SACWIS Partnership Forum
Meeting Minutes
April 26, 2005

SACWIS Partnership Forum Meeting		
Participants		**Absent**
Terry Adams	Ron Kirkendall	Crystal Allen
Cathy Appel	Laurie Kuhnke	David Boyer
Iroabuchi Arum	Mike Latham	Suzanne Burke
James Beard	Kim Liston	Jann Heffner
Dennis Blazey	Stephen Mayo	Helen Jones-Kelley
Cindy Buckey	Julie Mogavero	Kelly Lynch
Eric Bush	Linda Peters	James McCafferty
Gaye Crawford	Rob Plummer	Fran Rembert
Gary Crow	Ronda Reagh	Robert Suver
Nancy DeRoberts-Moore	Thomas Roelant	
Mary Ann Drewry	John Saros	
Brenda Duncan	Angelo Serra	
Hollie Foutz	Rick Smith	
Brenda Frazier	Dean Sparks	
Mike Gustin	Joan VanHull	
Tom Heilman	Jeannie Weisbrod	
Cathy Herston	Jim Williams	
Bob Kacir	Denise Wipert	

MINUTES:

Rick Smith, OCF Deputy Director, opened the meeting by welcoming everyone. The members then provided roundtable introductions and a review of the housekeeping items was conducted by Terry Lee Adams, SACWIS Operations Manager. The members reviewed and approved the March 15, 2005 meeting minutes.

Kim Liston, Deputy Director, Management Information Services, (MIS), provided oversight comments regarding SACWIS. SACWIS was featured as a demonstration at the last monthly MIS management meeting. Ms. Liston noted the demonstration of the current version of SACWIS was well received by MIS management staff.

Nancy DeRoberts-Moore, SACWIS Business Project Manager, provided an overview of the agenda and reviewed upcoming events with the Forum members.

Ron Kirkendall, Hamilton County, raised a question regarding standardizing child characteristics or service matching within SACWIS. Mr. Kirkendall noted the importance for MEPA and CARP to have a standardized statewide approach to defining child characteristics. Rick Smith noted this was an important topic and the topic would be included on the agenda for the next Partnership Forum.

Iroabuchi Arum, SACWIS Business Manager, provided an overview of the SACWIS financial management system. The presentation covered the four main tracks of the financial module:

- Service administration
- Claims processing
- Payments and client contributions
- Financial interfaces & Eligibility determination

The presentation defined the breakdown of financial services within SACWIS. These are currently defined as service groups, service categories, and service types. These categories are broken down and defined by state policy. Kathy Bartlett, SACWIS Requirements Lead, noted within these State defined groups and types, the counties would have the flexibility to define local county services within the SACWIS system. Mr. Arum provided an example of how these services might be classified: using Case Management as the group, and Case Planning as the category and type. During the presentation, members discussed: internal cost allocations of how workers spend their time working on cases and options to track caseworker time and costs to the case level; how the financial module of SACWIS would integrate with financial software at the county level; the ability of SACWIS to provide extracted data that can be used to interface with the county financial and county auditor systems.

John Saros, Director, Franklin County, requested assistance in working to set up this interface with the county auditor of Franklin County.

Mr. Arum provided clarification noting SACWIS finance tracking dealt strictly with the tracking of purchased outside services and did not cover internal tracking of costs.

Dennis Blazey, OCF Financial Specialist, provided clarification regarding the procedure for cost tracking within the agency. Mr. Blazey provided confirmation SACWIS will not track internal cost accounting, and current cost accounting methods would continue to be used to track costs.

Angelo Serra, SACWIS Technical Project Manager, stated, in addition to the standard financial reports and flat file extracts that SACWIS could provide, the counties still could provide ad-hoc reports and ad hoc file extracts from the reporting database. Mr. Serra noted, as in previous meetings, this data is guaranteed to be no more than 24 hours old.

Members inquired regarding the interfaces between the CRIS-E and SETS systems, advising it would be desirable these interfaces be a two-way interface. Nancy DeRoberts-Moore stated the interface meetings between SACWIS and CRIS-E, and SACWIS and SETS are continuing and there is anticipated cooperation between those systems in exchanging data back and forth between SACWIS and the legacy ODJFS systems. Mr. Blazey stated Kinship Subsidy would be managed within the CRIS-E system, as the issue would fall under the area of TANF benefits. Mr. Blazey further stated the SACWIS system would currently collect all of the service providers throughout the state. At this point in time, this capability does not exist within the seven distinct legacy systems utilized in Ohio. Mr. Blazey stated this would provide the counties with essentially a 'Yellow Pages' of service providers where the counties could analyze each provider's services, and the associated costs for these services. He stated this is the first major step to do an analysis of those costs and services provided statewide.

Members suggested SACWIS provide an internal tracking mechanism to allow counties the opportunity to analyze the costs between internally provided foster care services and those which could be purchased by external private agents to provide County administrative management the ability to analyze whether it was cost-effective for counties to continue to provide foster care service within county provided services.

Joan Denman, SACWIS Business Manager, provided an updated demonstration of the SACWIS application system. The demonstration showed only the new features and functions that exist in SACWIS since the last Partnership Forum demonstration. The intent is to provide an update demonstration for the Partnership Forum members every other meeting thus allowing the Partnership members to see the new functionality as it is added to SACWIS.

The conversion team has managed to convert some of the data from various county systems, and conversion data was now available as part of the demonstration. Much effort has been put into the system sign-on and user desktop functions. Examples of the intake function were demonstrated.

During the demonstration, Mr. Serra addressed questions regarding how SACWIS would manage postal addresses stating the SACWIS system would provide the ability to track addresses by census track and census blocks. This would allow the counties to define geographic locations within their county and provide various levels of tracking and reporting down to the geocode level.

Bob Kacir, SACWIS Data Conversion Manager, provided an overview of the SACWIS data conversion functionality. The conversion overview included:

- Conversion Objectives
- What conversion will and won't do
- Reality of data cleansing
- What is the data warehouse?
- Preparation for conversion

During the presentation, Mr. Serra addressed concerns regarding having exact matches for client and provider addresses by stating there would be a standardization algorithm for all addresses within SACWIS. Mr. Kacir stated during conversion several types of reports would be produced: an error report where no possible data match or data conversion could be performed on the data; and a default report where SACWIS conversion could supply potential substitutes for missing data values that SACWIS requires. In either event, detailed reports would be provided so counties could understand the various processes that took place when their data was converted from their current system into the SACWIS database.

Mr. Kacir provided an overview of how SACWIS would assign a brand new unique number to people, providers, and cases within the system. The SACWIS data conversion software would produce a cross-reference so counties could see their old case numbers together with the new SACWIS case numbers. These cross-reference functions would also be available for clients and providers. Mr. Kacir stated the inventory of mnemonics within the current county software application system exceeded over 60,000 possible mnemonics and the conversion team was in the process of providing detailed mapping of those mnemonics into the new SACWIS reference tables. The conversion team is also working closely with the SACWIS financial team to define detailed procedures and audits so financial data can be carefully tracked during the conversion process to SACWIS.

Members requested access to the SACWIS use cases, the SACWIS data dictionary and the SACWIS glossary. It was agreed updated SACWIS use cases would be placed on the web with access to the project CVS document repository. This repository stores and manages all of the SACWIS design artifacts.

Mr. Kacir also provided a detailed overview of how counties could begin to clean up some data problems within their current databases. Areas highlighted: person names, person phone

numbers, and person social security numbers. SACWIS would require persons have unique social security numbers, and when duplicate social security numbers were found in the legacy systems, the conversion would print those clients on an error report noting their social security number had been blanked out since it was already used in the system.

Members discussed issues regarding adoption disrupts, specifically how that child will be entered back into the system. The members questioned how SACWIS would deal with this type of situation. Rob Plummer, DRC Requirements Lead, stated the adoption process was currently in the design JAD sessions, and those details had not been finalized within the system at this point.

During the working lunch, Angelo Serra presented several topics, including resolution of duplicate clients within the system and data mapping with the proposed SACWIS data warehouse.

Mr. Serra stated all counties should begin a process to review/analyze their client database and identify duplicate persons. Once duplicate persons are identified, a process should be established where the county would identify the duplicate person name by either entering 'deleted' in the first name and 'deleted' in the last name, or possibly some counties have already put 'client' in the first name and 'deleted' in the second name. With this type of process, the data conversion software could isolate those clients as duplicates and not bring them into the SACWIS system creating the duplicate problem that exists in county databases today.

Laurie Kuhnke, Lucas County, discussed quality assurance within the SACWIS system, specifically how duplicate clients could be prevented within SACWIS. Mr. Serra noted there was no guaranteed way to ensure duplicates would not enter the SACWIS system, however, SACWIS would have a merge function that would allow a worker the ability to merge duplicate people into a single person representation. Forum members agreed there should be a statewide quality assurance committee to address the ongoing integrity of SACWIS at the state level. Rick Smith acknowledged the need for a quality assurance team, and suggested the issue be tabled for further discussion. Forum members also expressed concern regarding gaining assistance for identifying and cleaning up the data in their current SIS databases. Joan Denman suggested they continue to contact the help desk. Both Joan Denman and Tom Heilman, SACWIS Implementation Manager, will be available to assist members with future data cleanups.

SACWIS data warehouse was also discussed. This warehouse was intended to move data from existing county systems to the statewide Oracle database. During conversion this data would be moved from the county system to the state system and data would reside there for reporting purposes only. Mr. Serra expressed concern regarding the value of the data warehouse and the amount of time it would take for counties to reproduce reports to access this data. Counties keep an archive of their system once converted. If there is a need to access historical data, counties can use pre-existing reports that existed in their prior system to produce outputs for historical reporting reasons.

Cathy Appel expressed concern regarding not converting FAPT risk assessments and family assessments from the SIS system and questioned if prior case plans may not be converted into SACWIS as well. The new SACWIS CAPMIS tools did not match the old FAPT or case management tools and has presented a conversion problem. Mr. Serra noted the issues was being discussed by the SACWIS team and alternative measures of converting prior family assessments and case plans was under consideration.

Jim Williams, Muskingum County, noted concern the loss of SIS events may lose business functionality. Muskingum County currently is one of the counties participating in the federal study under the Protect Ohio Act, and losing SIS events might lose valuable information

regarding the Protect Ohio effort. Kathy Bartlett noted the SACWIS case management team was addressing data requirements and business requirements specific to Protect Ohio and business functionality would not be lost during conversion. Ms. Bartlett requested to review the results of the data discussion the Protect Ohio counties were completing.

Cathy Herston, Summit County, questioned how SACWIS will allow workers to correct business mistakes made during daily operations. Ms. Herston provided an example where a caseworker could have literally missed an entire foster care placement episode and needed to go back to the case after the fact and provide corrective measures. Ms. Herston offered to send additional examples with suggestions how these situations might be resolved.

Mike Latham, DRC Project Manager, provided an overview of the SACWIS storyboards. The storyboards provide an overview of the entire SACWIS project (i.e., goals, project phases, general features, and benefits) and are intended to be a communication vehicle between the SACWIS project and the county workers. The storyboard could be used by county managers to assist in communicating with county workers regarding the SACWIS project. The intent is to facilitate the change management from the current work environment to the new proposed SACWIS processes.

Nancy DeRoberts stated SACWIS storyboards would be available on the SACWIS website. There was a discussion of having two levels of storyboards: one detailed level for the workers and one higher level for commissioners and managers. The storyboard is currently produced at a higher level. Currently, only one storyboard will be available on the website.

In addition, new presentations called SACWIS "Mini-Bites," provide high-level business functional overviews of various SACWIS functions. Mr. Latham provided a brief demonstration regarding how the SACWIS mini-bites could assist workers. These SACWIS presentations will also be available on the SACWIS website and counties are encouraged to send in additional ideas.

Dr. Crow, Lorain County, questioned how long it would take for a worker to become proficient in SACWIS. Steve Mayo, DRC SACWIS Implementation Lead, addressed the issue by describing the various training available for SACWIS workers. There are three types of training planned: a web-based training (approximately three hours), a two-day classroom training session, and an additional day of super user training. The super user training is advanced training that allows a broader and deeper training on various components of the SACWIS application system.

Forum members stated a one-day super user training class would not be sufficient time for training.

The general updates included four specific categories:

- Pilot selection process
- Organizational Assessments
- Quarterly statewide briefings
- SACWIS application security

Tom Heilman, SACWIS Implementation Manager, provided an update regarding the pilot selection process. A request for consideration has been received from a fourth potential pilot county. The submissions have been placed under review by the selection team. The

Organizational Assessments will be completed for all four of these counties by May 27th. The recommendation of the potential pilot county should be completed and announced by the first week in June.

Cathy Herston, Summit County, asked specific questions regarding the planned deployment of SACWIS throughout the state. Mr. Heilman noted the pilot operation phase is currently scheduled to begin in January 2006 and will run for approximately 90 days. Statewide implementation will immediately follow the pilot operations phase. The current schedule shows the remaining 87 counties being fully operational with SACWIS by the end of 2006.

Steve Mayo provided an update regarding the organizational assessments. Currently, five counties have totally completed their assessments and their reports have been delivered. Four additional counties have had assessments completed and their reports are in process. Six more counties are scheduled to receive their assessments in the month of May. Remaining Partnership Forum counties should contact Tom Heilman to schedule their county assessments.

Nancy DeRoberts-Moore provided an update regarding the SACWIS Statewide Quarterly Briefing meetings. The Project Team will provide quarterly briefings throughout the remainder of 2005 and 2006. The briefings will be held at various locations throughout the state with the first briefing scheduled for June 7 & 8, in Columbus. Announcement and registration materials will be sent the week of May 16th. Partnership Forum members have received a list of dates for the upcoming SACWIS application demonstrations.

Kathy Bartlett, SACWIS Requirements Manager, addressed management and administrative reporting within the SACWIS system. An update was provided regarding the management reporting team that deals specifically with SACWIS reports. Currently, the team has defined 20-21 administrative reports that will be used by SACWIS managers in the workload and caseload management of SACWIS. Currently, SACWIS reporting has been divided into eight functional categories. These include:

- Investigation
- Service Provision (Case Management)
- Caseload
- Resources
- Placement
- Financial
- Case Closure
- Miscellaneous or Additional reporting

This body of reports will encapsulate a series of pre-defined ('canned') SACWIS reports that are available to any SACWIS worker with the proper security access. Additionally, SACWIS will provide an ad-hoc reporting facility to allow counties to define custom reporting needs to suit individual county needs.

Rick Smith, OCF Deputy Director, provided an update regarding the status of the application security module within SACWIS. ODJFS received recommendations from the PCSAO regarding SACWIS application security. The SACWIS Project Application Security Team has met twice with county directors and the PCSAO to cover application security for both public and private agencies.

The PCSAO recommendations, as well as comments from other meetings, have been reviewed with ODJFS Office of Legal Services. Recommendations and outcomes are being reviewed and the results will be shared at a future Forum meeting. Federal representatives from HHS are scheduled to be in Columbus April 28th and 29th. As part of the meetings with the Federal HHS

representatives, the security overview and recommendations will be reviewed. Deputy Director Smith asked for the continued support of the Partnership Forum county directors and stated the plan is to reach a decision regarding the direction for SACWIS application security prior to the next Partnership Forum meeting.

Nancy DeRoberts-Moore announced a new position will be opened on the SACWIS state project team, that of SACWIS Change Management Manager. The job will be posted. The plan is to have the position filled and in place by July 2005.

Next partnership Forum meeting date is set for Tuesday, June 28.

Agenda topics to include:

- A discussion of the plans to move risk assessments and case plans forward from the SIS system into SACWIS
- Standardization of child characteristics for service matching to be compliant with MEPA

Additional topics may include:

- A further discussion and refinement of the SACWIS financial system to cover some of the issues and discussions that arose during this meeting
- Potentially a more comprehensive technical discussion of how addresses in the address broker system will assist SACWIS in managing client and provider addresses.

Action Items Include:

- Publish the SACWIS Storyboard and SACWIS Mini-bites on the SACWIS Website and/or make the SACWIS CVS Repository available for read access to the counties.
- Publish SACWIS updated Use Cases on the SACWIS Website.