NEW YORK STATE | **Office of Children and Family Services**

CCWIS Webinar
Data Quality Workgroup Report Out *and*
Invitations: DQ Workgroup and UX Workgroup
December 4, 2019

Comprehensive Child Welfare Information System

Strengthening CONNECTIONS for caseworkers, children, and families

December 6, 2019

Call-In Details:
US Toll Free: 844-633-8697
Local: 518-549-0500
Access Code: 646 980 056

Agenda

❖ CCWIS User Experience (UX) Workgroup Invitation

❖ CCWIS Data Quality Workgroup Consensus Report and Invitation

CCWIS User Experience (UX) Workgroup Invitation

Discussed 10/23 Webinar:

UX Workgroups made up of caseworkers and line supervisors:

• INV, Foster Care/Services, FAD

• All will include Progress Notes discussion

2-3 Webex Meetings per "stage" area

January-March 2020

EMAIL: CCWISTeam@ocfs.ny.gov if you are interested!

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OCFS / ITS / COFCCA / ACS
CCWIS Data Quality Workgroup Consensus Report

Introduction

This is a presentation on the work done to date by the CCWIS Data Quality Workgroup.

The initial phase of the Workgroup was for a sub-committee of COFCCA to present to the state and ACS the data flow analyses and recommendations they had developed during the prior year.

The Workgroup will now be opened to additional local districts and voluntary agencies interested in identifying and prioritizing data exchanges that can help relieve duplicate data entry.

This report is a launching point to help us identify additional data exchange needs and prioritize this exciting work.

Data Quality Workgroup Members
(so far)

NYS OCFS: CCWIS, Child Welfare and Community Services (CWCS), CQI, Legal, Reporting, Legacy Systems SME (WMS, BICS)

NYS ITS: CONNECTIONS, OCFS Data Warehouse

NYC Administration for Children's Services (ACS)

COFCCA-CCWIS Committee (11 agencies)

CCWIS Context

In moving forward with CCWIS, all stakeholders must understand the following:

➢CONNECTIONS is New York's system of record for child welfare case management and federal and state reporting, and is our CCWIS.

➢CONNECTIONS use is required by all LDSS' and VAs.

➢Many LDSS' and VAs have external systems outside CONNECTIONS to perform functions not met by CONNECTIONS, which results in duplicate data entry for some workers.

➢CCWIS requires that external systems do not duplicate functions within CONNECTIONS, and that CONNECTIONS is used consistently by all LDSS' and VAs.

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CCWIS Context, con't.

While data exchanges will not be required between CONNECTIONS and LDSS and VA systems, bi-directional data exchanges may ease the burden of some duplicate data entry. The interfaces will be optional and agencies may continue to enter data as is current practice if they so choose, understanding that all LDSS and VA staff must continue to enter data and use all required functions in CONNECTIONS.

The goal of the Data Quality Workgroup is to identify where data exchanges can provide the most relief; where can we reduce duplicate data entry for the most-used functions and/or for the most staff?

Keeping in mind:
- OCFS resources to change CONNECTIONS and develop data exchanges are limited; the work must be prioritized.
- OCFS, LDSS', and VAs all may need to effect changes to our systems to reduce duplicate data entry.
- LDSS' and VAs must eliminate any functional duplication.

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CCWIS Data Exchanges and VA and LDSS Systems

There may be compelling workload, data quality, and financial reasons for agencies to import data from CONNECTIONS to reduce data duplication.

Some LDSS' and VAs have developed external systems in-house, where others were purchased from system vendors, so support for data exchanges will vary.

OCFS conducted a Local Systems Survey to learn about LDSS and VA external systems, and is currently working through the extensive list to determine the functional areas where data exchanges may be beneficial, and to list functionality that may be recommended to add to CONNECTIONS.

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COFCCA-CCWIS Committee Work to Date

The committee includes data and IT experts from 11 upstate and downstate agencies and is supported by domain experts in multiple functional areas.

To date, the committee has:

- Written to OCFS in support of the CCWIS process
- Prepared 8 analyses of overlapping state, voluntary agency and ACS systems
- Proposed solutions to reduce or eliminate the overlaps
- Made recommendations to OCFS on short-term improvements in data sharing
- Made recommendations related to system reform.

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Processes We Reviewed

The COFCCA-CCWIS Committee presented the following processes in detail:

1. Foster Care Placement, Movement and Billing
2. Homefinding and Resource Management
3. Permanency Hearings and Legal Tracking
4. Organizational Hierarchy and Staffing
5. Adoption
6. Medical Data Update
7. Educational Data Update
8. Progress Notes

The committee identified duplication in each of these areas and recommended improvements.

The work about to be presented still needs to be validated with a larger audience, prioritized, and requirements developed. The expanded Data Quality Workgroup will work through that process.

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Diagram Conventions

We used a data flow approach in describing our systems and used the following color coding:

    State Systems are in Green

    Voluntary agency systems are in Orange

    ACS Systems are in Blue and

    Duplicative data flows are highlighted in Red

Each diagram is followed by a list of recommendations, which will be reviewed in our expanded dialog with additional members

*Note that the following diagrams are as of the dates noted and may not be up to date as of this report out. Diagrams will be updated as needed to support the CCWIS data exchange design process.

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1) Foster Care Placement and Billing
(NYC data flow diagram)
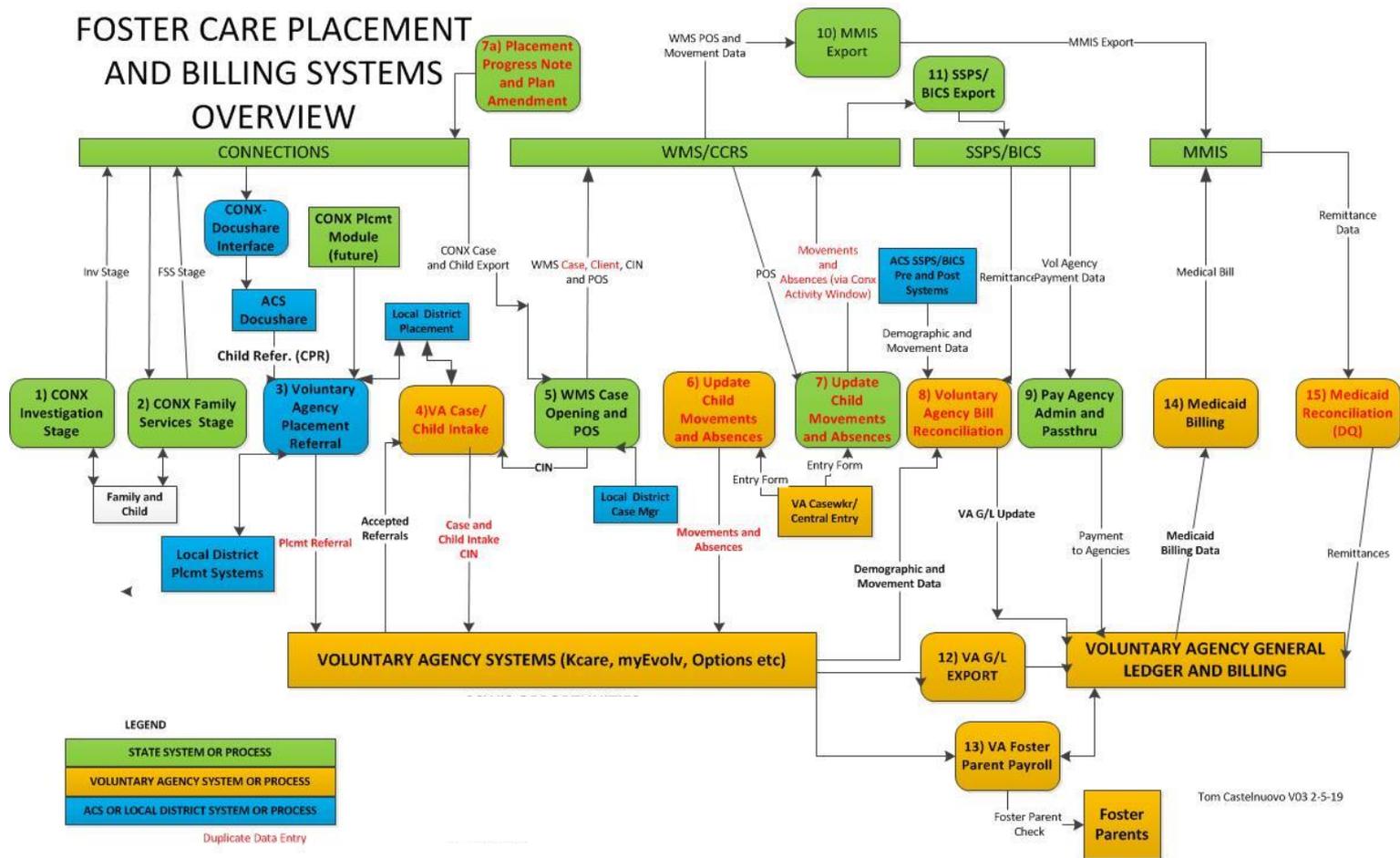
Duplicate entry of case, child and movement data increases agency fiscal data mismatches, adds to workload and hinders data quality

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Foster Care Placement and Billing Recommendations

> Expand the ODS* and DW with CONNECTIONS placement module child, referral and placement data, and supplement the ODS with DW-based CONNECTIONS Activity reports.

> Create a report that measures time from admission to foster (M910) to case assignment.

> Develop a direct interface between CONNECTIONS and SSPS/BICS to support payments and funding (Title IVE, EAF, etc).

> Automatically create a role in the case for the agency placement resource coordinator to expedite data access.

> Reach out to other state agencies to compare data dropdown values; are we in sync and reflecting federal standards?

> Agencies (with the necessary IT support) can import placement and referral information from CONNECTIONS into agency systems. Agencies can use ODS and Data Warehouse data now, and JSON Messaging data once it is available.

*ODS-related solutions are understood to be pertinent to a limited number of LDSS' and VAs and are not considered part of an overall CCWIS solution. OCFS is considering enhancements to the ODS.

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# 2) Homefinding and Resource Management

FOSTER PARENT CERTIFICATION
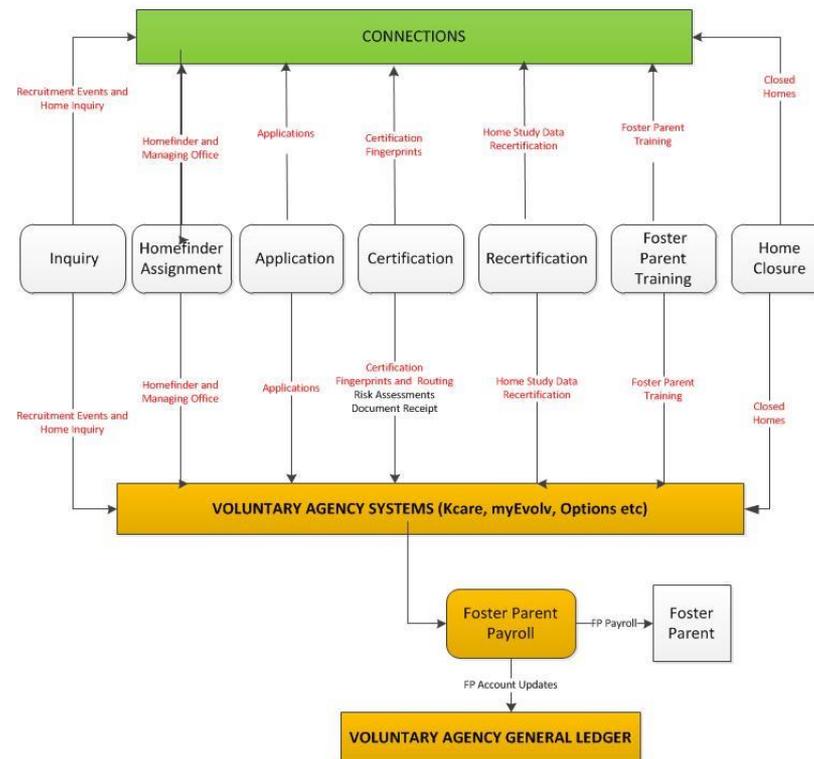
Agencies enter duplicate resource, resource person and certification data into CONNECTIONS and agency systems

Homefinding Recommendations

> Agencies agree that CONNECTIONS Resource and Homefinding tracking meets most, but not all, agency needs.

> Agencies may want to continue enhanced home inquiry tracking in agency systems, or add missing functionality such as home member TB tracking to CONNECTIONS.

> OCFS to work with agencies to review and improve portions of the CONNECTIONS Resource module, such as training tracking.

> Continue to provide resource data in both the Data Warehouse and the ODS.

> Agencies (with the necessary IT support) can import Resource, Home member and homefinding information from CONNECTIONS into agency systems.

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3) Permanency Hearings
(NYC data flow diagram)

PERMANENCY HEARING PROCESS
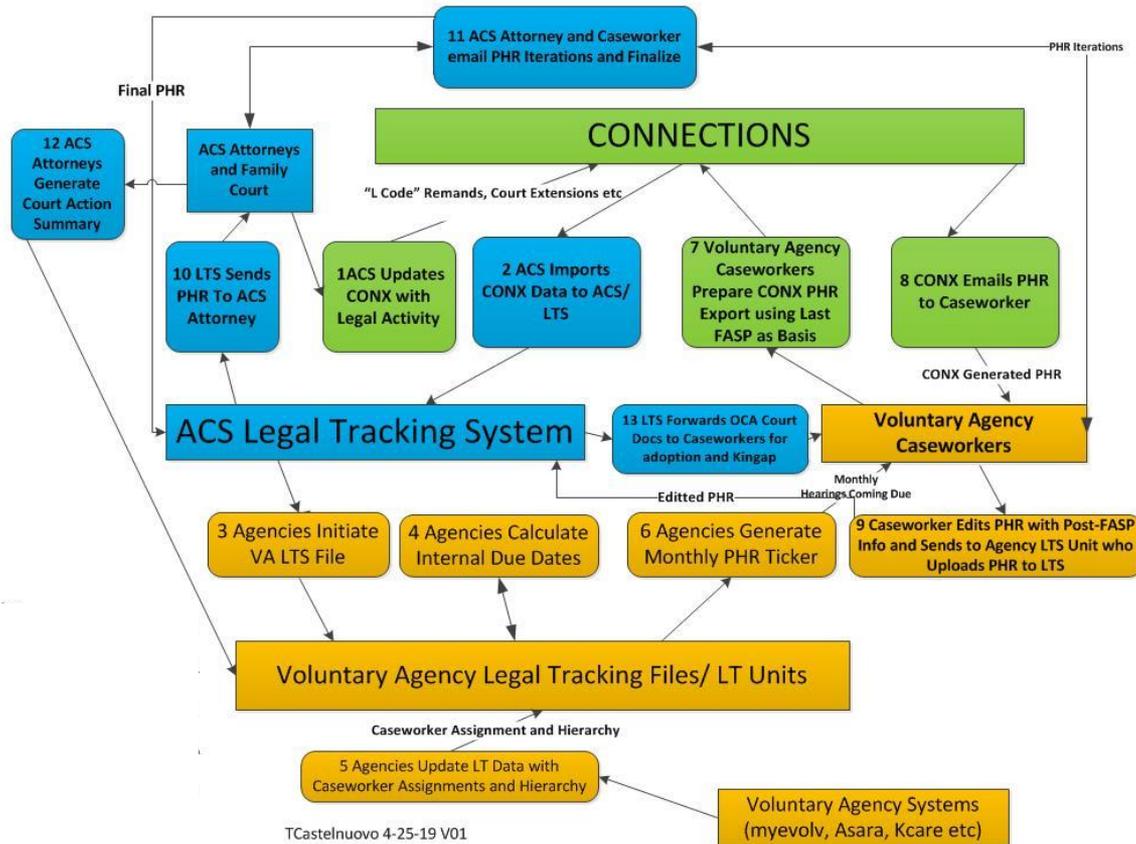
While not specifically duplicative, the PHR Process is difficult to coordinate among State, Agency and ACS systems

Permanency Hearing Recommendations

> Discuss how to integrate ACS' Legal Tracking System (LTS) and CONNECTIONS functionality

> Find a way to add PHR ID to legal tracking data

> Share PHR data with agencies via the DW and the ODS (similar to the child movement activity sharing plan)

> Agencies await the result of this process before determining the role of agency systems in the PHR process.

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4) Organizational Hierarchy

VOLUNTARY AGENCY
ORGANIZATIONAL
HIERARCHY UPDATE
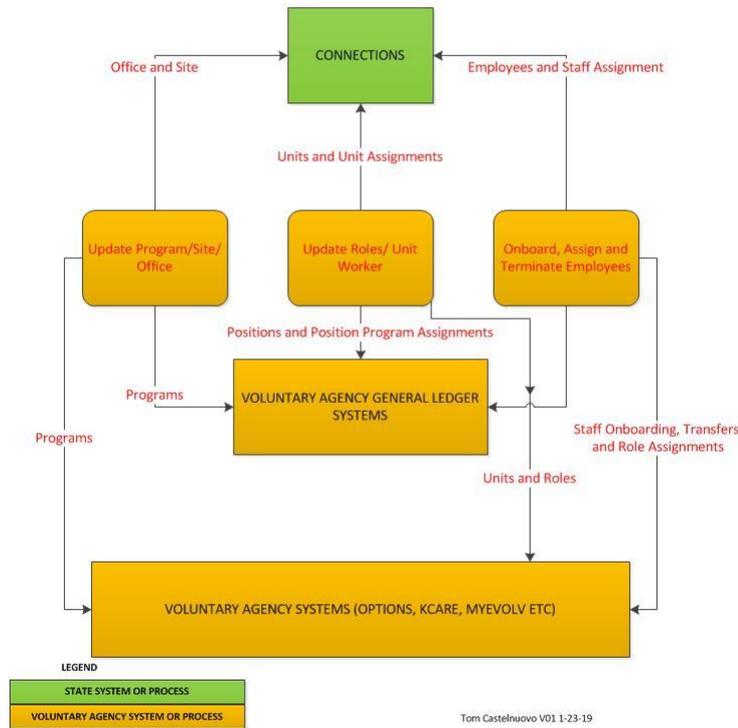
Agencies update agency organizational hierarchy data in parallel in
CONNECTIONS, agency systems and Agency general ledger/HR systems

Organizational Hierarchy Recommendations

>Explore developing an API import of organizational hierarchy data into CONNECTIONS to update Unit related tables.

>Agencies will continue to be responsible for integrating staff hierarchy data in their internal systems.

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5) Adoption

ADOPTION PROCESS

Besa Bauta and COFCCA-CCWIS Group Joint Exercise
Oct 30, 2018 Mercy First

Agencies enter overlapping adoption goal, TPR, Adoptive Placement and
Finalization data into CONNECTIONS and agency systems

Adoption Recommendations

An initial joint OCFS-COFCCA Adoption study showed:

Agencies track many more adoption activities in agency systems than are required by OCFS. Most of these can be tracked in CONNECTIONS, but many adoption "operational" values are not, such as Putative Father Registry requested/received, Homestudy to attorney, Adoption clearance sent, etc.

OCFS and local agencies should explore:

Whether the 1970's CONNECTIONS Activities design (with modifiers, e.g.) is still the best approach to supporting adoptions.
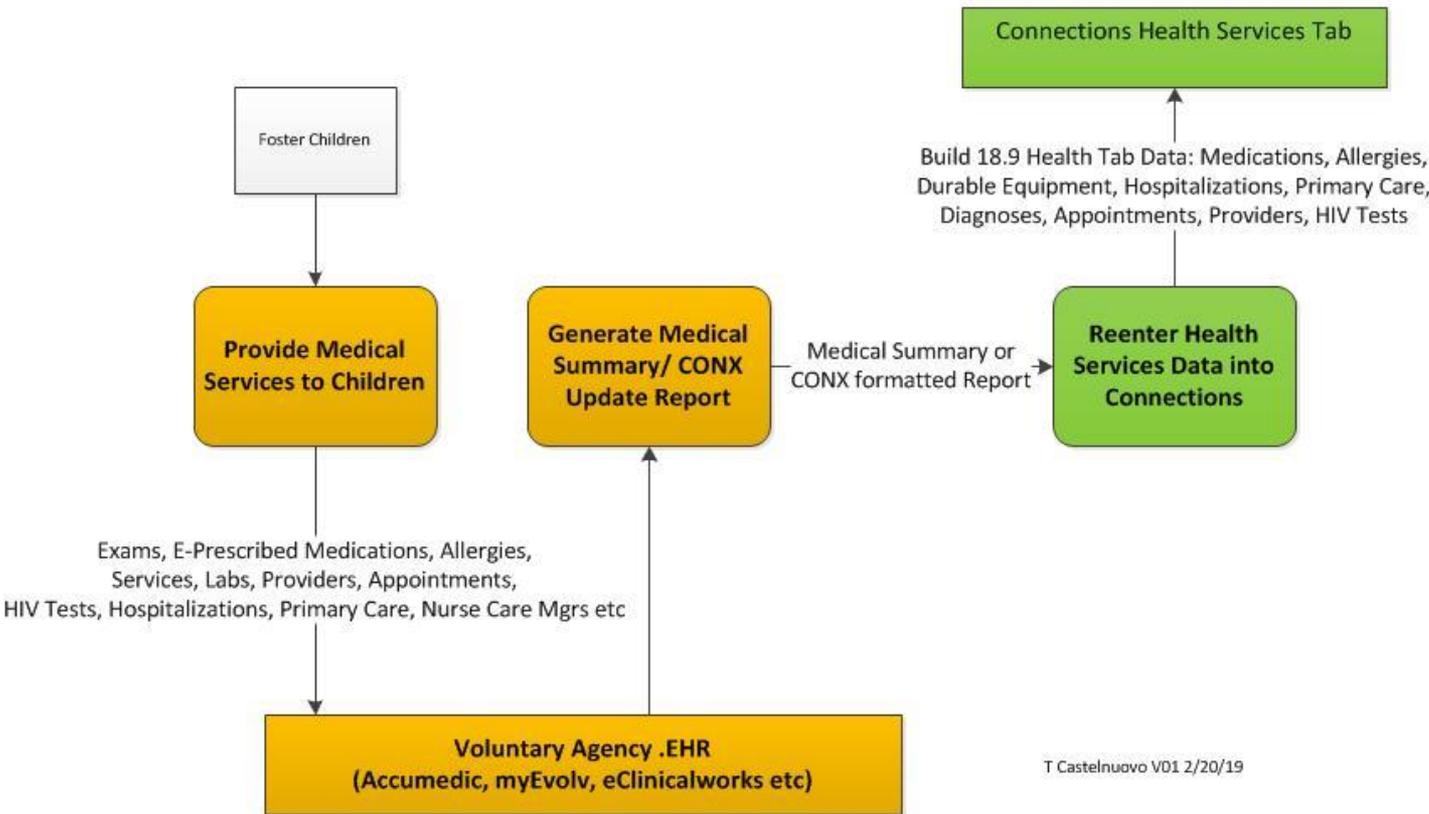
How do agency systems and other states support adoption?

How important is agency system flexibility in supporting adoptions?

How should adoption document management be supported?

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6) Health

**HEALTH SERVICES UPDATE WITH
CONNECTIONS UPDATE FOCUS**

Connections Health Services Tab

Foster Children

Build 18.9 Health Tab Data: Medications, Allergies,
Durable Equipment, Hospitalizations, Primary Care,
Diagnoses, Appointments, Providers, HIV Tests

**Provide Medical
Services to Children**

**Generate Medical
Summary/ CONX
Update Report**

Medical Summary or
CONX formatted Report

**Reenter Health
Services Data into
Connections**

Exams, E-Prescribed Medications, Allergies,
Services, Labs, Providers, Appointments,
HIV Tests, Hospitalizations, Primary Care, Nurse Care Mgrs etc

**Voluntary Agency .EHR
(Accumedic, myEvolv, eClinicalworks etc)**
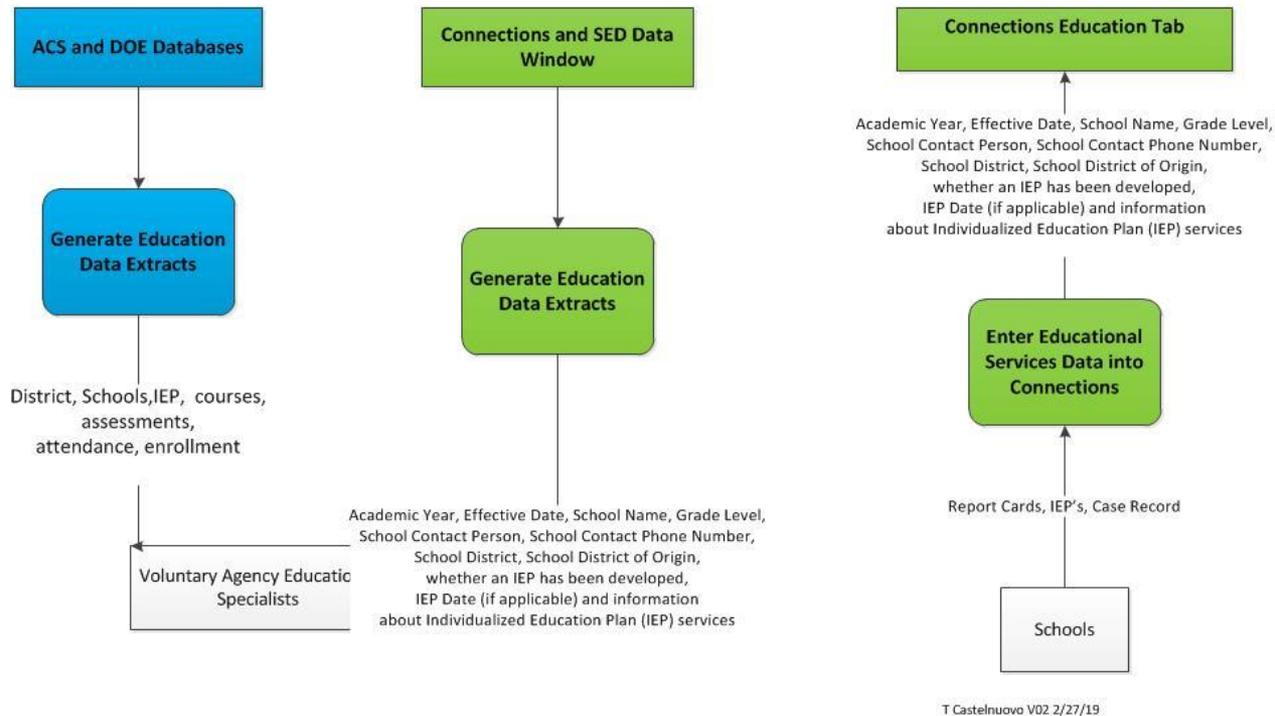
T Castelnuovo V01 2/20/19

Agencies re-enter medical data into the CONNECTIONS Health tabs that is
already available in agency Electronic Health Records.

Health Recommendations

> Approved Medicaid claims data will be imported from DOH as a view in the CONNECTIONS Health tabs. This information will help inform caseworkers of prior services, medications, labs, and providers. It will not populate the data entry fields in the Health tabs or be used for AFCARS reporting.

> Explore providing an API to bring medical data from agency Electronic Health Record systems into CONNECTIONS to update the Health tab data. (This data exchange would be optional, but the data will continue to be required to be in CONNECTIONS.)

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7) Education

**EDUCATION DATA MANAGEMENT
WITH CONNECTIONS UPDATE
FOCUS**

ACS and DOE Databases

Connections and SED Data Window

Connections Education Tab

Academic Year, Effective Date, School Name, Grade Level,
School Contact Person, School Contact Phone Number,
School District, School District of Origin,
whether an IEP has been developed,
IEP Date (if applicable) and information
about Individualized Education Plan (IEP) services

Generate Education Data Extracts

Generate Education Data Extracts

District, Schools,IEP, courses, assessments, attendance, enrollment

Enter Educational Services Data into Connections

Report Cards, IEP's, Case Record

Voluntary Agency Educatic Specialists

Academic Year, Effective Date, School Name, Grade Level,
School Contact Person, School Contact Phone Number,
School District, School District of Origin,
whether an IEP has been developed,
IEP Date (if applicable) and information
about Individualized Education Plan (IEP) services

Schools

T Castelnuovo V02 2/27/19

While education data is now shared with NYC agencies from DOE via ACS, and SED via OCFS, this data is not timely enough to allow for automated update of Education tab data

Education Recommendations

Explore working with LDSS' and their school districts' regional databases to obtain sufficiently timely education data to update the CONNECTIONS Education tab.

8) Progress Notes
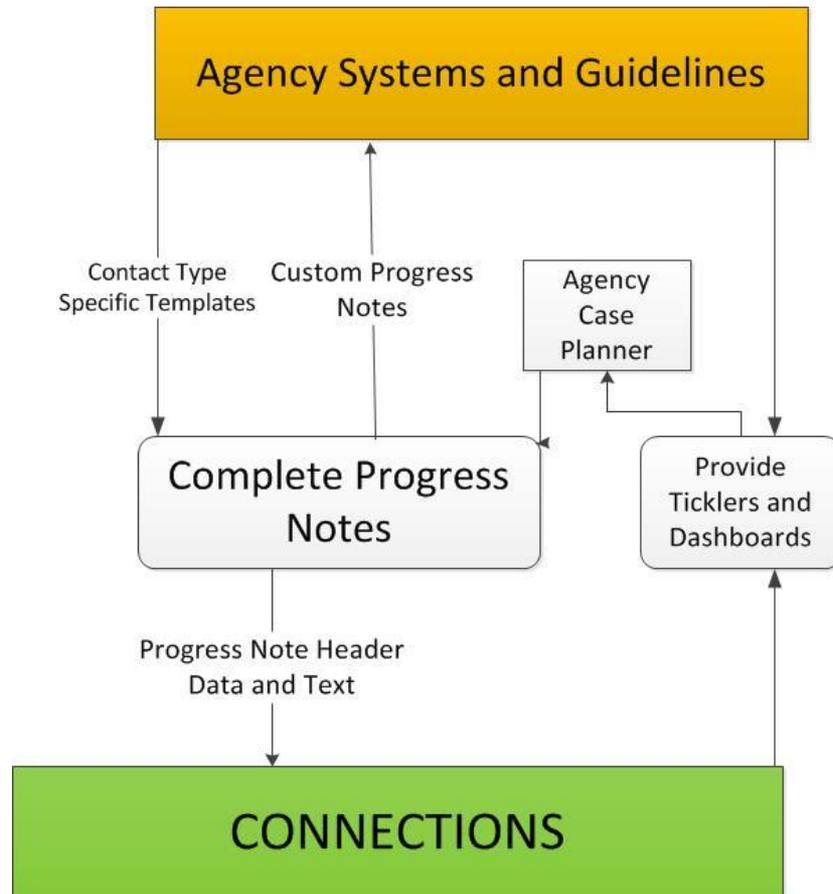
Problem: The CONNECTIONS Progress Note text does not provide contact type specific detailed tracking that many agencies use. CONNECTIONS is also unable to support transfer of PN narrative to agencies either in the Data Warehouse or in the ODS.

Progress Notes Recommendations

> Explore providing an API for automated update of Progress Note narratives from external systems.

> Extensive analysis is needed to determine options for Progress Note narrative data exchange: flexible templates with embedded tables/bullets/numbering vs. simple text fields have very different storage and transfer needs and capabilities.

> Look into potential Mobile Progress Notes solutions.

> Artificial Intelligence is a promising technology for Progress Note analysis and reporting and three agencies are embarking in a pilot; OCFS plans to look into potential statewide AI opportunities later in the CCWIS timeline.

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Recommendations for all Functions

➢ Continue to provide resource data in both the Data Warehouse (DW) and the ODS

➢ Provide a detailed Data Dictionary of CONNECTIONS data for key functions and then incorporate this data in the JSON messaging offering, when a data set is prioritized for data exchange

➢ Update agency systems to reflect CONNECTIONS data standards and encourage consistency.

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Recommendation Recap

> Explore ability to export CONNECTIONS case, child, referral, resource and home member data to agency systems.

> Explore import of agency health data, local education data, and Progress Notes into CONNECTIONS.

> Explore export of CONNECTIONS placement/activities data to SSPS/BICS to expedite payments, and automated agency staff role assignment to expedite data access.

> OCFS, local districts and the agencies need to extensively analyze Progress Note improvement and data sharing opportunities.

> OCFS, ACS and agencies should work to simplify the PHR process.

> Further study how to improve the adoption process.

> Examine what it would take to re-design the 1970's style Movement/ Activity/Adoption/Legal design (Activities).

> Reach out to other state agencies regarding use of dropdown data lists required for federal reporting across Child Welfare, OMH, OPWDD and other state domains: opportunity to standardize.

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Next Steps

What other LDSS' and VAs have an interest in shaping the CCWIS bidirectional data exchange direction?

- Help add to data flow discussions presented
- Additional functional areas for review, such as Preventive Services and others identified in Local System Surveys
- Prioritize data exchange needs

EMAIL: CCWISTeam@ocfs.ny.gov if you are interested!

January 2020: Data Quality Workgroup monthly meeting will begin with the expanded group

RSVP!

User Experience (UX) Workgroups

--How can we improve the CONNECTIONS user experience?

--Let us know if you are a caseworker or supervisor

--Let us know your area: INV, Foster Care/Services, FAD

--2-3 Webex's per area over a few months (Jan-Mar 2020)

Data Quality/Data Exchange Workgroup

--Identifying and prioritizing data exchange opportunities

--On the technical side; knowledge of data entry duplication

--MONTHLY Webex calls

EMAIL: <u>CCWISTeam@ocfs.ny.gov</u> if you are interested!

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