts/Calendar
- Address and Mapping Services
- Error Manager
- Reference Table Manager
- Online Help
- File Cabinet

DE_SACWIS-800_8

Figure 4.2-1. Delaware FACTS II provides spectrum of Child Services Functions to DSCYF.

In the following subsections of Section 4.2, we breakout your requirements by the six functional categories and briefly describe how the Deloitte proposed solution, DC FACES.NET meets the functional requirements.

Our detailed response to your mandatory and optional requirements is provided earlier in *Section 4.1, FACTS II Requirements Summary - Appendix E.*