• <u>MD CHESSIE</u>

OVERVIEW

The Maryland Children's Electronic Social Services Information Exchange, MD CHESSIE, is the Statewide Automated Child Welfare Information System (SACWIS) for Maryland. MD CHESSIE was implemented across the state as of January 2007 and is intended to ensure standardization of practice, enforce policy, provide easy access to information, improve workflow and automate federal reporting requirements of the Adoption and Foster Care Analysis and Reporting System (AFCARS) and The National Child Abuse and Neglect Data System (NCANDS).

Status

- In order to receive services from a local department of social services, the recipient must be identified in MD CHESSIE as a client that has an identification number, not as a person.
- Clients that are active were either created because they had a previous history with the Department of Human Resources or the user confirmed them as a client. Active clients are displayed on the worker's tree when they have an active program assignment.
- In-Active Clients are not shown on the worker's Navigation Tree when they have no program assignment. (*Note: without a Program Assignment, the client is inactive [will not appear on the Navigation tree] and can only be viewed from the Client Summary screen. If the worker double clicks on a client from the Client Summary screen, the client will appear on the Navigation tree only during current usage or until a Program Assignment is opened*.)
- MD CHESSIE will automatically generate the Program Assignment for Child Protective Services, Out-of-Home, Guardianship Assistance Program (GAP), and Adoption cases after certain prerequisites are completed.
- MD CHESSIE requires that a placement or living arrangement is identified in MD CHESSIE for every child with a Program Assignment of "Out of Home Placement" within 1 business day. When a worker does not manually enter a Placement or a Living Arrangement, the application will automatically generate a Living Arrangement called "Unknown Whereabouts" that must be resolved by the worker before a service case can be closed.
- Information from these screens populate to various reports. There are several reports that specifically capture the status, demographics, location and goals.

Demographics

In order to receives services from the child welfare program all individuals must be identified as a client in MD CHESSIE with an active program assignment. Workers are required to enter, confirm and update the client demographic information in MD CHESSIE on the Client Information tab (IN0205C).

If demographic changes are not allowed it is because the record is owned by Client Automated Resource Eligibility System (CARES), Client Information System (CIS), Medical Assistance (MA), Food Stamps etc, the user must contact the owner if changes are needed. It is recommended that demographic data be confirmed prior to registering a client in CIS. Since any data that is owned by another program higher than MD CHESSIE will be overridden by the other program and that data will be seen in MD CHESSIE.

The Clients folder General Information tab (IN0352C) Client Information grid contains demographic fields that are updatable by the interfaces once a client is registered on Client Information Systems (CIS) and has been confirmed in MD CHESSIE. The fields may be updated by the interface every thirty (30) minutes. Modifications were added to MD CHESSIE in June 2014 which provides that when CIS updates any client's demographics, a tickler alerts the assigned family and child workers on the List Ticklers screen (CO0150C). Additionally, an audit trail entry displays in the Other folder, Audit Trail screen (WL0550C), whenever either CIS or a worker update the client demographics.

Location

The purpose of the Living Arrangement folder is to maintain a history of a client's living situations at various stages in Child Protective Services and a Service Case. The documented information is important in the determination of IV-E eligibility, for the Household Assistance unit, and to maintain a current Living Arrangement for clients.

The Living Arrangement screen (IN0153C) captures the information about where a client lives and a period of time in which the client was living there. Living Arrangements created on the Living Information screen do not prompt payment to any provider or vendor. The only way a provider can be paid for the care of a child is by creating a Placement. Living Arrangements should not document when a child has a Living Arrangement while in the care of a Private Treatment Foster Parent, this information must be documented on the CPA home tab, found in the Placement folder. The current Living Arrangement for all children with an active Removal must be documented in MD CHESSIE within 1 business day. The child may not have more than two living arrangements active within in given time period, i.e. Placement and Runaway.

An Unknown Whereabouts entry and start date is also automatically generated in the Living Arrangement screen when there is an active Removal and no Placement or Living Arrangement documented. If Unknown Whereabouts is identified as the Living Arrangement, every effort should be made to update, for all clients, in MD CHESSIE, within one (1) business day. In cases where the Provider record has not been entered, the worker must coordinate to enter the Provider record with appropriate staff at his or her local. All Kinship Providers and relatives must be identified as a local department home.

The client's approved out-of home placements are maintained on the Placement Summary -Service Case Screen (PL5001C). These placements are either paid placements approved by the supervisor or placements of children placed in a Residential Treatment Center where the placements room and board rates are covered by Medical Assistance. Both of these placements must have begin and end dates and supervisory approval. If the child is living with a private TFC provider, the worker is responsible for completing the Child Placement Agency (CPA) home tab. This tab requires the worker to maintain information on the private foster parent or independent living apartment the child lived in. The worker must enter begin and end dates. Supervisory approval is not required.

The information on the placement screen is maintained on the Living Arrangement Screen. The Living Arrangement screen shows the information from the Placement Summary -Service Case Screen where user's can identify other living arrangements for the child. If a child is on runaway, hospitalized or in another temporary living situation, the user can identify this living arrangement on the page. This living arrangement does not require supervisory approval.

The verification of the data accuracy of the child's placement or living arrangement is done when the worker is required to have monthly face to face visits with the child in their own home or residence. Face to face visits are mandates of policy SSA# 12-33 Parent/Child and Sibling Visitation and COMAR 07.02.11.15 Service Agreements

Goals:

The client's goals for foster care are documented and approved in the Permanency Plan folder on the Permanency Plan tab screen (CM5250C). The information entered on this screen must be approved by a supervisor and the data from this screen is populated to various reports. The accuracy of the information on these reports have been verified and the data that populates the permanency planning goals is inaccurate given the data does not identify the current approved permanency goal and the date of achievement.

MD CHESSIE captures the status, demographics, location and goals on the following reports:

- RE858R Weekly Out of Home Detail Report – run weekly as a State Stats Report
- RE858R Out of Home End of Month Detail Report – run monthly as a State Stats Report
- RE980R Out of Home Detail Report – run monthly by county for LDSS stakeholder use
- RE995R Worker Visits to Child IH and OH Detail Report

The following mapping document describes the data users enter in MD CHESSIE:

MD CHESSIE Screen	Column Name on the Report RE858R (Weekly Out of Home Detail Report)	Column Name on the Screen
Client Information tab (IN0205C)	CLIENT ID	Selected CLIENT ID on MD CHESSIE Tree view
	CLIENT FIRST NAME	CLIENT FIRST NAME
	CLIENT LAST NAME	CLIENT LAST NAME
	CLIENT DOB	DOB
	CLIENT GENDER	GENDER
	Client Race - Black/African - American (Y/N)	Primary Race. If no match, then Secondary Race
	Client Race - Alaskan Native (Y/N)	Primary Race. If no match, then Secondary Race
	Client Race - American Indian (Y/N)	Primary Race. If no match, then Secondary Race
	Client Race - White Caucasian (Y/N)	Primary Race. If no match, then Secondary Race
	Client Race - Asian (Y/N)	Primary Race. If no match, then Secondary Race
	Client Race - Native Hawaiian / Pacific Islander (Y/N)	Primary Race. If no match, then Secondary Race
	Client Race - Unknown (Y/N)	Primary Race. If no match, then

MD CHESSIE Screen	Column Name on the Report RE858R (Weekly Out of Home Detail Report)	Column Name on the Screen
		Secondary Race
	Client Race - Declined (Y/N)	Primary Race. If no match, then Secondary Race
	Client Ethnicity	Ethnicity: Hispanic
Placement Summary Screen(PL5001C)	Placement Structure Name	Placement Structure
	Placement Start Date	Entry Date
	Placement End Date	Exit Date
	Private Organization Provider Name	Organization Name
	Private Organization Provider ID	MD CHESSIE Organization ID
	Public / Private Provider Name	Provider Name
	Public / Private Provider ID	MD CHESSIE Provider ID
	Address Format	Address
	Address Street No	Address
	Address Box No	Address
	Address Pre Direction	Address
	Address Street Name	Address
	Address Street Suffix	Address
	Address Post Direction	Address
	Address Unit Type	Address
	Address Unit No	Address
	Address City Name	Address
	Address County	Address
	Address State	Address
	Address Zip5 No	Address
	Address Zip4 No	Address
	Address Foreign Text	Address
	Address Foreign State	Address
	Address Foreign Country	Address
	Address Foreign Postal Code	Address
Permanency Plan tab (CM5250C)	Permanency Plan Goal	Primary Permanency Plan Goal
	Established Date	Established Date
	Projected Achieved Date	Projected Achieved Date
Client Information tab (IN0205C)	CLIENT ID	Selected CLIENT ID on MD CHESSIE Tree view

MD CHESSIE Screen	Column Name on the Report RE858R (Weekly Out of Home Detail Report)	Column Name on the Screen
	CLIENT FIRST NAME	CLIENT FIRST NAME
	CLIENT LAST NAME	CLIENT LAST NAME
	CLIENT DOB	DOB
	CLIENT GENDER	GENDER
	Client Race - Black/African - American (Y/N)	Primary Race. If no match, then Secondary Race
	Client Race - Alaskan Native (Y/N)	Primary Race. If no match, then Secondary Race
	Client Race - American Indian (Y/N)	Primary Race. If no match, then Secondary Race
	Client Race - White Caucasian (Y/N)	Primary Race. If no match, then Secondary Race
	Client Race - Asian (Y/N)	Primary Race. If no match, then Secondary Race
	Client Race - Native Hawaiian / Pacific Islander (Y/N)	Primary Race. If no match, then Secondary Race
	Client Race - Unknown (Y/N)	Primary Race. If no match, then Secondary Race
	Client Race - Declined (Y/N)	Primary Race. If no match, then Secondary Race
	Client Ethnicity	Ethnicity: Hispanic
Placement Summary Screen(PL5001C)	Placement Structure Name	Placement Structure
	Placement Start Date	Entry Date
	Placement End Date	Exit Date
	Private Organization Provider Name	Organization Name
	Private Organization Provider ID	MD CHESSIE Organization ID
	Public / Private Provider Name	Provider Name
	Public / Private Provider ID	MD CHESSIE Provider ID
Living Arrangement Screen(IN0153C)	Address Format	Address
	Address Street No	Address
	Address Box No	Address
	Address Pre Direction	Address
	Address Street Name	Address
	Address Street Suffix	Address
	Address Post Direction	Address

MD CHESSIE Screen	Column Name on the Report RE858R (Weekly Out of Home Detail Report)	Column Name on the Screen
	Address Unit Type	Address
	Address Unit No	Address
	Address City Name	Address
	Address County	Address
	Address State	Address
	Address Zip5 No	Address
	Address Zip4 No	Address
	Address Foreign Text	Address
	Address Foreign State	Address
	Address Foreign Country	Address
	Address Foreign Postal Code	Address
Permanency Plan tab (CM5250C)	Permanency Plan Goal	Primary Permanency Plan Goal
	Established Date	Established Date
	Projected Achieved Date	Projected Achieved Date

MD CHESSIE Screen	Column Name on the Report RE980R (Out of Home Detail Report)	Column Name on the Screen
Client Information tab (IN0205C)	CLIENT FIRST NAME	CLIENT FIRST NAME
	CLIENT LAST NAME	CLIENT LAST NAME
	CLIENT AGE	Age based on DOB
	CLIENT PRIMARY RACE	Primary Race
	CLIENT ETHNICITY (HISPANIC)	ETHNICITY: HISPANIC
	CLIENT GENDER	Gender
Placement Summary Screen(PL5001C)	NUMBER OF PLACEMENTS WITHIN LAST 12 MONTHS	Derived from PL5001C
	TOTAL NUMBER OF PLACEMENTS IN CURRENT EPISODE	Derived from PL5001C
Living Arrangement Screen(IN0153C)	LIVING ARRANGEMENT	Most recent Living Arrangement
Permanency Plan tab (CM5250C)	PERMANENCY PLAN GOAL	Primary Permanency Plan Goal

MD CHESSIE Screen	Column Name on the Report RE995R (Worker Visits to Child IH and OH Detail Report)	Column Name on the Screen
Client Information tab (IN0205C)	CLIENT ID	CLIENT ID
	CLIENT FIRST NAME	CLIENT FIRST NAME
	CLIENT LAST NAME	CLIENT LAST NAME
Placement Summary Screen(PL5001C)	N/A	N/A
Living Arrangement Screen(IN0153C)	N/A	N/A
Permanency Plan tab (CM5250C)	N/A	N/A

Local stakeholder are able to validate the accuracy of the clients' demographics, location and goals status, by reviewing the periodic status of the clients' Permanency Plan, Placement Summary, Living arrangement and Worker Visit updates. The accuracy of the reports is based on the data in the system for the reports run date. The service delivery outcomes to clients are monitored at the state and county levels in MD CHESSIE through the generation of Business Object Reports, Governance Reports, Exception Reports, federal reports, on-line reports, and ad hoc reports compiled from the data entered.

Through MD CHESSIE, Maryland established a secured single, integrated, statewide case management computer information system that will:

- Coordinate Child Welfare Services electronically with the functions of other DHR administrations, such as Family Investment Administration (Temporary Assistance to Needy Families(TANF), Client Automated Resource and Eligibility System (CARES)), Child Support (Title IV-D), Child Support Enforcement Administration (CSEA), Office of Licensing and Monitoring (OLM), Office of Budget and Finance, as well as the Medicaid Administration of the Department of Health and Mental Hygiene (Title XIX, DHMH);
- Establish a statewide foster care and adoption payment issuance and reconciliation system that provides full fiscal accountability, monitoring, controls, update, mass change, and reporting capabilities;
- Establish an automated link between program and fiscal staff to more easily identify Federal participation programs;
- Provide child welfare staff with an interactive system which automates the case record, containing word processing capabilities to assist in scheduling appointments, generating reminders, printing notices, storing and using data, issuing payments, monitoring availability and compliance of foster and adoptive homes, and other administrative functions;
- Enable DHR to extract management information data from the database for decision making as well as mandatory reports and including ad hoc reporting capabilities to enable local staff

to retrieve lists, reports, and statistical summaries to assist with case and program management;

- Provide continuous monitoring of data generation by MD CHESSIE to ensure that the accuracy of the system meets the regulatory standards as the Department of Social Services System of Record;
- Enable DHR to respond to the rapidly growing demands for child welfare data, especially demographic historical data from federal agencies, State legislators, the judiciary, advocacy groups, attorneys, the media, and the public;
- Provide an interface capability with CIS (Client Information System), FMIS (Financial Management Information System) and Automated Fiscal Systems (AFS), Client Automated Resource and Eligibility System (CARES), Community Emergency Response Tracking System (CERTS);
- Provide an interface capability to link with State agencies outside of DHR; and
- Facilitate good practice by including policy and procedure manuals with hypertext links from the database to the manuals. In addition, the system software itself contains certain good-practice reminders and constraints.

The automated child welfare case management system allows Maryland to provide better service to each client of child welfare programs, allows social service staff to spend more time doing social work, and also provides more programs and fiscal accountability than has been available in the past.

SYSTEM DEVELOPMENT

Maryland made enhancements to MD CHESSIE from July 1, 2013 through June 30, 2014 which assisted in improving the quality of data entered. These improvements are in response to changes in federal regulations, state laws, program policy and practice, and quality control. In order to generate any enhancements to MD CHESSIE the system development team must first coordinate with SSA Programs, Office of Licensing and Monitoring (OLM), Budget and Finance Central Office and Local Department MD CHESSIE Coordinators and the Affiliates that represent the local department of social service Assistant Directors and Directors. Meetings are held one year in advance to propose the various changes needed by all. Weekly meetings are held with OTHS and the developer Xerox/TCC to gather the requirements for any changes. There was 1 major enhancement (over 500 hours) completed this Fiscal Year- Expungements. In order for any enhancements to be completed for a targeted build requirements must be gathered and finalized 6 months prior to the targeted date. Although many items are in the queue, no more than 8 enhancements (under 500 hours of development time) can be completed for a targeted month, due to limitations from OTHS and Xerox/TCC. To prepare for any modification, the MD CHESSIE team is responsible for gathering requirements, recognizing the interfaces, documents creation or changes, screen creation or changes and what communication will be required to go out to users. The team also tests in UAT prior to any build. After the build the team reviews the modification with the MD CHESSIE coordinator to identify success, failures, and lessons learned.

The system enhancements made during the previous year primarily improved user data entry error reduction and improved the reporting accuracy. These improvements did not the generate service delivery quantitative outcomes. Several enhancements were made to the functional areas modules of

Case Management, Financial Management, Intake and Investigations, Reports, Federal Reporting, Provider Management and Batches and Interfaces including:

- **Case Management**
  - The Break-the-Link–Service Cases screen (AD0250C) Details Child Legally Free section was modified to accept the latest Decision Date from the Court Parental Rights screen (CR0451C) to the either the TPR Date of Mother field and or the TPR Date of Father field or both after an appeal of the termination of parental rights (TPR) has been entered on the Court Parental Rights screen (CR0451C) of the biological case. The display of the Court Parental Rights screen (CR0451C) was modified to display without a dark shade that covers the labels. Ticklers Screen - Installation of a new screen for MD CHESSIE/Social Services Administration (SSA), to display all active ticklers at the Case and/or Client level for each Client in MD CHESSIE.
  - Correct Data Validations for Fiscal Category Codes (April 2014)- This modification removes edits for clients with the Auxiliary Program Assignment for these fiscal category codes in the service log:
    1. 2142 Consolidated
    2. 2143 Interagency
    3. 7141 Child Protective Services (Super Flex)
    4. 7142 Consolidated
    5. 7143 Interagency
  - Placement Edits on License/Program Dates (February 2014) - The MD CHESSIE was modified to not permit child placement dates to begin prior to License and Program start dates or to end after License and Program end dates. The system will now enforce the following new edits on the Child Placement Entry screen at the time of recording placement entry details.
    1. For new placements, the "Begin Date" cannot be prior to the provider License Issue Date" (PR1604C) or the Program "Effective Start Date" (CT3301C) on the Placement Referral Screen (PL5050C).
    2. For approved placements, the system will not allow the user to change the "Begin Date" to be prior to the provider License "Issue Date" (PR1604C) or the Program "Effective Start Date" (CT3301C) on the Placement Entry Screen (PL5102C).
    3. For approved open placements, the system will not allow the user to enter a placement "End Date" beyond the provider License "Expiration Date" (PR1604C) or the Program "Effective End Date" (CT3301C) on the Placement Exit Screen (PL5105C).
    4. The system will display appropriate error messages if the+ Placement Begin and End Dates are not within the valid date range as specified above.
    5. The system will not allow the user to validate placements on the placement validation (AP0150C) screen, if the "Service Start Date" precedes the License "Issue Date" or the Program "Effective Start Date".
    6. The system will not allow the user to validate placements on the placement validation (AP0150C) screen, if the "Service End Date" exceeds the License "Expiration Date" or the Program "Effective End Date," whichever is earlier.
    7. The system will display appropriate error messages if the Placement Service Start and End Dates are not within the valid date range as specified.
  - CRBC Modifications for SARR Requirement 38 (February 2014) – The existing MD CHESSIE Security Profiles 'Citizens Review Staff' and 'Citizens Review Supervisor' for the Citizen's Review Board (CRB) were modified to allow those with the profile to create a specific Citizen's Review Board Review for a child and the Profile shall be statewide. Users have Task #14:"Edit Case Review" assigned. The system was modified so that the CRBC has limited write-rights in the Service Case Reviews Case Review folder, and CRBC users (staff with profile 'Citizens Review Staff' or 'Citizens Review Supervisor') may now click "New" on the Case Review

Summary Screen (CM9500C) and select from the Case Review Selection (CM9600C) only the drop-down value of "Type of Review" equal to "Citizen's Review Board" and the child. The CRB may also edit and save entries to the Participants tab on the (CM9559C) screen and edit and save responses on the Recommendations (CRB/Admin. Panel) (CM9552C) tab from "*Waiver of Reunification" through "*CRB/Admin Panel Recommendation". Work continues to be required because notification tickler was not developed to send to worker and a completion tickler to be sent back to the CRB. Planned implementation- June 2015.

o 2110- Nonrecurring Expense Code (December 2013) - The 2110 Fiscal Category Code is now available for all adoption or service cases. The 2110 code will populate regardless of IV-E eligibility. Any pending service logs with 7110 was changed to 2110 Fiscal Category code. The 7110 Fiscal Category Code was disabled on the Purchase Authorization screen (CM4150C). When the user selects the Fiscal Category Code of 2110, the system enables the check box 'Non-Recurring OTO/SSA Approval Required' on CM4150C. The system renames Fiscal Category Code 2110 from 'Non-Recurring (OTO) Adoption Expense' to ' Non-Recurring (OTO) Subsidy Expense'. The system now associates Fiscal Category Code 2110 to Guardianship Assistance Program (GAP) Program Assignment.

o Update MD CHESSIE Services, LDSS Services, and Fiscal Categories (December 2013) – New services and fiscal category codes have been added and some of the existing services and fiscal category codes have been disabled. The existing links between certain Fiscal Category Codes and certain Program Assignments have been disconnected and new links between certain Fiscal Category Codes and certain Program Assignments have been created.

1. The system has been updated to prevent a user from selecting certain services when the client's Program Assignment is Investigation Services and the Service Category is Basic Living Skill, Child, Respite Care, Counseling, Educational Services, Employment Services, Housing Assistance, Clothing & Hardware, Legal Services, Medical Services, Mental Health Services, Recreational Services, Special Services, Substance-Abuse Services or Transportation.
2. The system has been updated to prevent a user from selecting the Transportation assistance (Paid) services when the Program Assignment is Guardianship Assistance Program and the Service Category is Transportation.
3. The system has been updated to allow a user to select the Child of a Minor Parent in Care (Paid) service when the Program Assignment is Out of Home and the Service Category is Basic Living Skill.
4. The system has been updated by associating certain Fiscal Category Codes to certain Program Assignments - Auxiliary Services, Adoption, Out-of-Home, In-Home Services and Family Preservation.
5. The system has been updated to disconnect the link between certain Fiscal Category Codes and Program Assignment of Adoption and Guardianship Assistance Program.
6. The system has been updated to allow a user to select certain Fiscal Category Codes on Service Purchase Authorization screen (CM4150C) When the Program Assignment is Auxiliary Services/Out of Home on the Service Log screen and if certain criteria are met.
7. The following Fiscal Category Codes shall have been renamed:
   1. 2142 Consolidated
   2. 2143 Interagency
   3. 7142 Consolidated
   4. 7143 Interagency

o Increase Child Adolescent Needs Assessment (CANS) Assessment Maximum Age from 18 to 21 Years Old (December 2013) - The system was modified to change the logic for the Client Selection (CM0001C) screen for the CANS Assessment to allow the user to select a client from ages 4 up to 21 years of age.

- Enhanced Aftercare Voluntary Placement Agreement (VPA) Senate Bill Modifications (September 2013) – Enhanced Aftercare VPA Senate Bill 86 legislation became effective on October 1, 2013. This bill allows for youth who were committed to the Local Department of Social Services (LDSS) and after age 18, their commitments were subsequently rescinded, to re-enter care under an Enhanced Aftercare Voluntary Placement Agreement (EA-VPA) under certain circumstances. A modification to MD CHESSIE was made to allow the LDSS to enter a new removal episode for these youth over the age of eighteen. Edits were made to MD CHESSIE to ensure that only youth that are in Maryland's foster care system after age 18 are able to enter care through the EA-VPA. The edits include:
    1. The youth was in the care and custody of the state on or after the youth's eighteenth (18th) birthday
    2. The youth is less than twenty and one half (20 ½) years old for EA-VPA (up to 20 years and 182 days = eligible; 20 years and 183 days and above = not eligible)
    3. The youth's Removal Exit Reason from the previous removal episode was not reunification, adoption, guardianship, marriage, military, or court order against DSS.

A new Non-Child Protective Services (Non-CPS) Role in Intake of "Enhanced Aftercare Recipient" has been added to the drop-down list in the referral module. The checks in the system for EA-VPA now begin with this flag on the Referral Demo tab (SC0011C). Additional referral modifications were added to the Referral Narrative tab (SC0012C) and the Non-CPS Decision tab (SC0017C) to facilitate the checks. Once the worker performs the Case Connect by either reopening a service case where the EA-VPA client had been the Casehead or by creating a new service case where the EA-VPA client is the Casehead, the worker will assess the client's needs in an Auxiliary Program Assignment with the newly added subprogram assignment of "Enhanced Aftercare VPA Request". The Removal functionality was modified to allow a new removal episode for an individual only if the client meets the mandates. The Removal Start Date Checklist (PL4103C) is modified to display the additional prerequisites for EA-VPA.

The Removal screen (PL4101C) and Removal Reasonable Efforts and Factors tab (PL4102C) changes were made to the Voluntary Placement grid and the AFCARS values, in order to facilitate the Title IV-E changes in the system.

Voluntary placement related values were added to the Court Hearing (CR0254C) Court Order tab. The system shall turn off and hide Structure/Service 11343 - Enhanced Aftercare Services (Paid) in the service log.

This modification allows for Title IV-E eligibility of an additional 23 youth who met the EV-VPA placement criteria.

- GAP Placement Modifications (September 2013) - Modifications were made in MD CHESSIE to allow Guardianship Assistance Program (GAP) with Child Placement Agency (CPA) Home providers when children were placed with them. The Checklist was modified to display the CPA provider name and number under the Disclosure Date. A Search hyperlink added to identify the Local Department Home. Workers are instructed to enter the provider as a New Provider Referral and then in the Provider module as a Local Department Home as a GAP provider type so that there is a provider ID for payment purposes.
- GAP Agreement Signature Date Correction (September 2013) - This project ensures that the Guardianship Assistance Program (GAP) signature dates are before or on the date of the guardianship order recorded on the Court Order screen.
- Audit Trail for Client Demographic Changes (June 2014) – MD CHESSIE was modified to generate a tickler with the Activity description of "Client Demographics" for the family and child

workers when updates are made to the client's demographics on the General information tab (IN0352C). Also, a new Client level folder labeled "Audit Trail - Demographics" was added to the navigation tree under the Client level folder. The new Audit Trail screen (IN0260C) captures changes to a Client's demographics when updated via the CIS interface or by a user in MD CHESSIE directly. The column headers display changes for the following:

1. Last Updated By
2. Last Updated
3. First Name
4. Middle Initial
5. Last Name
6. Suffix
7. DOB
8. Approximate DOB (Y or N)
9. SSN
10. Gender

The original MD CHESSIE Client demographics display as the first row prior to any change. Then, a new row is added to the Audit Trail screen for each new event of demographic data transaction to maintain a history of all demographic changes made for a client in a single transaction. The screen is "read only".

- **Common Functions**

  o Enlarge MD CHESSIE File Cabinets (April 2014) – The filing cabinets in MD CHESSIE were expanded in size from 2MB to 4MB under the Service Case (case and client levels) and Provider folders. This modification allows users to store larger documents in the system.
  o MD CHESSIE Fix for 'Approved but not Interfaced' SYAD Payments (December 2013) – The MD CHESSIE Maintenance Payment Processing batch was modified to calculate the age of the client as of the Service End Date to determine and assign the correct Fiscal Category Code if the Placement Structure is Independent Living.
  o Modify Calendar Code in MD CHESSIE (December 2013) – When the user modifies the existing date on the MD CHESSIE calendar object by changing the month or year, the system will validate the newly selected date; If the date is invalid, system will display a warning message and select the 1st day of the newly selected month. This modification eliminated the potential for user date entry errors

- **Financial Management**

  - Receipt and Reversal Offset Correction (April 2014) - The display and calculations in the Finance Management Accounts Receivable Provider A/R screen were corrected so the receipt and reversal displays the Provider A/R Accounts Receivable Overpayments on the Overpayments History tab grid and the supervisor approved receipt reversal updates the overpayment collected amount in the Offsets/Receipts section on the Overpayments History tab.

- **Intake and Investigations**

  - MD CHESSIE Expungements-Level 2 project (Phase 1) **-** The MD CHESSIE expungement process was modified to remove the ability for the users to view referrals associated with expunged investigations. All Child Protective Services (CPS) referrals were removed if their corresponding CPS or CPS-Investigative Response (IR) were fully expunged in MD CHESSIE. The CPS referral is no longer searchable in MD CHESSIE through any search parameter (i.e., client search, person search, referral search, etc.). Similarly, all Screened-out CPS referrals after the implementation of the Structured Decision Making (SDM for CPS referrals) which are older than 120 days (from the referral receive date) were removed from MD CHESSIE. The CPS referral is no longer searchable in MD CHESSIE through any search parameter (i.e., client search, person search, referral search, etc.). Non-identifying information required for federal reporting purposes is retained in MD CHESSIE for expunged CPS. This information is not viewable by the user.
  - Modify the CPS Checklist in MD CHESSIE - The CPS Response Completion Checklist (IN2900C) was modified to look for an approved Safety Assessment (SAFE-C) and Maryland Family Risk Assessment (MFRA) at the time the worker requests for approval of the CPS. While MFRA will be required at the family level, SAFE-C will be required for all Clients who are under 18 years of age, participating as a child, in-household and has a program assignment of "CPS" in the CPS. The client(s) must be identified on the SAFE-C General Information screen (CM3100C) either using the "Child's Name" drop down or must be identified under "Other Children in Household". Any pending CPS at the time of implementation will also require a SAFE-C and MFRA to be completed prior to approval. MD CHESSIE was also modified to look for the Reporter's secondary role on the referral demo tab (SC0011C). If there is no secondary role, the system will display an error message at the time of "Save" and force the user to select a secondary role other than the "Reporter" only role. The message shall read as "The only role of the person is Reporter. The selection the role of the person is made when gaining knowledge of abuse and/or neglect. Any pending CPS Referrals without a secondary role for the Reporter at the time of implementation also require a secondary role to be identified for the referral to be approved.
  - Substance-Exposed Newborns House Bill 245 Modifications (Case Management) – The system was modified to comply with House Bill 245, effective October 1, 2013. The scope of the work for MD CHESSIE includes modifications needed to the system to change the term "drug exposed" to "substance-exposed". The system now enforces changes that define a newborn as a child thirty (30) days of age or younger as of the Date/Time received. The system allows the check of the SEN/FASD checkboxes

from 1st day (Birth) to 31st day of the newborn. The system was modified to track Substance-Exposed Newborns identified in the referral throughout the history or the client's involvement with DHR. When only Risk of Harm selections are made (no other allegation of abuse or neglect is selected) on the Child Protective Services (CPS) referral Maltreatment tab, the referral must go directly to a Service Case for an assessment upon approval and not become a CPS Investigation or Alternative Response. To accommodate the new pathway, new options and logic will be added to the CPS Referral Decision tab. The option "Accept as Non-CPS. Risk of Harm is the only maltreatment selected." It will result in a Case Connect to a Service case. Two new user-selectable options to Response Time Decision (SC0014C) will be added:

1. "There is Risk of Harm of a Substance-Exposed Newborn. Respond within 48 hours."
2. "There is Risk of Harm. Respond within 5 days."

The Department of Human Resources (DHR) Social Services Administration (SSA) DHR/SSA 396 Children and Family Services Intake Worksheet and the Structured Decision Making Child Abuse and Neglect Screening and Response Time Assessment DHR/SSA 1577 online report was modified to include the changes to the screens and decision making logic. A new system-enforced edit will assure that "persons" in the Confirm Persons folder for both Child Protective Services and Service cases (IN2550C) must be discarded or confirmed before a "new" client can be created. The MD CHESSIE general Search will display the CPS referral for the Referral Type but no CPS history. Instead the system will display the service case ID number and "Risk of Harm-Accepted as Non-CPS". Since House Bill 245 also requires DHR to submit a preliminary report to the General Assembly on or before October 1, 2014, and to send a final report on or before October 1, 2015, modifications were made to Business Objects RE945R to meet the legislative reporting requirement.

o Substance Exposed Newborn Label Changes – Substance Exposed Newborn-related label changes were made to MD CHESSIE. The word "respond" was replaced with "response" in the following areas.

1. CPS Screening Decision tab (SC0014C) - In Section III RESPONSE TIME DECISION (Complete for all screened-in reports) under "No immediate response criteria exist and allegations include the following, MD CHESSIE was modified to display:
   - "There is Risk of Harm for a Substance-Exposed Newborn. Response within 48 hours."
   - "There is Risk of Harm. Response within 5 days."
2. DHR/SSA 396 CHILDREN & FAMILY SERVICES INTAKE WORKSHEET in the "Risk of Harm only" scenario, under "RECOMMENED RESPONSE TIME" section, the report/form was modified to display either "There is Risk of Harm for a Substance-Exposed Newborn. Response within 48 hours." or "There is Risk of Harm. Response within 5 days."
3. DHR/SSA 1577 Structured Decision Making Child Abuse and Neglect Screening and Response Time Assessment (online report RE023), under "Section 3. Response Time Decision, No Immediate Response criteria exist and allegations include the following", the report/form was modified to display:

- "There is Risk of Harm for a Substance-Exposed Newborn. Response within 48 hours."
- "There is Risk of Harm. Response within 5 days."

The column headers in the Business Objects report RE945R_Assessment Outcome Detail Report were modified as follows:

1. "Number of Siblings" was renamed as "Number of children under age 18 in household of mother who gave birth to a substance-exposed or FASD newborn".
2. "Current Program Assignment" was renamed as "Current Program Assignment of Child".
3. "Start Date of PA" was renamed as "Start Date of Program Assignment of Child".

- o Alternative Response Phase II – The Alternative Response functionality rollout occurred in the following counties on January 15, 2014: Anne Arundel, Prince Georges, Calvert, Charles, and St. Mary's.

- **Provider Management**
  - o Incorrect Bed Count Report for MD CHESSIE – The Provider and Placement functionalities were modified to include system-wide recognition of changes to the bed count once the original bed count is approved. Edits were added in the home approval reconsideration process for when the resource worker attempts to reduce the bed count and there are more children placed in the home than the bed count number would allow after the reconsideration is approved. Edits were added so that a reduction in bed count at reconsideration cannot occur if the bed count would be less than the number of children currently placed.
  - o Fix Manage Workload to Correctly Display Closed Provider Referrals – MD CHESSIE was modified to not display closed provider referrals on the Manage Workload screen (WL0100C) once they are reopened as a provider record. All existing closed provider referrals were removed from display on the Manage Workload screen (WL0100C).

- **Reports**
  - o Alternative Response Business Object Reports – Four new Business Objects reports were generated because of the additional response pathway of Alternative Response report of abuse or neglect that was implemented in June 2013. For all these reports, the reporting period is from Monday through Sunday. The following reports will run on the following Monday for the prior week.
    1. RE883R - CPS Response Reassignment Summary Report - displays the summary of all CPS that have a CPS Response Reassignment (From AR to IR or from IR to AR) approved between the reporting period start date and reporting period end date.
    2. RE884R - CPS Response Reassignment Detail Report
    3. RE885R - CPS Initial Response Summary Report -displays the summary of all the screened-in CPS referrals approved between the reporting period start date and reporting period end date.
    4. RE886R - CPS Initial Response Detail Report - displays the details of all the screened-in CPS referrals approved between the reporting period start date and reporting period end date.
  - o Generate Business Objects Report for Ticklers - A new Business Objects report "RE666R Tickler Management Report for Supervisor" is generated for each jurisdiction to display ticklers that require workers to complete an action to go way from MD CHESSIE or require manual deletion by the worker or expire after a certain number of days. The report is run weekly on Monday before noon and shall display the ticklers (active) that are assigned to a Case or a Client by supervisor.

- o Modify Business Objects Report RE858R – The end of the prior month Out of Home Detail Report was modified to run weekly on every Monday to report on prior week's data. The new weekly report will be called "RE858R Weekly Out-of-Home Detail Report".
- o Modify Business Objects Report RE863R – The existing "RE863R_CPS End of Month Detail Report" that captures the details of all the Open CPS, as of the end of the Prior Month was modified to run weekly on every Monday to report on prior week's data. The title of the new weekly report is "RE863R Weekly CPS Detail Report".
- o Enhanced After care VPA Senate Bill Modifications – Business Object reports, both summary and detail, are needed to track EAVPA. Two new reports similar to RE036R Auxiliary VPA Exits Summary Report and RE040R Auxiliary VPA Exits Detail Report were created for the new subprogram assignment of "Enhanced Aftercare VPA Request" to capture outcomes. The RE858R Out-of-Home Detail report was modified to include a column for Legal Custody

- **Federal Reporting**

  NCANDS Extraction Compliance – The extract logic was modified to include all approved Child Protective Services-Alternative Response (CPS-AR) cases on the NCANDS report within the Federal Fiscal Year reporting period.

- **Workload Management**
  - o Tickler Modification Work Product – MD CHESSIE was modified to the following ticklers designed to remind a worker to do a task in the system once the task is completed by any staff member.
    - 56 - Child turned 14. Please update the child/youth's National Youth in Transition Database (NYTD) data elements for the current review period.
    - 57 - A NYTD report has been initiated for a client and is incomplete. Please verify the child/youth's NYTD data elements and complete/validate the report.
    - 58 - Please update the child/youth's NYTD data elements for the current review period.
    - 405 - In Home Family Services Case Review is due in current subprogram. Complete Safe-C, Risk, Service Plans, and INFS progress review.
    - 448 - The GAP Annual review for ^child^ is due, the rate will expire in 90 days. Complete review or close case.
    - 449 - The GAP Annual review for ^child^ is due, the rate will expire in 60 days. Complete review or close case.
    - 450 The GAP Annual review for ^child^ is due, the rate will expire in 30 days. Complete review or close case.
    - 451 The GAP Annual review for ^child^ is past due for 30 days. No payment was issued. Complete review or close case.
    - 452 The GAP Annual review for ^child^ is past due for 60 days. No payment was issued. Complete review or close case.
    - 453 The GAP Annual review for ^child^ is past due for 90 days. No payment was issued. Complete review or close case.
    - Tickler 405 will be deleted when the INFS Progress Review is approved, with the Risk Assessment ID and Safety Assessment ID specified. Ticklers# 448, 449 and 450 will be deleted when the Client's GAP Annual Review is saved with the 'Completed' checkbox checked on the GAP Annual Review screen (CM7003C) or when the Client's Guardianship Assistance Program Assignment is end dated on the Client's Program Assignment screen (WL0210C). Ticklers# 451, 452 and 453 will be deleted when a new subsidy rate for the Client's GAP is approved under the Rate History on the GAP

Agreement Screen (CM7002C) or when the Client's Guardianship Assistance Program Assignment is end dated on the Client's Program Assignment screen (WL0210C). RE863R Weekly CPS Detail Report.

- o Delete Ticklers for Inactive Staff – MD CHESSIE was modified to transfer the following ticklers to the Unit Supervisor when the assigned staff becomes inactive. If there is no unit supervisor, then these ticklers will go to the unit administrator. If there is no unit administrator, then it will go to the unit.
  - 12 - Investigation disposition is due.
  - 56 - Child turned 14. Please update the child/youth's NYTD data elements for the current review period
  - 57- A NYTD report has been initiated for a client and is incomplete. Please verify the child/youth's NYTD data elements and complete/validate the report.
  - 58 - Please update the child/youth's NYTD data elements for the current review period.
  - 343 -This child has been in an out-of-home placement for 15 of the last 22 months; consideration should be given to filing a petition for Guardianship with the Right to Consent to Adoption of a Child and for Guardianship with the Right to Consent to Long-Term Care Short of Adoption of a Child. Worker needs to complete the TPR Recommendation Tab.
  - 405 - In Home Family Services Case Review is due in current subprogram. Complete Safe-C, Risk, Service Plans, and INFS progress review.
  - 448-The GAP Annual review for ˆchildˆ is due, the rate will expire in 90 days. Complete review or close case.
  - 449 - The GAP Annual review for ˆchildˆ is due; the rate will expire in 60 days. Complete review or close case.
  - 450 The GAP Annual review for ˆchildˆ is due; the rate will expire in 30 days. Complete review or close case
  - 451 - The GAP Annual review for ˆchildˆ is past due for 30 days, No payment was issued. Complete review or close case.
  - 452 - The GAP Annual review for ˆchildˆ is past due for 60 days, No payment was issued. Complete review or close case.
  - 453 - The GAP Annual review for ˆchildˆ is past due for 90 days, No payment was issued. Complete review or close case
  - 467 - Alternative Response disposition is due.

Also, the system will delete the ticklers identified above for currently inactive staff (staff with a status of "Inactive" on the Staff Information ST0301C screen) if the action has been taken. If the action is pending, the system will transfer the ticklers to the Unit Supervisor. If there is no unit supervisor, then these ticklers will go to the unit administrator. If there is no unit administrator, then it will go to the unit. Note: This was a onetime data fix at the time of implementation.

- **New Project Enhancement Requests (NPERs)**

  SSA submitted the following New Project Enhancement Request for State approval and funding for MD CHESSIE for SFY 2015:

  1. Case Plans Implementation III
  2. Interface MD CHESSIE with SCYFIS, MSDE et. al
  3. Conversion of MD CHESSIE to a SACWIS-compliant Web-Based System

4. Integrate SAFE Home Study with MD CHESSIE.
5. CIS Search—Improve Integrity of Client IDs in MD CHESSIE
6. Modification to Financial Documents Module

- **Payments Outside of MD CHESSIE**

The MD CHESSIE Research, Evaluation, System Support and On-Site Support team reviewed 65 cases that were reported and approved payments outside of the system where instances of erroneous data entry by user generated payment suspensions. The majority of the cases were subsidy payments, that were updated information after the last day of the month and MD CHESSIE will not allow retroactive payments. Other cases involved issues where data fixes were needed to correct the system. Additional system training involving WebEx, on-site support and Tip Sheet are provided to reduce future errors.

- MD CHESSIE Security Profile Exceptions
The unit is also responsible for approving exceptions to the established profiles for MD CHESSIE, to allow users needing to perform additional tasks to complete needed job functions. During FY'14 approximately 200 requests were received.

- Log On for Business Objects:
The unit is responsible for approving requests for access to Business Objects. During FY'14 approximately 50 requests were received and approved. As a result of the requests a Google form was created to track requests on a Goggle excel spreadsheet.

Coordination with local users, SSA programs, technology unit, Quality Assurance support, and other Department of Human Resource Programs

To share the limited time allotted for maintenance and operations enhancements the team works with the various programs to identify needs and priorities. The needs of all departments are clearly identified in a shared Google spreadsheet for everyone to see the planned activities and identified changes. All proposed changes are shared with the MD CHESSIE Coordinators and their input is documented. All changes to MD CHESSIE requires a clear understanding of what laws, policy, regulations or audit finding are affected.

An annual survey is distributed to all active MD CHESSIE users to collect feedback to determine if the installed modifications were helpful to the system users (See MD CHESSIE User Survey Summary, Appendix U)

MD CHESSIE CALL CENTER FOR LOCAL USE
The MD CHESSIE Call Center was enhanced to accept calls from MD CHESSIE local users effective January 1, 2013. This enhancement has enabled MD CHESSIE Call Center staff to assist Local Departments with MD CHESSIE issues that may result in work orders for data fixes or system modifications. Most Local Departments have notified the hotline by either telephone or email seeking assistance.

During State Fiscal Year 2014 the MD CHESSIE Call Center for Local Departments has received:

- Seven hundred ninety two (792) calls and/or emails for assistance from Local Departments, an increase of five hundred and sixty (560 call over the previous year.
- Of these, one hundred thirty two (132) were issues that Local Departments were requesting work orders for a data fix, but the issues were corrected via telephone and/or email and did not result in a work order request. These issues decreased by one hundred (100) calls from the previous year.
- Four (4) were issues that would require a system modification, a decrease of nine (9) issues from the previous year.
- One hundred and four (104) work order requests were submitted by SSA to OTHS on behalf of Local Department staff for data fixes in MD CHESSIE, an increase of 56 data fixes over the previous year.
- Eighty two (82) of the data fix requests sent by MD CHESSIE Call Center to OTHS have been corrected by Xerox during this reporting period, an increase of 64 data fixes over the previous year. Those data fixes covered financial issues preventing payments, deletion of ticklers preventing the closure of a case record, placement referral errors and approvals that were hanging on.

As a result of the local department contacts to the Call Center there was an identified pattern of repeated questions on how to do certain functions in MD CHESSIE. A weekly Tip Sheet was developed to assist locals. These one page sheets covering topics for assistance started July 31, 2013. The weekly Tip Sheets are sent to all users by category of their work assignment, i.e. Family Services worker, Fiscal, providers, etc. During this reporting period, there were:

- Forty-five (45) weekly Tip Sheets shared with the MD CHESSIE users.
- In February 2014, a survey was sent to the Local Departments for the 8th anniversary of MD CHESSIE. The survey results showed the tip sheets were welcomed and very useful to the MD CHESSIE users.

MD CHESSIE CALL CENTER FOR PROVIDERS

The MD CHESSIE Call Center Hot Line was established in December 2008. In many situations, the Call Center is the first point of contact for resolving public and private child care provider payment and placement issues for all of Maryland's Local Departments of Social Services. The MD CHESSIE Call Center staff receives and handles calls relating to: incorrect payment amounts, zero payment amounts on draft and final statements, children missing from statements, over and under payments, payment checks not received, incorrect payment structures where a child is electronically placed in the wrong program, incorrect begin or exit dates, requests for Electronic Funds Transfers (EFT's), address changes and general inquires. Hot Tickets are created in order to track problem issues and to bring a resolution.   The MD CHESSIE Call Center Hot Line has implemented a gate keeping and intense follow-up approach to problem issues that result in the creation of Hot Tickets. Hot Tickets are the mechanism used to track issues from providers that need to be resolved by a particular local department and worker. The Hot Tickets clearly identifies the child, the issue that needs to be addressed and the provider that made contact to report this issue. Some issues are diagnosed and resolved by the Call Center Representative at the first point of contact. Others have to be forwarded to the local department for resolution or follow up. The directive of the Call Center is to have all Hot Tickets resolved within 5 business days if possible. Each

Call Center Representative is assigned to a particular local department and the larger providers. If the Hot ticket is not resolved by the 25th of the month Call Center staff follow-up with the MD CHESSIE Coordinators. Also, a Validation Failure Report that lists children who have not been validated in MD CHESSIE for children who have received provider services for the previous month is emailed from the MD CHESSIE Call Center to the local departments twice a month. This has contributed to a monthly reduction of zero payment amounts to Maryland's providers. Sixty and Ninety Day Outstanding Hot Ticket Reports are sent locals each month requesting a resolution within 3 business days. As a result, The MD CHESSIE Call Center has been able to reduce the number of Hot Tickets created and the number of unresolved Hot Tickets. Provider payments are being generated timely and the error rate has gone down by more than half. During the time period of July 1, 2013 through June 30, 2014, the MD CHESSIE Call Center Hotline created:

- Nine Hundred and Forty One (667) Hot Tickets
- Closed One Thousand Seven Hundred and Sixty Five (1105) Hot Tickets.
- Five Thousand Seven Hundred and Seventy Three (5,381) calls were received.
- Call Center numbers are going down, due in part to staff creating Tip Sheets and having WebEx Conference Calls with providers and local departments to expedite the resolution of identified matters.

The MD CHESSIE Call Center provides assistance when caseworkers are attempting to place a child electronically with a provider and a 0 vacancy is showing in MD CHESSIE for a particular provider's program. (Since a formal count was generated 20 contacts were made to the Call Center. Research is done to ensure that each child that is electronically listed with the provider in question is physically there and in the correct program. The Call Center staff then coordinates with the provider and the caseworker or local department representative to ensure that the electronic placement matches the physical placement. Often this will remove the 0 vacancy and the child is able to be electronically placed in the correct program and correct provider in MD CHESSIE.

Exception Reports are generated indicating cases that are still open in MD CHESSIE for children who have aged out or has left the child welfare system. There are nine different MD CHESSIE Exception Reports that staff members analyze and investigate the reasons why these cases remain open in the MD CHESSIE system. Once a determination has been reached, the local department that is associated with the child is contacted and made aware of the situation. In some instances direction is given on how to close the child's case in MD CHESSIE. The analyses of Exception Reports numbers 6, 7, 8, and 9 capture the following improvements between State Fiscal Years ending 2013 and 2014:

- Exception Report 6 - ***Details of all children with an active Program Assignment of Out-of-Home and an active Placement/Living Arrangement but who are 21 years or older as of the end of the month***. There was a decrease in the number of cases from the previous year which was an improvement by 33%. See table 1 below- Exception Reports.
- Exception Report 7 -***Details of children in Out-of-Home with a Living Arrangement of Unknown Whereabouts[1]*** There was a decrease in the number of cases from the previous year which was an improvement by 31% See table 1 below- Exception Reports.

- Exception Report 8 - ***Children who have Placement open and also have a Living Arrangement of Trial Home Visit, Runaway, Hospitalization, Mother's Home, Father's Home, Mother and Father's Home, Father and Stepmother, Mother and Step Father, Relative Home for over thirty days*** There was a decrease in the number of cases from the previous year which was an improvement by 8% See table 1 below- Exception Reports.
- Exception Report 9 - ***Children who have Placement open and also have a Living Arrangement of Trial Home Visit, Runaway, Hospitalization, Mother's Home, Father's Home, Mother and Father's Home, Father and Stepmother, Mother and Step Father, Relative Home for over thirty days*** There was a decrease in the number of cases from the previous year which was an improvement by 30% See table 1 below- Exception Reports.

Exception Reports 1, 2, 3, 4, and 5 are not included in this transmission, because the local jurisdictions are unable to resolve them. Work orders have been placed by the MD CHESSIE State Coordinator for resolution. Once resolved, those Exception Reports mentioned will be included.

TABLE 1 Exception Report Number	Report Description	LDSS Action Needed	Total Month Ending June 2013	Total Month Ending June 2014	Percent Improvement
1	Details of clients with an active Out-of-Home Program Assignment but No active placement or living arrangement as of end of month	Call Center will generate a work order and will keep local department informed of status and resolution	N/A	N/A	N/A
2	Details of clients with an active Out of Home removal episode but No active program assignment of Out-of-Home as of end of month	Call Center will generate a work order and will keep local department informed of status and resolution	N/A	N/A	N/A
3	Details of Clients with a Living Arrangement start date but without Living Arrangement name as of the end of the month	Review case and make corrections in MD CHESSIE- Enter the correct Living Arrangement name and full address of a non-paid provider on the Living Arrangement screen	N/A	N/A	N/A
4	Details of all children with an open Program Assignment of Out-of-Home but No removal in MD CHESSIE as of the end of the month	Call Center will generate a work order and will keep local department informed of status and resolution	N/A	N/A	N/A
5	Details of all children with more than one removal	Call Center will generate a work order and will keep local department informed of status and	N/A	N/A	N/A

TABLE 1 Exception Report Number	Report Description	LDSS Action Needed	Total Month Ending June 2013	Total Month Ending June 2014	Percent Improvement
	episode in MD CHESSIE as of the end of the month	resolution			
6	Details of all children with an active Program Assignment of Out-of-Home and an active Placement/Living Arrangement but who are 21 years or older as of the end of the month	Review case and make corrections in MD CHESSIE - End date the Placement or Living Arrangement end date as of the child's 21st. birthday (or sooner if child actually left care sooner); the child(ren) must exit care as of his or her 21st. birthday. Trouble shooting steps: 1. Ensure all validations have occurred. Workers should not select options "No" or "On-hold" from the Validation hyperlink 2. End date Placement by selecting "Permanently Leaving Custody and Care" 3. Ticklers must be resolved 4. If Tickler is assigned to an old worker, no longer there; contact SSA for the creation of a work order 5. End date the removal 6. Should any warning messages display during this process, contact the MD CHESSIE Help desk at the number on the bottom of the form	66	44	33%
7	Details of children in Out-of-Home with a Living Arrangement of Unknown Whereabouts[1]	Review case and make corrections in MD CHESSIE - End date the Placement or Living Arrangement end date as of the child's 21st. birthday (or sooner if child actually left care sooner); the child(ren) must exit care as of his or her 21st birthday. Trouble shooting steps: 1. Ensure all validations have occurred. Workers should not select options "No" or "On-hold" from the Validation hyperlink	606	421	31%

TABLE 1 Exception Report Number	Report Description	LDSS Action Needed	Total Month Ending June 2013	Total Month Ending June 2014	Percent Improvement
		2. End date Placement by selecting "Permanently Leaving Custody and Care" 3. Ticklers must be resolved 4. If Tickler is assigned to an old worker, no longer there; contact SSA for the creation of a work order 5. End Date the removal 6. Should any warning messages display during this process, contact the MD CHESSIE Help desk at the number on the bottom of the form			
8	Children who have Placement open and also have a Living Arrangement of Trial Home Visit, Runaway, Hospitalization, Mother's Home, Father's Home, Mother and Father's Home, Father and Stepmother, Mother and Step Father, Relative Home for over thirty days.	Review case with Supervisor or LDSS Leadership - MD CHESSIE corrections may be needed - This data may be correct; if data is correct, review case to determine if Placement structure should continue to be maintained (i.e. if the department should continue to fund this placement). If data is incorrect, create a new placement structure and ensure the provider is eligible for this placement structure; or create a new Living Arrangement. While this situation may not necessarily denote an error or inappropriate placement, this report is provided to the LDSS administration as these cases should be reviewed monthly to ensure proper Placement and funding.	85	78	8%
9	Children having No active	Review case with Supervisor or LDSS	168	118	30%

TABLE 1 Exception Report Number	Report Description	LDSS Action Needed	Total Month Ending June 2013	Total Month Ending June 2014	Percent Improvement
	Placement and a Living Arrangement of Other, Trial Visit Home, Mother/Father/Paramour, Relative Home, or Runaway great than 6 months Children who have Placement open and also have a Living Arrangement of Trial Home Visit, Runaway, Hospitalization, Mother's Home, Father's Home, Mother and Father's Home, Father and Stepmother, Mother and Step Father, Relative Home for over thirty days.	Leadership - MD CHESSIE corrections may be needed - This data may be correct; if data is correct, review case to determine if the LDSS should request a court end date of the Out-of-Home removal. If data is incorrect create a Placement structure/Living Arrangement correction in MD CHESSIE. While this situation may not necessarily denote a data error or inappropriate Placement, this report is provided to the LDSS administration as these cases should be reviewed monthly to ensure proper placement and legal status.			

MD CHESSIE Call Center Additional Responsibilities:

MD CHESSIE Call Center staff assists in the creation of MD CHESSIE Weekly Tip Sheets. The Tip Sheets educates MD CHESSIE users about different fascists related the MD CHESSIE and assists the MD CHESSIE user in his/her daily use of MD CHESSIE. These Tip Sheets are emailed to every MD CHESSIE user throughout the state of Maryland. The Tip Sheets can also be found on the "Knowledge Base". For FY 2014 approximately 45 Tip Sheets were created. The unit in creating these Tip Sheets did not have a measurement to discover a pattern of change. The unit was basing the Tip Sheets on information we believed users needed to know to make the use of MD CHESSIE easier. As a result of the creation of the "Tip Sheets" and other communication with local department staff the number of repeat calls and errors were reduced. See addendum for list of Tip Sheets.

 MD CHESSIE Call Center Staff participates in the completion of the National Youth in Transition Database (NYTD) survey. This survey is used to measure outcomes for foster youth and former foster youth. MD CHESSIE, CARES, Maryland Judiciary Base, CIS and social media are utilized to locate these Maryland youth. The completed confidential surveys are submitted to a larger report related to children who have exited care and children in care who are seventeen, nineteen and twenty-one. The surveys are completed every two years for each cohort until the child ages out or voluntarily leaves the Maryland child welfare system.

SSA Call Center Staff enters a Child Specific Agreement for children who are placed in Out of State Care facilities. The Agreements are added individually under the specified provider and the per diem rate amount along with any other services that is set-up by the Call Center Staff. After coordinating with the child's worker and Supervisor, the Call Center Staff then adds the child in the Child Specific Agreement in MD CHESSIE so that the Placement can be completed in the system and the Provider receives payment in a timely fashion. Out of State Providers also contacts the MD CHESSIE Call Center staff when there are payment and placement issues or discrepancies surrounding the placement of a child. Each fiscal year, the Program Rate is updated for children who are still in care. Currently the State of Maryland has approximately 68 children in care in other states' foster care programs.

MD CHESSIE ON-SITE SUPPORT TEAM

The MD CHESSIE On-Site Support team is responsible for maintaining the MD CHESSIE User Guides and Training Manuals.   The following Training Manual Modules were revised during the period of July 2013 through June 2014:

- Training Manual Modules
  - Client Summary Screen
  - Court
  - Collaterals
  - CPS Alternative Response
  - Detailed Client Information
  - Guardianship Assistance Program
  - History and Closure
  - Legal Custody
  - Living Arrangement

- o Permanency Plan
- o Placement
- o Program Assignment
- o Psychological Psychiatric Evaluation
- o Relations
- o Removal

The MD CHESSIE On-Site Support team of DHR is responsible for providing MD CHESSIE system orientation to all LDSS staff. The training is inclusive of task specific, face-to-face, WebEx-based sessions, and pre-recorded modules on system updates and changes to program policies. The goal of the MD CHESSIE Unit is to provide up-to-date training for all MD CHESSIE users. These trainings correspond to new enhancements to MD CHESSIE, and clarification of existing system operations that impede user performance. The On-Site Support team also partners with the Child Welfare Training Academy at the University of Maryland School of Social Work, to provide MD CHESSIE orientation for Masters of Social Work (MSW) and Bachelors of Social Work (BSW) degree candidates, to enhance the skills of Maryland's public child welfare workforce.

During the timeframe of July 2013 through June 2014, the MD CHESSIE On-Site Support team, in conjunction with the CWA provided training to a total of 1900 attendees consisting of child welfare workers, supervisors, and Assistant Directors representing the 24 jurisdictions within the state. See Appendix V for full details. Through the feedback received at the end of each session, and from a subsequent 30 day follow-up evaluation, each class was developed to follow real world based scenarios that users encounter to make training more effective. As well, this feedback enabled the team to enhance current and to develop future training. Assessments were developed for each module and the success rate of these assessments has been at 97%. Tip sheets, manuals, and pre-recorded training modules were created for additional training assistance. The On-Site Support team also participated in the development of the application for a more accurate and user-friendly data base.

The On-Site Support team took over the responsibility of providing a revised onsite support training technical assistance for the 24 Local Departments of Social Services statewide and provided onsite at the following locals: Prince George's, Baltimore County, Baltimore City, Frederick, Allegany, Howard, Anne Arundel, Charles, St. Mary's, Somerset, and Wicomico. The On-Site Support team also collaborated with the Title IV-E Eligibility Unit to conduct several statewide WebEx training sessions pertaining to Adoption, Business Objects, GAP, Court, and Title IV-E Eligibility Determination tasks for workers.

The On-Site Support team also revised the Pre-Service training that is offered through the Child Welfare Academy and University of Maryland School of Social work. The training now occurs over six weeks on five separate days and includes co-training with the academy for a better understanding of, and stronger outcome, of the usage of MD CHESSIE, as well as the creation of more interactive labs, and a Jeopardy game review. As this training is not back-to-back over four days, the On-Site Support team created take away assignments the students were responsible for completing, through the usage of the university's Blackboard application. There were 113 new MD CHESSIE users that received Pre-Service training.

The On-Site Support team also used exception and governance reports; and data from the MD CHESSIE call center to re-evaluate and develop training modules. Training continues to offer classes for each build

that occurs in MD CHESSIE, and works with Xerox, the developer, to have builds pushed to the training region prior to production so users can become familiar with the enhancements before a build goes live. The team continues to utilize reports and a feedback loop with SSA policy analysts to gauge the most meaningful learning experience for users of MD CHESSIE.

Additional responsibilities of the On-Site Support team are to create and maintain MD CHESSIE "Tip Sheets ", to provide monthly technical assistance updates, in addition to User Guides and MD CHESSIE training manuals. This fiscal year fifteen manuals were published. To review the Training manuals that occurred between July 2013 and June 2014, please see Appendix X.

The On-Site Support team has seen an increase in the number of Onsite Support training requests and as well has made modifications to the training modules that are offered, through an extensive Course Catalogue that enables the participants to create a training based on needed areas of the application. Through continued interaction with the Assistant Directors at the monthly Affiliate's meeting, the maintenance of technical assistance and a feedback loop have resulted in improvement to Onsite Support delivery and advisements of builds in MD CHESSIE. The On-Site Support team now takes an active part in collaborations with Policy Analysts and requests from local jurisdictions to structure training of MD CHESSIE that is more relevant to job function.

PLANNED MAJOR MODIFICATIONS

- Implementation of Caseplan Phase I- Includes a revised SAFE-C tool (This is a carryover from FY' 2013)
- Modifications to Caseplan Phase II – (This is a carryover from FY' 2013) Includes improvement to the following assessments:
  - Assessments and Case Plans: This is a substantial enhancement that would improve the way the MD CHESSIE automates Maryland's In-Home and Out-of-Home Service response. The Child Adolescent Needs Survey for Families (CANS-F) assessment will be created and used for all In-Home Family Services cases.
- Expungement – This project would ensure that MD CHESSIE is in full compliance with the law and will be accomplished in two phases. The first phase will focus on remediating the issue of data that should have been expunged from MD CHESSIE. The data itself will be the focus. In addition, the first phase will include a thorough regression testing cycle to identify any bugs within the System regarding the expungement process. The second phase will focus on the long-term solution to ensure that MD CHESSIE appropriately and systematically expunges all targeted data.
- Enterprise Reporting (ER) MD CHESSIE - This system enhancement will provide all users with the ability to design and generate dynamic custom reports specific to their needs.
- xPressions® – MDCHESSIE has over 4700 users who generate hundreds of thousands of ad-hoc correspondence forms, letters and notices based on 58 Microsoft Word® documents available in the MDCHESSIE system. Many of these documents are locally customized by various jurisdictions within Maryland to make them suitable for each jurisdiction's specific needs. The new solution for document (form, letter, notice) generation will enable local customization of templates to suite each jurisdiction's needs while enforcing control on changes by users. The solution will also enable users to complete a document across multiple sessions as well as search for, review and print historical documents. Overall, the solution drives control, cost and time.

- Fiscal Enhancements – This fiscal system enhancement shall address issues in the current Over/Under payment functionality to ensure accurate and timely payment to providers and to eliminate payments outside of MD CHESSIE. The project shall be rolled out in three phases as follows.
  - Phase I - Correct MD CHESSIE Over/Under Payment Functionality
  - Phase II – Develop Over/Under Payment Functionality for Adoption and Guardianship Subsidies
  - Phase III – Expand Fiscal/Accounts Payable Documents
- Integrate SAFE Home Study with MD CHESSIE - There is a business need to integrate Structured Analysis Family Evaluation (SAFE) format for kinship care, foster care, and adoption. During this modification, the narrative boxes will be increased to meet documentation needs and to eliminate the use of the file cabinet
- CIS Search-Improve Integrity of Client IDs in MD CHESSIE—to incorporate CIS Search Expand the CIS search process implemented in FY'13 to include the search parameters for clients in records other than those found in referrals. Update MD CHESSIE so that it will have the same search parameters as the search in CIS and will include a Google search for the search of an address for a given client.
- Conversion of MD CHESSIE to a SACWIS-compliant Web-Based System - The MD CHESSIE system is a comprehensive statewide automated child welfare information system (SACWIS) that has been in use within Maryland for over eight years. The purpose of this enhancement is to deploy MD CHESSIE over the internet to expand the reach of its functionality to agency personnel outside of the office and non-agency personnel – allowing the local departments of social services to move child welfare practitioners closer to those that need them most; the children and families.

- **Planned Major On-Site Support Initiatives**
  - Train on the implementation of the revised SAFE-C in MD CHESSIE. This training occurred during January - March 2015. Over 600 workers and supervisors were trained
  - Work with the Child Welfare Academy to co-train new workers through the Pre-Service on the revised SAFE-C in MD CHESSIE. This process began in March 2015
  - Work with the Child Welfare Academy (CWA) to revise the Intro to Out-of-Home training that occurs with new hires in Out-of-Home to incorporate the co-training of Case Plans in the application
  - The On-Site Support team is revising the content of the Pre-Service training to incorporate more interactive training.
  - All MD CHESSIE training will be posted through DHR's HUB and this process will allow for assessments, evaluations, and an instant issuance of CEU credit. This process began in March 2015.
  - The On-Site Support team was granted access to Captivate, the new e-learning platform, utilized by DHR to create more interactive training modules. This process was launched in December 2014.
  - The On-Site Support team will take an active part in statewide training of both the CANS-F and revised MFRA, throughout 2015, training over 2,000 users of MD CHESSIE, utilizing Captivate for some of this training.
  - The On-Site Support team will create a media blast advertising the newly revised MD CHESSIE course catalogue.

- The On-Site Support team will utilize monthly Exception reports to gauge trends between local Onsite support requests for training, and, improvement in areas trained on the Governance Reports.
- The On-Site Support team will continue to work on and add manuals and tip sheets to the Knowledge Base.
- The On-Site Support team will create a complete user guide for any On-Site Support team member to utilize in order to facilitate instruction of any module in MD CHESSIE.