

# CW CM Update for Counties

## CW CM: Year in Review for 2023



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## What is CW CM?

- The Child Welfare Case Management (CW CM) system is being developed to replace the current Child Welfare Information Solution (CWIS) as well as the six county-level case management systems currently used.
- The vision of CW CM is to have a comprehensive, state-of-the-art, child welfare system that:
  - Improves outcomes for our children and families.
  - Provides a statewide view of the child.
  - Supports improved collaboration and partnerships.
  - Enhances decision making and program improvements.
  - Provides a tool for child welfare professionals that is viewed as indispensable to their practice.
  - Responds to diverse county operations through flexible configuration.
- CW CM is expected to address the business needs/areas listed below. Items marked with an asterisk were conducted during 2023 and are shown on the list in the 'What was Accomplished in 2023' section of this communication.
  - Provider Management
  - Financial Management
  - Eligibility
  - Person Management
  - Worker Management
  - Intake
  - GPS Assessment/CPS Investigation
  - Appeals
  - Case Management
  - Assessments
  - Plans
  - Placement
  - Legal/Court
  - Independent Living
  - Adoption\*
  - Security\*
  - Expunction/Retention\*
  - Reporting\*
  - Clearance Administration\*
- CW CM will be one of four sub-systems within the larger Pennsylvania Department of Human Services (PA DHS) Enterprise Case Management (ECM) System. Those seeking to learn more about the future ECM solution can visit the ECM website <https://www.dhs.pa.gov/ECM/Pages/Home.aspx>. PA DHS launched this website to share information about ECM up to and beyond implementation. The website

is intended to communicate key information of the services provided to participants and families through multiple DHS program offices, regardless of the human services program or county providing the service. The website will continue to be updated to include important updates and information as the project progresses.

### Important key concepts:

- **Epics** – Epics are a breakdown of concepts that represent different elements of the overall child welfare system (i.e., Intake, Placement, Adoption, etc.).
- **BPA/User Story Sessions** – Sessions that are held by the project’s planning vendor with OCYF, counties, and other stakeholders as necessary for purposes of business process alignment (BPA). During these sessions, discussions are held to create user stories that capture the business needs of stakeholders within each epic and individual topic. The goal of these sessions is to ensure all business needs are captured in both user stories and process flows which will be used when creating the CW CM system. Business needs are captured by evaluating current processes as well as needs that are currently not covered by existing systems.

### Stakeholder Engagement:

- The CW CM Project Team recognizes the importance of involving County Children and Youth Agencies (CCYA’s) early and often in the planning and design of the future CW CM system. Representatives from the CCYA’s are already participating in the IT governance groups for the CW CM Project and CCYA’s have also been engaged to participate in the BPA/User Story Sessions to discuss the business practices the system will need to support. All counties are invited to participate in these sessions, but the ‘What was Accomplished in 2023’ section of this communication also outlines the counties who attended the sessions in the past year.
- As future workgroups are developed for the CW CM effort, CCYA’s will be invited to participate in those workgroups.
- Representatives from the CCYA’s will be included in the design sessions for the CW CM.
- The CW CM Project Team will also be identifying, and ensuring the inclusion of, additional impacted stakeholders in future discussions related to CW CM.
- Critical information and updates for stakeholders will be published to the CW CM section of the ECM website as the project progresses. The link to that website can be found on the last page of this communication.
- Following the conclusion of all BPA/User Story Sessions, the materials created during those sessions are shared with session invitees by email for review and commentary.
  - Please note, all stakeholders who are on the list of invitees for each epic will receive the material and be afforded the ability to review and comment, even if those stakeholders are not able to attend the actual session(s).

# What was Accomplished in 2023?

County sessions were completed for four epics including:

Epic	Covered Topics	Participating Counties
<p><b>Security</b></p> <p><i>April 11, 2023, and April 25, 2023</i></p>	<ul style="list-style-type: none"> <li>• Security Safeguards</li> <li>• Viewing Permissions and Confidentiality</li> <li>• Users and Roles</li> <li>• Work Assignment</li> </ul>	<p>Adams Berks Chester Cumberland Dauphin Erie Juniata Lackawanna Montgomery Philadelphia Sullivan Venango York</p> <p><b>13 Total</b></p>
<p><b>Expunction/Retention</b></p> <p><i>April 25, 2023, and May 9, 2023</i></p>	<ul style="list-style-type: none"> <li>• Expunction</li> <li>• Minor Perpetrator</li> <li>• Retention and Purge</li> </ul>	<p>Adams Berks Chester Cumberland Dauphin Erie Juniata Lackawanna Lehigh Montgomery Northampton Philadelphia Sullivan Venango Warren York</p> <p><b>16 Total</b></p>

Epic	Covered Topics	Participating Counties
<p><b>Clearance Administration</b></p> <p><i>June 27, 2023</i></p>	<ul style="list-style-type: none"> <li>• Clearance Administration</li> <li>• Clearance Renewal</li> </ul>	<p>Adams  Allegheny  Berks  Blair  Bradford  Bucks  Cambria  Chester  Crawford  Cumberland  Dauphin  Delaware  Fulton  Jefferson  Lebanon  Lehigh  Mercer  Montgomery  Perry  Philadelphia  Somerset  Tioga  Venango  Washington</p> <p><b>24 Total</b></p>
<p><b>Reporting</b></p> <p><i>December 12, 2023, and January 4, 2024</i></p>	<ul style="list-style-type: none"> <li>• Counties were asked to provide open feedback on their reporting needs.</li> <li>• State and Federal reporting</li> </ul>	<p>Allegheny  Beaver  Berks  Bucks  Clarion  Erie  Fulton  Juniata  Lehigh  Mercer  Montgomery  Montour  Northampton  Philadelphia  Somerset  Sullivan  Tioga  Venango  York</p> <p><b>19 Total</b></p>

Other Stakeholders who Participated	
Epic	Participants
Adoption – SWAN	SWAN Prime Contractor
Security	CCAP CWRC PCYA
Expunction and Retention	CWRC PCYA
Reporting	CWRC PCYA

- Counties completed the review period for the Security Epic.
- The Clearance Administration Epic was finalized by OCYF.
- Counties completed the review period for the Expunction and Retention Epic.
- Participation in sessions was greatly appreciated. Thank you!

## What is upcoming in 2024?

### BPA/User Story Sessions

- Adoption
  - Finalize the SWAN Prime Contractor BPA/User Stories as well as business process flows that have been created that represent the integration of the SWAN system within CW CM.
- Reporting
  - The review period for the Reporting epic occurred from February 6, 2024, through March 1, 2024. Review and incorporate comments and requests and finalize the Reporting Epic BPA/User Stories.
- Family First
  - The review period for BPA/User Stories impacted by the Family First Prevention Services Act will occur from February 23, 2024, through March 8, 2024. Comments and requests will be reviewed and incorporated following the review period.

### CW CM Best Practices

The counties prioritized the below best practice topics.

- Future State of Outcomes
- New Referrals for a Family Open for Services/Duplicate Referrals
  - Brian (PCYA) stressed the importance of this.
- Tracking of Diversionary Services

### CW CM BPA User Story Finalization

All review periods are expected to be completed by mid-March 2024. User stories will be completed in May 2024.

## CW CM Key Upcoming Events in 2024

- Identify participants and commence the Communications Workgroup.
- Conduct sessions to plan for decommissioning of existing systems that will be integrated into CW CM.
- Continue Steering Team meetings to discuss topics with counties and share information.

## Questions or Comments?

- Please send any questions you may have about the CW CM project to the following email address: [ra-pwcwcm@pa.gov](mailto:ra-pwcwcm@pa.gov).

## How can I receive CW CM Updates?

- Updates are sent periodically via the CW CM Update email. If you would like to receive these updates, please send an email to [ra-pwcwcm@pa.gov](mailto:ra-pwcwcm@pa.gov).
- Updates are also shared through the PCYA Newsletter and listserv. If you would like to receive updates via this listserv, please contact Brian Bornman at [bbornman@pacounties.org](mailto:bbornman@pacounties.org).
- Bookmark the CW CM website as any updates regarding CW CM will be provided there: [Child Welfare Case Management \(pa.gov\)](http://pa.gov/ChildWelfareCaseManagement)