BRIAN SANDOVAL
Governor

STATE OF NEVADA

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Director

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DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF CHILD AND FAMILY SERVICES

UNITY Overview

DCFS Child Welfare and Juvenile Justice Case Management Tool

JASON BENSHOOF – IT MANAGER III
AUGUST 22, 2016

Part 1

DCFS AND CASE MANAGEMENT TOOL OVERVIEW

Division of Child and Family Services (DCFS)

▶ DCFS provides a wide range of services for children, youth, and families in Nevada.

▶ Program areas include:

    ▶ Child Welfare

    ▶ Juvenile Justice

    ▶ Children's Mental/Behavioral Health Services

▶ DCFS provides direct services to children and families, as well as oversight for some programs administered at the county and local level.

Case Management System - UNITY

- UNITY (Unified Nevada Information Technology for Youth)

  - Statewide Child Welfare case management tool.

  - Provides limited case management functionality for state-administered Juvenile Justice services.

  - Brought from Arizona 20 years ago to Nevada; fully implemented statewide in early 2000s.

UNITY

Unified Nevada Information Technology for Youth
Statewide Automated Child Welfare Information System

Child Welfare Overview

▶ Child Welfare is provided by:

Clark County Department of Family Services (CCDFS)

Washoe County Department of Social Services (WCDSS)

Division of Child and Family Services (DCFS)*

*Rural Region staff serves remaining 15 counties

Juvenile Justice Overview

- ▶ Juvenile Justice is provided at:
  - ▶ County level
    - ▶ Each county in Nevada manages certain services
      - ▶ Detention and Probation
      - ▶ Counties have their own case management systems

  - ▶ State level
    - ▶ Division of Child and Family Services (DCFS)
      - ▶ State Correctional Care and Youth Parole only
      - ▶ UNITY is the case management system

Juvenile Justice Overview

UNITY used here

Adult System

Parole

Correctional Facility
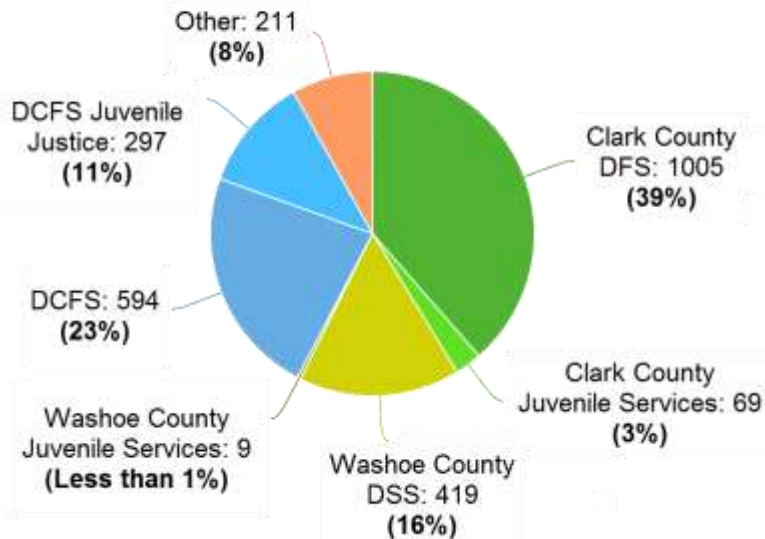
County Camp

Probation

Court

Blue = County administered
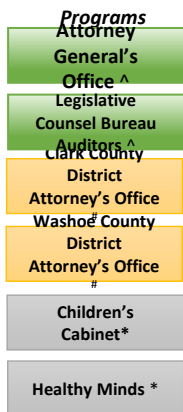
Orange = State administered

All UNITY Users - Summary

UNITY Users as of August 16, 2016

- Other: 211 (8%)
- DCFS Juvenile Justice: 297 (11%)
- DCFS: 594 (23%)
- Washoe County Juvenile Services: 9 (Less than 1%)
- Washoe County DSS: 419 (16%)
- Clark County Juvenile Services: 69 (3%)
- Clark County DFS: 1005 (39%)

▶ Other state government, county government, and non-governmental agencies also access UNITY.

▶ There are over 2,500 active users throughout Nevada.

Entities with UNITY Access

Department of Health and Human Services

- **Division of Child and Family Services**
- **Division of Health Care Financing and Policy**
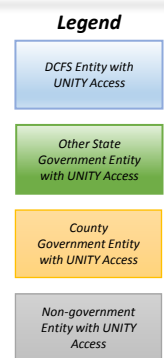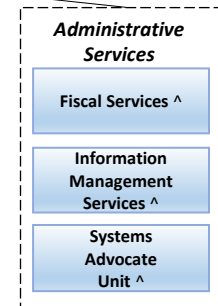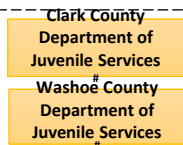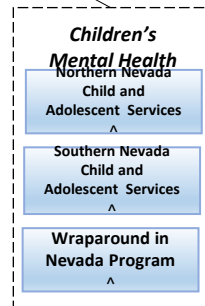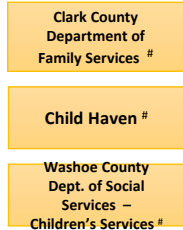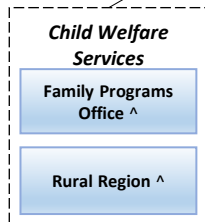 - Medicaid/Medicare Services ^
- **Division of Public and Behavioral Health**
  - Child Care Licensing Unit ^
- **Division of Welfare and Supportive Services**
  - NOMADS/Eligibility Staff ^

Other / Community Partners that Serve Child Welfare and Juvenile Justice Programs

- Attorney General's Office ^
- Legislative Counsel Bureau Auditors ^
- Clark County District Attorney's Office #
- Washoe County District Attorney's Office #
- Children's Cabinet*
- Healthy Minds *

Other / Community Partners that Serve Child Welfare Programs Only

- Clark County Department of Social Services #
- Washoe County Dept. of Social Services – Adult Services #
- Crisis Call Center *
- Kids Kottage #
- Maple Star *
- Mojave Mental Health *
- Nevada Partnership for Training #
- No to Abuse *
- ODES, Inc. *
- Pathways of Nevada *
- Positively Kids *
- WestCare Nevada*

Differential Response Program

- Boys Gross Club Family Resource Center *
- East Valley Family Services *
- Elko Family Resource Center *
- HopeLink Family Resource Center *
- Lyon County Family Resource Center/Lyon Co. Human Services *
- Olive Crest Family Resource Center *
- Ron Wood Family Resource Center *
- Washoe County Family Resource Center *

Child Welfare Services

- Family Programs Office ^
- Rural Region ^
- Clark County Department of Family Services #
- Child Haven #
- Washoe County Dept. of Social Services – Children's Services #

Children's Mental Health

- Northern Nevada Child and Adolescent Services ^
- Southern Nevada Child and Adolescent Services ^
- Wraparound in Nevada Program ^

Juvenile Justice Services

- Juvenile Justice Programs Office ^
- Caliente Youth Center ^
- Nevada Youth Training Center ^
- Summit View Youth Center ^
- Youth Parole Bureau ^
- Clark County Department of Juvenile Services #
- Washoe County Department of Juvenile Services #

Administrative Services

- Fiscal Services ^
- Information Management Services ^
- Systems Advocate Unit ^

Legend

- DCFS Entity with UNITY Access
- Other State Government Entity with UNITY Access
- County Government Entity with UNITY Access
- Non-government Entity with UNITY Access

^ = Silvernet access (State's secure computer network through which UNITY is accessed)

= Secure intergovernmental link to Silvernet

* = Encrypted VPN connection to Silvernet

Part 2

CURRENT SYSTEM-STRENGTHS AND WEAKNESSES

Current System – Strengths and Weaknesses

STRENGTHS	WEAKNESSES
Customized for Nevada	Lacks features of modern web applications
Compliant with federal regulations	Functionality lags behind business processes
Infrastructure in place	Foundational technology is antiquated
Software development processes exist	System performance in some areas is poor
Maintained by agency staff	Difficult to implement some new features
Stable and highly available	Steep learning curve for users

Current System - Impact of Weaknesses

▶ System shortcomings force workers to spend excessive time learning the system and entering and looking up information.

▶ This time could be better spent providing support and services to children and families.

Part 3

THE ROAD AHEAD: OPTIONS TO IMPROVE THE SYSTEM

Option A: Enhance Existing System

Pros	Cons
Already customized for Nevada	Foundational technology is antiquated
Compliant with federal regulations	Considerable development work involved
Infrastructure in place	Shifting and competing stakeholder priorities
Software development processes exist	Staffing challenges
Viable solutions identified	Slow rate of noticeable improvements

Option A: Enhance Existing System

▶ One enhancement we are currently implementing is the integration of UNITY data with IBM's Cognos Analytics tool

  ▶ This superior reporting platform has capabilities that far exceed anything we could create using in-house resources

  ▶ Will be used as the platform for operational, managerial, financial, federal and general data reports

Option B: Replace System

▶ Replace UNITY with a modern, contemporary system which would:

  ▶ Comply with all existing federal regulations

  ▶ Prepare DCFS to transition to newly enacted federal regulations

  ▶ Replace antiquated system foundation with modern technology

  ▶ Eliminate the identified shortcomings and issues with the existing system.

  ▶ Improve usability, functionality, and performance

Option B: Replace System

Pros	Cons
Modern technology and features	Lengthy customization needed
Easier to learn and use	Change management needed
Better built-in forms and reports	Developer Training/May need additional staff to support
Improved data quality	Expensive
Better foundation for future	Not all risks can be eliminated
Financial benefits	Lengthy project timeline

High Level Project Timetable for System Replacement

High Level Project Timetable – Child Welfare Replacement System		
Milestone or Activity	Anticipated Start	Estimated Completion
Project Initiation	07/01/17	N/A
Needs Assessment/Planning	1/17	4/17
Requirements Definition	3/17	6/17
Budget Approval (BOE, IFC)	2/1/17	6/30/17
Procurement (RFI, RFP, contract)	7/17	12/17
Design	1/18	6/18
Development	7/18	6/20
Testing	7/20	1/21
Training	1/21	3/21
Implementation	4/21	6/21
Project Completion	2 years M&O	6/30/23

Risk to Option B: Replace System

Funding for Replacement System depends on:

1. Final approval of Technology Investment Request (TIR)
2. Eligibility for 90/10 federal matching funds
3. Agreement that Nevada's 10% share will be divided equally between Clark Co., Washoe Co., and DCFS (remaining 15 counties)

These items are all still pending.

Objective of System Improvements

- Objective of either option is to
  - improve program reporting capabilities
  - help workers be more efficient and productive so they can spend more time with children and families, providing hands-on services

Conclusion

▶ DCFS desires to listen to our customers and implement the best possible case management system to serve the division, our stakeholders, and the children and families of Nevada who are served by our various partners across the state.

Questions?

Thank you!

Division of Child and Family Services

Jason Benshoof, IT Manager III

August 22, 2016