

**SACWIS Partnership Forum  
Meeting Minutes  
January 10, 2006**

<b>County Representatives Present</b>	<b>ODJFS Representatives Present</b>	<b>Absent</b>
Cathy Appel (Clark)	Terry Lee Adams (ODJFS)	Crystal Allen (PCSAO)
James Beard (Van Wert)	Kathy Bartlett (ODJFS)	Gary Crow (Lorain)
Eric Bush (Marion)	Robby Dallamora (DRC)	Joan Denman (ODJFS)
Katherine Canada (Franklin)	Nancy DeRoberts-Moore (ODJFS)	James McCafferty (Cuyahoga)
Mary Ann Drewry (Montgomery)	Sharon Griffith (ODJFS)	Jessie Tower (ODJFS)
Jann Heffner (Butler)	Thomas Heilman (ODJFS)	Robin Troyer (Wayne)
Rhonda Hollingshead (Muskingum)	Robert Holeman (DRC)	Joan Van Hull (ODJFS)
Matthew Hooker (Greene)	Mike Latham (DRC)	
Ron Kirkendall (Hamilton)	Stephen Mayo (DRC)	
Linda Peters (Butler)	Angelo Serra (ODJFS)	
Julie Mogavero (Hocking)	Rick Smith (ODJFS)	
Dean Sparks (Lucas)		
Brady Stewart (Summit)		
Jim Williams (Muskingum)		
Loretta Wilson (Guernsey)		

**MINUTES**

**Opening Remarks/Confirm Agenda**

Rick Smith, Deputy Director, Office for Children and Families, opened the meeting, confirmed the agenda, and led the Partnership Forum members through roundtable introductions. Terry Lee Adams, SACWIS Operations Manager, reviewed housekeeping items. The Partnership Forum Members approved minutes from the October 21, 2005, meeting.

**Project Update**

Angelo Serra, SACWIS Information Technology Project Manager, provided an overview of the project schedule and key project tasks. Ron Kirkendall, Assistant Director, Hamilton County PCSA, inquired if the Partnership Forum membership would be reviewing the list of management reports and other system reports that will be contained in SACWIS. Nancy DeRoberts-Moore, SACWIS Business Project Manager stated there would be a User Acceptance Testing (UAT) team responsible for testing reports during UAT Session Two. The Partnership Forum membership suggested the reporting workgroup meet to confirm the report specifications during UAT.

**System Test/User Acceptance Testing**

Mike Latham, DRC SACWIS Project Manager, provided an overview of the SACWIS System Test and UAT. The System Test, which includes 167 Use Cases and over 650 Test Cases, began October 2005 and

is scheduled to complete January 16, 2006. SACWIS UAT will be conducted by SACWIS Integrated Project Team (IPT) and state and county Subject Matter Experts (SMEs) beginning January 17<sup>th</sup>. The System Test is primarily a Use Case/Integration test, whereas UAT is business scenario based. UAT training is scheduled to begin January 11, 2006, and will include a system overview, an introduction to the testing process and working lab exercises. UAT will be conducted in three, four-week waves. UAT training for Wave 2 will be held during the week of February 13<sup>th</sup>, and training for Wave 3 will be scheduled as needed the week of March 13<sup>th</sup>. A seven team approach will be used for UAT. Data will be preloaded for some of the teams during Session 1 of UAT. Mr. Latham also provided an overview regarding the priority of different types of defects during UAT and discussed how defects will be tracked and reported. A parallel team will conduct load and capacity testing.

Mary Ann Drewry, Director of Quality Centered Services, Montgomery County PCSA, inquired regarding networking and system speed. Angelo Serra explained most networks and hardware have already been upgraded for SACWIS.

### **SACWIS Reporting**

Mr. Serra presented information regarding the technical aspects of SACWIS reporting, including the technological environment and scalability (how capacity can be added to increase speed when needed). Cathy Appel, Deputy Director, Clark County PCSA, inquired regarding scalability and expressed concerns about worker productivity. Mr. Serra discussed how the reporting database server will function to ensure the data is updated in a timely manner to produce accurate reports. End users will use Cognos to generate ad hoc reporting. Katherine Canada, Director of Planning, Information Systems and Evaluation, Franklin County PCSA, inquired if it would be advantageous for end users to begin receiving Cognos training now to be prepared to use Cognos. Mr. Serra stated pursuing Cognos training would be beneficial. Mr. Serra further stated counties will be able to drill down to the supervisor and worker level in the reports. Matt Hooker, Quality Assurance Supervisor, Greene County PCSA, requested a list of the reports and forms that will be available in SACWIS.

### **Financial Reimbursement Policy**

Nancy DeRoberts-Moore provided an overview of the financial reimbursement policy, which is expected to be approved following a review by ODJFS Legal Services. The Partnership Forum membership determined Sections C, F, and G were confusing and Ms. DeRoberts-Moore indicated the language would be redrafted. The membership collectively summarized what should be addressed in those sections in the revised draft. In response to a question posed, it was confirmed that prior approval is required when counties plan to hire contractors to work on SACWIS implementation. Deputy Director Smith confirmed the rule would be modified to clarify Sections C, F, and G.

### **SACWIS Online Help**

Betsy Gehres, DRC Senior Instructional Designer, provided a demonstration of SACWIS online help. 1200 drafted topics are currently being reviewed and validated. There are two kinds of help: context-sensitive help and online help. Linda Peters, Case Review Supervisor, Butler County PCSA, inquired if online help indicates which tasks have prerequisites. Ms. Gehres stated they are trying to capture this information. She also stated the SACWIS business rules determine which tasks must be completed in the system before other tasks can begin.

### **Data Validation**

Kelly Kildow, DRC Data Conversion Lead, and Mr. Serra presented information regarding data validation. Topics included an overview of the data conversion process, the data conversion schedule, data conversion status, and next steps. Partnership Forum Membership discussed which types of data will be converted. Data that does not have a "home" in SACWIS will be placed in a data warehouse. Deputy Director Appel stressed the counties need to be able to plan now for data conversion work.

### **SACWIS Case Services**

Kathy Bartlett, SACWIS Project Requirements Manager, provided an overview of the Case Services structure in SACWIS, including the business flow and the corresponding screens in SACWIS. Mr. Serra provided an overview of proposed design changes. Deputy Director Appel stated caseworkers are not going to want to complete each screen for every member of the family and expressed a concern that Case Services will be too cumbersome to use. Additional Partnership Forum members expressed that the system needed to be “family friendly.” Director Canada, urged the SACWIS Project IPT to change the design prior to the initial implementation of the system to enable the users’ first experience with the system to be positive. Assistant Director Kirkendall stated the system should allow caseworkers to associate services to an individual or to a family. It was determined that the SACWIS IPT would look further into the design of case services and determine if other design options could be pursued. Additional analysis needs to be completed to determine how much a potential design change will cost. Discussion included the possibility of counties may be asked to pay for the modifications and the possibility that a change could impact the implementation schedule. Ms. DeRoberts-Moore requested volunteers from the county to work on the issue with the SACWIS IPT. Four member counties volunteered to participate.

### **CAPMIS/SACWIS Implementation**

A draft of the SACWIS rollout schedule was distributed for discussion. A draft CAPMIS schedule is under development and the two schedules will be combined to meet the goal of an integrated roll-out.

### **Interfaces with SACWIS**

Deputy Director Smith stated the ODJFS Performance Center recently reviewed the SACWIS initiative which included discussion regarding the required system Interfaces with SACWIS. It was determined by the Performance Center membership that due to resource limitations, the initial rollout of SACWIS would include system Interfaces with the Client Registry Information System-Enhanced (CRIS-E) and Medicaid Management Information System (MMIS), but would not include the Interface to the Support Enforcement Tracking System (SETS). The SACWIS/SETS Interface will be delayed due to resource constraints.

### **Implementation Discussion**

Tom Heilman, SACWIS Implementation Manager, presented information regarding support that is in place to prepare for SACWIS implementation, including SACWIS Mini Bites, system workflows, a practice database, county liaisons, system demonstrations and an Implementation Guide. Mr. Heilman also reviewed help desk housekeeping items.

The Partnership Forum membership discussed how to re-engineer current county business processes in response to SACWIS implementation and suggested identifying “must do” pieces of the application that will most impact the counties. Additional discussion included convening a forum to identify alternatives for data entry staff, establishing a forum for Super Users, providing an avenue to discuss SACWIS reporting, sharing lessons learned from the pilot implementation with other counties and having further dialogue amongst counties regarding mobile technology.

### **Next Partnership Forum Meeting**

Tuesday, February 28, 2005, 10:00 a.m. - 3:00 p.m.  
Air Center, 4200 E. 5<sup>th</sup> Avenue  
Columbus, Ohio 43219

### **Meeting adjourned**