4.2.2 Common System Functions Requirements

RFP Reference: 4.2.2 Common System Functions Requirements, Page 37

The Common System Functions Requirements address the following areas of functionality that are common to all modules as noted below:

- System Navigation/System Help;
- Search Processes;
- Person Management;
- Worker Management, Assignments and Workload Weighting;
- Workflows and Checklists
- Document, Records, Forms Management and Client Meeting Documentation;
- Notes and Case Contacts;
- Messaging (Ticklers, Alerts, Notifications, and E-Mails);
- Reporting—Frontline Perspective;
- Reporting—Management Perspective;
- Federal Reporting;
- Remote Access by DSCYF Staff;
- System Access by non-DSCYF Staff;
- Customer Relations Management/Constituency Complaints;
- Appeals;
- Accreditation;
- Data Quality and Maintenance;
- Archiving, Purging, and Expungement;
- Training;
- Security; and
- Legacy (historical) Data.

Deloitte's FACTS II approach delivers consistent, reusable Common Systems Functions across DSCYF Enterprise. Through our proposed transfer, we deliver operational features that become the foundation of FACTS II.

The common system functions described below forms the backbone of Deloitte's proposed Delaware FACTS II. Though not directly related to any of DSCYF's business processes the functionality is an enabler of those processes and help in the smooth functioning of the system as a whole. It provides key integration features such as user authentication and authorization, system navigation, centralized person management,

section HIGHLIGHTS

- Reusable Components promotes standardized implementation
- Fast and Efficient Search that promotes easy access and avoids data duplication
- User friendly Navigation promotes system usage
- Timely alerts and ticklers promotes

security framework, workflows, search processes, and case notes that increase the coordination and cost-effectiveness of service delivery.

The common system functions provides a common thread for developing and meeting joint goals, such as reduced abuse/neglect incidents, increased preventive service delivery, decreased admission/readmission rates of children seeking alternate foster care placements, and increased client satisfaction. For example, the integrated search module allows workers to search for persons who include staff, children and their parents as well as providers and household members under a single umbrella to avoid data duplication. The integrated solution reduces data redundancy and does away with the information silos that exist now in DSCYF and helps confirm better service delivery to the child and the family as it offers the workers all the required information in a single place for better decision making.

The graphic below depicts the Common System Functionality provided by Deloitte for Delaware FACTS II business processes.

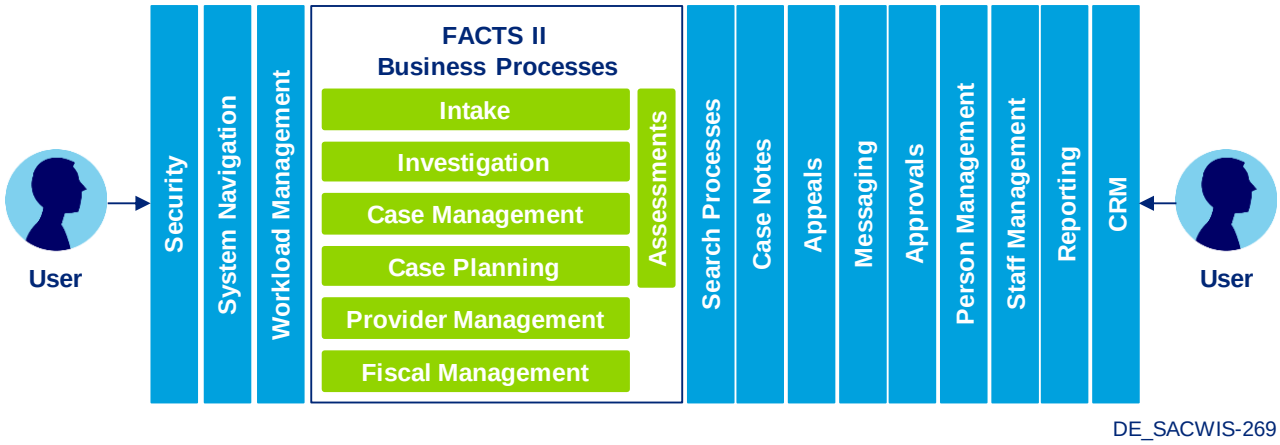

Figure 4.2.2-1. FACTS II Common System Functionality Components

Common System Functions features in our transfer system relevant to FACTS II

FACTS II Features – Common System Functions	
SACWIS System Similar to FACTS II	**Deloitte Brings Direct Relevant Experience to FACTS II**
DC FACES.NET	• SOA based Address mapping and Interfaces with external agencies • Workflow based Assignment and Approval using Microsoft Windows Workflow • State of the art Search provided by Intelligent Search • Easy navigation using drill down menus and breadcrumbs • Integrated Scanning functionality • Integrated document management – File Cabinet feature
Alabama FACTS	• State of the art Search provided by NETRICS • Fully integrated Quality Assurance module to generates samples for QA review and document results • Extended Document management system using File Cabinet functionality to import IVE documents
Allegheny KIDS	• Compatible with Tablet PCs to capture electronic signatures on the field for Family Service Plans, and other forms • An integrated reports dashboard function providing relevant metrics and reports to all users • Rules engine that drives a single unified service rate structure across all Children Youth and Families(CYF) services • Customized workflow that aligns with CYF business process

Table 4.2.1-1 Deloitte's Relevant Experience to FACTS II.

Common System Functions Features	Common System Functions Benefits
System Navigation/System Help	• Allows easy navigation within the system which improves user efficiency and lessens the learning curve of the user with the application. • Provides dynamic views based on entity in focus which allows user to customize the look and feel as per his needs. • Incorporates smart dropdowns to increase system response and reduce time spent in waiting in between page refreshes. • Provide online context sensitive help and links to policy documents to minimize user errors.
Search Processes	• Quick and efficient search process saves worker time and increases confidence of workers to look for existing clients before creating duplicate ones. • Automated person search prior to creation of person prevents duplicate person creation and promotes data quality and integrity.
Person Management	• Centralized person management across Intake, Investigation and Case eliminates duplicate entries and reduces redundant data entry. • Centralized Relationship matrix allows relationship tracking across multiple generations and multiple cases. Systematic determination of reciprocal relationships promotes data integrity and reduces data entry for workers. • Income and Employment history maintenance allows workers to identify source of income for parents/children to support a Title IV-E determination. • Comprehensive health module captures medical information that integrates with worker calendar and assists worker to manage work schedule for medical appointments.
Worker Management, Assignments and Workload Weighting	• User friendly and flexible allows a Human Resource worker to set up and maintain organization structure. • Supports mass transfers of workload (Assignments, Approvals, and Ticklers) during organization restructuring and Staff changes saving time and reduces worker errors. • Captures staff profile, demographics, education, training and skills possessed, that could be used to determine staff skills while assigning workload. • Role based access control and security profile confirms appropriate access to modules and access to entities.
Workflows and Checklists	• Supports policy driven, configurable single/multi-tier approvals, escalations, and staff changes without having to make any code change. • Enforces standards through Static and Dynamic Checklists to improve quality of data.
Document, Records, Forms Management and Client Meeting Documentation	• Centralized File Cabinet report repository enables easy access and retrieval of reports across application and improves storage • Comprehensive Forms Management module confirms all confidential documents remain within the control of the system.
Notes and Case Contacts	• Centralized Case Notes module allows notes to be shared across Referral and Case. • Support Contact and Case Notes types required by DSCYF policies. • Support Case notes creation, amendment, and maintenance of history throughout the life cycle of a Case.

Common System Functions Features	Common System Functions Benefits
Messaging (Ticklers, Alerts, Notifications, and E-Mails)	• Improve timeliness of critical Case activities through Ticklers, Alerts and Notifications. • Integration with state's email program allows workers a unified view of their appointments. • Configurable ticklers and alerts module allows easy modification of alert text without requiring program changes.
Reporting – Frontline Perspective	• Assists Workers to view detailed and summary reports without having to access FACTS II for every case
Reporting – Management Perspective	• Assists DSCYF to measure outcomes through performance indicator measure reports
Federal Reporting	• Increases compliance through out-of-the-box Federal Reports helping users to identify non compliant data elements and correct non compliance data.
Remote Access by DSCYF Staff	• Increases face time with children and families as workers access FACTS II remotely • Reduces duplicate case work as workers can document narratives during Face-to-Face contacts and visits
System Access by Non-DSCYF Staff	• Increased community partners involvement as FACTS II provides access to Non-DSCYF staff
Customer Relations Management / Constituency Complaints	• Improves quality as customers can report complaints that allows DSCYF to improve on areas reported by customers
Appeals	• Appeals process allows decision on key functions like eligibility is validated
Accreditation	• Accreditation requires written policy and procedures to establish a staff training program that leads to professional growth and development of staff. • Accredited agencies have a stronger defense against litigation through documentation and the demonstration of a "good faith" effort to improve conditions of confinement.
Data Quality and Maintenance	• Normalized data model maintains data centrally and function modules refer to same data store allows sharing of information across Intake, Investigation and Case eliminating duplicate entries and reducing redundant data entry • Use of legend symbols for AFCARS, NCANDS, and NYTD data elements increases awareness among workers and promotes quality of Federally Assessed data elements. • Provides timely alerts for review of cases to improve service delivery, documents goals; tracks progress; and capture outcomes, which translate in to trend analysis and outcome measure and improves service delivery and quality of data for reporting. • Built-in random case sampling algorithms select cases for supervisory and administrative reviews to improve timely service delivery and reduce or completely eliminate fraudulent activities.
Security	• Fine grain access control prevents workers from modifying data after DSCYF predetermined points in the life of a case to meet compliance requirements. • Configurable security framework requires very little to no changes to the

Common System Functions Features	Common System Functions Benefits
	program code for adding/modifying security roles to the worker.

Table 4.2.2-1. FACTS II Common Systems Functions Features and Benefits.

System Navigation/System Help

RFP Cross Reference: Appendix E - Common System Functions Requirements

Common System Functions Requirements– 2-1 to 22-9

System Navigation

Deloitte recognizes that navigation is the single most important element in creating accessible and usable Web sites. A web application's usability decreases rapidly if users are not able to find their way around the Web site. Well constructed system navigation must be easy to use and intuitive. The system navigation in the proposed Delaware FACTS II is designed, keeping in mind the business goal of the end user (social workers in this case).

Social workers are under pressure to complete their assigned tasks on time and also document the outcomes. To find their way around, workers need to know two things:

- Where they are
- How to go elsewhere

Delaware FACTS II lets users know where they are in the site by use of "breadcrumbs".

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Figure 4.2.2-2. Breadcrumbs.

The figure above shows a close up of the "breadcrumbs". These are designed with a less experienced user in mind – they may have a business goal in mind (completing an investigation, for example), but are not sure which screens are required to achieve it. As soon as any screen is opened within Delaware FACTS II, the breadcrumbs are dynamically updated to show all screens that are functionally related – thereby leading those through the screens that they need to visit in order perform a specified task.

In our example shown in the figure below, the user is completing an investigation. The breadcrumbs show that in order to do so, the Referral Narrative, Contact, Allegation, Collateral, Investigation Extension, Notes and Assessment Findings screens must be

completed. We also use Color as Location Indicators. In the following figure, the Assessment Findings breadcrumb is highlighted (yellow background) which indicates to the user that he is currently on the Assessment Findings screen

The top navigation bar of Delaware FACTS II allow users to move about within the solution, tells users what information is available and works with the "breadcrumb" to orient users.

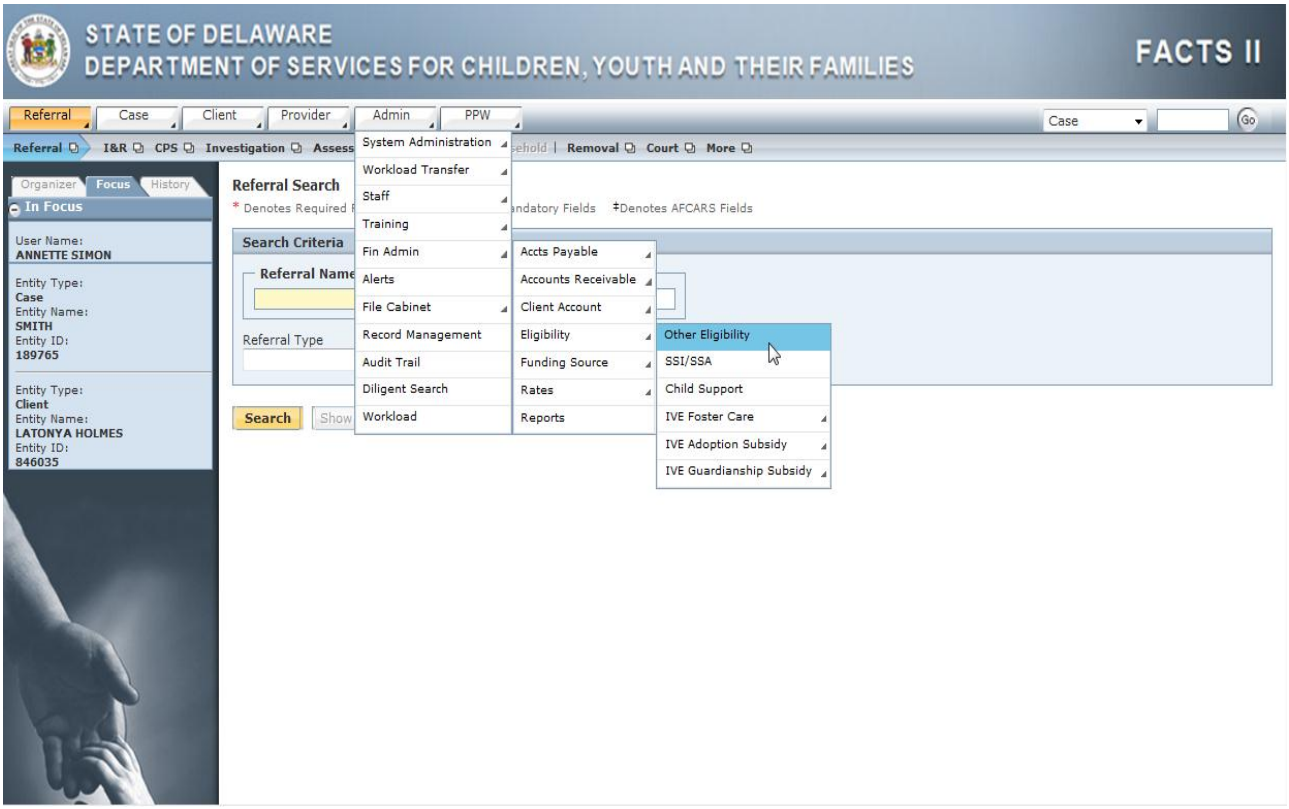

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Figure 4.2.2-3. Roll-down Menus.

The roll-down menus of the top navigation bar are more likely to be the chosen navigation approach for more experienced users. If a user knows exactly what child welfare task they wish to perform in Delaware FACTS II, and what screen is appropriate to that task, then the roll down menus allow that user to navigate directly to that screen with a single click. The screen above shows the cascading roll down menus.

The Navigation System in Delaware FACTS II is designed such that user can put different entities like Case, Provider, Referral and Persons in focus without having to exit the screen. The Navigation view simply changes based on the entity in focus which is displayed in the Left Navigation Bar.

Delaware FACTS II menus have been categorized as per the entities and major modules within the entities like Case Plans, Assessments, Court, etc. For example, the Referral

menu contains all menu items that are sorted in a logical order which helps the user to do Initial Screening, Assessment and Investigation with very minimal learning curve.

The top navigation bar deals with navigating to individual screens within Delaware FACTS II. The left navigation bar is designed to support the user in managing their workload and delivers help in three primary areas:

- Managing assignments (of cases, clients, providers etc.)
- Managing schedules
- Managing accountability through review and approval of decisions made

The workload area of the organizers tab is user aware and shows dynamic views based on the logged in user's role. Additional assignment related functionality is provided to supervisory users. They are able to access all of the assignments to staff within their organizational unit. They are additionally able to enact transfers of assignments between individuals. Similarly the County Directors are able to see the workload of all units within the county. Only workers having security to approve workflows are shown the approval inbox.

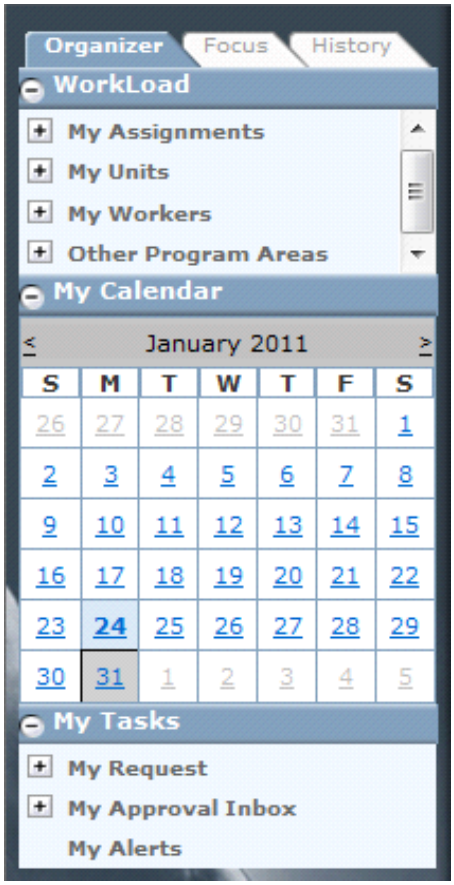

Figure 4.2.2-4. Left Navigation Bar.

The proposed Delaware FACTS II increases worker productivity by allowing them to open multiple windows with a different entity in each window. This way a worker can simultaneously work with multiple cases or referrals. The User Interface is intelligent enough to resize itself based on the window width and height.

The proposed Delaware FACTS II uses rich Internet application technologies like AJAX to incorporate rich UI features like smart dropdowns which avoid page refreshes and increase the worker throughput and application responsiveness. We have consciously used this functionality in heavily used screens like the Search screens (Case Search, Person Search, etc.) and the Hotline report screen where calls of child abuse and neglect are documented.

The proposed Delaware FACTS II shows custom views of the solution which are tied to the logged in worker's security profile and their assignments to the case or referral or person. For example, an Intake worker sees only screens that he is authorized to view and not other screens/menus belonging to Provider or Fiscal Management module. However, super users in the system have access to different modules of the solution based on their security roles.

The proposed Delaware FACTS II has been designed by adhering to the ADA guidelines and as a result is very accessible. It shows all the mandatory fields on the screen upfront in a different color and with an asterisk symbol besides the label. User does not have to click the Save button to know the mandatory fields. This saves worker time since the worker does not have to wait for page refresh to know the missing information. He can get it right for the first time. In addition the UI also displays fields that are reported to federal systems via the AFCARS/NCANDS interfaces so that workers can fill these details and do not have to wait until the issue is flagged by the validation reports.

System Help

Deloitte understands that the usability of a system increases manifold if proper help is provided to the users of the system. As a result the proposed Delaware FACTS II provides online Computer-based Training (CBT), and an online context-sensitive help to the users in addition to links to DSCYF policies and procedure manuals. We believe that providing maximum possible types of help functionality reduces the volume of helpdesk calls and minimize user errors.

The Computer-based Training in the proposed Delaware FACTS II offers a self-paced, convenient, 24/7 training to the workers. It contains detailed step-by-step scenario driven sessions that improves the job performance of the users.

The online help functionality of the proposed Delaware FACTS II includes static help in the form of tooltips and dynamic help that display context sensitive information based on the location where the help feature is required to be displayed.

The proposed Delaware FACTS II incorporates hooks into the industry leading RoboHelp - the help provision software. It allows users to create, edit, manage, and publish professional help content with indexes, hyperlinks, tables of contents, and dynamic HTML effects. It offers a feature rich user experience that includes textual links, breadcrumbs, rollover messages, and customized pop-up windows. The rich functionality offered by context-sensitive help helps the users of the proposed Delaware FACTS II to use the system in an efficient and productive way.

Search Processes

SACWIS systems capture a large quantity of information regarding a sizeable number of individuals and other entities. However, if there are no effective ways of retrieving that information then its value is immeasurably reduced. The search functionality offered by the proposed Delaware FACTS II produces quick and comprehensive search results which saves worker time and reduces duplicate person/provider/household member creation and promotes data quality and integrity. Delaware FACTS II automates the search process whenever there is change to the person details like the first name, last name and SSN. It can be easily extended to include more search data elements to prompt automatic search. This automatic search is an integrated global search that searches across clients, staff, providers and provider household members. This automation forces the search and is not dependent on the knowhow of the worker. In spite of automation, the Delaware FACTS II

leaves the final decision to override the search results and create a new person upon the worker.

Deloitte's proposed Delaware FACTS II offers the following different search types based on the entities being searched:

- **Person Search.** This search allows the user to search for children and family members through key demographic information
- **Case Search.** This search allows the user to search for cases through key demographic information regarding case participants, case identifiers and case types
- **Referral Search.** This search allows the user to search for hotline referrals that have not yet completed the investigation stage as well as those referrals for which investigation has started
- **Staff (Worker) Search.** This search allows the user to search for current and former staff members. It is important to underline that this search pinpoints individuals employed by third parties engaged to perform outsourced case management activities
- **Provider Search.** This search allows the user to search for individual and corporate providers
- **Child Protection Register.** This search allows the user to search for alleged and substantiated maltreaters. To satisfy legislative requirements this search functionality is separated from other search functionality and is subject to tighter security controls
- **Global Search.** This search allows the user to search for any individual, regardless of whether they are a child, family member, staff person or provider. Its primary use is within intake, when the global search is used to determine whether individuals are previously known to the agency. It is also employed immediately prior to adding a new person record in order to minimize the number of duplicate person records within the system

In this section, our focus of interest is on two searches Case Search and Person Search.

Case Search. The proposed Delaware FACTS II offers a Case Search that allows workers to search on various criteria that includes: Family Name, Case ID, County, and Case type. Case Search displays the results based on the criteria entered by the worker and the result set displays the percentage match that helps the worker to identify accuracy of the search results. The results provide a high level snapshot of the case closure history and the clients participating in the case.

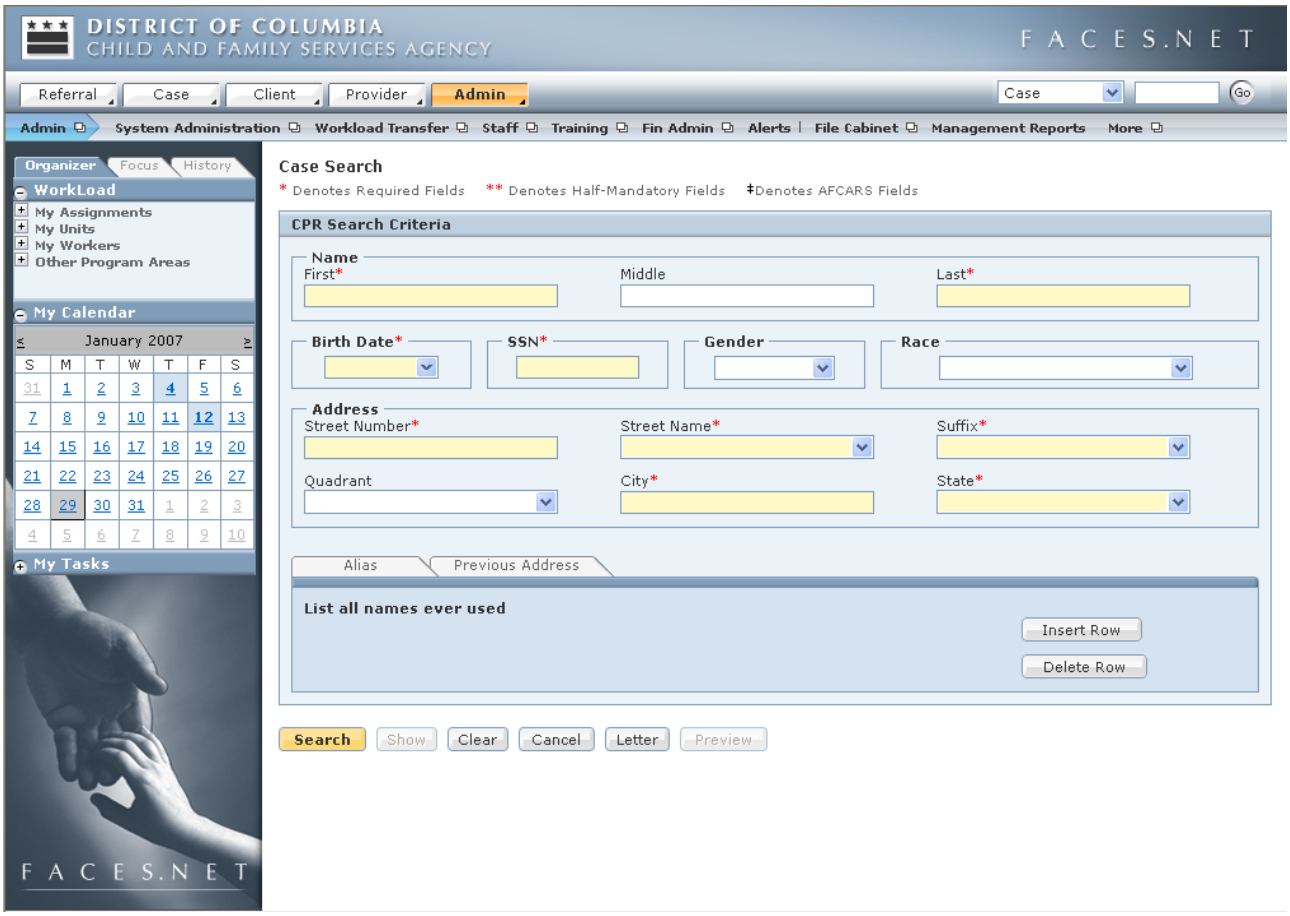

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Figure 4.2.2-5. Case Search.

Person Search. Our experiences indicate that Client search is used extensively by workers. Client Search comes with a broad range of criteria that can be used to conduct client search. On a high level they are grouped as:

- **Search Type.** Two options are available for worker: Person Search and Adoptive Search. Person Search searches the entire client population while Adoptive search searches only adoptive clients.
- **Client Characteristics.** Worker can search on Client personal criteria that include First Name, Last Name, DOB, gender and race.
- **Location.** Workers can specify a location detail that helps them to narrow the results to a particular address or location.
- **Identifiers.** Workers could search on unique identifiers which returns exact match and options available are SSN, Client ID and Court Case Number

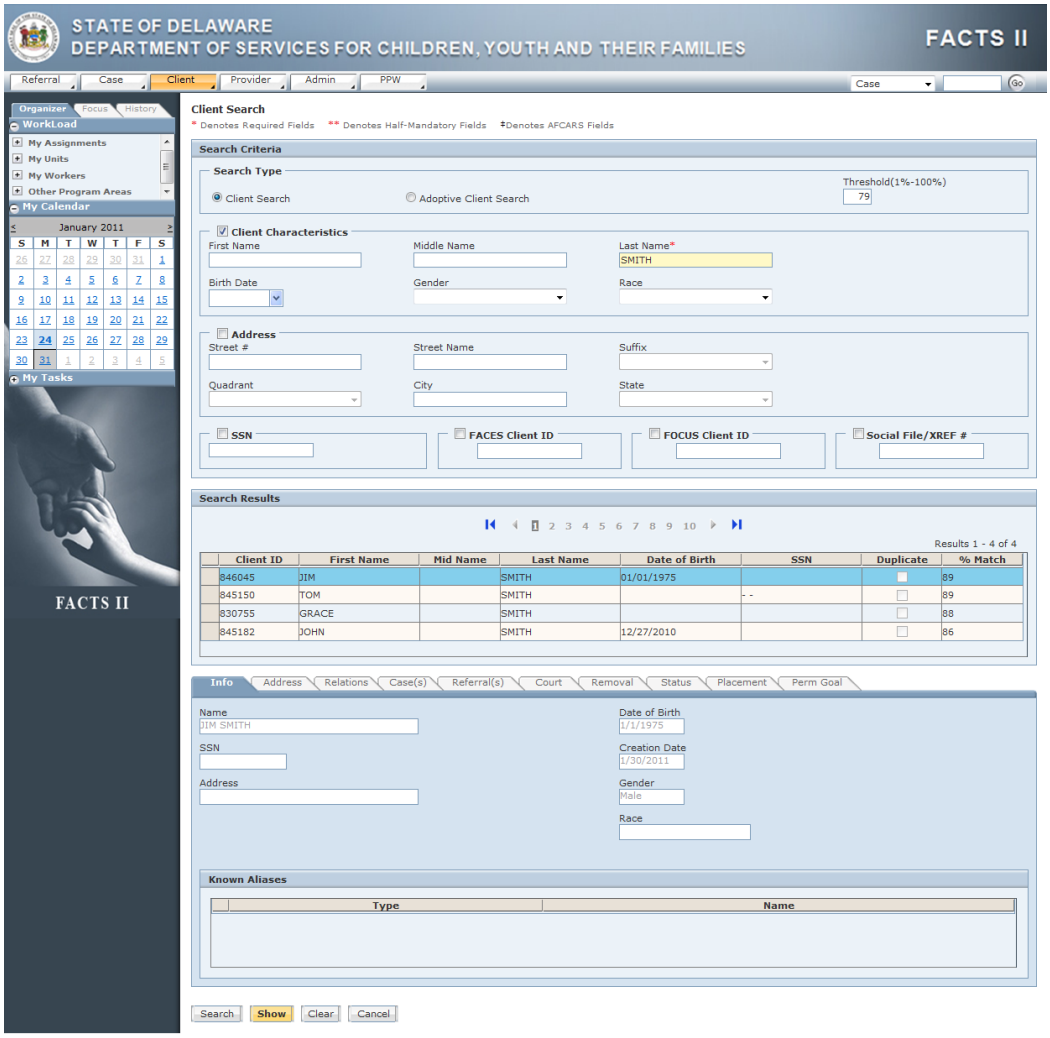

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Figure 4.2.2-6. Person Search.

Results are displayed in order according to how close a match they are to the input search criteria. Many SACWIS applications provide Soundex capabilities to help broaden the search in an effort to provide the most complete set of search results possible. The proposed Delaware FACTS II also offers this functionality, but expands upon it significantly:

- **Common Aliases and Nicknames.** For example, entering a first name search parameter of ”Elizabeth” also returns matches for “Betty”, “Beth”, “Liz” and “Eliza”
- **Common Keying Errors.** For example, ”J” is adjacent to ”K” on the keyboard. When searching for ”Jim”, Delaware FACTS II also returns ”Kim”. Delaware FACTS II also copes with common misspellings, such as transposed characters
- **Missing Information.** Delaware FACTS II does not eliminate records from the search results simply because some of the search criteria are not recorded. They are included within the search results and ranked accordingly

- **Transposed Fields.** For example, if the first and second names are swapped, Delaware FACTS II still returns appropriate records, ranked accordingly.
- **Configurable Limits.** Delaware FACTS II allows the number of search results to be configurable and can be changed without touching the code.
- **Ranking.** Delaware FACTS II sorts results based on ranking by default. The ranking is determined by the percentage match of the search query with the searched record. The more closely matched the search record is, the higher up it shows in the search results. In addition to sorting based on ranking, Delaware FACTS II also provides the ability to sort Search returns by the search criteria.

It is important to note that our Delaware FACTS II also offers searching capability that operates on the unique identifiers that are created for every record within the application. Each case, person, provider etc. is assigned a unique identifier that can be used as a quick way to retrieve a record.

We have encountered states who have sacrificed one or another of these factors, with unfortunate results:

Sacrificing Functionality for Speed Results in a Less than Optimal Search Results Set. Users become inclined to enter new records instead of comprehensively searching for existing ones. This results in an escalation in the number of duplicate records in the database, making accurate reporting much harder.

Sacrificing Speed for Functionality. In this case, two things can occur. Once again, the user community becomes frustrated with the process and abandons it. Alternatively, mandating the use of the search drives up the IT infrastructure utilization and begins to impair the performance of other parts of the application.

For search functionality to be effective, it not merely has to offer the advanced functionality described above. It must do so quickly. The Delaware FACTS II search functionality achieves both of these goals – typically returning results for even the most complex of searches against a database containing seven years of accumulated SACWIS information within four seconds. This combination is vital and is a highlight of our proposed Delaware FACTS II.

Person Management

Deloitte's proposed Delaware FACTS II provides a rich functionality of Person Management to provide a complete picture of the person in order to equip the workers to provide critical person information using consistent, efficient and flexible design features such as:

- A person can simultaneously participate in multiple cases or service episodes without the need for creating separate person record for each case. A person is accessed in the system by a unique person identifier which is independent of the case(s) that he may be participating in.

- Person management is a core module and serves as centralized client master index. For example, workers do not have to create multiple records for the same person in different cases and referrals. The same person record demographic information that is entered starting with Intake is available in Investigation through an ongoing service Case to Title IV-E Eligibility and Provider payments. This saves a lot of redundant data entry for the worker.

The proposed Delaware FACTS II believes that some tasks are better considered from a person perspective, while others are better considered from a case perspective. Delaware FACTS II does not force you to choose. Users are able to interact with the system in the manner that feels most comfortable to them. Examples of each perspective are as follows:

- **Planning for Family Preservation Services.** These are services that are delivered to the family as a whole. It therefore makes sense to plan and deliver them from a case perspective, rather than to any individual person within the case
- **Planning for Permanency.** Each sibling within a family may not have the same permanency goal. Planning for permanency can therefore be performed at the individual person level. This is especially true when one or more children are being considered for adoption
- **Title IV-E Determination.** Although information regarding the family is important for determination, it does not necessarily follow that all children within a case should be determined together due to timing differences in court hearings and data gathering activities

Offering user flexibility in the way that they manage their tasks is an important means of engendering familiarity and comfort with the system – leading to faster rates of system adoption.

Person Demographics

Deloitte's proposed Delaware FACTS II captures person's demographics information via the General Information screen as shown in the following figure.
The Person General Information screen can be accessed from both Intake/Investigation and Case modules; this would allow sharing person information in both modules.
A person created during Intake/Investigation, can be accessed/modified from Case.

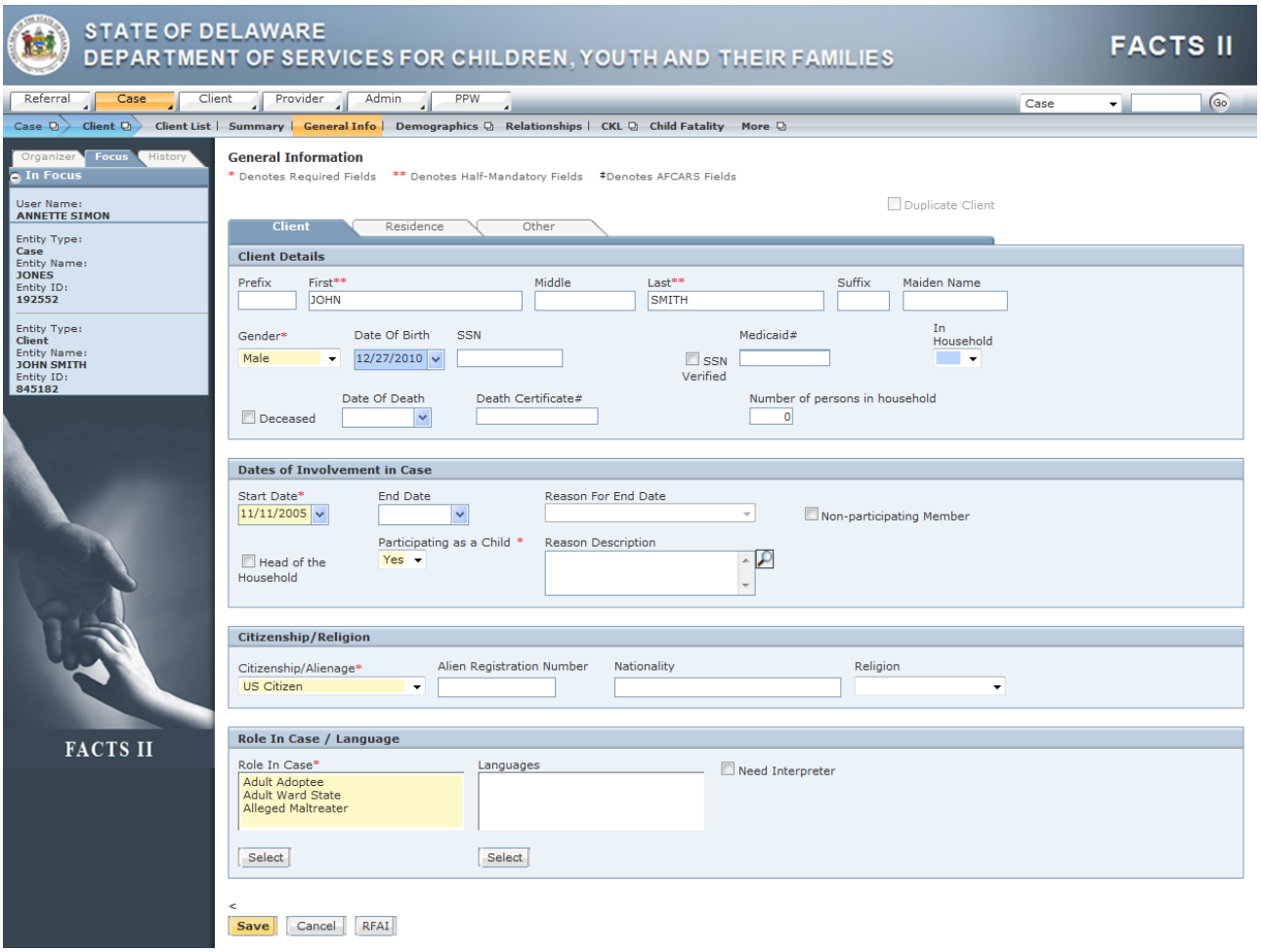

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Figure 4.2.2-7. Client General Information.

Person Summary

The person summary screen displays a snapshot of the important information of the child such as his demographic information, current placement location and his foster parent/guardian information, services offered to the person, custody status, home removal information, next court hearing type and dates, next service plan date and date when the case plan was last reviewed as well as the most recent contact details.

Person Address

Deloitte's proposed Delaware FACTS II provides Person Address screen for the worker to capture the person's address as pictured in the figure that follows.

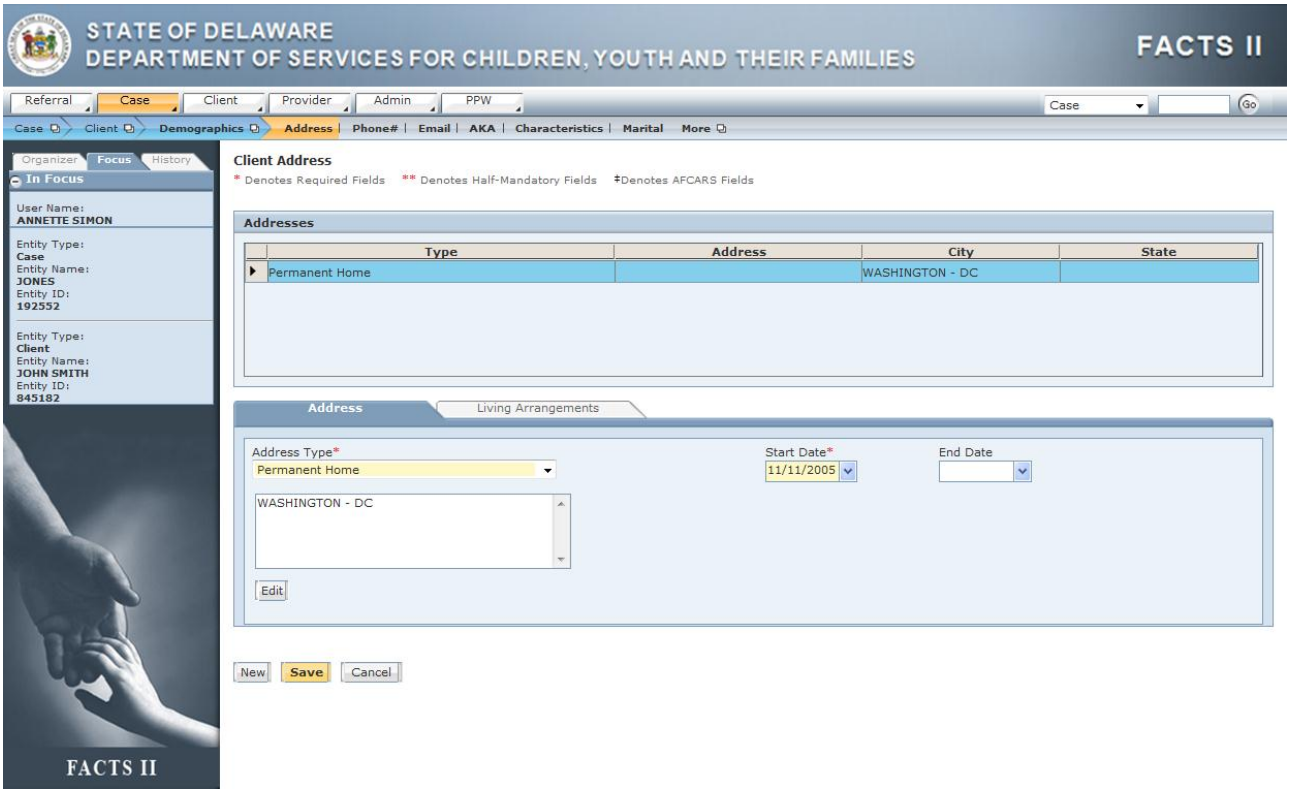

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Figure 4.2.2-8. Person Address.

The Person Address screen allows the user to enter in effective dates for each address entered and allows only one active primary address per person. The screen allows capturing different type of addresses such as: Business, Foster Care, Homeless, Last Known, Mailing, Military, Other, Permanent Home, Physical Location, Residence (If different from Permanent Home), Secondary Home and Temporary. The Person's Address Type screen supports United States addresses (domestic) as well as foreign addresses.

Person Alias

Deloitte's proposed Delaware FACTS II provides the ability to capture aliases for a person. This functionality provides the capability to capture nick name, common name, legal name, and previously married name as pictured in the illustration that follows.

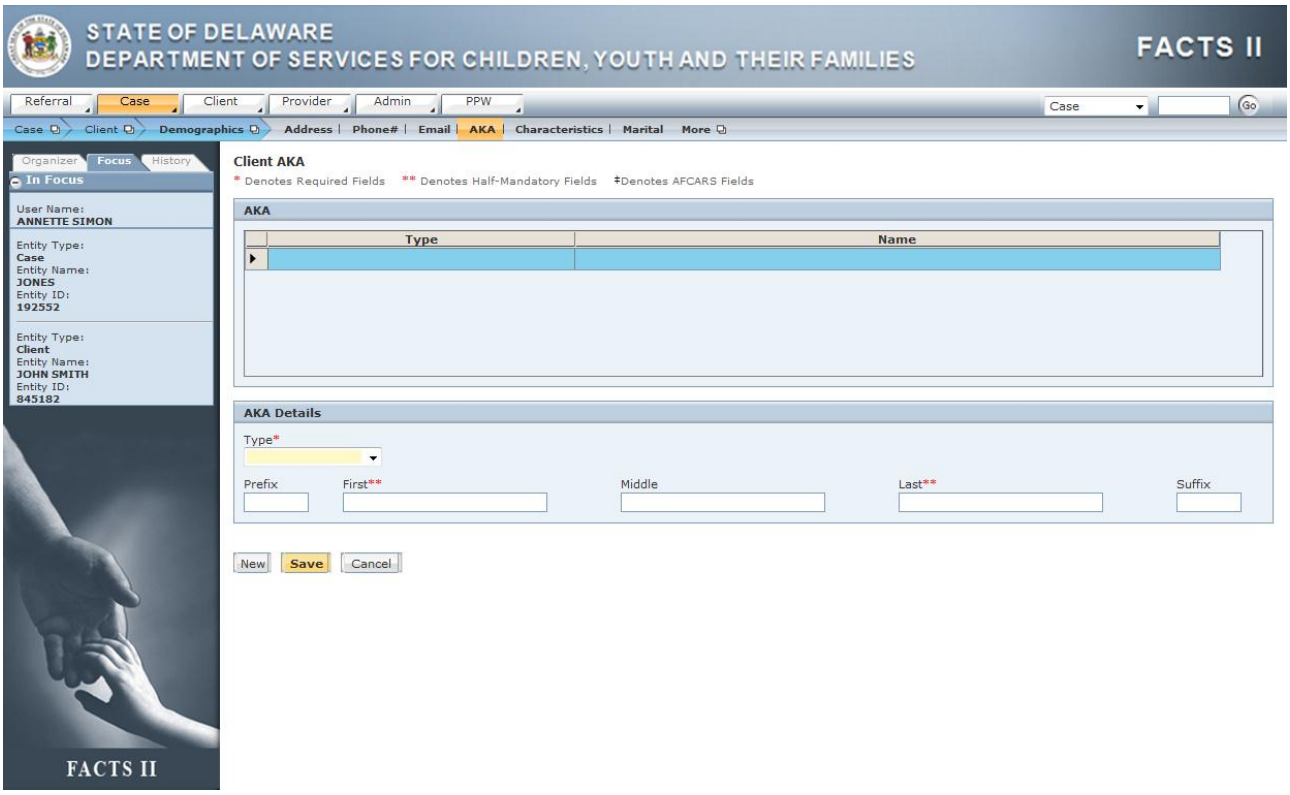

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Figure 4.2.2-9. Person Alias.

Person Relationships

Deloitte's proposed Delaware FACTS II supports the entry and definition of person relationships as pictured in the figure that follows. Person relationships can be entered as well as the corresponding family constellation of those identified in the referral process. Persons may be selected from those previously entered on the Person Details screen, thus eliminating repetitive data entry. After a relationship is entered, a cross-reference search is automatically performed to determine if the relationship between persons has a valid reverse relationship; if so the system automatically creates the appropriate reverse relationship.

The Relationship screen allows workers to maintain a record of all family relationships including multiple generations and teenage parents to their children in foster care, record the relationship between the child and the caretaker (e.g. parent, relative, guardian, potential adoptive parent, aunt, uncle, grandmother, etc) across different cases. Relationships entered in a referral are carried forward to the case which increases consistency in the information and minimizes data duplication for the worker.

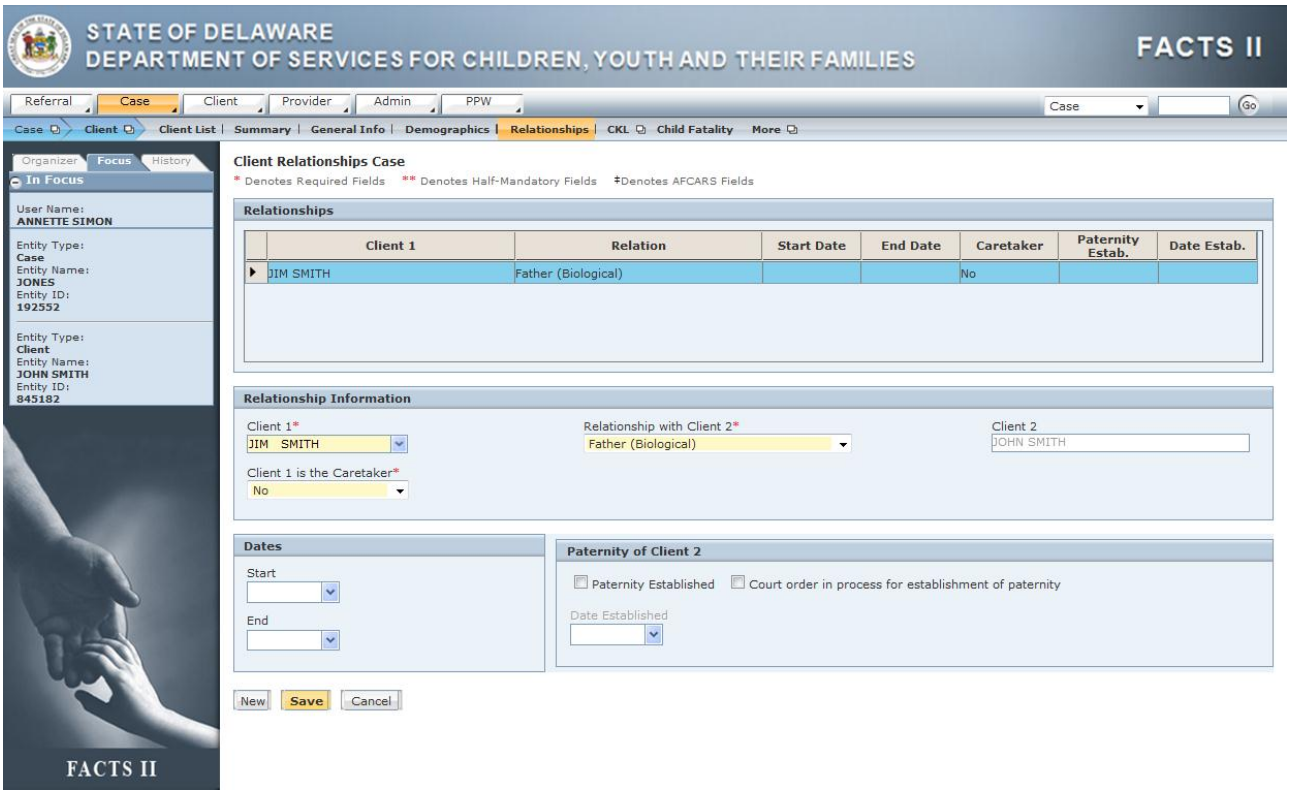

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Figure 4.2.2-10. Client Relationship.

Person Marital Status

Deloitte's proposed Delaware FACTS II provides ability to capture the current marital status of the mother and father via the Marital Status screen as pictured below.

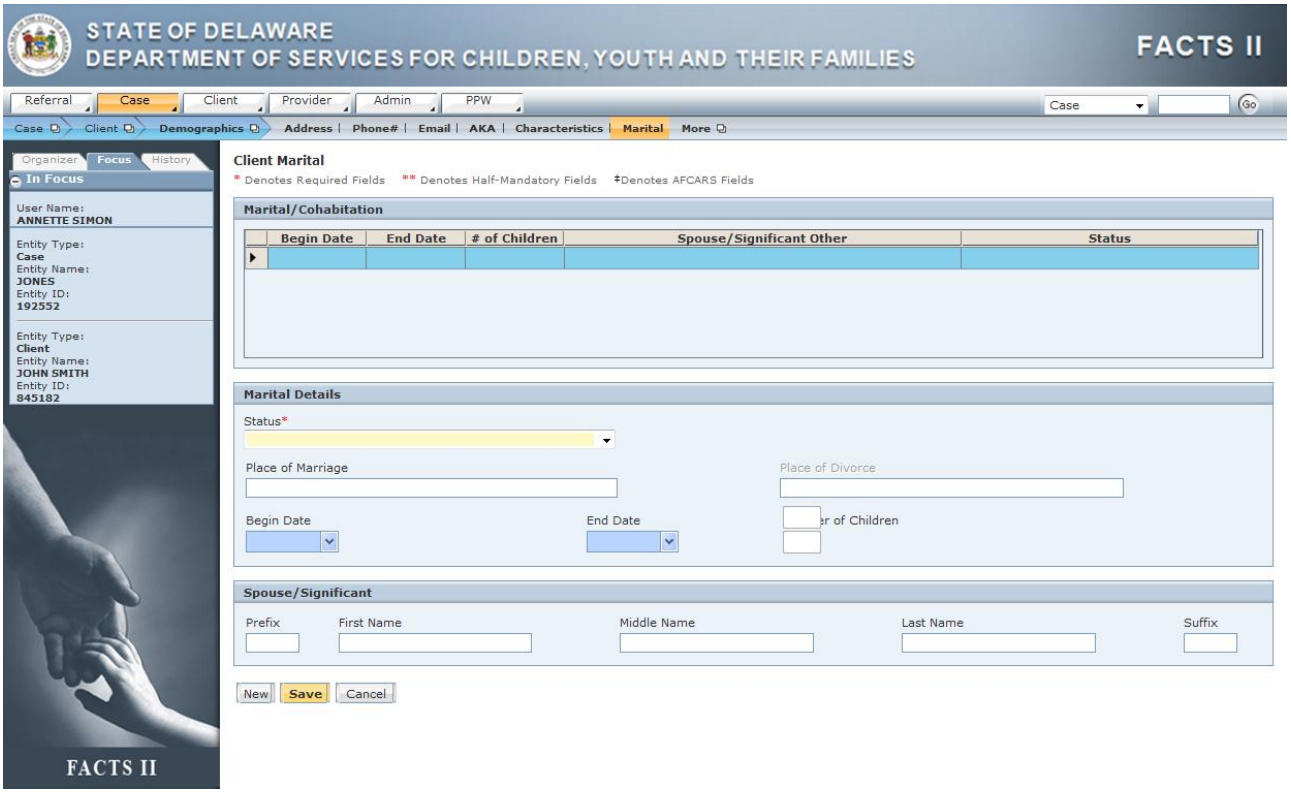

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Figure 4.2.2-11. Person Marital Status.

Person Search

The Deloitte's proposed Delaware FACTS II meets the following Person Search requirements:

- Provides Soundex-like capability for searching to find exact matches and close matches for name searches.
- Display the results of person(s) that meet search criteria displaying exact matches first.
- View case information such as other case members when validating a new person.
- Search for a person by multiple parameters with a minimum of name or partial name, address, ID numbers, date of birth, social security number and sex.
- Identify potential matches based on a search criteria and support drilling down to more detailed data.

The Deloitte's proposed Delaware FACTS II recognizes the need for multiple, effective ways to access SACWIS information. We therefore provide the person search

functionality. Person Search allows the user to search for children and family members through key demographic information. The Person Search screen provides the capability to search for a person by multiple parameters with a minimum of name or partial name, address, ID numbers, date of birth, social security number and sex.

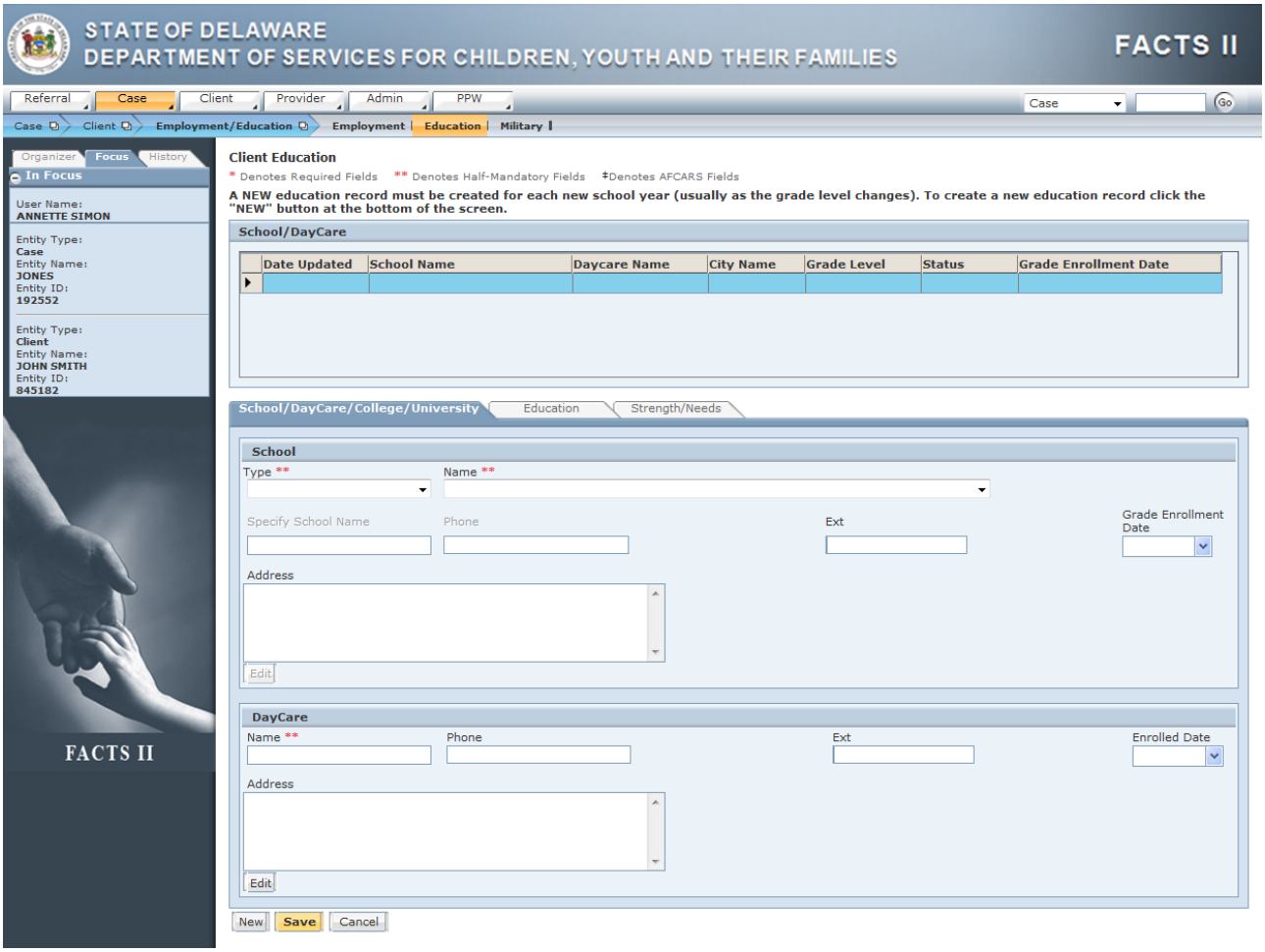
The Person Search screen provides a Soundex-like capability for searching to find exact matches and close matches for name searches. This screen displays the results of person(s) that meet search criteria displaying exact matches first and also support drilling down to more detailed data.

Person Education

Deloitte's proposed Delaware FACTS II captures the following education information about a person:

- Records information pertaining to a child's educational profile (e.g. name of the school, grade level, and achievement scores)
- Captures pass or fail information when a child is in kindergarten through 8th grade and the report card is received
- Tracks the school district, name, address, and school type
- Tracks the child's full-time elementary and secondary school attendance
- Records if a child is incapable of attending school on a full-time basis due to medical or mental health condition of a child
- Tracks the start and end date for each school attended, proximity, steps taken to continue child in the same school after placement

Delaware FACTS II supports entry of educational detail as depicted in the figure that follows.



DE_SACWIS-510

Figure 4.2.2-12. Education Screen.

Naturally, we wish to capture the educational history of each child within a case. However, it is often equally important to capture the educational record the parents – especially if family reunification is made dependent upon the parent(s) completing certain educational requirements and Delaware FACTS II offers the functionality to capture education information of each individual participating in the case.

Person Health

Deloitte's proposed Delaware FACTS II captures the following information regarding a person's health:

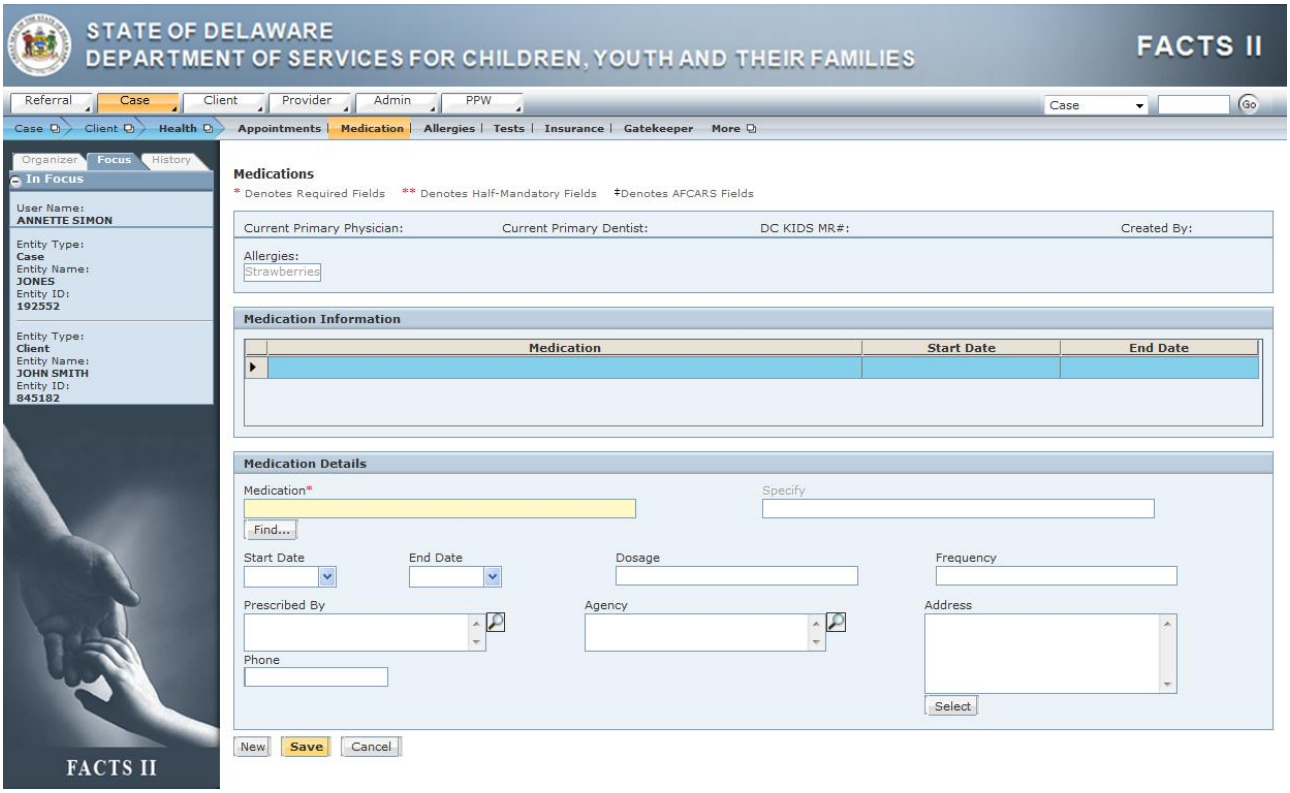
- Supports the determination and documentation of special needs and areas of concern such as developmental disabilities or medical conditions
- Tracks person disabilities (e.g. visually impaired, emotionally, impaired, hearing impaired, speech, learning disabilities, etc)

- Differentiates between conditions observed by the caseworkers and those diagnosed by qualified professionals
- Captures medical and dental provider information
- Tracks medical, mental health and dental history of the family members
- Captures child allergies
- Records information when the child received a medical or dental exam, the reason for the medical exam, and any follow up instructions provided
- Displays history of all medical, dental and mental health exams and treatment
- Captures narrative to explain the reason for the medication and reason medication ended or changed
- Documents any behavioral issues that deem a child high risk
- Records if the child was drug addicted at birth
- Records if the child has Fetal Alcohol Spectrum Disorder
- Tracks all health insurance information including but not limited to both primary and secondary coverage.
- Records start and end dates for insurance coverage
- Records informed consent for each psychotropic medication prescribed to a foster child

The Delaware FACTS II offers a powerful set of health information functionality. The solution has contracted primary care provision for foster children to a single healthcare provider. Part of the contract provision for that provider is to deliver an electronic interface of comprehensive healthcare information to Delaware FACTS II. The Healthcare functionality is therefore built to capture an extremely comprehensive set of health information and support manual data entry.

The following figure illustrates the Person Medications functionality of the proposed Delaware FACTS II. The Person Medications functionality provides the mechanism to record medication name, prescriber, type, dosage, frequency, start date, and end date. This module also has an added capability to track disabilities (e.g. visually impaired, emotionally, impaired, hearing impaired, speech, learning disabilities, etc).

The medications screen provides the user a narrative to explain the reason the medication was prescribed and the reason medication ended or changed. This screen records if the child was addicted to drugs at birth by screening types associated to substance or alcohol abuse.

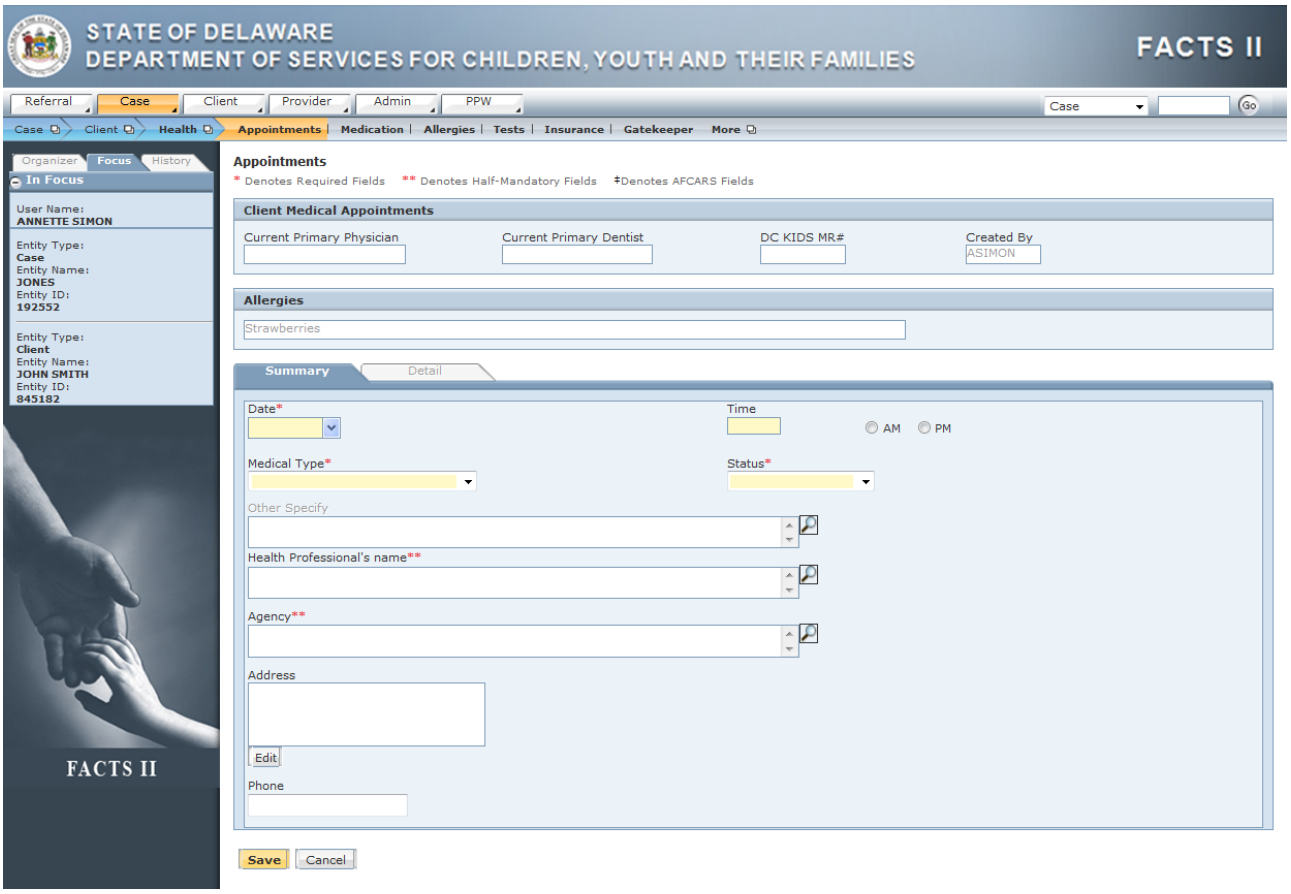


DE_SACWIS-511

Figure 4.2.2-13. Drug Prescription.

In addition to capturing medications, the Delaware FACTS II's health functionality also captures:

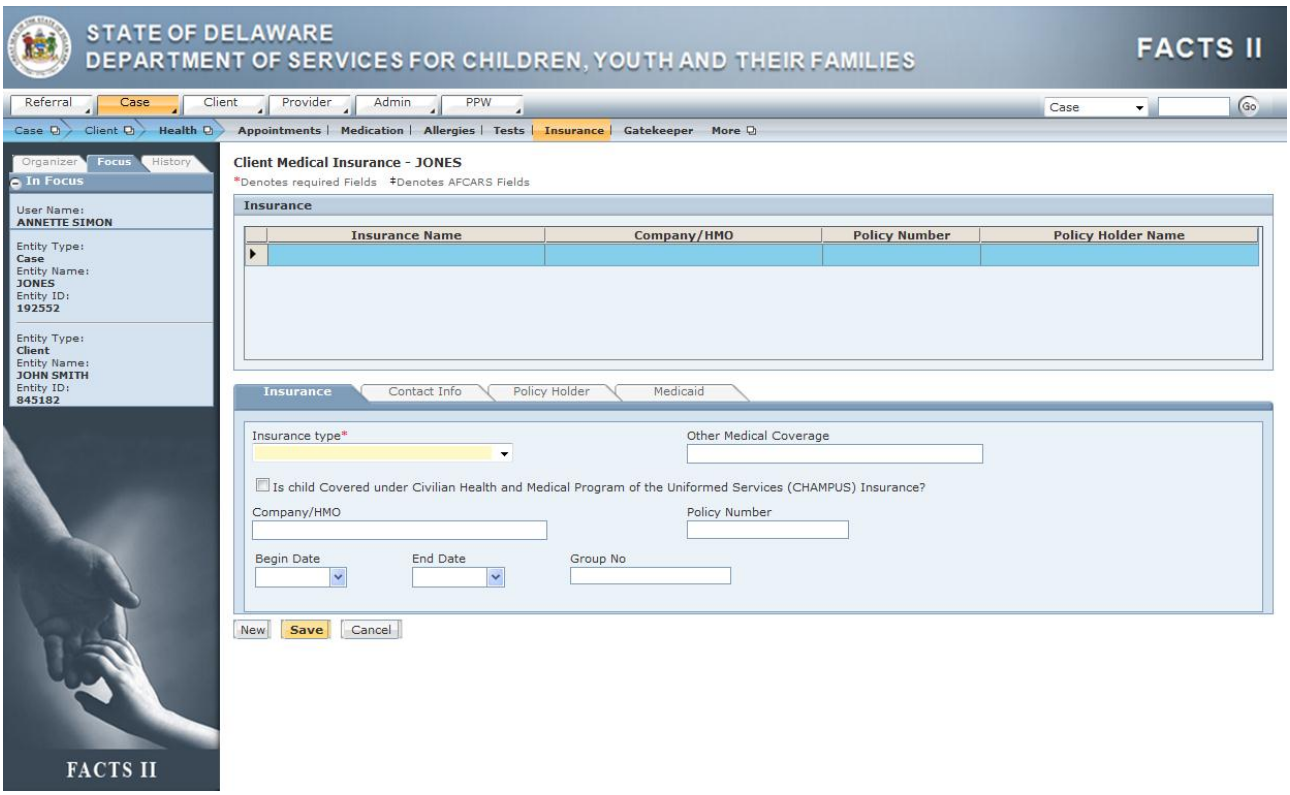
- **Medical Appointments.** Delaware FACTS II is also capable of placing a reminder onto the social worker's calendar for each upcoming medical appointment as depicted below.



DE_SACWIS-512

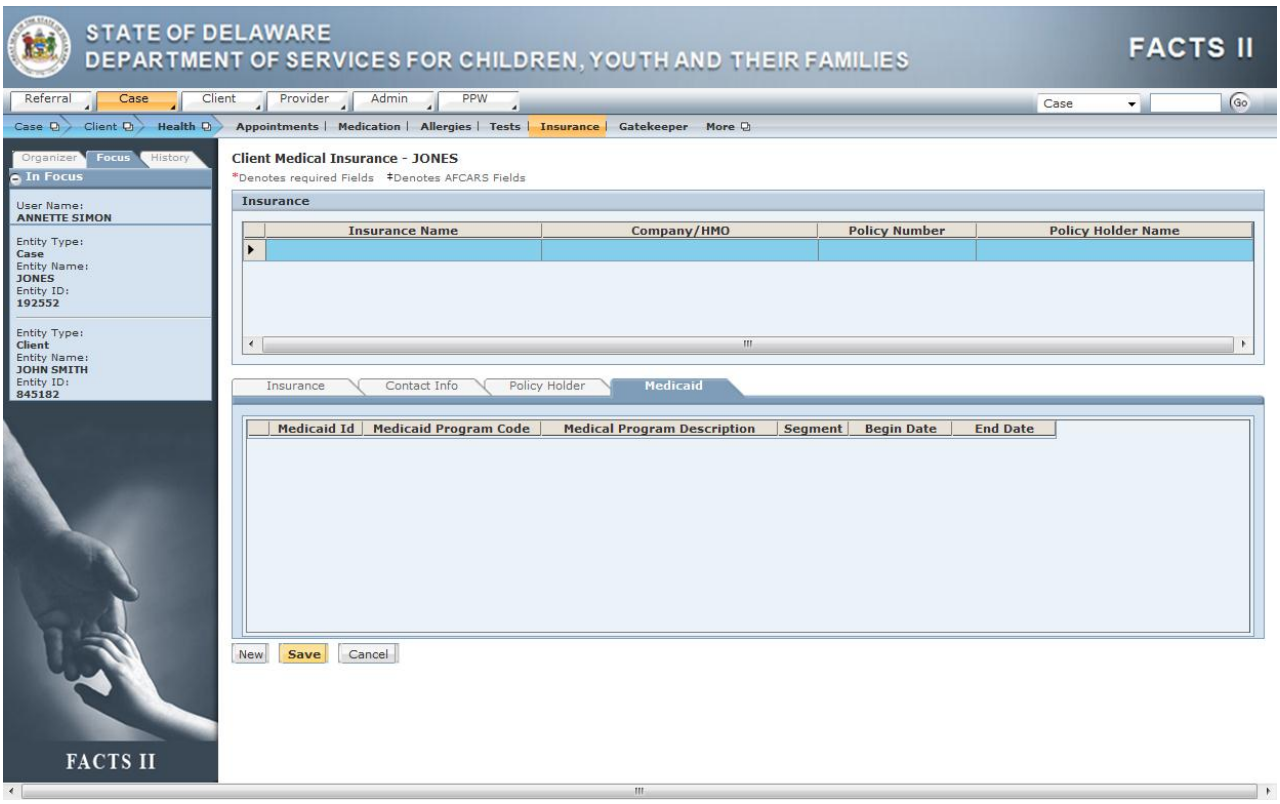
Figure 4.2.2-14. Medical Appointments.

- **Medicaid, or other Health Insurance Provider Information:** The Delaware FACTS II provides Person Medical Insurance screen to track all health insurance information including but not limited to both primary and secondary coverage. This screen also provides the ability to record start and end dates for insurance coverage.



DE_SACWIS-513

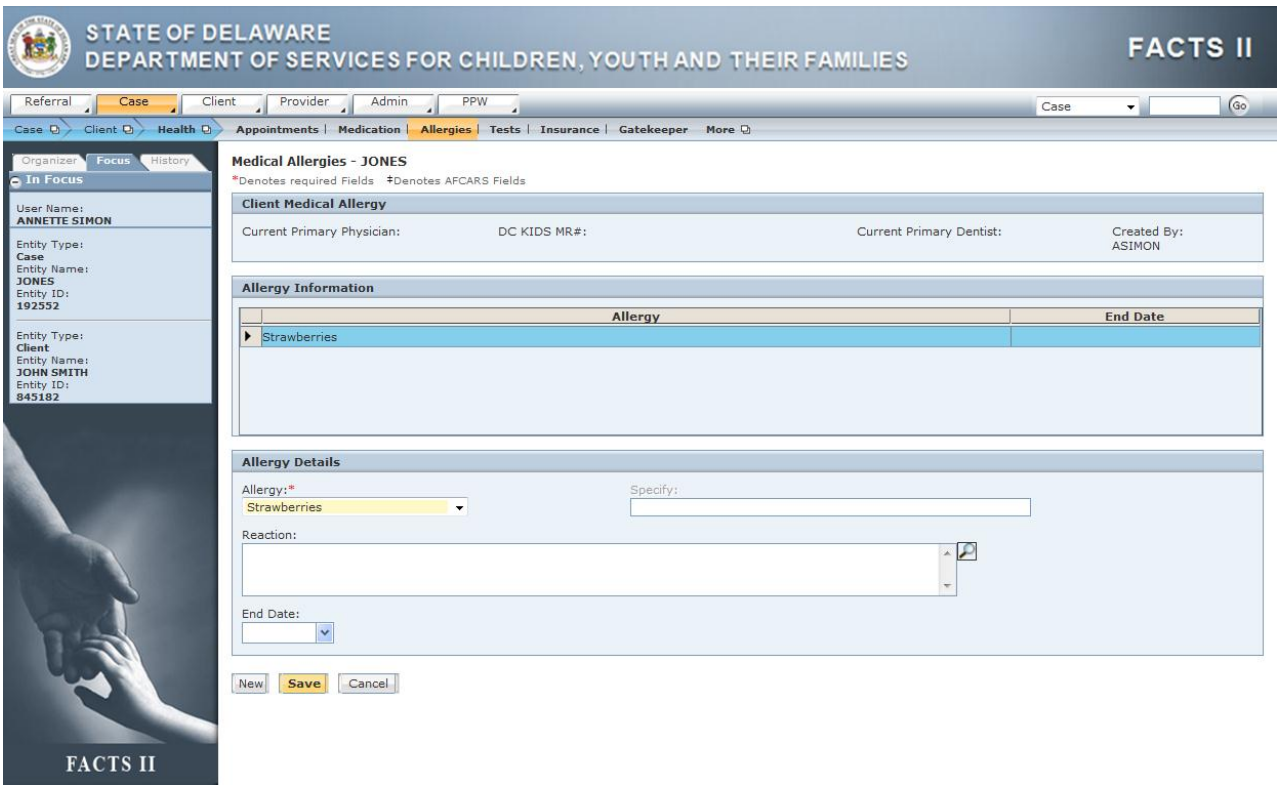
Figure 4.2.2-15. Medical Insurance.



DE_SACWIS-514

Figure 4.2.2-16. Medicaid Information.

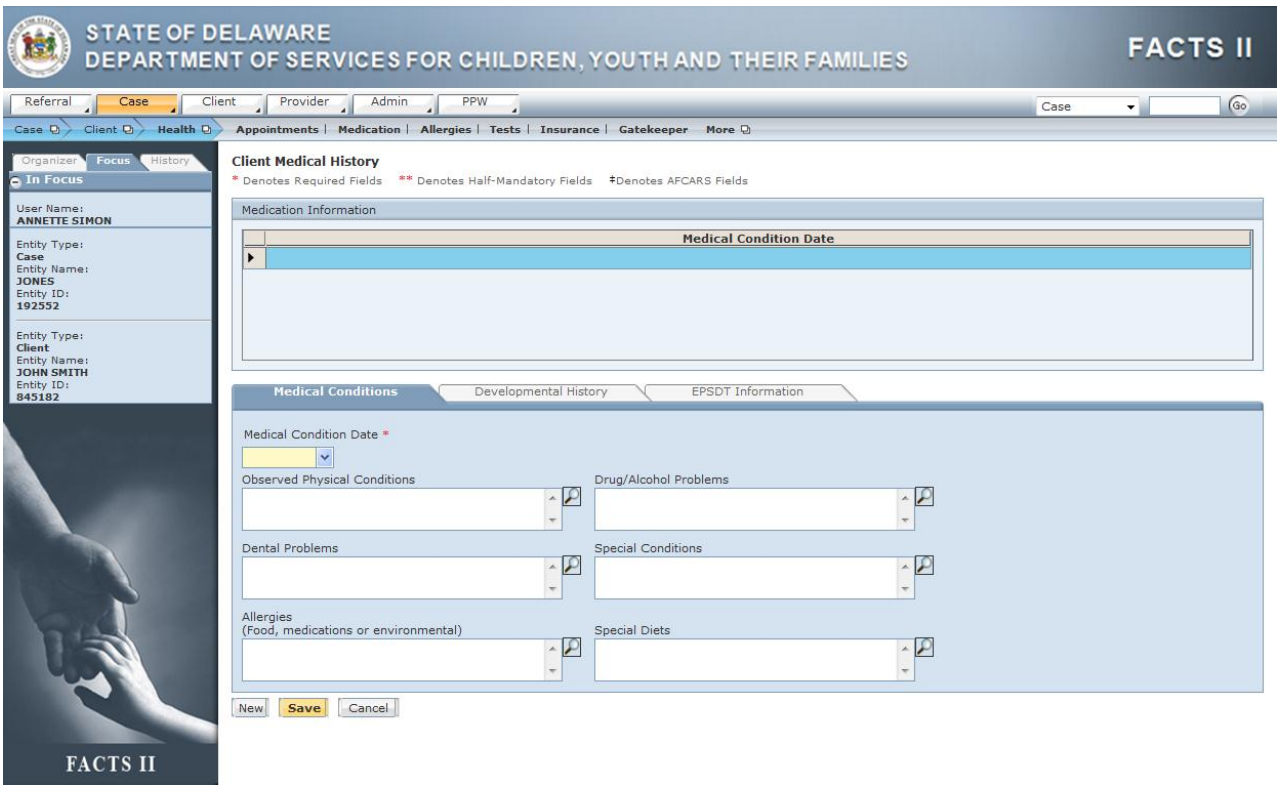
- **Allergies.** Delaware FACTS II provides a Medical Allergies screen to track person allergies as depicted in the screen below. This screen also allows the worker to enter free text to describe reactions to allergies and captures the end date of the allergy.



DE_SACWIS-515

Figure 4.2.2-17. Medical Allergies.

- **Medical History.** Delaware FACTS II places a reminder onto the social worker's calendar when an immunization becomes due. Delaware FACTS II also provides the ability to document when the child received a medical or dental exam, the reason for the medical exam, and any follow up instructions provided. Medical History maintains and displays a history of all medical, dental and mental health exams and treatment as depicted below.



DE_SACWIS-516

Figure 4.2.2-18. Medical History.

Worker Management, Assignments and Workload Weighting

Worker Management

Deloitte understands that the Worker Management is essential to the effective working of a SACWIS since it offers support in areas related to Organization creation and maintenance, workload transfer and application security. We have designed our Worker Management functionality to be sufficiently flexible and powerful to accommodate all of the security and workflow functionality (discussed within our Workflows and Checklists section) while still being sufficiently simple to use so that Human Resources personnel are able to directly tackle many of the staff configuration activities that arise.

Worker Management module captures the following information to support ongoing staff and organization management:

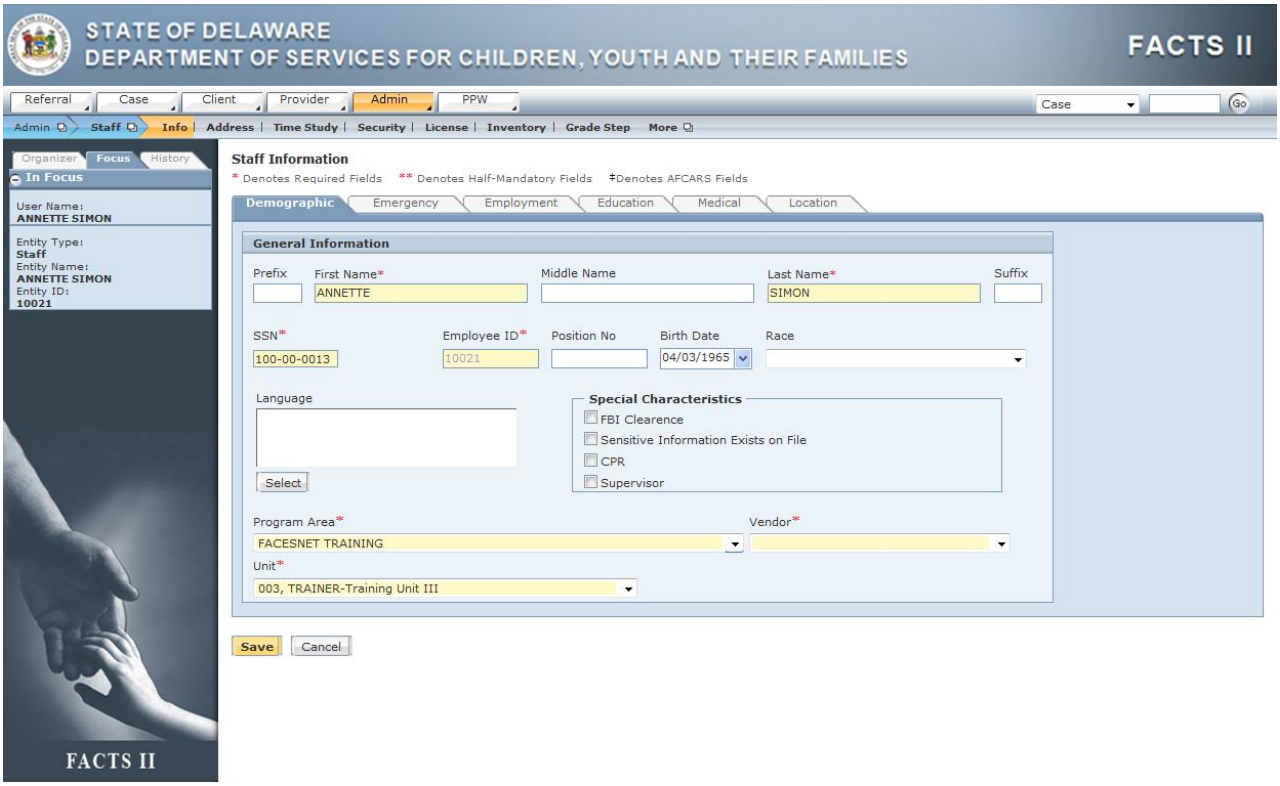
- Captures multi-tiered organization structure
- Utilizes organizational structure for automatically routing work
- Captures agency's organizational unit information such as: unit type, demographics and supervisor
- Captures worker management information such as task assignments, staff profile, demographics, education, skills possessed, and employment details

- Records and maintains training and workshop required for workers (more details in Training section)

Staff Information

Deloitte's proposed Delaware FACTS II captures the worker information on the Staff Information screen as shown in the figure that follows. The information is categorized into various sections as described below:

- **Demographic Information.** This includes worker's name, date of birth, race, languages known and employment information like the Employee ID, his position and role, his unit and results of background criminal checks.
- **Emergency Information.** This includes contact details of persons to contact in case of emergency.
- **Employment Information.** This includes the employment dates, work schedule and interview dates.
- **Education Information.** This includes the highest education details and background experience.
- **Medical Information.** This includes medical history and primary physician details of the worker.
- **Location Information.** This includes worker's work location information.



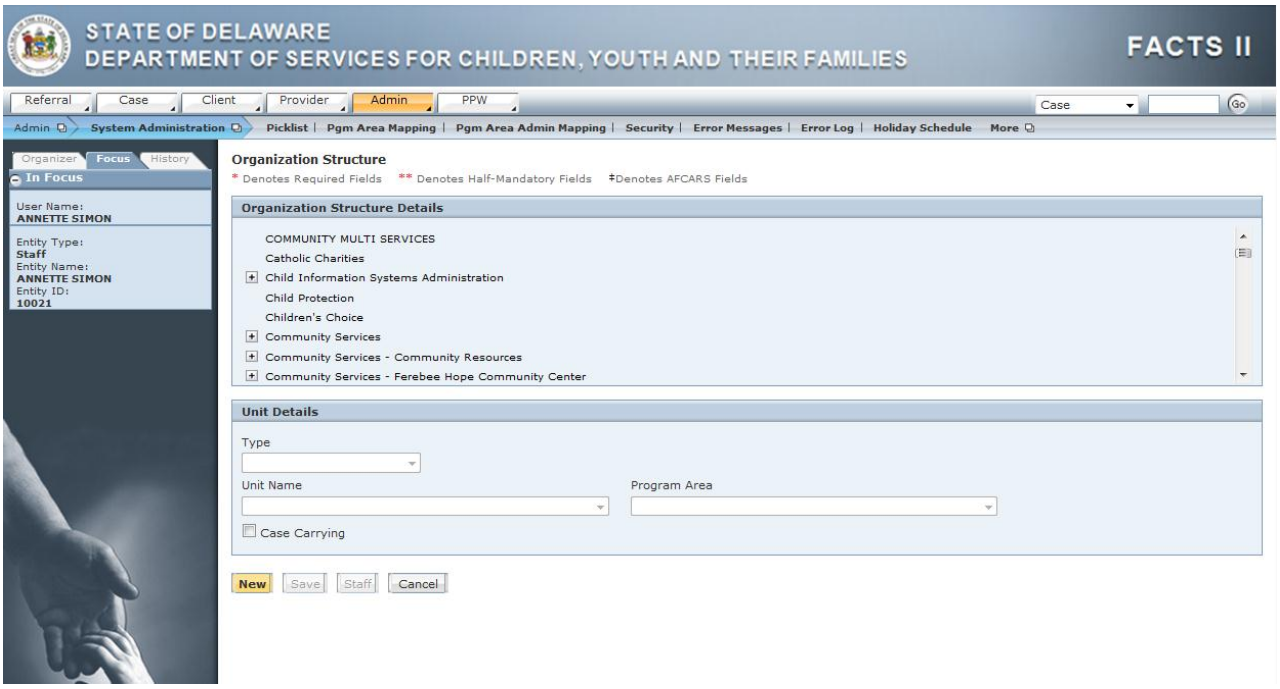
DE_SACWIS-517

Figure 4.2.2-19. Staff Information.

Organization Structure

The organizational assignment functionality records the unit within the organization to which the staff person is assigned. This information is used by the Delaware FACTS II's workflow engine, primarily to route approval requests to a staff person's supervisor. In addition to the assignment of staff to organizational units, the Delaware FACTS II also offers functionality to allow you to modify your agency organizational structure without the need for any coding. This is another example
of how we have built configurability into the application – making it easier and cheaper to maintain.

The following graphic depicts this organization structure screen. It is important to note from this example that our system is capable of embedding external organization units within the agency's structure. This is important if Delaware FACTS II wishes to pursue the outsourcing of any case management activities – just because work is being performed outside of the organization boundaries that does not mean that work is exempt from the task assignment, review and approval structure that exists within the agency.



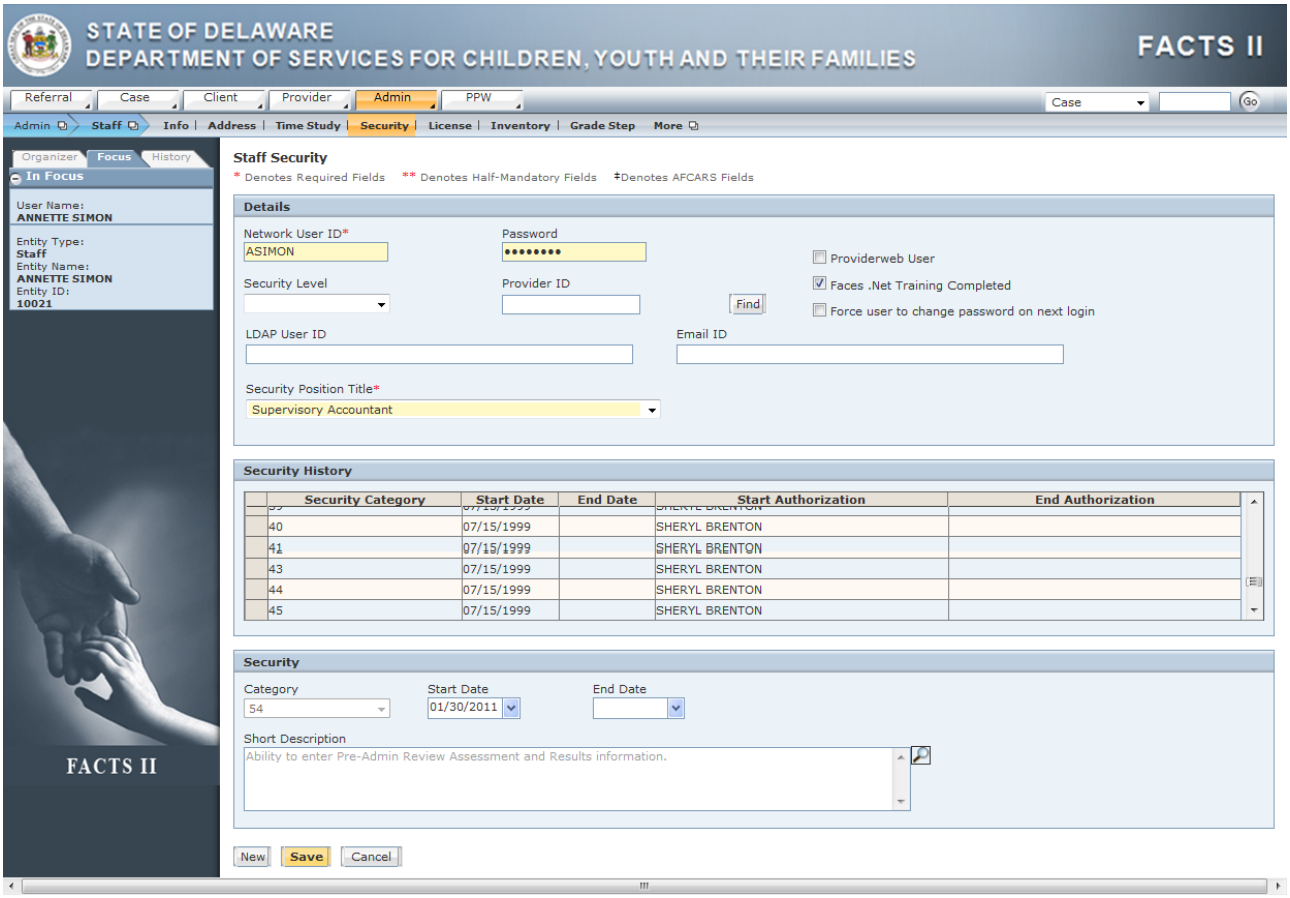
DE_SACWIS-518

Figure 4.2.2-20. Organization Structure.

Assignment of Security Roles

Application security is handled within the Personnel Records area of the system.
The Delaware FACTS II offers a fully role based security module. Using this functionality, system administrators can set up pre-defined roles, each of which grants access (either full or read only) to named screens. The figure that follows illustrates the security role assignment screen, which allows the system administrator to assign roles to a named

individual. That individual is granted access rights to Delaware FACTS II screens according to the way in which those roles were defined.



DE_SACWIS-519

Figure 4.2.2-21. Assignment of Security Roles.

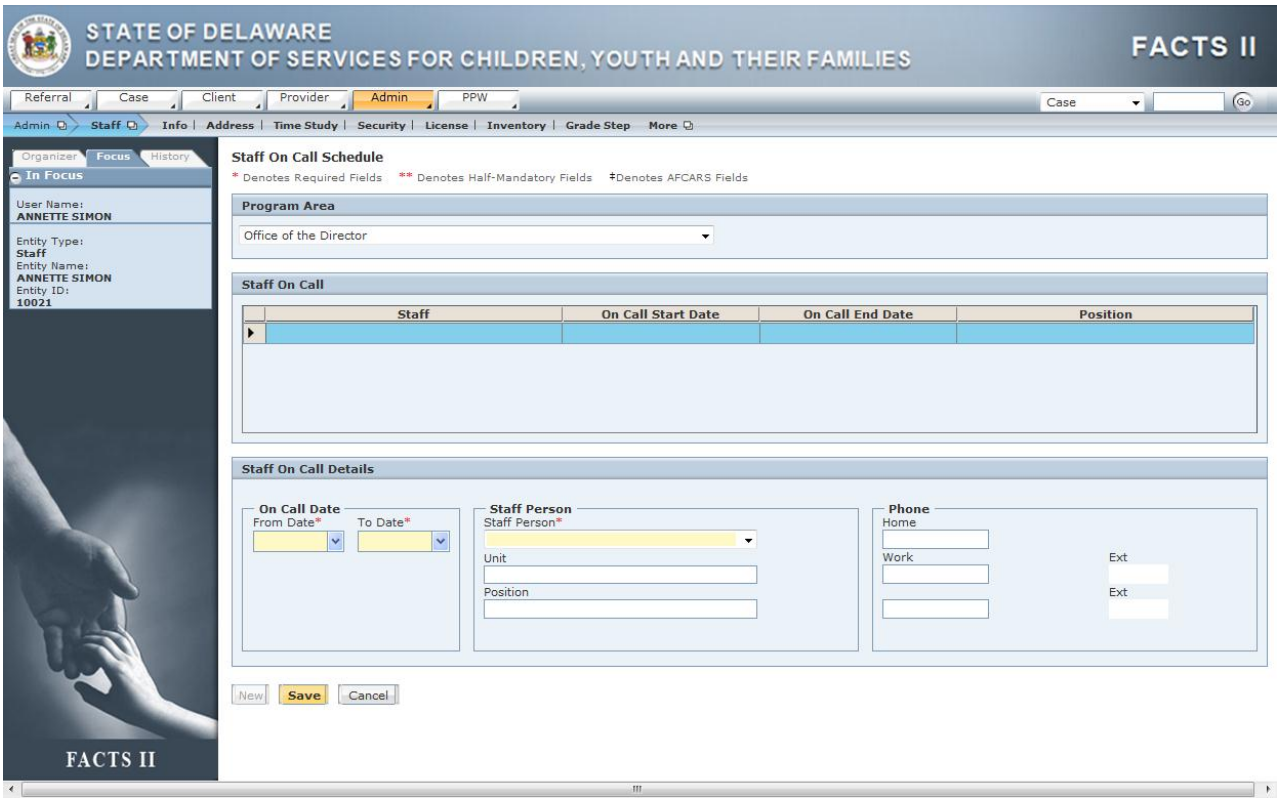
Deloitte understands the importance of security provisions with a SACWIS. Therefore we have expanded our functional role based security to offer data level security also. Functional role based security controls access to each screen, however once that screen has loaded, functional role based security cannot control the records that are viewed or amended. Data level security can. Some examples of why we believe that data level security is important are as follows:

- The user community for SACWIS systems is expanding. One prime area for expansion is the granting of access to providers of child welfare services. Using only functional security, each provider could record the entry or exist of children into their facilities – but they could also record the entry or exit of children into facilities operated by other providers. Data level security allows them to access only their own records.
- Certain cases are especially sensitive or high profile. Data level security allows these cases to be restricted from users whose role might otherwise have granted them access.

We believe that a SACWIS system can only fully protect the sensitive information that it records if it offers both functional role and data level security.

Staff on Call Schedule

Deloitte understands that DSCYF needs to have workers on call in cases of emergency and needs to publish this information to all counties and units in Delaware. Deloitte's proposed Delaware FACTS II allows creation of Staff on Call Schedule as shown in the figure below for each program unit in the agency. It includes the emergency contact details as well as the start and end dates of each worker scheduled to be on call. A report is also available which displays the schedule per county or per program area as required.

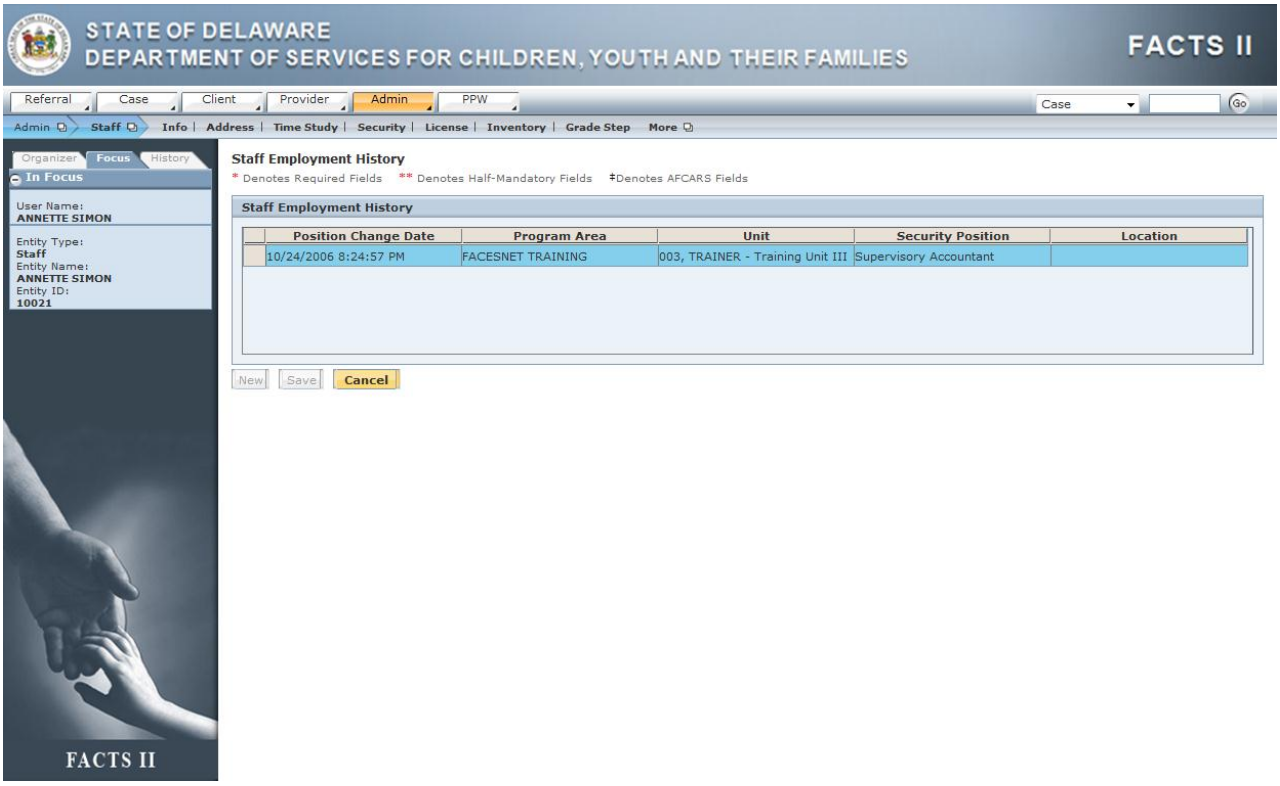


DE_SACWIS-520

Figure 4.2.2-22. Staff on Call Schedule.

Staff Employment History

Deloitte's proposed Delaware FACTS II keeps an audit trail of all changes to the worker's employment details from the date he joins the agency till the date he leaves the agency. The Staff Employment History as shown in the following figure displays all changes like role changes, Unit transfers, Security changes, location changes, etc.



DE_SACWIS-521

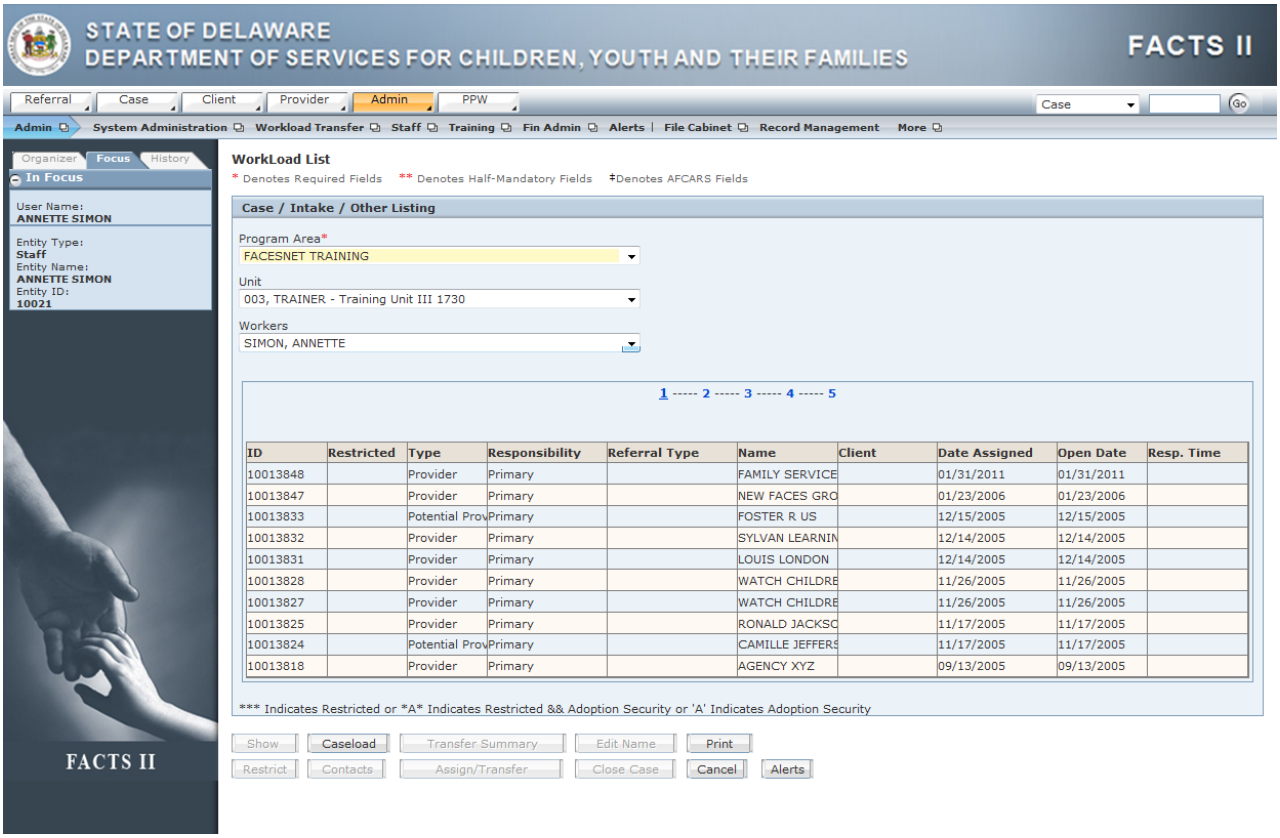
Figure 4.2.2-23. Staff Employment History.

Assignments

One of the primary ways that Delaware FACTS II controls access to the entities is through assignments. There are three types of assignments in Delaware FACTS II: Primary assignment, Secondary assignment and Administrative assignment. Delaware FACTS II allows only one primary assignment for a case and multiple secondary or administrative assignments. A worker is restricted to only one assignment of either type per case/referral.

Workload Management

The workload management functionality allows worker to view their current caseload and supervisors have the ability to view the workloads of their staff and, with appropriate security clearances, the workloads of staff members in other organizational units. The following figure illustrates this capability.



DE_SACWIS-522

Figure 4.2.2-24. Workload Management.

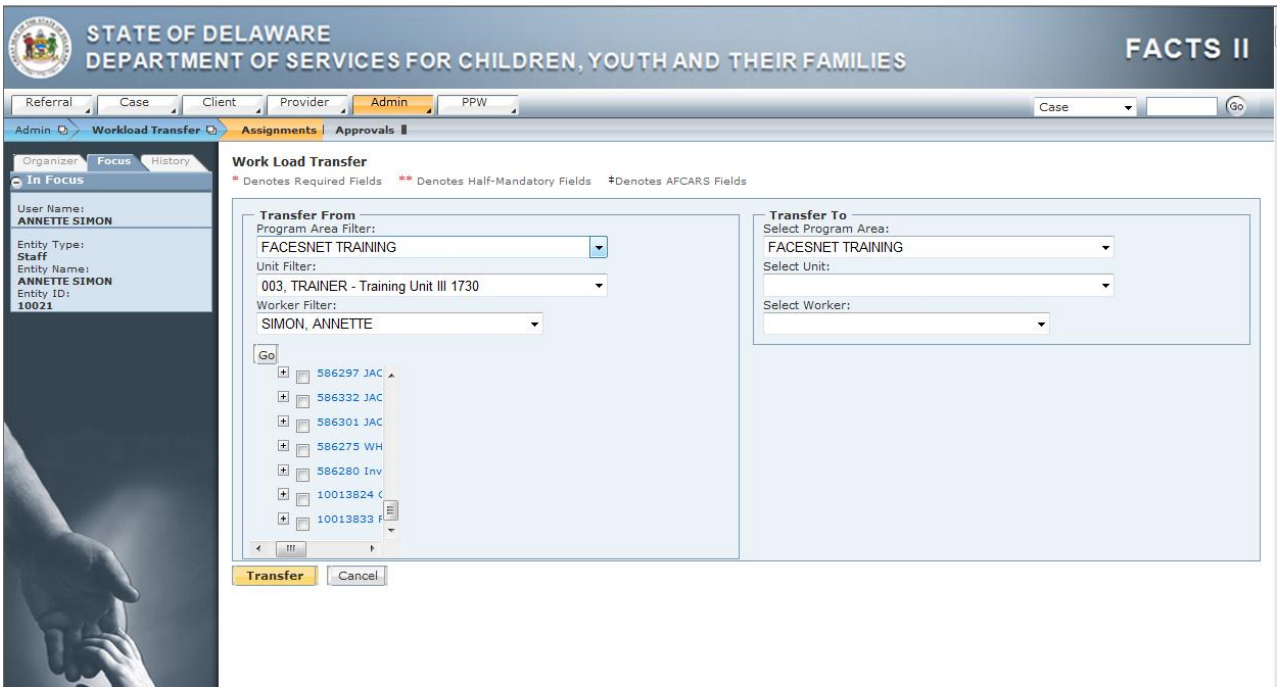
Using the proposed Delaware's Delaware FACTS II Workload Management functionality, it is possible to perform the following common management tasks:

- Navigate to a workload item to review progress
- View contact and visit records that the assigned worker has performed in support of this task
- Transfer a workload item from one staff member to another
- Print a workload list to assist in management meetings
- Print a snapshot of case information
- Restrict and assigned workload item, so that only the assigned worker and their direct supervisor can view that item. This functionality is especially usefully to manage access to high profile cases.

Workload Transfer

Deloitte's proposed Delaware FACTS II provides an additional component supports workload transfer functionality which is very useful during organizational changes. The organizational structure of a child welfare agency is often highly fluid. Individuals move between organizational units and occasionally the structure of the units themselves is subject to change. Whenever changes such these occurs it is necessary to consider whether the workload (case assignments, task assignments, approvals etc.) should follow the employee they were originally assigned to or should they be assigned to an entirely different employee, or is a combination of these approaches desirable.

Delaware FACTS II offers functionality that allows the bulk transfer of cases, task assignments and approvals from one worker to another. This functionality dramatically reduces the amount of time making sure that organizational changes are accurately reflected within the SACWIS. The figure below illustrates this bulk transfer functionality.



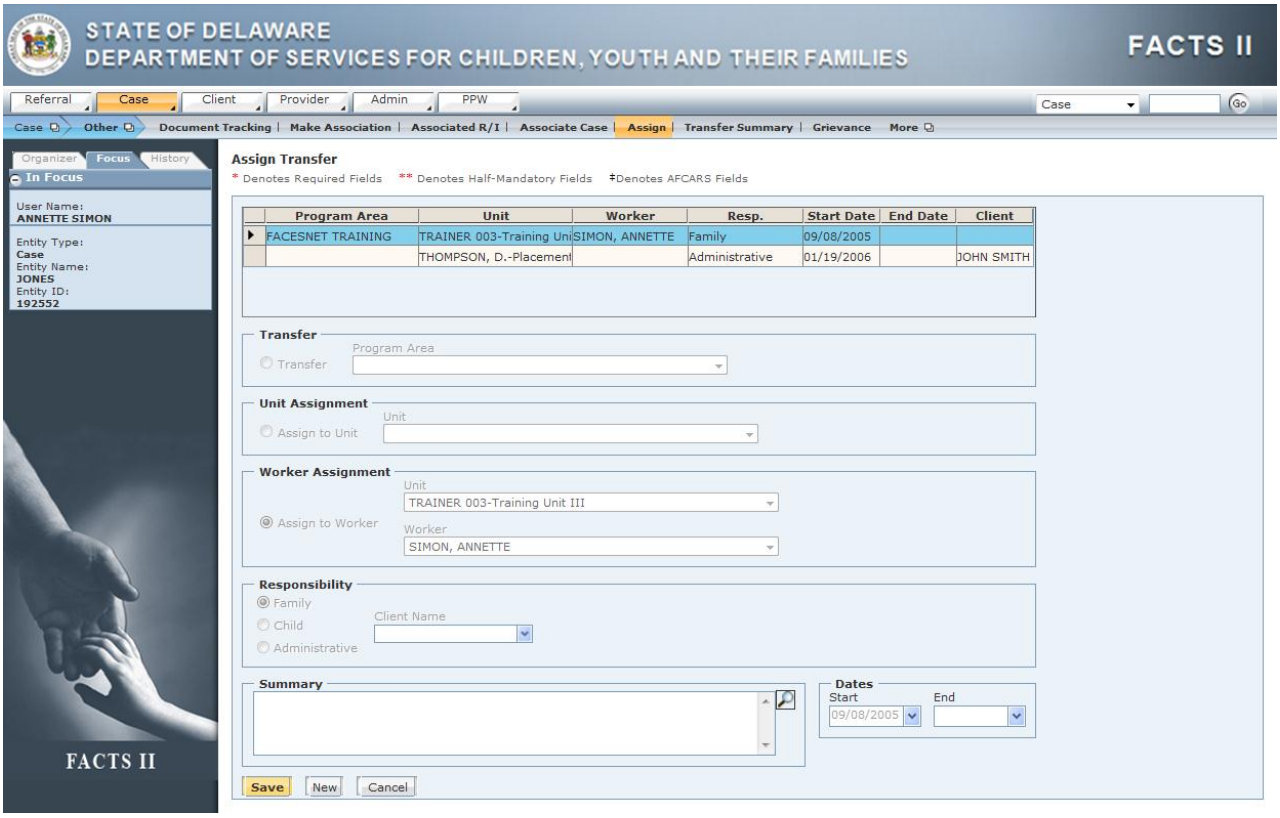
DE_SACWIS-523

Figure 4.2.2-25. Bulk Transfer of Workload Items.

Assignment/Transfer

Deloitte's proposed Delaware FACTS II allows authorized users to make assignments to workers and transfer case assignments to a new worker within the same unit. When assignment has to be transferred across the unit, Delaware FACTS II does so by creating a Unit level assignment which is the responsibility of the unit's supervisor. The supervisor can then transfer the assignment to any of his unit's workers based on their workload.

All users assigned to the case can access the assign transfer screen as shown in below, however only authorized users can create or transfer assignments. The screen allows for the following transfer options: Transfer to a county or transfer to a unit. The options for assignment include: Assign to unit or Assign to worker. The type assignment of primary, secondary or administrative is also designated on this screen. The start and end dates of an assignment are captured and a history of worker assignments to a case is maintained. Workers can see the history of case assignments at the top of the Assignment/Transfer screen. At any point in time, workers can view the case history and who was responsible for the case in the past by reviewing the following data: county, supervisor/unit, worker, assignment type, start and end dates of the assignment.



DE_SACWIS-524

Figure 4.2.2-26. Assignment/Transfer.

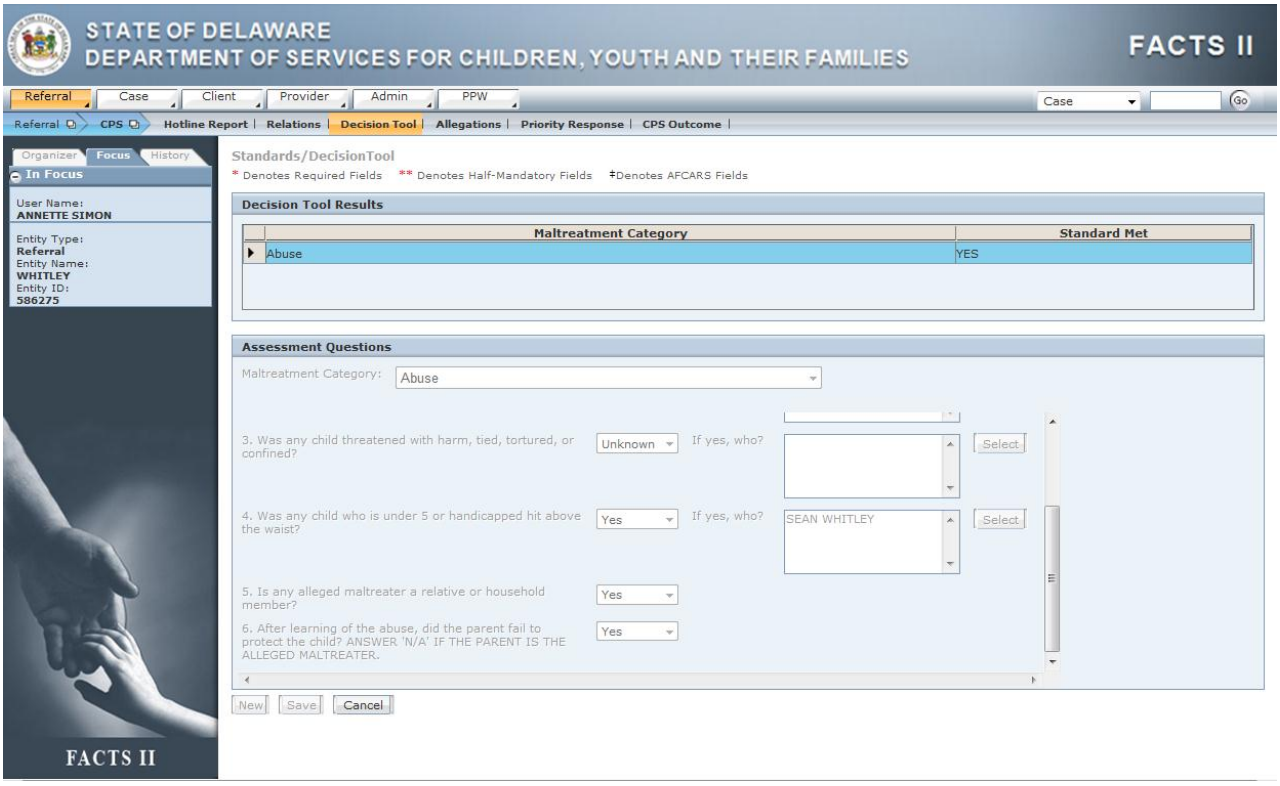
Workflows and Checklists

Workflows

Traditional systems development approaches embed the business rules within the application code. Any change to a business rule requires a change to the underlying code – with a lot of testing, migration and deployment effort attached. We have already established that the business rules within a SACWIS are subject to a good deal of change as a result of evolving legislation or best practice.

Just keeping up with these changes can therefore consume a great deal of your post implementation systems development budget hence Delaware FACTS II implements workflows using a rules engine approach.

Under a rules engine approach, all of those business rules are extracted from the application code and housed within a dedicated rules repository. Changing a business rule becomes a matter of changing a rule within the repository – not coding. For example, Delaware FACTS II uses the rules engine within its screening functionality to automatically determine whether a received intake hotline call meets the standard for abuse and neglect as per DSCYF standards. The figure below shows this screen in action.



DE_SACWIS-525

Figure 4.2.2-27. Decision Tool.

The proposed Delaware FACTS II offers a centralized worklist and caselist view which is displayed constantly to the worker. The Left Navigation Bar discussed in the System Navigation section contains an organizer where all his caselist is displayed.
It also displays all the action items, for example, the list of pending alerts and incase of supervisors the workflows which are pending approvals. This simplifies the task of the worker in that he can take a look at all the action items from a single point in the application.

Delaware FACTS II uses a workflow engine to facilitate approvals of critical activities in the solution. By using a workflow engine, the definition of who is responsible for completing a task can be modified without the need for expensive development work. Deloitte has

integrated the Windows workflow engine into the proposed Delaware FACTS II. This highly regarded workflow engine has been employed on a number of Deloitte projects in other states.

One of the key requirements of a SACWIS system is to manage the assignment of cases, tasks and approvals to the appropriate individuals within the child welfare organization. There are a number of unavoidable factors that complicate this management task:

- **Staff Turnover.** Social work is a difficult job. In common with many other tough professions, the personnel turnover rate is higher than desired. The system must be sufficiently flexible to respond to changes of individual staff in order to route tasks correctly.
- **Organizational Change.** Deloitte has worked with a number of child welfare agencies over a sufficiently long time frame that we have come to accept and understand the desire of incoming executives to modify the organizational structure of the agency. Changes to the organizational structure must also be quickly reflected within the SACWIS if tasks are to be routed correctly.
- **Responsibility Change.** This can occur in tandem with, or separate to, organizational change and involves the transfer of responsibilities for a task, or set of tasks, from one organizational unit to another.

The Delaware FACTS II's workflow engine copes with each of these situations.

The figure below illustrates the review and approval workflow for case closure as it is managed within the Delaware FACTS II's workflow engine. It shows the same workflow, printed out from the workflow engine so that you can see all of the constituent parts.

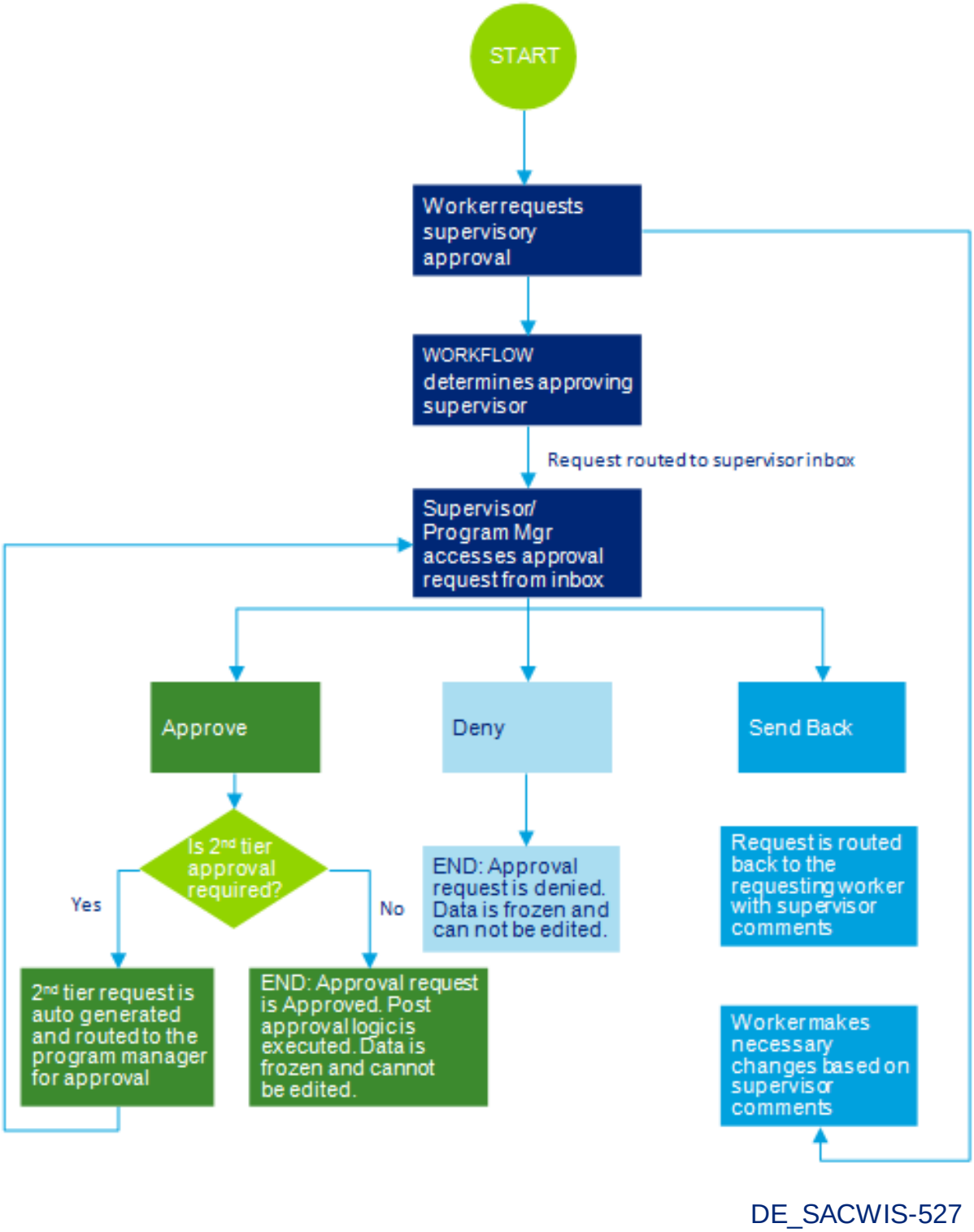


Figure 4.2.2-29. Workflow Process.

The supervisory reviewer has the option of approving closure, denying it, or sending the request back for further justification. From this Delaware FACTS II screen it is possible to make the following changes to the workflow, without involving a programmer:

- **Changing the Routing of the Approval Request.** For case closure, we typically route the request to the direct supervisor of the requesting worker. Our workflow engine supports can route requests to named individuals, supervisors within other units and even supports different approval paths depending upon the county in which the request is made. Each of these changes can be made within the Delaware FACTS II workflow designer screen.
- **Changing the Number of Reviewers.** For case closure, the Delaware FACTS II requires only the approval of the direct supervisor, although other options are configurable as follows:
  - Approval chains, in which approval from one supervisor automatically triggers an approval request to a further individual
  - Approval pools, in which any one of a group of reviewers can make the approval
  - Approval blocks, in which all of a group of reviewers must grant approval
- Changing how tasks are routed if the primary approver is on vacation. Our workflow engine can handle backup approval pathways.
- **Escalation of an Approval Request if it Remains Inactive.** Our workflow engine can be configured to determine how long an individual has to address each task before it is considered overdue. It can also be configured to alert supervisory or managerial staff when a task remains inactive for too long.
- **Notification Methods.** By default, all tasks are routed to the Delaware FACTS II inbox screen. Our workflow engine can also alert users to the presence of new tasks via email.

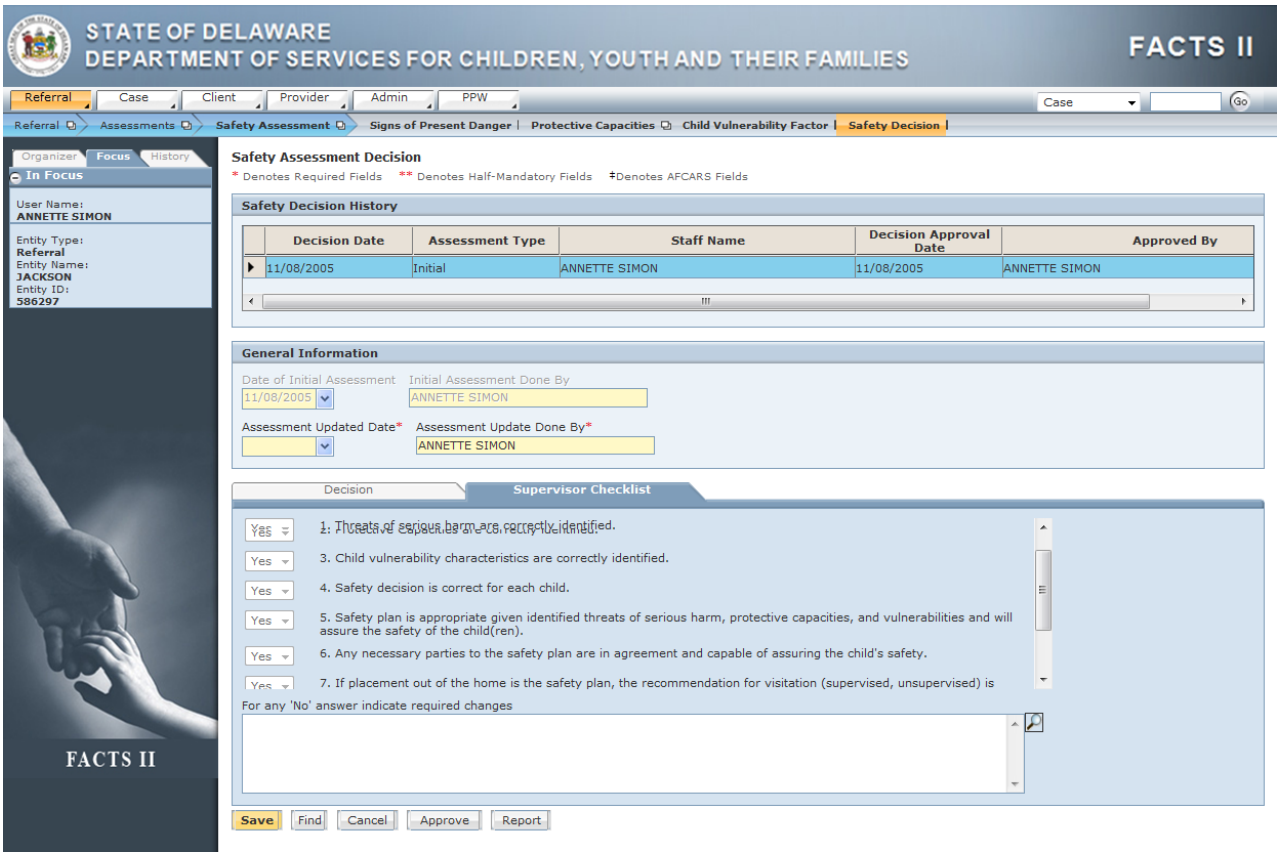
As you can see from this example, your flexibility and responsiveness to change within the organization are dramatically enhanced. However, this is not the only benefit of a workflow engine. The other major benefit is accountability. The Delaware FACTS II workflow engine maintains a detailed audit trail of every task that passes through it. At any point in time you can see:

- The status of an individual task
- The date and time when that task was assigned to its present holder
- The dates and times when that task was transferred between all previous holders
- The number of inactive tasks, the degree to which they are overdue and the individuals responsible for completing them

In addition to promoting swift, appropriate decision making, we also must recognize that there are times within a child welfare agency when events within a family do not progress as planned. When unfortunate events do arise, it is extremely helpful to be able to piece together the exact chain of events that led up to that occurrence.

Checklists

Deloitte's proposed Delaware FACTS II uses static checklists in the form of reports as well as dynamic checklists in the form of validations and checklist screens to make the user aware about the list of pre-requisite tasks to be completed before an activity can be deemed as complete. The user can print the static checklist to check-off tasks that are independent of each other but are required to be completed in entirety. The system uses dynamic checklists as validations before the completion of a critical task. For example, the system shows a list of pending items that the user must complete before Closing the Investigation or Case, or connecting an Investigation to a Case.
For example, the Supervisor Checklist in the figure below confirms that the supervisor goes through each of the checklist items before approving the safety assessment and marking the assessment as complete.



DE_SACWIS-528

Figure 4.2.2-30. Supervisor Checklist.

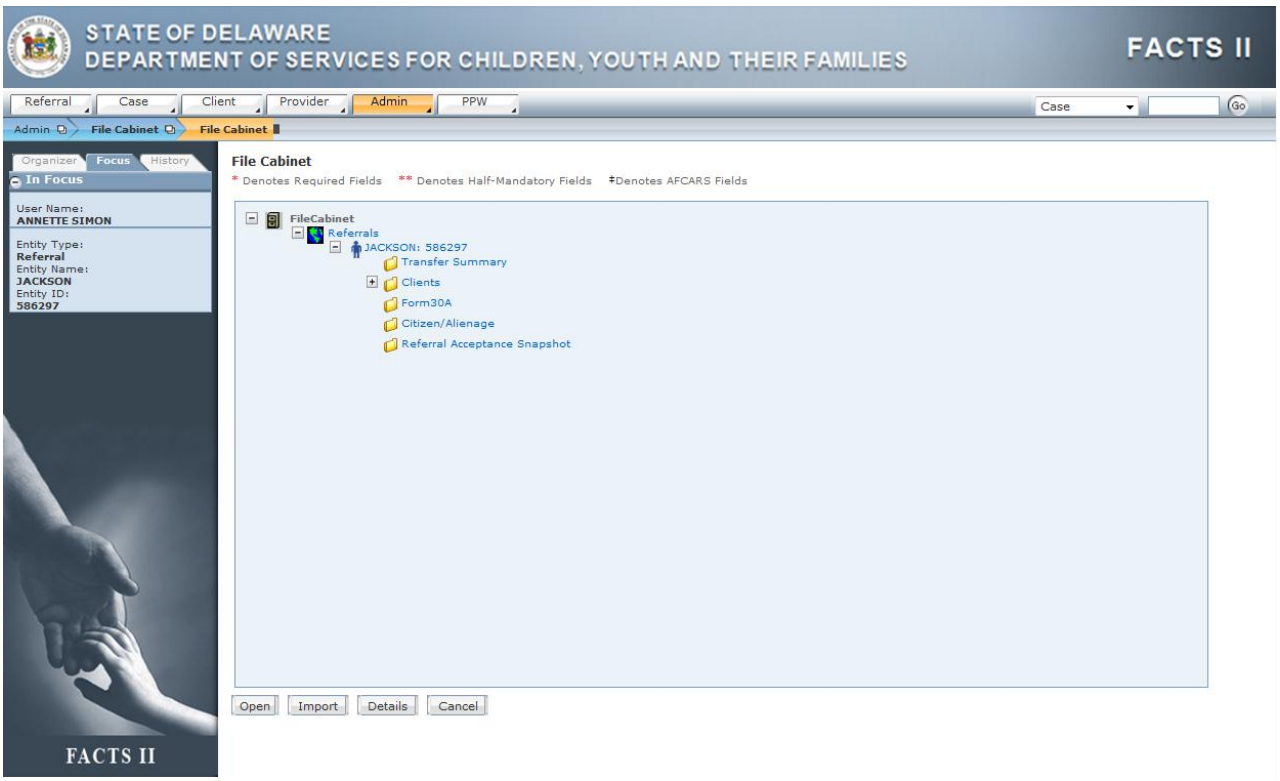
Document, Records, Forms Management and Client Meeting Documentation

Deloitte's proposed Delaware FACTS II offers a comprehensive Reports and Forms Management functionality. Reports in the proposed Delaware FACTS II are categorized into system reports and document templates. All the reports can be accessed from a central location within the module.

The system reports are pre-filled reports that can be saved in various formats like .pdf, .doc, .rtf, .html etc and can be printed in different languages like Spanish.

The document template reports are partially pre-filled and users can fill the rest of the information. It also offers canned reports or letters that do not require to be generated each time upon request. The system allows functionality to apply watermarks to reports to indicate that they are confidential or that information displayed is in a draft format and has not been approved yet. It also offers standard drill down functionality in the reports. The system offers a user interface to scan reports and documents and store it in a central location in the system called the File Cabinet. The Forms Management functionality in the proposed Delaware FACTS II is implemented through the File Cabinet module as shown in the figure below. It is the integrated document management functionality that includes capability to store all documents for a Case/Client in appropriate folders, apply version control process, and tag new documents with training tips to support new form implementation. The stored documents are subject to the same security access rules as the parent case(see Security section for more details regarding security implementation in the proposed Delaware FACTS II).

The proposed Delaware FACTS II can be configured to automatically push generated reports into File Cabinet upon approval of critical tasks so that the system has a snapshot view of the information like the Intake Snapshot(Intake view before intake is accepted for assessments), Investigation Summary Report (Investigation View before investigation is closed), etc. This reduces worker time that would have been spent in uploading the reports to the proper node in the document tree.



DE_SACWIS-529

Figure 4.2.2-31. File Cabinet.

The File Cabinet can store all types of reports mentioned above, specifically the following document types:

- **.pdf.** Reports, forms and correspondences are generated in Adobe pdf format. The file cabinet is used to store snapshots of these documents as they are generated.
- **.tif.** These files are generated by fax machines and scanners. We can interface with the installed document scanners at the court in order to scan each court order as it is produced directly into the proposed Delaware FACTS II. This functionality dramatically reduces the time associated with making a Title IV-E determination due to the unavailability of the court order document. Furthermore, the scanned documents can be proven as sufficient documentation in response to a federal Title IV-E audit. The proposed Delaware FACTS II can be expanded to the use of scanning to provider licenses.
- .**jpg.** These files are digital photos. For example, photographs of each removed child as well as photographs taken during the investigation stage of client injuries and removal home circumstances can be stored within the SACWIS.
- .**doc.** These files are Microsoft Word documents and typically contain letters created by the social worker.

This above represents the types of files that are currently stored within our File Cabinet. However, our File Cabinet functionality is sufficiently flexible to support files of almost any

type. For example, if need arises the File Cabinet can store recorded hotline calls as well as video recordings. The proposed Delaware FACTS II is the only SACWIS that offers this comprehensive document and imaging functionality and the only one that offers it in a way that is sufficiently flexible to meet your evolving document storage needs.

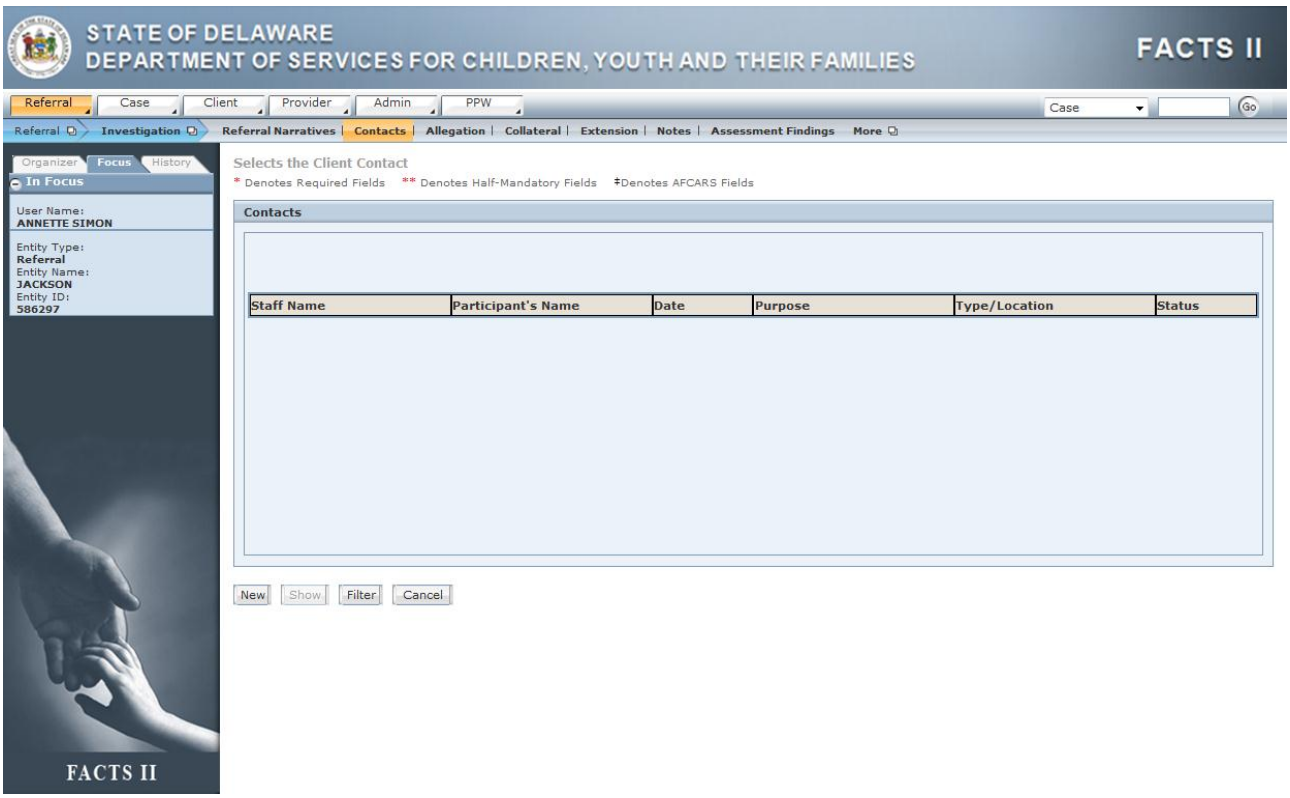
The proposed Delaware FACTS II extends functionality to electronically sign consent forms and store them as per DE laws and system rules as well as electronically fax them to the respective parties. The functionality is implemented by integrating a COTS product(s) that have ability for accepting electronic signature and sending a fax through the application.

Notes and Case Contacts

The Notes and Case Contacts functionality in the Deloitte's proposed Delaware FACTS II is centralized to allow sharing of notes and contacts information from across Intakes, Investigations, Case, and Provider modules. Notes are managed centrally in the system and provide a user interface to add or modify the notes language. The notes include dropdown values as well as error and informational messages. The Case Contacts module is essential to a SACWIS as it is the first place where the worker's meeting with the child and his family is recorded in the application. The Case Contacts module also helps in increasing the revenue through documentation of Targeted Case Management (TCM) contacts. The Case Contacts allows creation, amendment and maintenance of contact history throughout the life cycle of the case.

The proposed Delaware FACTS II supports the entry of investigation and case contacts as pictured below. This solution records the initial face-to-face contact with the family after initiation of an Investigation including contact date, and status (whether the contact was attempted, and successful). Furthermore, it is used to record all contacts during the investigation which can then be transferred over to an ongoing caseworker when a case is created.

Contact information for medical professionals, law enforcement officials, teachers and others can be recorded and reported. These types of case participants [non-clients] are called Collaterals in our solution. Similar to client participants, collaterals are entered once into the system and can then be associated or linked to records. This way each contact with a child's teacher for example, does not require the teacher's demographic or contact information to be rerecorded. When the referral is opened to a Case for services the contact information entered during the Investigation/Assessment is available to the Case Worker for reference.



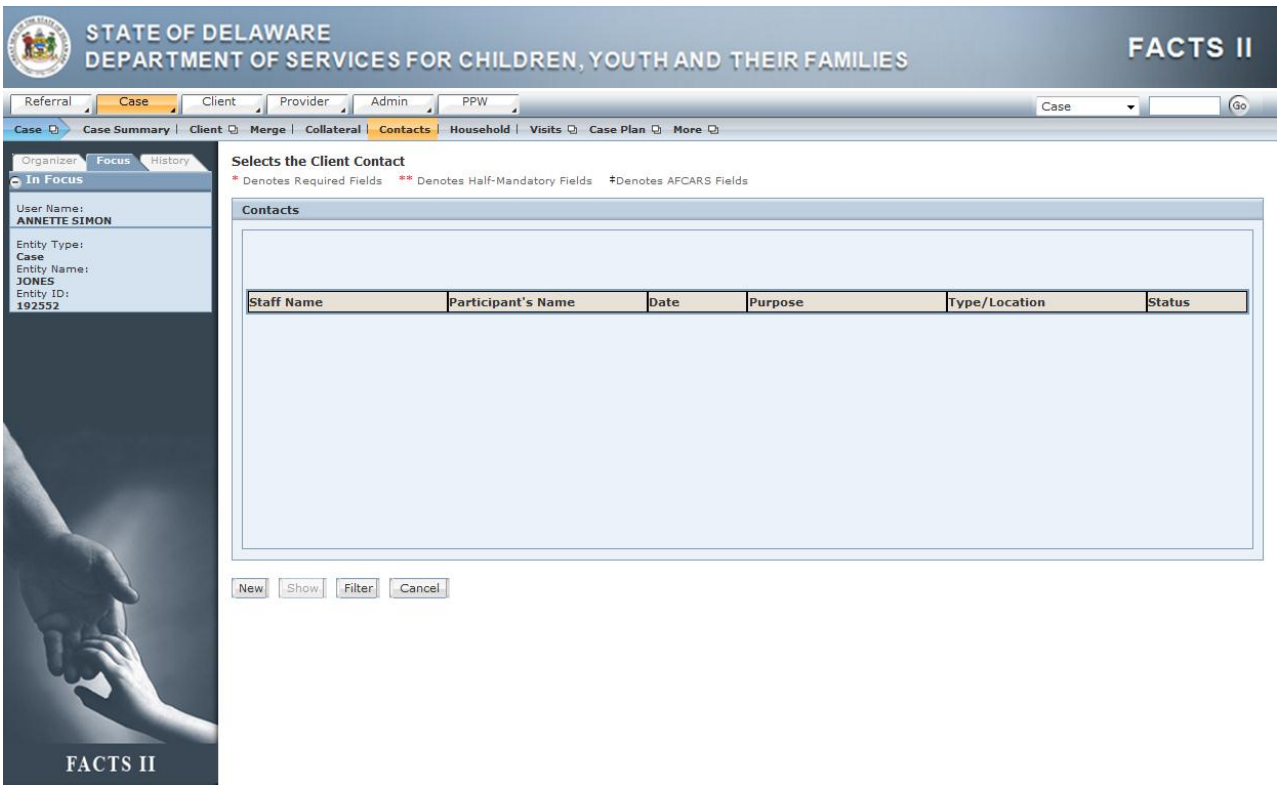
DE_SACWIS-530

Figure 4.2.2-32. Contacts.

The Contacts that are documented in the proposed Delaware FACTS II could be done for multiple reasons. For example, the First Victim Contact, Initial Assessment, Interviews with the alleged maltreater, Case Summary, Monitoring, Interview with Provider, ongoing monthly Targeted Case Management (TCM) contacts, etc.

Deloitte's proposed Delaware FACTS II provides the Chronological ordering of narratives and amendments to the narrative. All narratives can be tracked by date and time of entry as well as the user who made the entry.

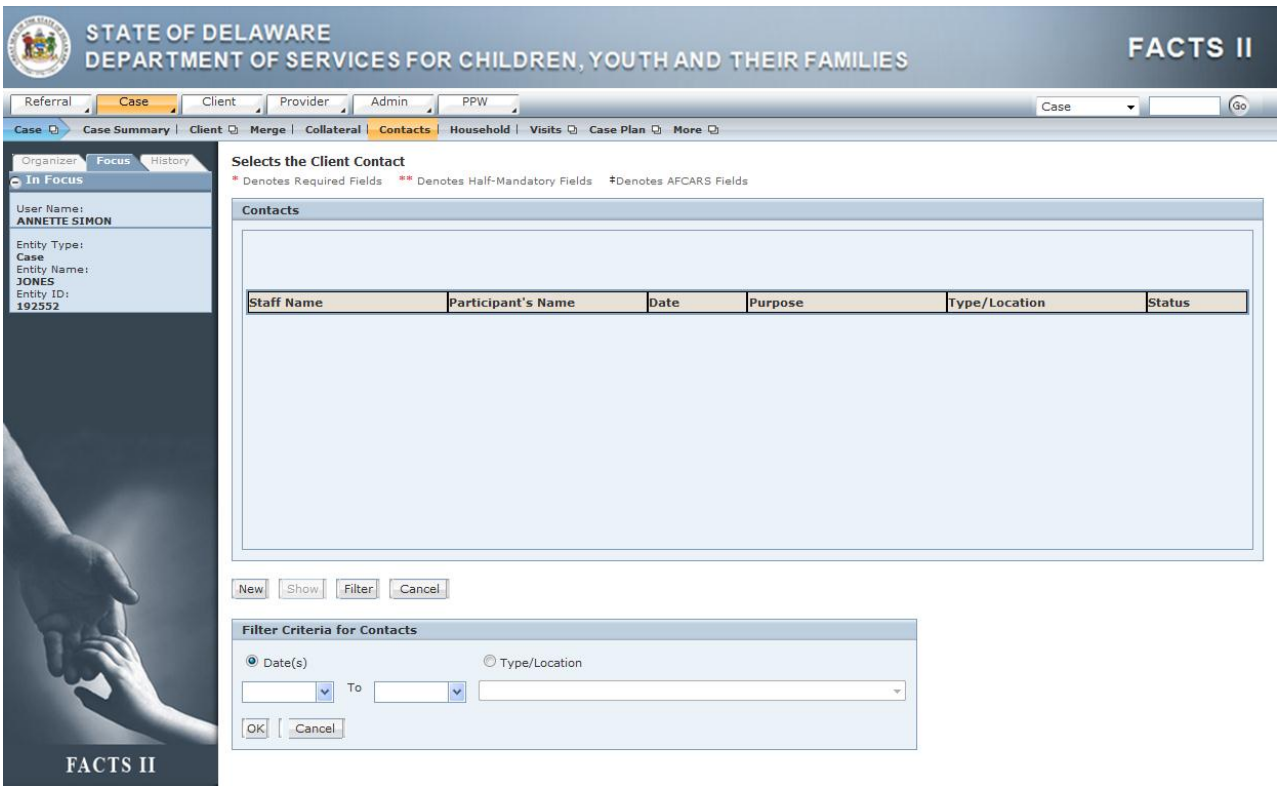
Deloitte's proposed Delaware FACTS II records and displays the history of all contacts as shown below. This gives the ability to display the date when the contact was created, the contact status and the purpose (type) of the contacts. This also gives the ability to sort contacts by various contact types, dates, and other criteria.



DE_SACWIS-531

Figure 4.2.2-33. Select Contact/Narrative (with Filter Criteria).

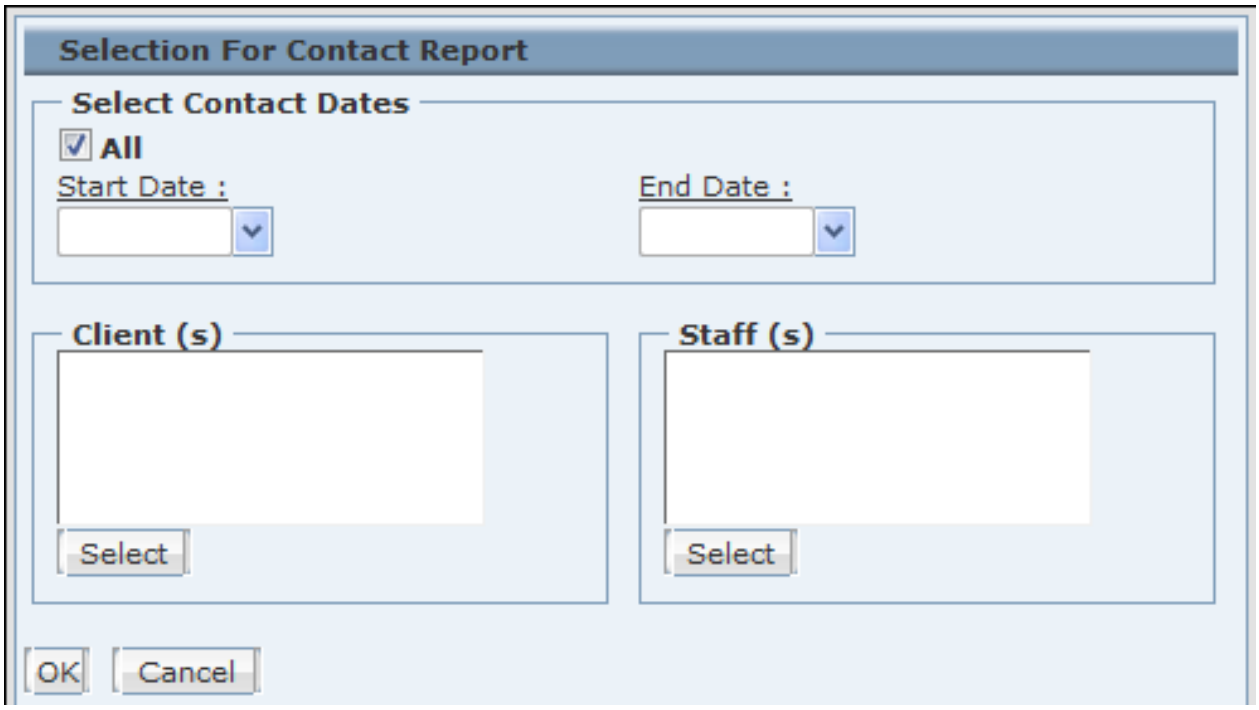
Deloitte's proposed Delaware FACTS II is capable of searching on contacts using Filter Criteria such as Contact Type, Contact Date start date and end date.



DE_SACWIS-532

Figure 4.2.2-34.Select Contact/Narrative (with Filter Criteria).

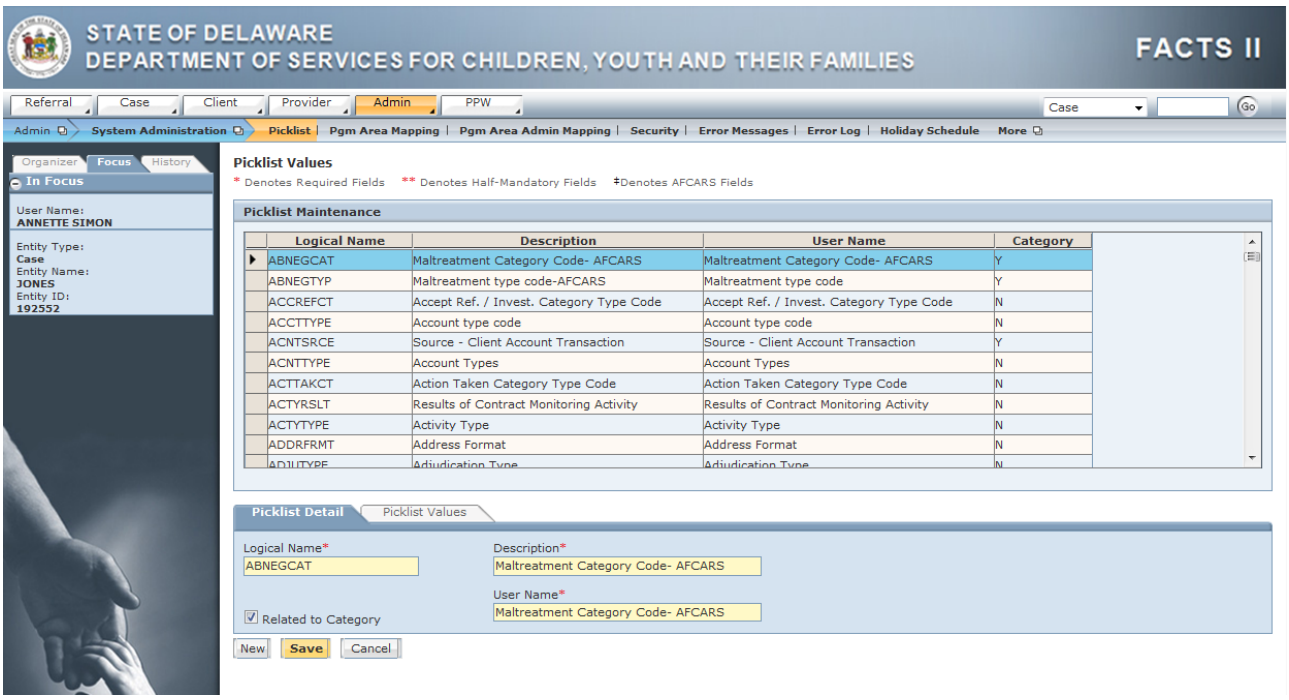
Deloitte's proposed Delaware FACTS II provides the ability to print on selected contacts, see figure below, by selecting the contact creation date range and the staff who created the contact.



DE_SACWIS-533

Figure 4.2.2-35. Selection for Contact Report.

The proposed Delaware FACTS II contains a Picklist Management screen shown below which allows workers with special security rights to add or modify notes in the system. The notes are divided into different categories which relate logically with the purpose of the note. Changes made to the notes are applied immediately in the system.



DE_SACWIS-534

Figure 4.2.2-36. Picklist Management.

Messaging (Ticklers, Alerts, Notifications, and E-Mails)

Deloitte's proposed Delaware FACTS II contains a unified Messaging Management component which can be configured as per DSCYF's established policies and practices. Deloitte understands that workers are constantly under pressure to meet deadlines and finish the tasks assigned to them. To help them prioritize and organize tasks, Delaware FACTS II is designed to send ticklers, alerts and emails so that the high priority tasks are completed on time.

An example of a priority task could be an upcoming Court Meeting where Family Assessment reports have to be submitted. Delaware FACTS II can alert the worker to complete the Assessment so that the reports are ready for the Court meeting. Once the assessment is complete, the worker can continue with other items assigned to him.

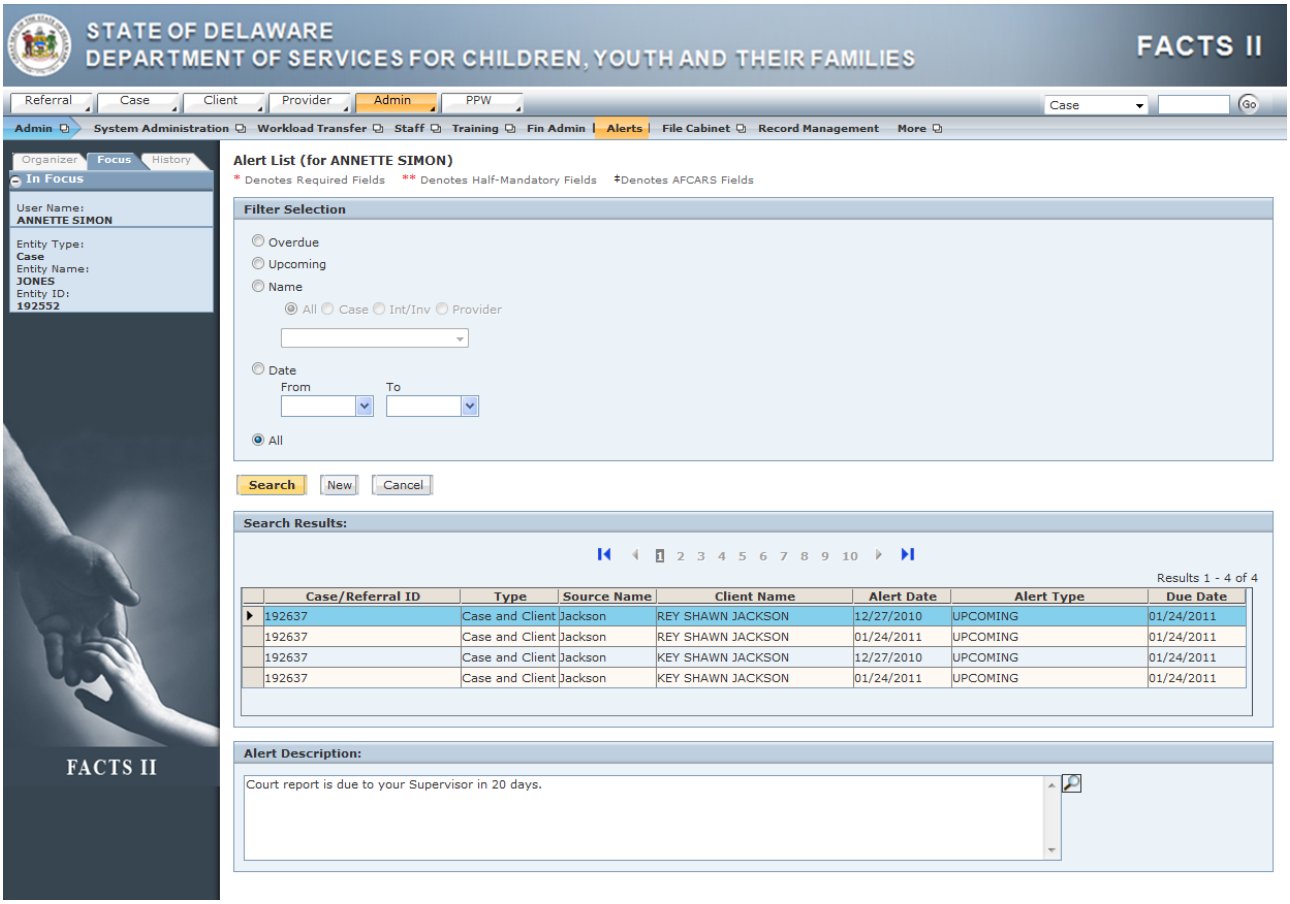
Every worker has an alert inbox where all ticklers for upcoming tasks are displayed as shown in the following figure. The Alert Inbox displays the source of the tickler (Case, Referral or Provider), status (overdue or pending) and the due date. Selecting the tickler and clicking Show takes the user to the screen containing the pending task.

As soon as the pending task is completed the tickler falls off the list and is not displayed any more. The Tickler functionality in the proposed Delaware FACTS II is flexible enough to allow for configurable tickler messages and timeframes.

The Alert functionality can be configured to escalate the alerts to a designated staff if not acted upon by the worker within a certain time frame. Thus, appropriate action can be

taken to get the task done which increases the functioning of DSCYF to deliver effective services within the required time frame.

In addition, the Messaging functionality is flexible enough that it lets workers create reminders for themselves and displays them in the system and Outlook Calendar.



DE_SACWIS-535

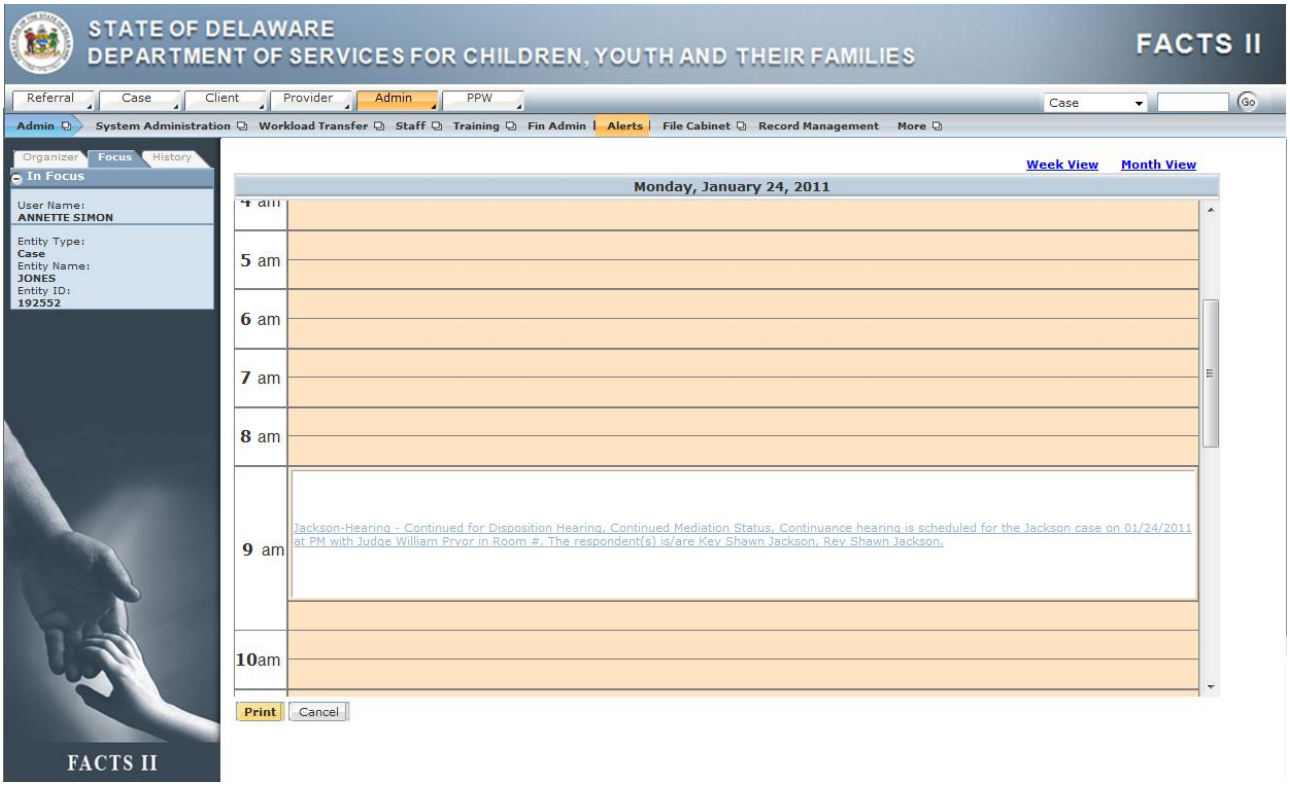
Figure 4.2.2-37. Alert Details

In addition, the Deloitte's proposed Delaware FACTS II places entries onto the calendar for known meetings and events. For example, the District of Columbia family court provides the child welfare agency with scheduling information for upcoming court hearings. These are automatically placed upon the calendar of the appropriate social workers.

Furthermore, users can manually place their own reminder entries onto the Deloitte's proposed Delaware FACTS II's calendar. An example of this functionality is shown below.

To further support your user community, the Deloitte's proposed Delaware FACTS II's calendar functionality is closely integrated with Microsoft Outlook. Appointments and alerts placed in one system automatically appear in the other, and vice versa. As a result, users do not have to juggle their schedules between two disparate systems.

In addition to alerts and ticklers described above, the proposed Delaware FACTS II also sends notifications via emails to workers for important events. For example, whenever a new case or referral is assigned to the worker, he is notified via an email. Also upon request for approval of a task the supervisor gets an email regarding the pending request. Upon subsequent actions like acceptance, send back and denial by the supervisor, the worker is notified so that he can continue his work. Thus the proposed Delaware FACTS II helps reduce waiting time because of delay in notifications.



DE_SACWIS-536

Figure 4.2.2-38. Calendar.

Reporting—Frontline Perspective

Deloitte proposes an implementation of SAP Business Objects Web Intelligence application with Oracle 11g as the backend database used as the reporting database store. The online Web-based uses the SAP Business Objects Info View portal for the FACTS II project. The major components of our reporting solution include:

- **FACTS II Business Objects Server**. Business Objects server hosts all the reports in a centralized location.
- **Business Objects thin client Web**. Business Objects Web-based thin client allows users to view reports and query the reporting database using a web browser.
- **Business Objects InfoView portal**. InfoView portal is the single place to access all reports published for users and is security controlled requiring user authentication to gain access to the system.

All the above mentioned components combined together provide a robust reporting solution to frontline users and meets all your requirements. Key features that meet your frontline reporting requirements include:

- Provides business intelligence tool to users that supports management, program and worker reporting capabilities for ad hoc, administrative and system/program reporting
- Single Version of Data to eliminate duplicity and inconsistency
- Central Repository for Reports. A single place in the application where users access all reports removing and duplicity in the reporting functionality by different agencies
- High Interactivity. Business Objects WebI allows high interactivity for power users. Users query the databased on their ad hoc needs in case the canned reports do not meet their specific needs
- Easy Access to Data. Users access data stored in the FACTS II reporting database in a easy and user friendly manner allowing them to spend more time analyzing data than spending time understanding it
- Multiple output formats. Business Objects supports multiple output formats so users can export reports to PDF – for printing and excel for further data analysis.
- Usage of Prompts. Business Objects WebI reports has prompts to change common selection in the reports and view different parts of the data on the same report
- Supports role based check-in and check-out of reports to version control reports

Reporting—Management Perspective

FACTS II provides a robust reporting solution that meets your Reporting – Management perspective requirements. Key features of our reporting solution that meets your Management perspective requirements include

- Deloitte transfers reports from FACES.NET that meets your federal reporting requirements. The transfer reports are listed below
  - AFC002MS - ACF Compliance Data for Case Management
  - AFC004MS - Foster Care Missing Data
  - AFC005MS - Adoptions ACF Compliance Data for Case Management
  - AFC006MS - Adoptions Missing Data
  - AFC010AS - Missing Current Placement Settings Report
  - AFC011MS - Foster Care Data (Flat File)
  - AFC012MS - Adoptions Data (Flat File)
  - INV048AS - Substantiated Intake Investigations NCANDS Annual Data Request
  - PLC097 & ADP070 report the ASFA length of time in placement requirements for all children in placement.

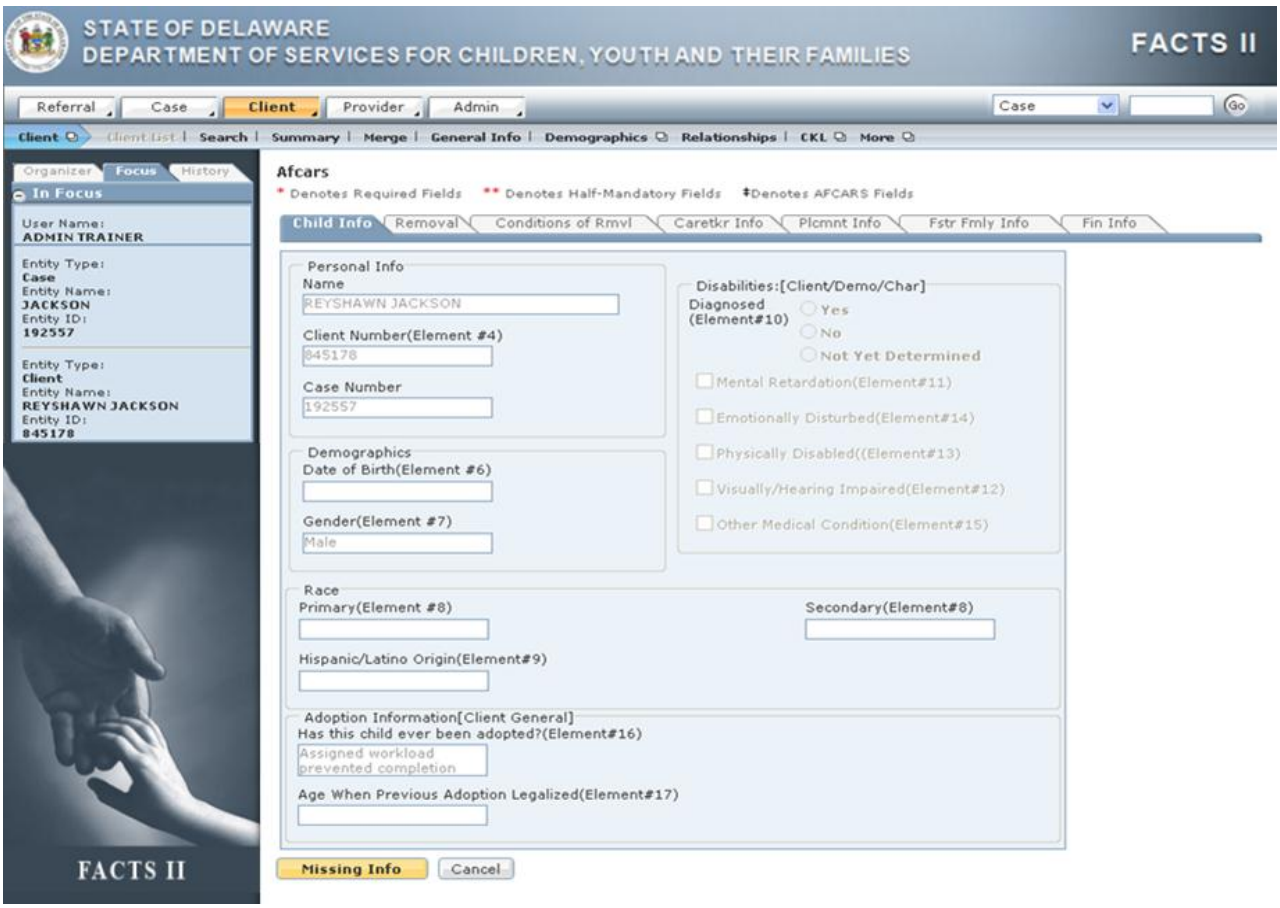
- EDU011 reports the Title I requirements by child, school and statewide.

For detailed response for each requirement refer to *Section 4.1, FACTS II Requirements Summary, Appendix E.*

Federal Reporting

Deloitte's proposed Delaware FACTS II provides the ability for workers and supervisors to manage the collection of federal reporting data elements during the ongoing case management process. It does this through validation screens and reports that help workers and supervisors determine beforehand whether all mandatory information pertaining to the children that have been selected for submission has been documented in the system. The system does validation against the federal standards to determine whether the information meets federal criteria prior to submission.

In order to qualify for SACWIS funding, the proposed Delaware FACTS II produces the AFCARS report for the Administration for Children & Families (ACF) in the required format and with necessary edits and validations, described below, to support complete, timely and accurate data collection and submission. This data is compiled across states and used for a variety of trend analyses and for the allotment of State funding, which is why it is critical that departments enforce responsible data collection by each worker.



DE_SACWIS-537

Figure 4.2.2-39. AFCARS Checklist.

To support responsible data collection for the AFCARS report, all AFCARS-related fields in the system are blue to identify that they are critical data elements for reporting. Furthermore, the proposed Delaware FACTS II includes checklist screens shown above which summarize all AFCARS-related data elements for workers to review and identify gaps in data collection. Supervisory staff can use this mechanism to spot check case files for accurate data collection, and assign workers to check and update 'Missing Information' prior to running the AFCARS report for ACF.

The proposed Delaware FACTS II also contains validation reports like Compliance Data for Case Management, Foster Care Missing Data, Adoptions ACF Compliance Data for Case Management, Adoptions Missing Data, and Missing Current Placement Setting As Of reports that lets the supervisors know if the collected AFCARS information meets the Federal criteria.

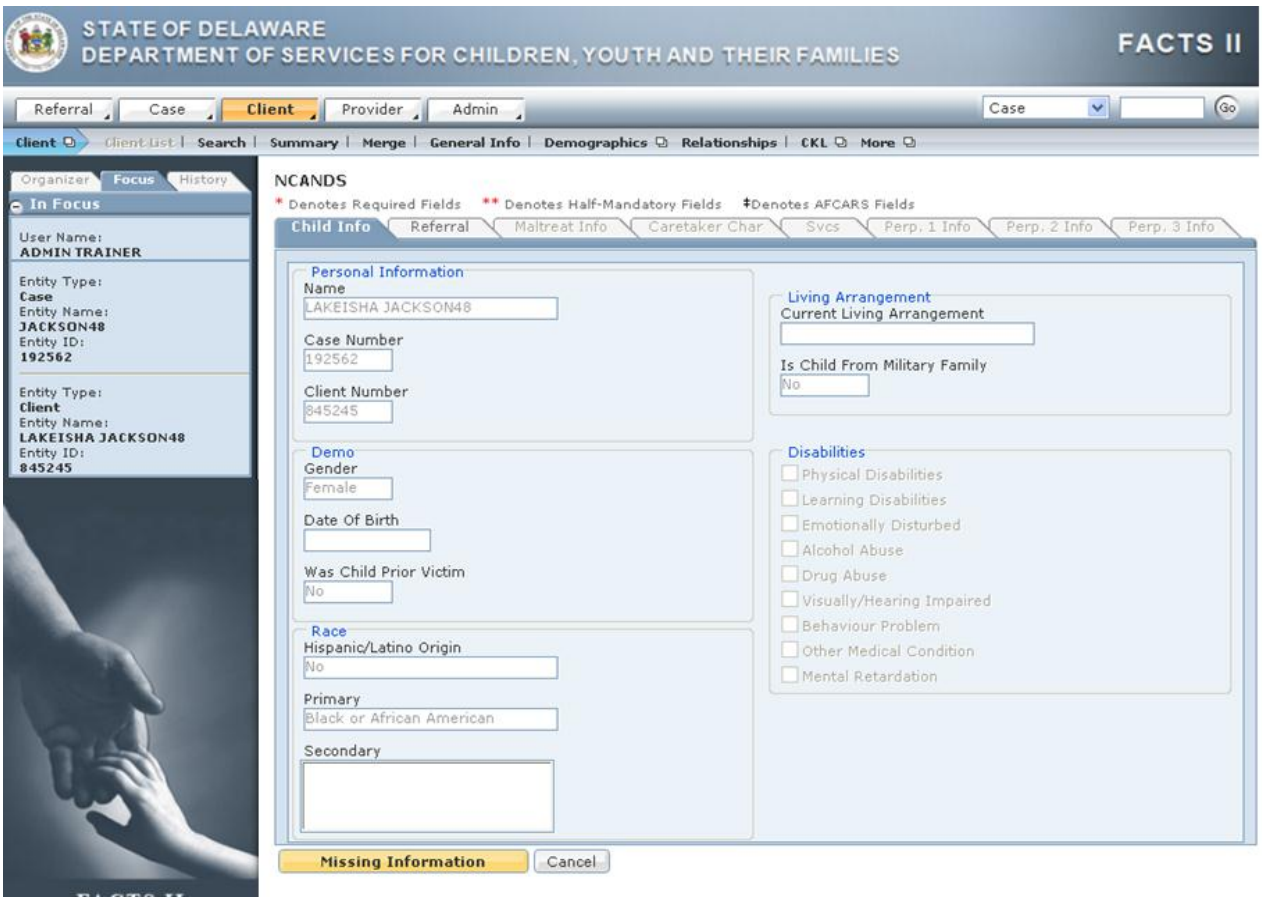


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Figure 4.2.2-40. NCANDS Checklist.

Although NCANDS is a voluntary national data collection and analysis program, the proposed Delaware FACTS II includes the same functionality as implemented for the AFCARS data elements. The NCANDS checklist as shown above summarizes all NCANDS-related data elements for workers to review and similarly identify gaps in data collection prior to running the NCANDS report for the National Data Archive on Child Abuse and Neglect.

Starting in October 2010, states must also comply with the National Youth in Transition Database (NYTD) reporting requirements. The proposed Delaware FACTS II fully meets the NYTD reporting requirements. All essential data elements like the youth demographic information, foster care information and services offered to the youth are captured in the proposed Delaware FACTS II. The proposed Delaware FACTS II also contains a separate site that can be accessed by youth to fill the survey. This survey response is a part of the NYTD report that is submitted to the Federal Government. The proposed Delaware FACTS II also generates monthly and weekly reports that contain youth that are in the baseline or follow up population so that workers can start contacting the youth for survey submission.

In addition to the Federal reports mentioned above, Deloitte's proposed Delaware FACTS II can generate required State and Federal reports, (e.g., IV-E-1) in either paper or electronic formats as required, regular and ad hoc management reports (e.g., workload status, client/case status, performance factors, outcome measures, etc.).

Remote Access by DSCYF Staff

Deloitte's proposed Delaware FACTS II is a Web-based solution hence any worker having an Internet connection and valid login credentials can access the solution remotely. Deloitte enables remote access by adhering to DSCYF's remote access policy. Remote Staff signs into state VPN account prior to accessing the proposed Delaware FACTS II. The login credentials that staff use to access the network is same as the login/password that they use to login to the state network. The proposed Delaware FACTS II's authentication functionality as displayed below uses the Lightweight Directory Access Protocol (LDAP) repository for authenticating users.

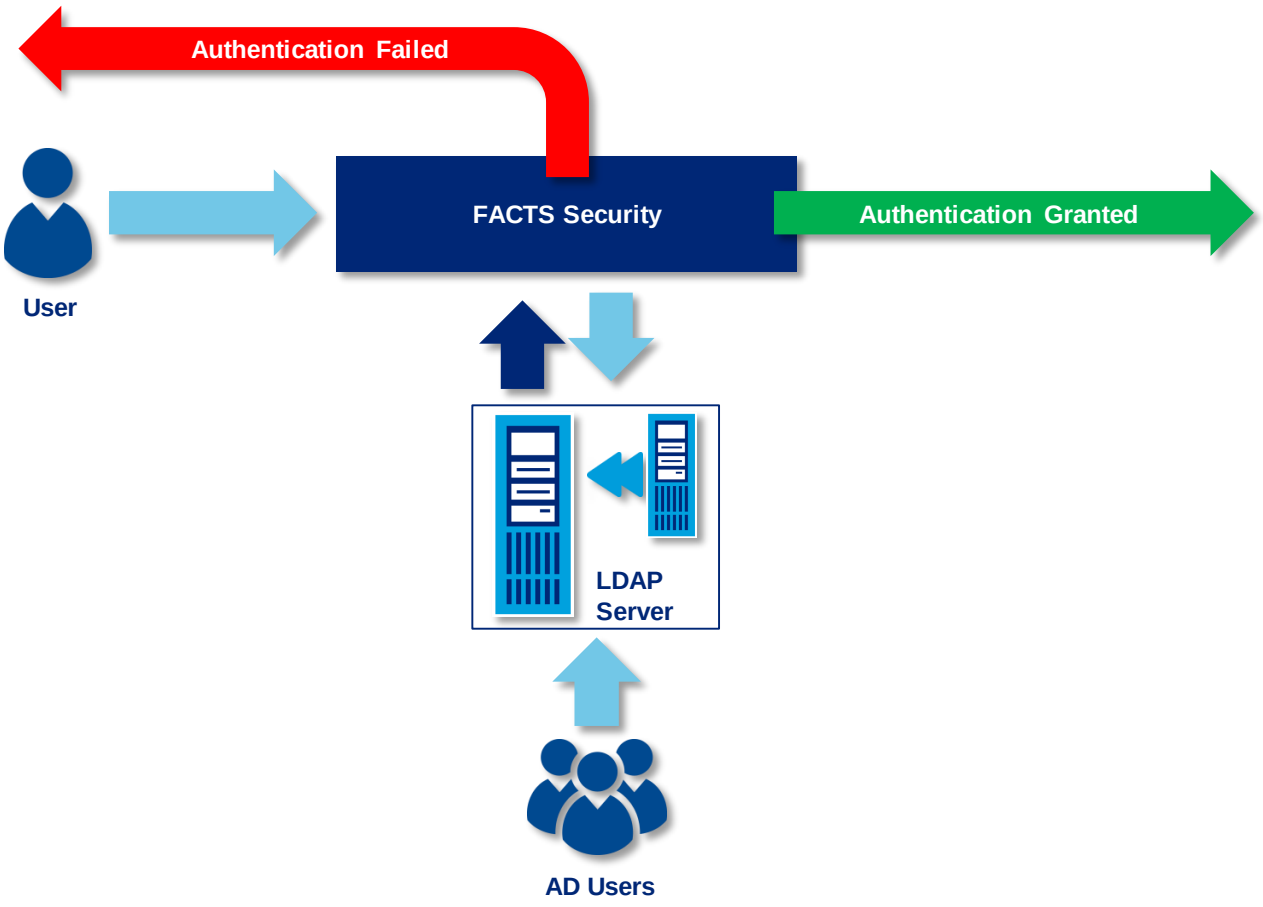

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Figure 4.2.2-41. FACTS II Security Authentication

Deloitte understands that the focus of network segmentation is to classify, configure and protect network assets including hardware, system software and data storage systems

using software and hardware based firewalls. This allows for containing network broadcasts and protecting infrastructure from external attacks that can potentially lead to a data security breach. The proposed Delaware FACTS II is based on your existing zone based network segments to align with your security and network policies.

System Access by non-DSCYF Staff

Deloitte's proposed Delaware FACTS II allows system access by non-DSCYF staff. The proposed Delaware FACTS II achieves the above by treating the non-staff users as staff with special roles. Our application uses role based security to control which screens are accessible to each user. The definition and assignment of roles to each user is discussed within our Worker Management section. Once a user logs into the application, Delaware FACTS II security examines the roles assigned to that user and dynamically creates the menu structure to show only those screens to which they have been granted access. We have expanded the functional role based security concept to include data level security as well. The data level security handles the intricacies of displaying limited view/functionality of the application or showing information in a view only mode. These security features are configurable as per the DSCYF policies and do not require touching the application code. The example below shows how access to non-DSCYF staff is beneficial to DSCYF by highlighting a similar scenario implemented by Deloitte in the District of Columbia.

The proposed Delaware FACTS II which is a transfer of the DC FACES.NET solution has a Provider Web functionality that allows Providers to login to DC FACES.NET and document placement information in the system. As a result, the providers are motivated to enter data quickly because the accuracy of their payment depends upon it and hence the backlog of child placements waiting for data entry has decreased by 15 percent since introducing this functionality. That means that there are 15 percent fewer children for whom the agency does not have an accurate record of where they are and also a decline in the number of accounts receivables arising from overpayment. We know that this is a statistic of fundamental importance.

Additionally, the providers have very limited access to the Service delivery module just enough to document the placements and services. They do not have access to other areas of the solution.

Customer Relations Management/Constituency Complaints

Deloitte understands that the customers of the proposed Delaware FACTS II who are the social workers using the system daily and the external partners (providers, parents, etc.) that occasionally use the system have questions and complaints regarding the system.

We understand the importance of getting their queries and complaints resolved in a timely manner so that they can use the system in an efficient and productive manner. To assess the effectiveness of the complaint resolution process as well as other assessments, DSCYF needs to send out surveys periodically to its customers and gather and act upon the survey outcomes.

The CRM module implemented in Deloitte's proposed Delaware FACTS II meets all the above requirements. It contains functionality that allows users to raise tickets for a) issues in the system or b) request for information, escalate the tickets and track their status till it has been resolved. It can generate weekly and monthly reports to track the number of issues resolved, who resolved the issue and average time for issue resolution. It can also generate dynamic surveys and automatically send out the surveys to a configured number of users and generate reports based on the survey feedback.

Appeals

Deloitte understands the importance of involving the child's caretakers and guardians in the case planning process. The child's parents/guardians' views may sometimes differ with the case workers' views regarding the well being of the child and in these scenarios it is important that they get to voice their concerns. This enhances their involvement in the case planning process and leads to a better permanency planning for the child and eventually lessens the role of DSCYF in the well being of the child. As a result the proposed Delaware FACTS II extends appeals functionality where the concerned parties can appeal to DSCYF if they do not agree with the case worker's decision regarding the child.

Accreditation

Deloitte understands that there are multiple benefits of obtaining accreditation from agencies like COA, ACA, CARF, etc. Some of these include improved staff training and development, safer environment for staff and offenders, establishment of measurable criteria for upgrading operations and performance based benefits which ultimately lead to improvement in programs, policies and procedures.

For example, Deloitte understands that DSCYF must demonstrate to COA that its programs, policies, procedures, and practices are in compliance with COA standards and therefore worthy of receiving accreditation notoriety. Deloitte will work with DSCYF to extend FACTS II to document Accreditation details from external agencies

Data Quality and Maintenance

Deloitte's proposed Delaware FACTS II offers a standardized, rules based Quality Assurance and review functionality that includes features such as Ticklers, Alerts and Escalation procedures, Audit Trail, approval processes, standardized data input, data validations, business process validations, picklists, Legend Symbols for federal reporting, service delivery wizards, as described below to help DSCYF users to continuously improve and sustain the quality of service they deliver to the needy clients. The proposed Delaware FACTS II captures all data required for effective case management. It also offers multiple case-client participation where a client can participate in multiple cases and can be tracked and monitored in individual cases as well as centrally through the client module.

The proposed Delaware FACTS II generates Alerts and sends them to workers for notification regarding important event and escalates them to supervisors and

administrative staff when required action is delayed beyond a Federal, State, or court mandated time frame. More details about alerts functionality can be found in the Messaging (Ticklers, Alerts, Notifications, and E-Mails) section.

The proposed Delaware FACTS II's audit trail functionality offers two distinct approaches to the capture of an audit trail – tracking of record views and tracking of changes. It tracks user access to case and client information, even when no information is changed. Each time a record is accessed, the solution records the date and time of access, the user responsible, and the screen used to access the information. This functionality is illustrated in the following figure.

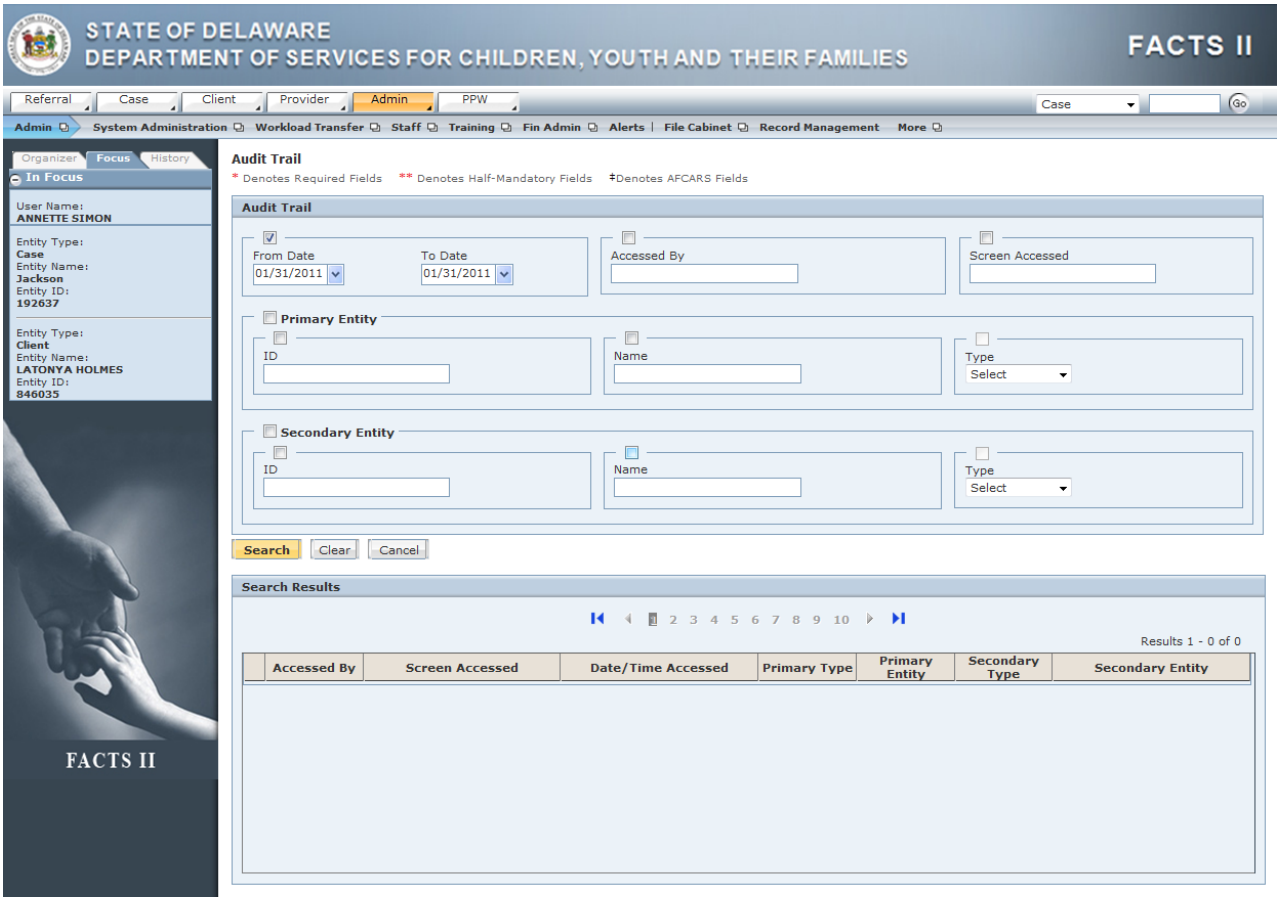

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Figure 4.2.2-42. Record View Audit Trail.

When information on a record is added or changed, Delaware FACTS II additionally records a snapshot of the data before the change and a snapshot of the data after the change.

The Delaware FACTS II audit trail functionality offers functionality to support your staff in the following important circumstances:

- Tracking inappropriate access to case records

- Tracking changes made to client information that have an impact upon Title IV-E eligibility and federal claiming
- When an unexpected or unfortunate case vent occurs, being able to assemble a complete history of who has touched a case, under what circumstances and what information was recorded

Audit trail functionality is something that hopefully you have to use on very rare occasions. However, it is important to know that when it is necessary to use it, the audit trail functionality offered by Delaware FACTS II is comprehensive.

All critical decision points in the proposed Delaware FACTS II require supervisor approval. The supervisor can either deny the approval or send back the request after entering the comments as to what changes are required. In some places supervisor needs to review the data and sign off on the supervisor checklist before approving. The Workflow and Checklists section gives more details about the approvals and checklists.

The proposed Delaware FACTS II contains functional as well as data type data validation. Examples of data type validations are allowing only numeric types in currency fields, dates in date fields and alphanumeric data where appropriate. Examples of functional validations are: a) confirm user has completed all required information and check for completed approvals before closing a case, or referral or provider. b) Allow birth dates in the past only, c) end date should be greater than start dates d) Enforcing user to enter all mandatory information, etc. Figure below shows data type validations.

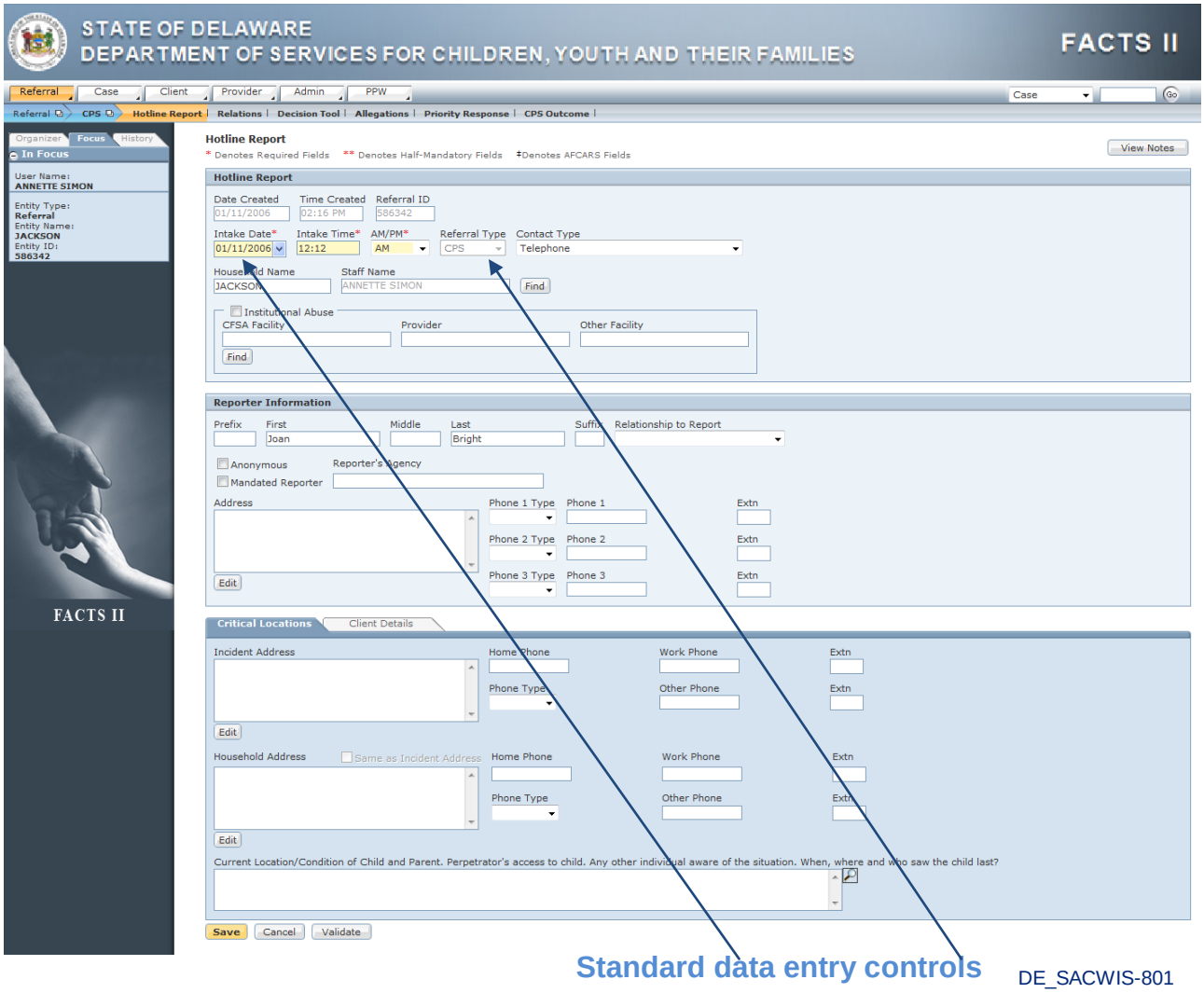


Figure 4.2.2-43. – FACTS II promotes data quality by using standard data entry components that includes dropdowns, date controls, multi-select etc.

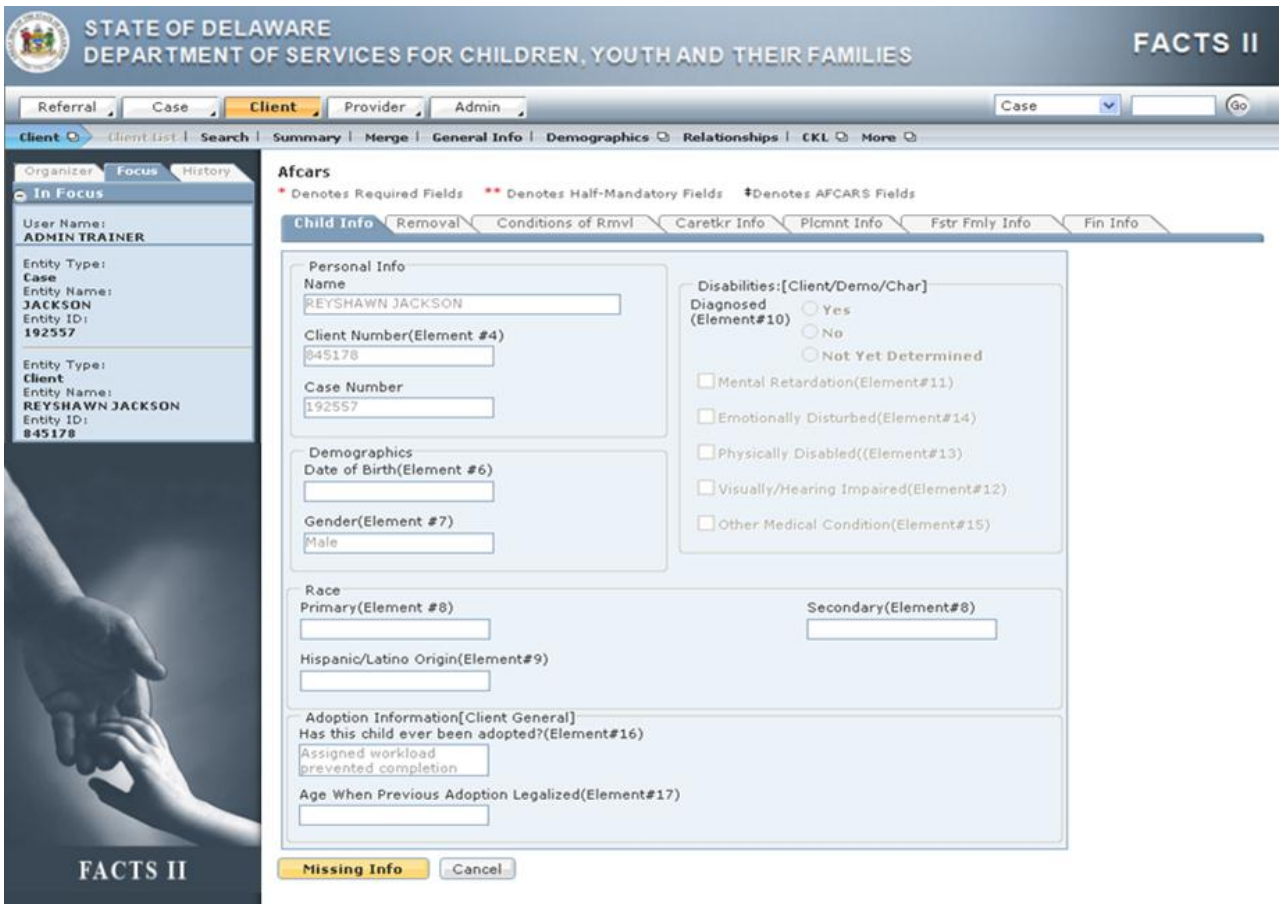
The proposed Delaware FACTS II has a built-in random case sampling algorithm that selects cases for supervisory and administrative reviews for accuracy, completeness and compliance with Federal requirements and State standards. The algorithm is built on rules engine that enables DSCYF management to customize the rules if required. This confirms an Adaptive QA review process to improve timely service delivery and reduce or completely eliminate fraudulent activities.

The proposed Delaware FACTS II has a comprehensive search mechanism that automatically analyses and helps users to match data with existing clients to link and track clients, all the way from Referral to Adoption process which helps track, monitor and offer variety of services to help the clients to achieve the permanency goals.

All Delaware FACTS II screens are accessible only to authorized users. The access rules are determined by assignments, roles and security codes. The solution does not allow access to restricted entities unless worker has special security codes. Users with special

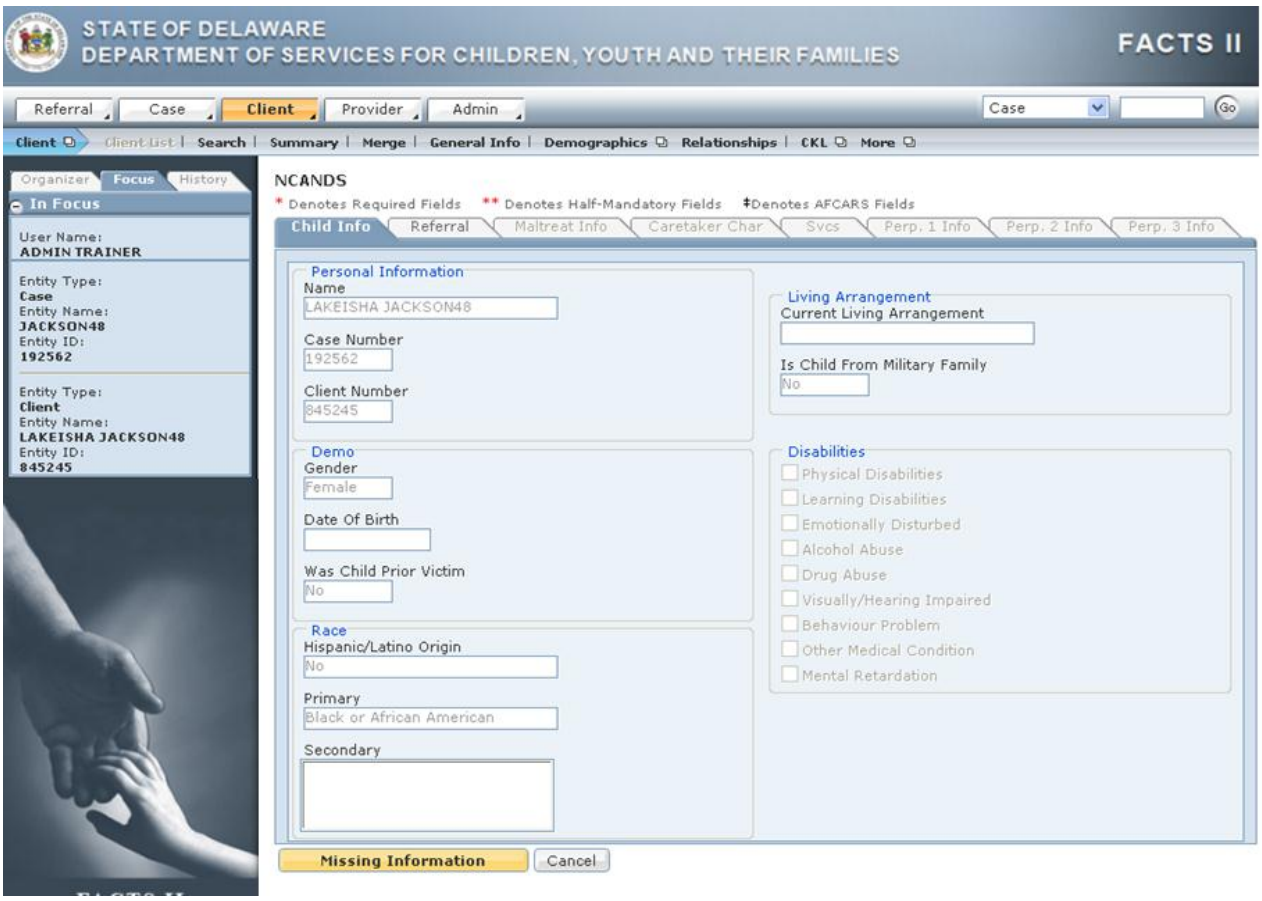
security codes only, can do administration and maintenance activities like error message maintenance, reference data maintenance etc.

Deloitte's proposed Delaware FACTS II offers summary reports such as statistical data on length of stay of children in foster care, service delivery tracking, and missing data element reports for critical federal reports such as AFCARS, NCANDS and NYTD which offer accurate and up to date reports that help state to streamline service delivery and resource management by balancing the needs of children and staff at the same time. Meet or exceed federally mandated data quality standard requirements. Screens below show the AFCARS and NCANDS validation screens that allow workers to correct federally assessed data.



DE_SACWIS-537

Figure 4.2.2-44. AFCARS Validation helps workers to identify missing federally assessed elements.



DE_SACWIS-538

Figure 4.2.2-45. NCANDS Validation allows the workers to identify missing federally assessed elements.

Deloitte's proposed Delaware FACTS II accesses a third party address verification service to confirm that only valid addresses are entered in the system. All addresses related to persons have a history and start and end dates to easily identify the current address.

Deloitte's proposed Delaware FACTS II offers comprehensive, parameter driven eligibility process that accommodates future rule changes easily which leads to low cost maintenance and near zero system changes result in high return of investment. The rules engine driven automatic calculation and recalculation of service payments system recognizes change points such as placement duration, rate modifications, and level of care which helps DSCYF to guarantee providers, of data accuracy and timely payments. The proposed Delaware FACTS II system establishes data relationships between providers, clients and payments through contracts and services and contains extensive finance batches for financial reconciliation of payments to providers and adjustments for recoupment and under payments.

Deloitte's proposed Delaware FACTS II offers context-sensitive help in the form of tooltips and help documents containing step by step instructions to help workers enter correct data on the screens and minimize time delays.

All programs in Deloitte's proposed Delaware FACTS II has been developed using standardized naming conventions and industry standards and practices for robust functionality and ease of maintenance. Developers refer to a developer's handbook during development. The developer handbook includes naming conventions for frontend code as well as database naming conventions and standards.

Archiving, Purging, and Expungement

Deloitte implements parameterized Archive, Purging and Expungement functionality in the proposed Delaware FACTS II. Specifically, Deloitte implements maintenance of required financial and other required records for auditing purposes, after purging, confirm data integrity after archiving, purging and expungement, complete deletion of information identified for expungement, archived data maintenance, maintain record locator for retrieval of archived records and paper documents, expunge information pursuant to a court order and document the court order without linking it to the person associated to that order, and maintain payment history by child or provider without overwriting reports and rate tables.

Training

Deloitte understands that the effectiveness of any SACWIS solution is determined by workers' comfort in accessing, navigating and using the SACWIS application. So the Deloitte's proposed Delaware FACTS II offers a comprehensive Training module where workers can enroll into workshops and keep them up to date with the functionality of the proposed Delaware FACTS II.

Using this functionality, staff members can view upcoming training classes and enroll themselves online. Your training team can use this functionality to cap enrollments, schedule additional classes to meet unfilled training requirements and create classroom attendance sheets. The following figure illustrates the proposed Delaware FACTS II's functionality used by staff members to search for a training course.

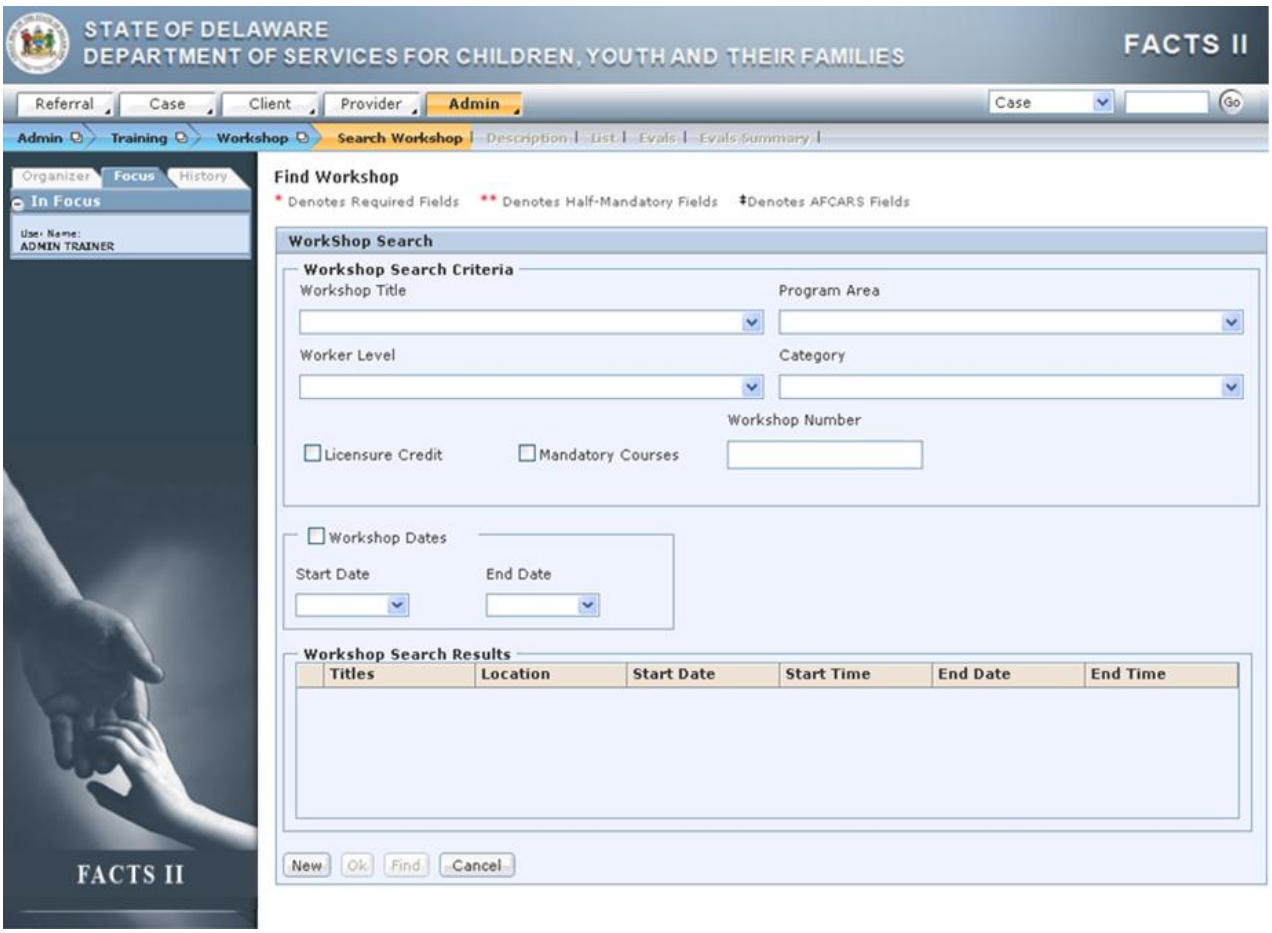


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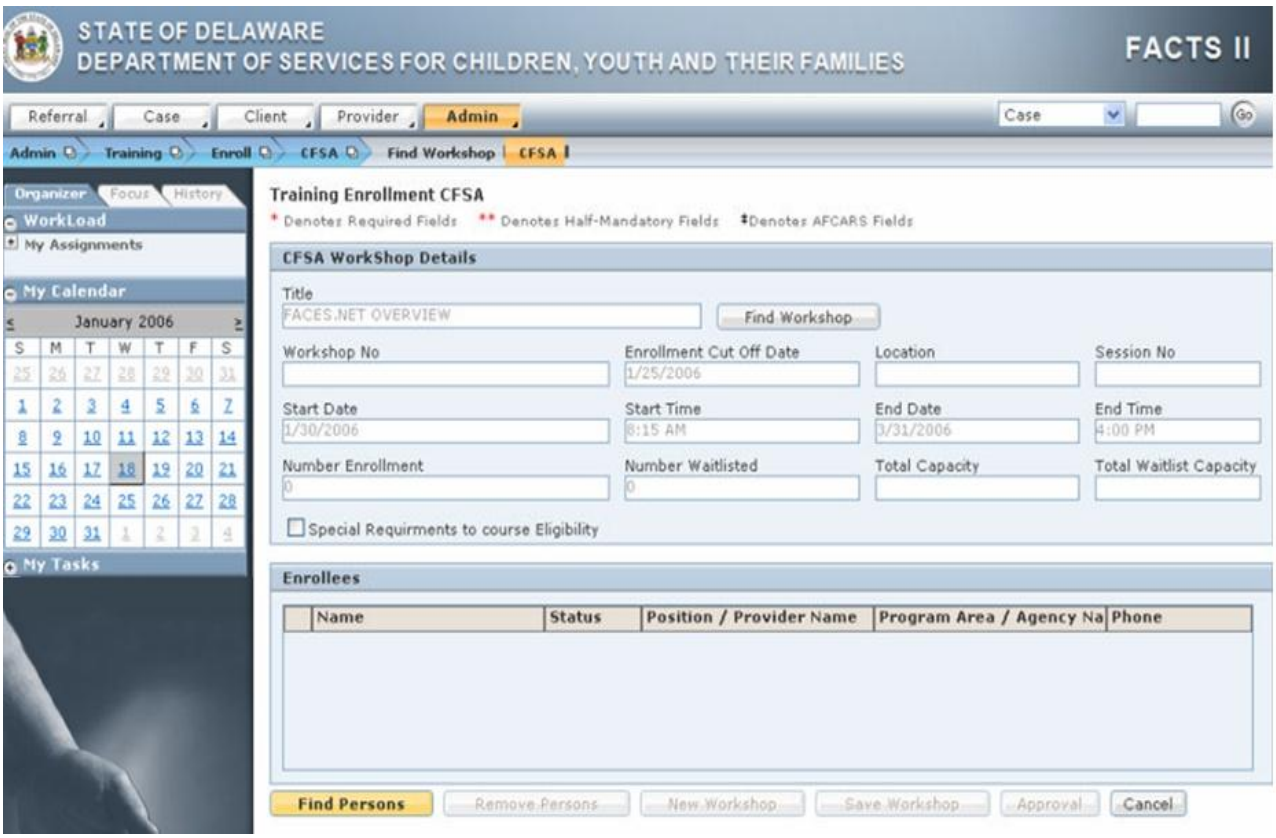
Figure 4.2.2-46. Find Workshop.

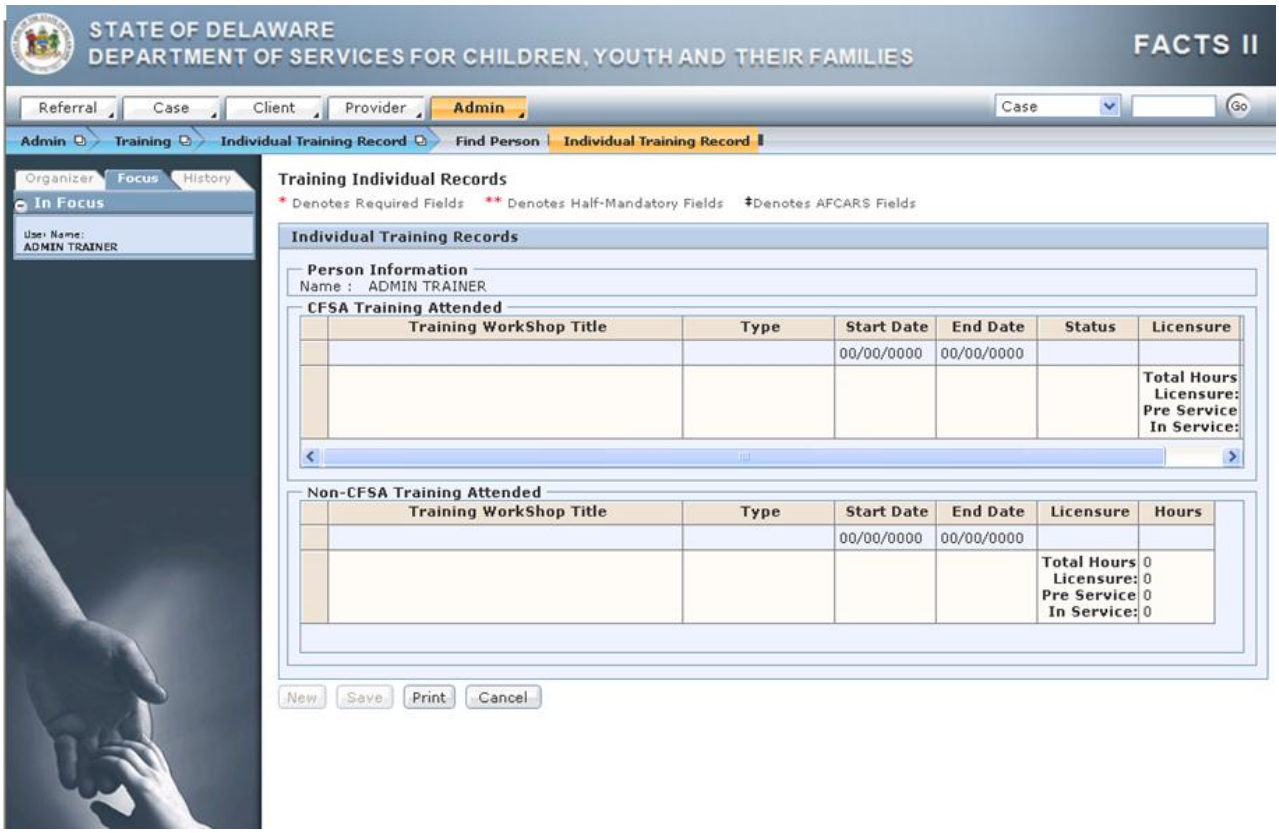
Once the worker finds the workshop he can enroll himself into the selected workshop as shown below. All enrollments require supervisory approval. Upon approval the worker can attend the training sessions.



DE_SACWIS-542

Figure 4.2.2-47. Training Enrollment.

Once the training has taken place, proposed Delaware FACTS II records a complete listing of all training credits. The proposed Delaware FACTS II is capable recording the trainings delivered by the internal training department as well as courses provided by external parties. The figure below illustrates the staff training record screen.



DE_SACWIS-543

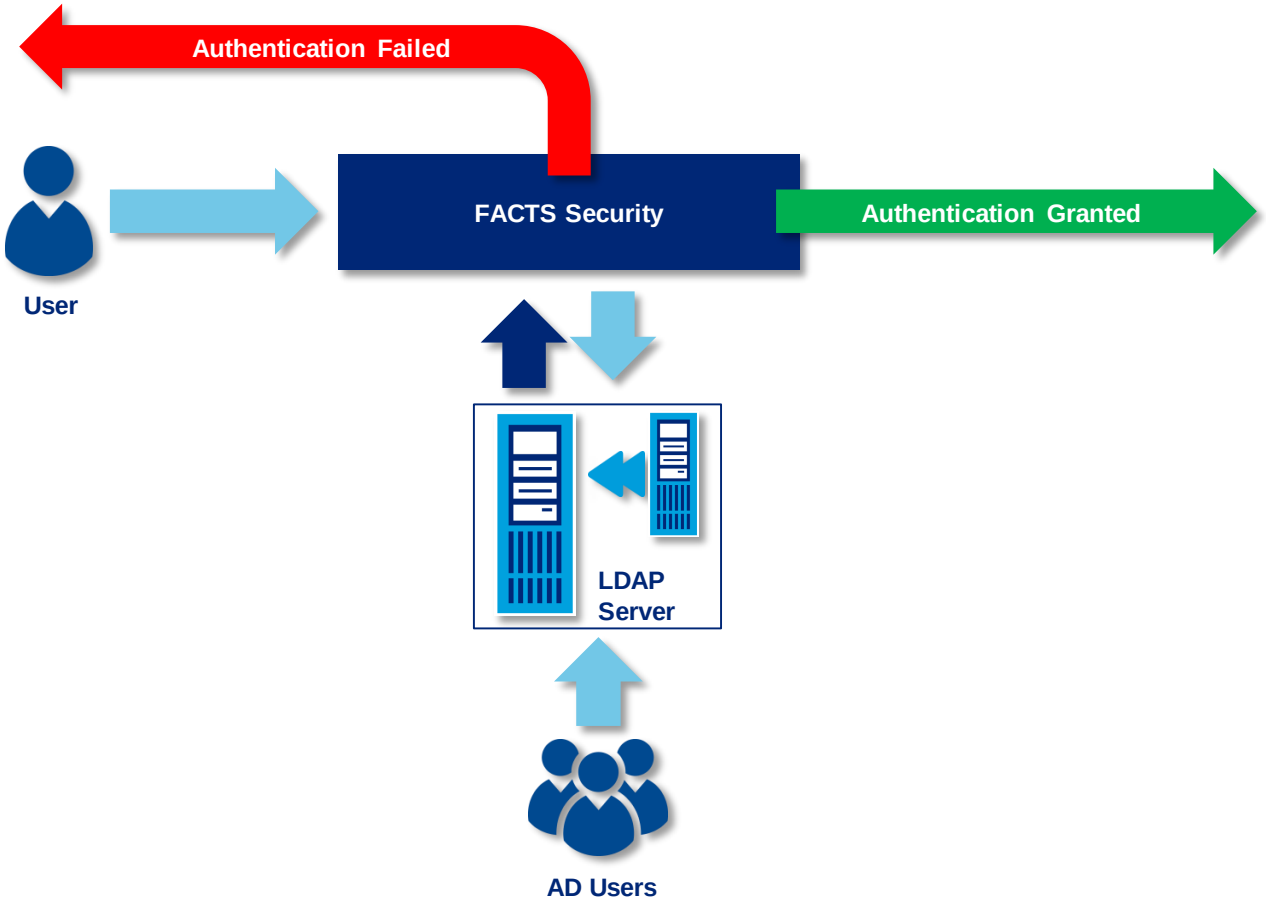
Figure 4.2.2-48. Training Individual Records.

In addition to the Staff Training the proposed Delaware FACTS II also offers desktop accessible training module (CBT) containing information regarding all modules in the solution as well as other training manuals where most likely scenarios that worker faces in real life are explained in a step by step manner. For example doing an emergency placement, conducting safety and risk assessments, documenting an intake, offering services to the child, to name a few.

Security

Deloitte's proposed Delaware FACTS II offers two distinct types of security – authentication and authorization – which respectively control who can get into Delaware FACTS II and what they are allowed to do once they are inside and takes into consideration the policies defined in the Social Security Act and the Child Abuse Prevention and Treatment Act.

Authentication helps to confirm that only authorized users can log into the application. This process is performed using Lightweight Directory Access Protocol (LDAP) that can be operated within the child welfare agency, or operated at an enterprise level and shared between multiple agencies. Figure below depicts authentication process of FACTS II.



DE_SACWIS-264

Figure 4.2.2-49. FACTS II Authentication.

Once authentication has occurred, authorization process take over control of how a user can interact with Delaware FACTS II. Our application uses role based security to control which screens are accessible to each user. The definition and assignment of roles to each user is discussed within our Worker Management section. Once a user logs into the application, Delaware FACTS II security examines the roles assigned to that user and dynamically creates the menu structure to show only those screens to which they have been granted access. FACTS II role based access control is shown in figure below.

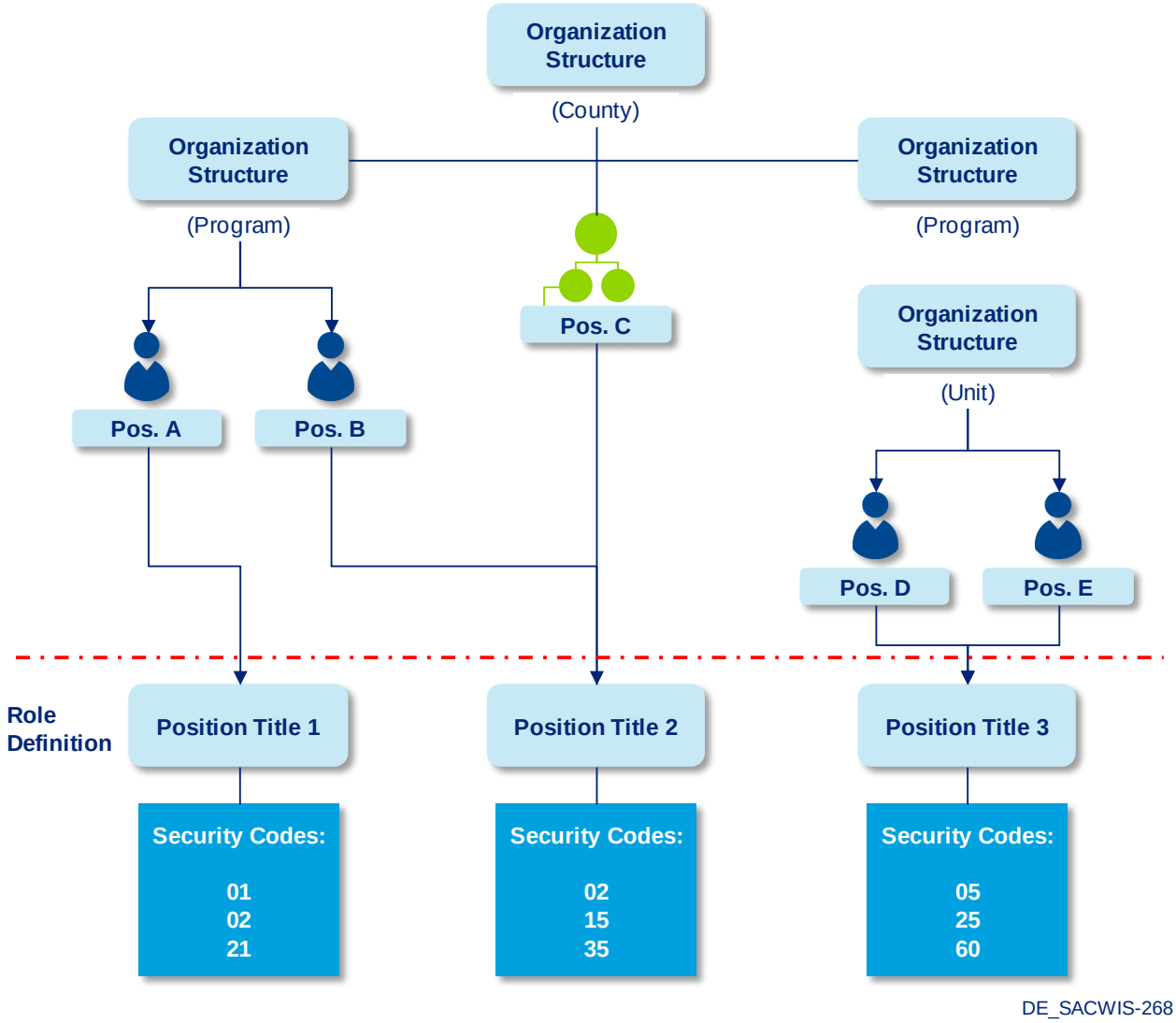
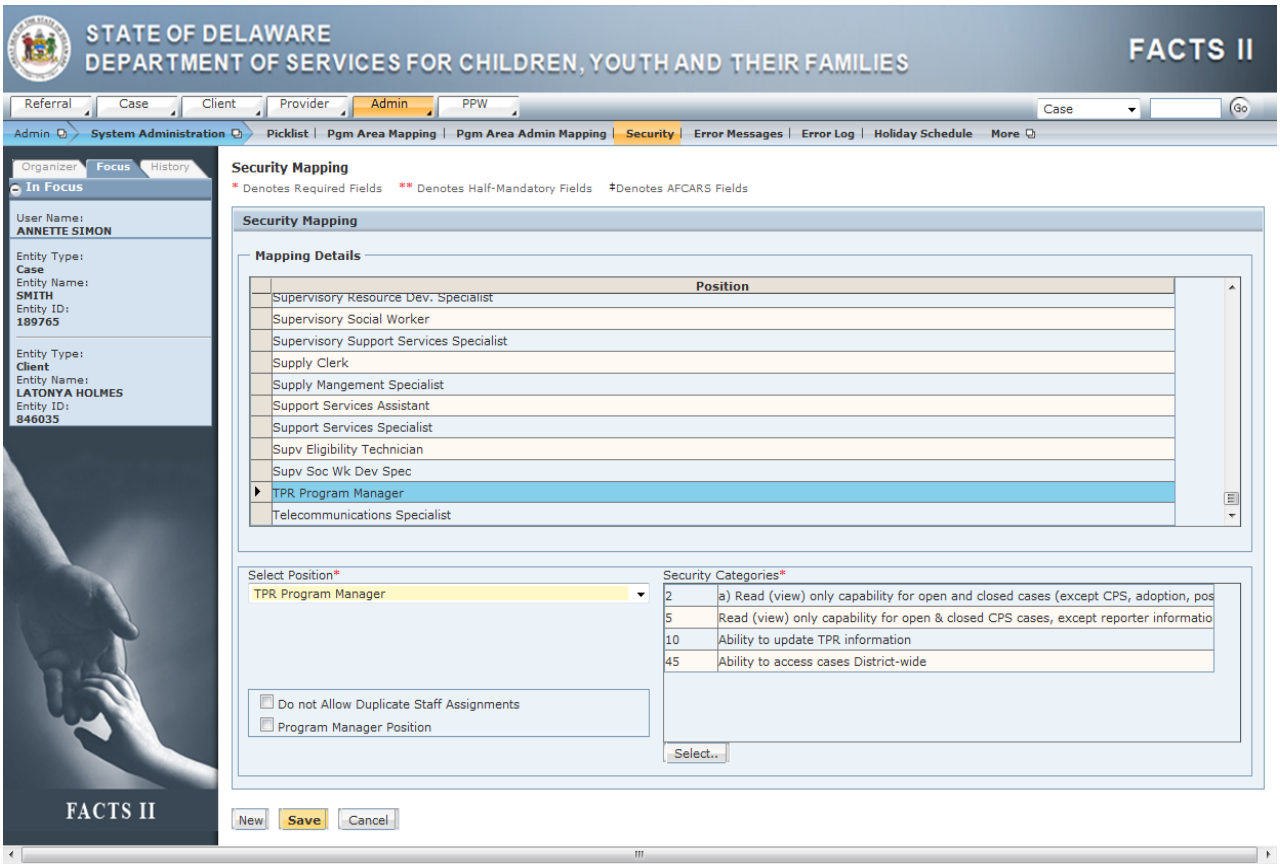


Figure 4.2.2-50. FACTS II Role Based Access.

Deloitte understands the importance of security provisions with a SACWIS. Therefore we have expanded our functional role based security to offer data level security also. Functional role based security has been made configurable in Delaware FACTS II as displayed in the figure below. Only authorized workers can add new functional roles and modify security to functional roles. The changes take effect upon next logon and no changes to the application code are required.



DE_SACWIS-544

Figure 4.2.2-51. Security Mapping.

Functional role based security controls access to each screen however, once that screen has loaded, functional role based security cannot control the records that are viewed or amended. Data level security can. Some examples of why we believe that data level security is important are as follows:

- The user community for SACWIS systems is expanding. One prime area for expansion is the granting of access to providers of child welfare services. Using only functional security, each provider could record the entry or exist of children into their facilities – but they could also record the entry or exit of children into facilities operated by other providers. Data level security allows them to access only their own records.
- Certain cases are especially sensitive or high profile. Data level security allows these cases to be restricted from users whose role might otherwise have granted them access.

We believe that a SACWIS system can only fully protect the sensitive information that it records if it offers both functional role and data level security.

Legacy (Historical) Data

Deloitte understands that data in all the disparate legacy systems needs to be converted into a single database used by Delaware FACTS II. Since all these legacy systems have been running since a long time and essentially as silos, data conversion involves de-duplication as well as cleaning the data as per the new requirements.

Deloitte has prior experience of converting legacy data from multitude of systems into a single cohesive database. Deloitte has successfully implemented such Conversion exercise in the states of District of Columbia, Alabama, and Tennessee.
Data is converted from DSCYF, DMSS, DFS and DPBHS systems into the Delaware FACTS II's data store. Data Conversion is critical to the success of the project and more details of the suggested approach are given in *Section 4.15, Conversion*.