

**SACWIS Partnership Forum  
Meeting Minutes  
December 1, 2004**

**Participants:**

Present:

Cathy Appel  
James Beard  
Darlene Campbell  
Gary Crow  
John Dillon  
Mary Ann Drewry  
Jann Heffner  
Connie Humble  
James McCafferty  
Julie Mogavero  
Thomas Roelant  
John Saros  
Dean Sparks

Robert Suver  
Jeannie Weisbord  
Rick Smith  
Fran Rembert  
Candace Valach  
Nancy DeRoberts-Moore  
Angelo Serra  
Kathy Bartlett  
Thomas Heilman  
Terry Adams  
Denise Wipert, DRC  
Stephen Mayo, Compuware

Absent:

David Boyer  
Suzanne Burke  
Eric Bush  
Helen Jones-Kelly  
Kelly Lynch  
Rhonda Reagh

ODJFS, Office of Children and Families Deputy Director Rick Smith opened the meeting by welcoming the Partnership Forum members and stating that the goal of the Forum is to develop leaders of change in the Counties for SACWIS. He referenced the FACSIS system, which has been in place for almost twenty years, as the last major effort to roll out a child welfare system in Ohio. Deputy Director Smith asked the Forum members to think about change in relation to the number of workers that will be impacted by the SACWIS change; 6400 State and county staff.

Nancy DeRoberts-Moore and Angelo Serra provided a SACWIS Project update. They addressed the milestones that have been achieved to date and explained the Joint Application Design (JAD) process that is currently underway and scheduled to complete in the Spring/Summer of 2005.

Ms. DeRoberts-Moore discussed the Integrated Project Team (IPT) currently in place composed of personnel from ODJFS, Dynamics Research Corporation, Compuware and the counties. The full IPT represents approximately 150-200 personnel dedicated to Ohio's SACWIS effort. Ms. DeRoberts-Moore discussed the importance of requirements definition and that it reflects the business processes utilized in Ohio.

Mr. Serra discussed the 5 JAD teams and the Iterative Development approach. After all five teams have completed the application design, system development continues until the application is completed.

Mr. Serra went on to discuss data conversion and the goal of converting as close to 100% of the data as possible. The objective is to convert most counties data, depending on their size, over a weekend.

Ms. DeRoberts-Moore addressed pilot implementation stating that the current schedule called for the pilot to take place in November 2005 in a medium to large size county and would run 90 days. Ms. DeRoberts-Moore then went on to address statewide implementation that was designed to occur twice monthly for 8 months., totaling 16 waves. Each wave includes the implementation of one metro county or 8 to 12 non-metro Counties. The goal is for all users in a county to transition together.

The SACWIS Training approach was described which will include Regional Classroom training, Web-Based Training and a Post Training database. Training will be provided through the ODJFS Regional Training Centers and may also include on-site training in the metro counties. Tom Roelant addressed the staff turnover rate experienced by agencies and the need to think about training new hires once initial roll out has occurred. Additional issues were raised that may impact training including minimal computer experience by some caseworkers. Mr. Roelant recommended that PCSAs may need to incorporate minimum computer literacy skills standards into job classifications.

Mr. Serra addressed the overall project schedule. The scope of the current project is 42 months. The first 30 months will conclude with the completion of statewide implementation. Post implementation support will be provided during the final twelve month period.

Mr. Serra also discussed the advantages of web-based technology, highlighting JAWS/Dragon Reader, a screen reader for sight-impaired users. Mr. Serra also addressed the disaster recovery capabilities of the system noting that if the original site responsible for data processing is not available, a secondary site is in place that can take over processing. As the SACWIS application moves into production and usage grows, capacity can be added to the application to meet the increased demand. Additionally, a high level of security is being put in place to assure that data cannot be intercepted and de-coded in transit.

Cathy Appel raised the issue of counties having duplicate data in SIS that cannot be corrected. She suggested that the Project team begin working with counties as soon as possible to address data clean-up issues as early as possible.

Ms. DeRoberts discussed the Partnership Forum charter addressing the membership, it's purpose and expectations.

Denise Wipert discussed Change Management and it's importance relative to SACWIS success. Her presentation included the role of an agency change agent, communications and impact on agency positions and workflow. The Change Management team will be conducting Organizational Assessments in Ohio's 88 PCSAs to assess agency's state of readiness for change and the potential impact of SACWIS on their processes and culture. Formal recommendations and strategies will be provided on how to improve the Agency's readiness for SACWIS.

Dr. Gary Crowe inquired into the possibility of assessing the length of time it will take workers to complete specific tasks in the new SACWIS. Deputy Director Smith stated that ODJFS staff would be following up with Dr. Crowe on this issue.

Additional discussion focused on Graphical User Interfaces (GUI).

Ms. DeRoberts-Moore noted that the SACWIS Change Control Review Board (CCRB) would be launched in 2005. Statewide implementation of SACWIS will begin in 2006.

Kathy Bartlett opened the presentation on SACWIS Implementation by identifying a number of the benefits that will be realized at both the state and county level as a result of the new system.

Steve Mayo followed with an overview of SACWIS implementation. He highlighted the process of User Acceptance Testing (UAT) and the verification that converted data is correct and useable. He gave an overview of county roles in the implementation process and addressed the need for "Super Users" in each county to provide over the shoulder support. He stated that the order of statewide implementation has not yet been established.

Mr. Mayo further elaborated on the Organizational Assessments stating that user readiness, workflow analysis, data, user support, training, security and technical environment would be addressed during this process.

**The next Partnership Forum meeting originally scheduled for January 13, 2005 and has been rescheduled for February 8, 2005 from 10:00 a.m. to 3:00 p.m. at the Columbus International Air Center, 4200 East Fifth Avenue, Room G-179, Columbus.**

Scribe:  
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