



## All in the Family: Using Genogram Technology to Better Serve Children and Families

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American Public Human Services Association

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# Using genogram technology to better serve children and families



## Speakers

### Galen Bock

CGI

- National Practice Lead for Child Welfare

### Kevin Bullock

Ohio Department of Job & Family Services

- Chief – OFC Automated Systems

### Sylvan Wilson

Ohio Department of Job & Family Services

- Deputy CIO

### Terry Watt

ACF – Children's Bureau

- Director, Division of State Systems

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## Child welfare in the state of Ohio



Ohio has 88 public children services agencies and 38 title IV-E juvenile courts

Ohio is a county administered state

Ohio “rolled out” SACWIS in 2007-2008; continuous modernization since

Ohio is a “transitional CCWIS” state

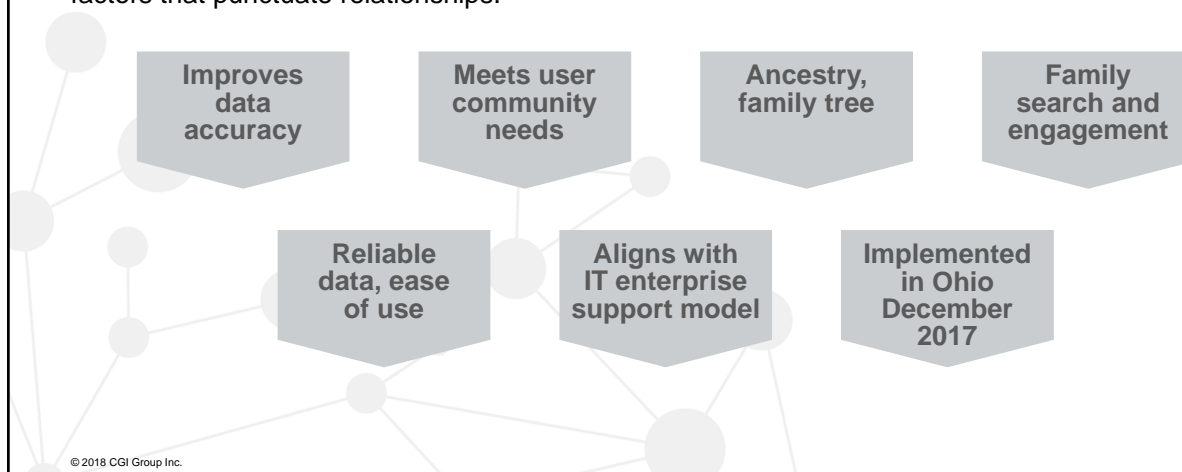
IT support via state and vendor integrated process teams

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## Why a genogram module?

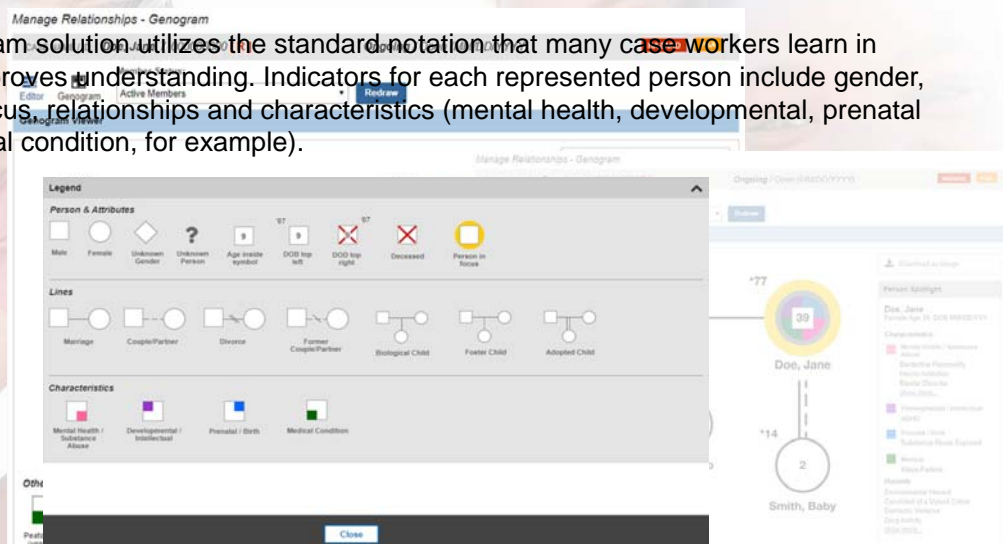
**Genogram** is a graphic representation that displays detailed data on relationships among individuals. Beyond a traditional family tree, it analyzes hereditary patterns and psychological factors that punctuate relationships.



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## Genogram legend Genogram: Initial module in ACF CCWIS Software Repository

The Ohio genogram solution utilizes the standard notation that many case workers learn in school, which improves understanding. Indicators for each represented person include gender, age, person in focus, relationships and characteristics (mental health, developmental, prenatal status and medical condition, for example).



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## Genogram – artifacts to be placed in the ACF CCWIS Software Repository



### ● Design documents

- Descriptions of Ohio's genogram screens

### ● Code module and working example

- Code is packaged with a working example

### ● Code notes

- More technical explanation of the code and implementation details

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## Genogram challenges and lessons learned



Complex IT portfolio management

Multiple large program specific applications

Combination of custom, SAAS/PAAS

Database, operating system, infrastructure

All constantly migrating and updating

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## NEICE: National Electronic Interstate Compact Enterprise module



- **Definition:** a national electronic system for quickly and securely exchanging the data and documents required by the interstate compact on the placement of children (ICPC) to place children across state lines.
- The time for the states to exchange paperwork is significantly reduced.
- Meets federal and state security standards; hosted in azure government cloud, which is fed ramp compliant and meets HIPAA standards

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## NEICE: National Electronic Interstate Compact Enterprise module



- **Benefits of NEICE:**
  - Increase administrative efficiency of the ICPC process
  - Improve service delivery for children
  - Reduce barriers for children to access interstate placement
  - Operates in real time
- **NEICE in Ohio**
  - Implemented in June 2018
  - Ohio selected to use existing case management in state's system rather than capability within NEICE
  - Ohio solution content also being prepared for inclusion in the ACF CCWIS software repository

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## NEICE IT design

**Direct data exchange with the NEICE clearinghouse**

**Outgoing records created from case information recorded in Ohio child welfare**

**Automation creates intake and case for incoming records**

**Both the genogram and NEICE data exchange initiatives were developed in partnership with ACF**

**Ohio is the first state in the U.S. To utilize the NEICE clearinghouse, which allows the state to connect its child welfare information system directly to NEICE.**



## NIECE module in SACWIS software development

Ohio SACWIS Wallace, Mia / [Switch Profile](#) / [Log off](#)  
 Quenton County Department of Job and Family Services  
 <Environment>Version> Last Login: <Date/Time>

Home Recent Search Help

Case / Workload / ICPC-ICAMA / ICPC

**ICPC Details**

CASE NAME / ID:	/ 000000000	ICPC / Open (MM/DD/YYYY)
SENDING AGENCY:	PLACEMENT REQUEST TYPE:	NEICE ID:
Quenton County Department of Jobs and Family Services	Outgoing	N/A

ICPC Details Services & Documents Results & Decisions

**Sending Details**

Receiving State: \*  
 Florida

County:  
 Dade County

Sent Date: \*  
 09/10/2018

REG 7 / Priority Placement?  
 Yes

Comments:  
 Sibling group to be placed with close proximity. Need callback for additional information on this case.

✓ ABC 1000

Identifying Data Status: \* Pending Apply Save Cancel

## NEICE – artifacts to be placed in the ACF CCWIS Software Repository

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Design  
documents

Code  
note

Code

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## NEICE challenges and lessons learned

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**What is the support model following implementation using the direct exchange with the clearinghouse?**

Technology vendor, the NEICE helpdesk, APHSA?

**What is the involvement of states (users) to help shape the centralized support model, service interruption or other notices and visibility of the change/enhancement roadmap?**

Creation of a state/user steering committee?

Via AAICPC executive committee?

**How can states influence the SLA and performance measures in place between APHSA and their technology vendor?**



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## Modularity on a small scale

**CCWIS section 1355.53(a)(1) emphasizes modern modular software design to promote efficiency and economy in federal investments in child welfare technology**

**45 cfr 1355.53(a)(4): capable of being shared, leveraged, and reused as a separate component within and among states and tribes**

Thank you