SAFE Modernization Report: submitted 8-29-2014

The purpose of the SAFE Modernization Progress report is to provide an update on the status of the project. The report will include information on:

- Updated cost estimation for total project
- Status of current projects being worked on

Overall Project status and current cost estimates

Updated estimate for cost and time to complete modernization: $8,278,800 over a period of 8 years. In addition to State funds, the division is using Title IV-E funding, SSBG that the department is allowing for modernization, and non-lapsing State funds. The reduction in the projection from last report is due to the difficulty in finding and keeping skilled development staff. Current projects include release of a file import module so that workers will be able to upload third party documents and so that these documents will be available to other staff associated with the case without having to transfer the paper file, online modules for contracted Domestic Violence providers and proctor providers to enter their service information as needed for federal and grant reporting, a new helps section that will enable navigation to specific parts of a manual and allow for video training modules, and assessment upgrades to support the IV-E Waiver project..

Performance Measures:

The Division of Child and Family Services monitors several demographic, process and outcome measures on a regular basis. SAFE supports the caseworker processes that contribute to positive outcomes for clients. The following measures are being monitored by the Division during the modernization:

Measure 1: Increase how quickly workers can enter information into SAFE and reduce time spent in documentation.
Effect on Organizational Efficiency and Employee Performance: As other state child welfare systems have updated their systems toward more mobility options, they have tracked the time it takes for workers to enter information in the system. It is premature to see changes here in SAFE however we will monitor for improvements in this area. Baseline data for the past four years indicate it takes workers a median of 5-7 hours to begin entering logs in the system, and 15-17 hours to finalize them.

We also want to try to reduce time spent on documentation. This may be difficult to monitor because we can only measure time spent on documentation done in SAFE, not paper documentation, and as we automate more manual processes more time may be spent in the system even though actual documentation times reduce. As of June 2014 workers spent an average of 3.88 hours a day in SAFE. We will monitor how this changes over time.

Measure 2: Increase time spent with families
Effect on Organizational Efficiency and Employee Performance: By increasing efficiencies in the system to reduce documentation and paper workload DCFS caseworkers will be able to reallocate their time from paperwork to increased time with families. We will monitor increased frequency of family contacts in in-home and foster care cases. Average/Median contacts per month for the past three years are as follows: FY12-1.66/1.25, FY13 – 1.9/1.5, FY14-1.95/1.57.