

Alabama State
Department of Human
Resources
FACTS
Family, Adult and Child
Tracking System
Montgomery, AL

ALA-FACTS

Alabama Family, Adult and Child
Tracking System

Volume, I ISSUE I

June, 2007

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Training Team Manager*

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*Technical Team
Manager*

Don Griffin, Conversion/
Interface Team Manager

Tim Preskitt, Product
Integrity

Welcome to **FACTS** *from the Desks of the Directors*



Tom Bernier, Director

FACTS Project:

"We are pleased to bring you the inaugural edition of the Alabama-FACTS newsletter. The project staff understand how important it is to keep you, the system users and stakeholders, fully informed as to our progress and about issues that are important to you as the work of developing and implementing this system proceeds. And, as communication needs to be a two way street, we are also working on ways to have you easily communicate with us with your suggestions and concerns. While no system can be all things to all people, the comprehensive functionality that will be available to users through the new system will prove to be a significant improvement over what is available now. We ask for your help and for your patience as we proceed. While change of this magnitude can be difficult, it will all be worth it in the long run."



Doris Ball, Director,

Adult Protective Services

"Adult Protective Services applauds FACTS and all those who are bringing it to fruition! Automating case management, payments and other documentation will allow APS workers to concentrate on the needs of elderly and disabled clients. We are eager to have much needed information available for the first time including tracking of court ordered placements, services and providers, automated TCM billing and much more! State and County APS representatives are working hard to ensure that FACTS meets the needs of our program. We are confident that FACTS will support Alabama as a continued leader in APS in the Southeast!"



Paul Butler, Director

Children & Family Services

"The Division of Family Services welcomes with pride this newsletter outlining the amazing accomplishments that are taking place to bring finality to Alabama's SACWIS project. FACTS, our new SACWIS system, is quickly heading toward a successful completion. Numbers of county and state staff, totaling decades of child welfare, adult service, and computer information experience are currently in the process of designing a system that will do away with our legacy systems and bring our practice into the modern era. It is exciting to see the progress being made on a daily basis under the watchful eye of the FACTS teams now in place. There should be no doubt that once completed, the new system will bring more efficiency, less duplication, and greater simplification of our work at the local and state level."

Our Agency's Vision

Helping change lives
for the better by providing
the premier social welfare
programs in the southeastern
United States

Welcome to FACTS

“Name That System”

Thanks for “Name that System” entries! Tom Bernier, Project Director, made an agency wide appeal for help to select a name for Alabama’s new SACWIS system – including a \$75.00 prize to the person whose entry was selected. Staff responded in a “big way” by submitting 108 entries from across the state. Tom said, “Renaming the system also symbolizes a new beginning in meeting the Department’s needs. The person suggesting the chosen name, Sandy Holmes, is pictured below receiving the prize money from Mr. Bernier. Sandy is the Program Supervisor in the Office of Quality Assurance in Family Services at SDHR, and says she was “surprised and pleased” to hear that her entry had been selected.

Congratulations to Sandy Holmes!



Sandy Holmes receives prize from Tom Bernier for the winning entry in the SACWIS Project’s “Name that System” contest.

Newsletter FACTS

Purpose of Newsletter

The newsletter will keep the entire agency and its partners in public service aware of the progress and activities of FACTS .



What is a SACWIS?

SACWIS, or Statewide Automated Child Welfare Information System, is a comprehensive automated case management tool. In 1993, Congress passed The Omnibus Budget Reconciliation Act (Public Law 103-66) which requires states to develop a statewide automated system in order to receive enhanced funding through the Title IV-E program of the Social Security Act. The intention of SACWIS was, and is, to provide “a unified automated tool to support most, if not all, child welfare services.”

We are pleased to report that Alabama’s SACWIS, FACTS, will also include Adult Protective Services.

Watch for.....



*Basic computer training needs will soon be assessed and addressed across the state.

*Local and statewide meetings will be held to introduce staff and stakeholders to FACTS.

*Requests for and use of your feedback.

It’s a Fact::

June is National Safety Month

June 4-8: **Workplace** safety

June 11-15: **Driving** safety

June 18-22: **Emergency Preparedness**

June 25-29: Safety in the **Home**

MORE FACTS

FACTS will replace the functionality of **29 legacy Systems!**

The **nine major systems** that will be folded in are:

1. **(ACWIS)**, Alabama Child Welfare Information Systems
2. **(ASP)**, Adoption Subsidy Payroll
3. **(ASSIST)**, Alabama Social Services Information System
4. **(FCBS)**, Federal Claiming and Billing System
5. **(FSS)**, Family Services System
6. **(ICPC)**, Interstate Compact for the Placement of Children
7. **(PFR)**, Putative Father Registry
8. **(SEBD)** Severely Emotionally and Behaviorally Disordered and
9. **(STAC)** Services, Tracking, Accounting and Claiming

Ask FACTS!!

Please email your comments and questions to: facts@drh.alabama.gov or choose DHR_ FACTS from global address book in Microsoft Outlook. Frequently asked questions/comments will be published in the next issue of the FACTS newsletter. (Individual responses will not be submitted.)



SACWIS KICK-OFF HELD

The Alabama SACWIS Kickoff was held on March 29 at the Gordon Persons Auditorium in Montgomery, Alabama. Project teams were introduced, and State and County Adult and Family Services staff were given an opportunity to view the FACES.net Demonstration currently in use in Washington, D.C. This system is being transferred to Alabama and tailored to meet our needs.



Joyce Wilson, above, Montgomery County Program Supervisor. Joyce is serving as a Subject Matter Expert in the Provider JAD Sessions.

It's a Fact: In Fiscal Year 2006, **5,136** reports of Abuse, Neglect, or Exploitation of elderly or disabled adults were received in Alabama.

Some Advantages of FACTS



-Permits the State to maintain an inventory of all children in the care or custody of DHR, as well as all adults receiving protective services or in protective placements;

-Data easily retrieved, readily accessible and viewable

-Contains a case review system that provides for a case plan, periodic reviews and procedural safeguards

-Increases state's revenue (IV-E, Medicaid Rehab)

-Billing takes place behind the scene as a result of data entry

-One stop entry of data

-Permits integration of Alabama's various programs and functions to provide a comprehensive, reliable information source;

-Generates documents, alerts, and reports as needed



Above, Brenda Andrews, Montgomery Co. APS Worker, Trudy Payne, APS Consultant and Audrey Peterson, Lowndes Co. Program/APS Supervisor busy at work during a recent JAD (Joint Application and Design) Session.



Sleeves Rolled Up:

The FACTS team includes State, County, Deloitte, and SysTest staff. The team has many years of experience in the adult, child welfare, and technical fields. (Several members of the team bring 30 years plus of experience!) This team is working together to design, train and fully implement the system statewide by **October, 2008!** They have spent countless hours validating requirements to ensure that Alabama's system will have the functionality needed to automate child welfare and adult protective service cases.



WELCOME DELOITTE and SysTest Labs

Introducing...

In 2006, The Administration for Children and Families approved our plan for a new system. Alabama issued a Request for Proposals (RFP) which resulted in **Deloitte Consulting** being selected as our Implementation Contractor. They have supported the successful implementation of three federally-compliant SACWIS systems, and we expect to be the next!

Introducing...

An independent source of information on the status of the Project for State and Federal decision makers is required for the FACTS Project.

SysTest Labs was selected to monitor the progress of the project, assess the compliance of all parties with the terms of the contract, advise the State of areas of strength or potential problems, and recommend corrective action. Welcome aboard!

It's a Fact: In the month of April, 2007, DHR statewide received 2652 CPS reports involving 3796 children.

A Real Team Effort!

The following teams are working to ensure the successful design and implementation of

FACTS:

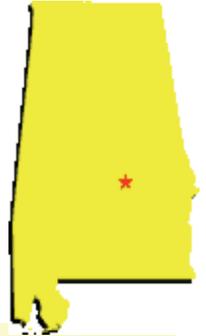
- Conversion/Interface Team
- Functional Team
- Subject Matter Experts
- Implementation/Training
- Product Integrity Team
- Technical Team

What's the Word?

"FACTS will have long-term positive benefits for D.H.R.," said Personnel Director Thomas (Butch) King. He believes that the areas of workload, turnover, and accountability will be improved by the implementation of the new system.

Alabama is also known as....

The
Yellowhammer
State



Loula Friend Dunn (1896-1977)

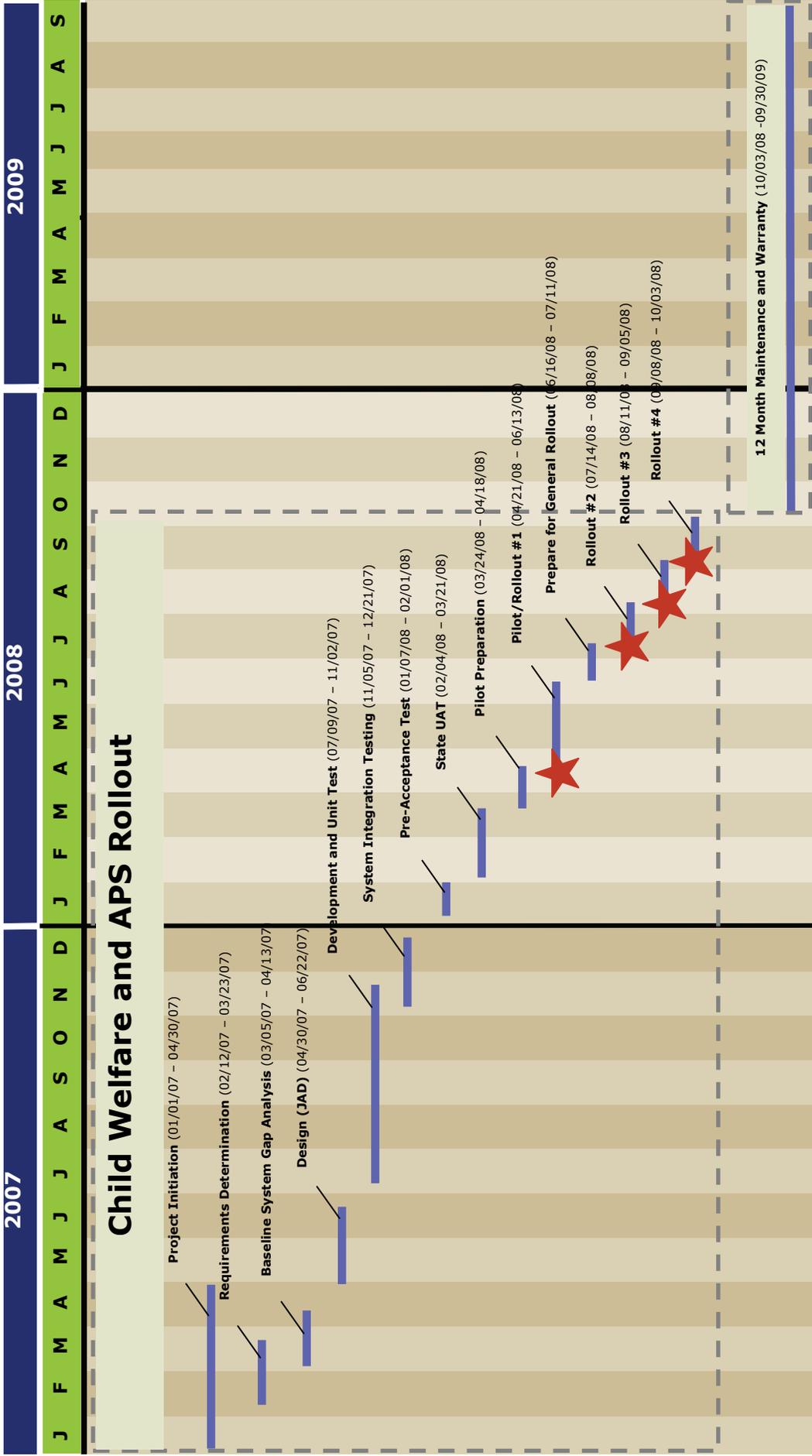
Commissioner, 1937-1948

It's a Fact: Miss Loula Friend Dunn, left, was one of the most significant and influential figures in the field of public welfare ever produced by the State of Alabama. The Clarke County native left her mark on state, national, and even international welfare programs over a span of more than 40 years. (For more information, see www.archives.state.al.us)

Below, Lloyd Formby, Mobile, and Rosalyn Cook, Butler County, support JAD Session.



FACTS Project Timeline



AL-SACWIS-303

= Go Live



Your FACTS Team



DHR STAFF

FROM...

DELOITTE

ROLE...

Freida Baker	Family Services
Jeff Barnes	CIS
Tom Bernier	ASSIST
Harold Brown	CPS at SDHR
Joyce Brown	TCM at SDHR
Linda Cassity	Policy/Planning
Johnathon Davis	Dept. of Ed.
Joan Foss	Child Support
Melanie Graham	Foster Care
Don Griffin	ASSIST
Linda Harris-Daniel	ASSIST
John James	Calhoun County
James Jenkins	U.S. Air Force
Deborah Langham	ASSIST
Tim Preskitt	CIS
Jennifer Rainey	ASSIST
Donna Reardon	Henry County
Patricia Roberts	ASSIST
Zelda Robinson	CIS
Teresa Sanders	Crenshaw County
Alvin Sears	U.S. Air Force
Tammy Shaw	ASSIST
Medridget Smith	ASSIST
Linda Stephens	Resource Mgt.
Allyson Venable	CIS
Ganesh Venkataraman	CIS
Denise Walker	OCWC-SDHR
Butch Ward	CIS

It's a Fact: The Alabama Institute for Deaf and Blind is the most comprehensive education and rehabilitation program for deaf and blind children and adults in the United States.



Passing the Torch:
from
ASSIST to FACTS

Prabhaka Arulraj	Common Functions
Jackie Barnett	Case Management
Scotty Buoy	Case Management
Smitha Challa	Case Management
Rushabh Doshi	Provider Co-Lead
Tim Dussinger	Conversion Manager
Nicole Fuller	Project Manager
Fay Harvis	Receptionist
Harvey Huncovsky	Implementation
Elizabeth Kiang	Intake/Investigations
Martin Miller	Reports
Chandar Mittapally	Provider/Finance
Arun Natesan	Project Partner.
Manan Shah	Case Management
Sunil Shah	Conversion
Sandeep Vasukuttan	Technical Manager
Srilaksmni Velineni	Case Management
Lenin Vyas	Common Functions
Beryl Washington	Provider/Finance
Donna Whitman	Functional Manager

It's a Fact: An estimated 3.3 million child maltreatment allegations regarding 6 million children were made in the U.S. in 2005.

SysTest

Kelly Cassell	Technical Analyst
Ashley Galloway	Technical Analyst
Diana Hiott	Sr. Business Analyst
David Sheets	QA Project Manager

WHAT'S A SME? (RHYMES WITH TREE)

In order to have current and accurate information to assist in the design of our new system, **Subject Matter Experts** from counties and SDHR are also part of the team that is developing FACTS.



COUNTY SMEs

Brenda Andrews
Montgomery County

L' Tanya Blackmon
Jefferson County

Lila Bonner
Walker County

Rosalyn Cook
Butler County

Felecia Cope
Covington County

Lloyd Formby
Mobile County

Alton Foster
Mobile County

Leslie Henderson
Geneva County

Judy M. Jochen (Director)
Barbour County

Gina Kiefer
Walker County

Martha Lee
Madison County

Tammy McDonald
Lee County

COUNTY SMEs (CONTINUED)

Angela Parker
Elmore County

Audrey Peterson
Lowndes County

Tonita Phipps (Director)
Morgan County

Shakirah Tajuddin
Lowndes County

Joyce Wilson
Montgomery County

SMEs sacrifice countless hours away from their primary duties to share their expertise in order to ensure that FACTS meets the needs of Alabama's users. **Thanks SMEs!** The system could not be designed without you.

"A perfect summer day is when the sun is shining, the breeze is blowing, the birds are singing, and the lawn mower is broken." -- James Dent

STATE SMEs

Terry Brantley
Office of Audit

Jacqueline Colley
Resource Management

Wanda Davidson
Office of Permanency
Family Services

April Davis
Finance Division

Gloria Derico
Resource Management

Andy Jackson
Office of Permanency
Family Services

Daphne Manning
ICPC, Family Services

John Powe
Financial Resource Management,
Family Services

Brenda McCary
Adult Protective Services

Gary Mitchell
Resource Management

STATE SMEs (CONTINUED)

Trudy Payne
Adult Protective Services

Angela Pietrzck
Financial Resource Management
Family Services

Lanell Pierce
Financial Resource Management-
Family Services

Connie Rogers
Office of Permanency

Nancy Schlich
Finance Division

Dot Slaughter
Office of Permanency
Family Services

Johndelyn Strong
Resource Management

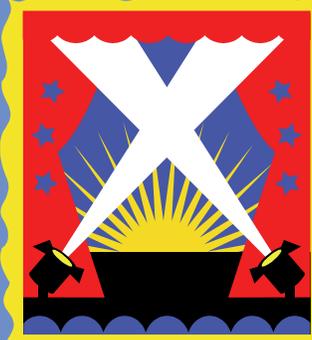
Brenda Vaughn
OCWE, Family Services

Susan Ward
Resource Management

Brenda Wiggins
Office of Audit

Patricia Williams
OCWE, Family Services

Faye Wilson
Office of Permanency
Family Services



Spotlight on... The FACTS Team!

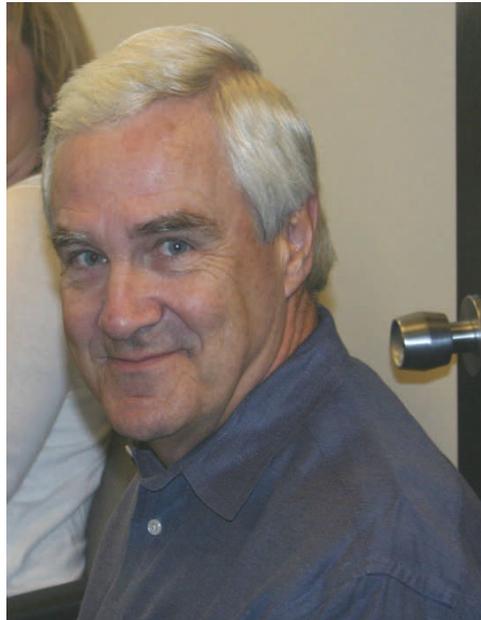
It's a Fact: In July 2003, 35.9 million people were aged 65 and older in the United States, or 12 percent of the total population. Among the older population, 18.3 million people were aged 65 to 74, 12.9 million were aged 75 to 84, and 4.7 million were 85 and older.



It's a Fact:

June 15 is Fly A Kite Day - Celebrating the anniversary of Ben Franklin's kite experiment in 1752

In each newsletter you will meet different members of the FACTS Team. We are pleased to make your acquaintance!



**Tom Bernier, Director
FACTS Project**

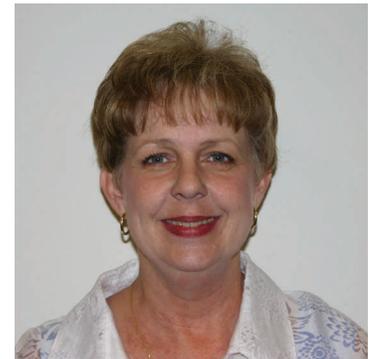
While Tom grew up in Rhode Island and moved to upstate NY at age 13, he says he'll "never leave the South!" Tom received his MSW from Florida State University, and has served DHR for 28 years. Tom has experience with three separate computer development and implementation projects in the department. He says the greatest benefit to come from the new system will be "one stop shopping – everything will be in one place."

**Jeff
Barnes**
Deputy
Project
Director



Jeff shared that this new

SACWIS system integrates all functions of a social worker's job into one system and stressed that redundant data entry will be reduced by alleviating the need to enter the same type of information in several systems. While he graduated from Auburn University in 1991, he admits to being a "Bama Fan all the way!" He holds a J.D. from Jones School of Law and has worked with DHR for a total of 13 years.



Linda Cassity
Documentation Lead

Brings 28 years experience with DHR and received her MSW from the University of Alabama. Her primary area of expertise is policy and its automation. Of the new system, she remarks, "It encompasses all work processes from initial contact through case closure; specific information is built into the system to meet both federal and state mandated requirements so staff can remember that it must be documented."



Deborah Langham Manager, Implementation/Training

Deborah originally hails from Pine Apple, Alabama and has worked 32 years for DHR. During that time, she has had a variety of responsibilities which has greatly prepared her for the development and implementation of the new system. Among other SACWIS benefits, she cites “behind the scenes” processing of claiming and billing, consolidation of all child and adult data systems, elimination of redundant data entry and the new Provider Resource Directory. Deborah is a graduate of Troy State University.

It’s a Fact: There are approximately 6,000 children in Foster Care in Alabama today.....



John James, Manager Functional Team

John James has 15 years experience in child welfare and administration. He has served as Director in Blount and Calhoun Counties and joined the FACTS project in 2006. He graduated from Jefferson Davis High School in Montgomery. He received his undergrad and graduate degrees from the University of Alabama (He’s a loyal fan of “J.D.” and UA!). He believes that the new system will “increase worker efficiency and increase funding for the agency.”



Harold Brown, Intake/ Assessment/ Investigation Lead

Harold believes that “The new system will bring all aspects of DHR together so information on a case can be viewed by anyone with a need. This includes info on providers.” Harold grew up in Texasville, AL and attended Abbeville High School. He received his Bachelors Degree from Troy State University. He has spent his entire 15 years with the agency in CPS with a primary focus in the area of CAN investigations. He has had significant experience in Montgomery County.



Joyce Brown Finance Lead

Originally from Lauderdale County, Joyce has 24 years with DHR, serving in Lauderdale & Jefferson Counties. Her work experience with the agency includes Quality Control, Revenue Maximization, and Family Services. She served for seven years with the Common Wealth of Pennsylvania as an Executive of the Perry County Assistance Office. She states, “One important benefit of the new system is automated billing for Medicaid Rehab in-house services and TCM encounters.” She graduated from the University of North Alabama.

It’s a Fact: The agency currently has about 4,200 State Merit System employees, most of whom work in the agency's 67 county departments. Although the agency employs a wide variety of professionals, social workers represent the largest category of DHR employees.

FACTS TEAM



Ganesh Venkataraman
Application Architect

Graduated from College of Engineering, Nagpur University, India (B.S in Engineering and Computers). He has also obtained Advanced Diploma in Computer Applications and is a Microsoft Certified Professional for Web Development. He has been with the agency since May 1999 and his primary area of expertise includes Mainframe based systems such as ACWIS, ASSIST, FSS, FCBS, 920 and 969. Currently he is involved in building application using the latest .NET technologies such as C#, ASP, AJAX, ADO, SQL etc. Of SACWIS he says, it's a "new efficient way to do things".

It's a Fact: The Department of Human Resources was created in 1935. The agency's original name was the Department of Public Welfare. In 1955, it was renamed the Department of Pensions and Security. The current name was adopted in 1986. The agency's primary goal has always been and always will be to help people in need.



Linda Stephens, Provider Lead

Linda grew up in Montgomery and received her Bachelors Degree from TSUM and her MSW from the University of Alabama. Linda brings 35 years of experience to the SACWIS Project, and has a varied work history within the agency. She observed that the system "will assist in following work of staff and on cases, in location of services for children and adults (matching providers & needs) and in capturing IV-E & TCM info."



Medridget Smith
Cultural Change Specialist

Medridget attended Lowndes County High School in her hometown, Fort Deposit, AL. She graduated from Talladega College and has eight years with DHR. She served first as a generic caseworker in Lowndes County. She joined the SACWIS Project in June, 2005. "Because I was a generic caseworker in a county with one supervisor for the Family and Children's Services unit, I know that the system will be a true blessing to staff wearing many, many hats at one time. Ultimately, it will be a "one stop shop", she added.



Donna Reardon
Conversion Specialist

Investigations & CPS are areas of knowledge and experience for Donna, who has been with DHR for 20 years. She has recently joined the FACTS Team from Henry County, and she's worked in Houston County as well. She is "very excited about this system as it encompasses all programs in FC&S and APS. It will eliminate wasted time searching for paper and the different sections of the system, i.e., medical, demographic, court and will enable workers to remember important facts and put them together in a logical order so that the details can be located easily, and will also help with Medicaid billing and

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