
MD CHESSIE User Survey of system changes made from June 1, 2013 through July 31, 2014

SSA is collecting user feedback on the system modifications made to MD CHESSIE during State Fiscal Year 2014. Your feedback and responses will be included in the DHR update to the 2015 - 2019 Title IV-B Child and Family Service Plan (CFSP) Plan that SSA will submit to the Administration for Children and Families (ACF) Children's Bureau in June 2015. In addition, your identification of future changes and challenges will assist SSA in future system development and training. Thank you in advance for your time and valuable feedback. If you have any questions, please feel free to contact Sheritta Barr-Stanley (sheritta.barr-stanley@maryland.gov). We would appreciate if you would complete this survey within the next 5 business days.

Survey Summary of 223 Participants

CPS Checklist Change

This modification required an approved SAFE-C for qualifying children and MFRA for the family at the time the worker requests approval of the CPS.

Helpful	88	39.5%
Not Helpful	13	5.8%
Non-CPS user	107	48%
Other	15	6.7%

Enhanced After Care

The system was modified to allow youth over the age of 18 returning to care to have a new active removal and placements.

Helpful	68	30.5%
Not Helpful	2	0.9%
Not my area of expertise	138	61.9%
Other	15	6.7%

Changes to Demographics in MD CHESSIE from CARES

This modification provides that when CIS and/or CARES update any client's demographic data, a tickler alerts the assigned family and child worker. A new folder, Audit Trail-Demographics, is located under the client level and displays the changed information, by whom and when.

Helpful	143	64.1%
Not Helpful	35	15.7%
Other	45	20.2%

Changes to Expungements that resulted in Changes for CPS investigations

The system was modified due to change in Maryland law requiring certain CPS-IR cases to be viewable only by the Local Department that completed the investigation. The 396 referral is locked after 5 days and is placed under the associated investigation. Referrals not screened in only are viewable for 120 days.

Helpful	71	31.8%
Not Helpful	85	38.1%
Other	67	30%

GAP Placement Modifications Recognition of Private CPA Homes

The system was modified to recognize placements with Private TFC Parents to complete new GAP placements. The search hyperlink was created to allow the time spent with the TFC provider to be sufficient for the six months rule for GAP.

Helpful	108	48.4%
Not Helpful	28	12.6%
Other	87	39%

Identification of Risk of Harm for CPS

The system was modified for Screening to be able to identify 5 new Risk of Harm Categories.

Helpful	109	48.9%
Not Helpful	8	3.6%
Not my area of expertise	95	42.6%
Other	11	4.9%

Confirmed Person

The system disallows the creation of a new client until all persons are confirmed or discarded in the investigation or the service case.

Helpful	136	61%
Not Helpful	48	21.5%
Other	39	17.5%

Deletion of Certain Ticklers with Inactive Staff

The system shall transfer certain ticklers to the Unit Supervisor when the assigned staff becomes inactive. If there is no unit supervisor, then these ticklers shall go to the unit administrator. If there is no unit administrator, then it shall go to the unit In-Box

Helpful	155	69.5%
Not Helpful	29	13%
Other	39	17.5%

Enlarge the MD CHESSIE File Cabinet in CPS and Service Cases

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.

Helpful	190	85.2%
Not Helpful	4	1.8%
Not Applicable to my job function	24	10.8%

Other 5 2.2%

Introduction of Alternative Response to all local jurisdictions

The system was modified to allow Local Department CPS Supervisors to decide a pathway for CPS cases: CPS-IR and CPS-AR, to decide a pathway in Screening

Helpful	118	52.9%
Not Helpful	2	0.9%
Not Applicable to my job function	99	44.4%
Other	4	1.8%

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.

Helpful	64	29%
Not Helpful	3	1.4%
Not Applicable to my job function	148	67%
Other	6	2.7%

Tickler Report

This modification created a new local department Business Objects report (RE666r) for each jurisdiction to display a selected list of active ticklers assigned to a Case or a Client by supervisor. These ticklers either require workers to complete an action, manually delete, or the system will expire the tickler after a set number of days.

Helpful	87	39%
Not Helpful	11	4.9%
Non- Applicable I don't have access to Business Objects	96	43%
Non- Applicable I would like to have access to Business Objects	14	6.3%
Other	15	6.7%

New Business Objects Reports

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.**
5. **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.**
6. **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".**
7. **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".**
8. **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**

Helpful	51	22.9%
Not Helpful	3	1.3%
I don't have access to Business Objects Reports	137	61.4%
I would like to have access to Business Objects Reports	15	6.7%
Other	17	7.6%