

Schedule 13
Funding Request for the 2013-14 Budget Cycle

Department: Human Services
 Request Title: Transparency Enhancements - Enhanced Reporting and Public Facing Website
 Priority Number: S-12B, BA-9I

Dept. Approval by: *Will K...* 2-6-2013
 Date

OSPB Approval by: *Scott M...* 2/6/13
 Date

- Decision Item FY 2013-14
- Base Reduction Item FY 2013-14
- Supplemental FY 2012-13
- Budget Amendment FY 2013-14

Line Item Information		FY 2012-13		FY 2013-14		FY 2014-15
		1	2	3	4	5
	Fund	Appropriation FY 2012-13	Supplemental Request FY 2012-13	Base Request FY 2013-14	Funding Change Request FY 2013-14	Continuation Amount FY 2014-15
Total of All Line Items	Total	3,643,669	230,040	3,643,669	30,000	30,000
	FTE	41.0	0.0	41.0	0.0	0.0
	GF	2,819,914	230,040	2,819,914	30,000	30,000
	CF	0	0	0	0	0
	RF	133,070	0	133,070	0	0
	FF	690,685	0	690,685	0	0
	MCF	133,070	0	133,070	0	0
	MGF	66,535	0	66,535	0	0
	NGF	2,886,449	230,040	2,886,449	30,000	30,000
(5) Division of Child Welfare, Administration	Total	3,643,669	230,040	3,643,669	30,000	30,000
	FTE	41.0	0.0	41.0	0.0	0.0
	GF	2,819,914	230,040	2,819,914	30,000	30,000
	CF	0	0	0	0	0
	RF	133,070	0	133,070	0	0
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	MCF	133,070	0	133,070	0	0
	MGF	66,535	0	66,535	0	0
	NGF	2,886,449	230,040	2,886,449	30,000	30,000

Letternote Text Revision Required? Yes: No: If yes, describe the Letternote Text Revision:

Cash or Federal Fund Name and COFRS Fund Number: N/A
 Reappropriated Funds Source, by Department and Line Item Name: N/A
 Approval by OIT? Yes: No: Not Required:
 Schedule 13s from Affected Departments: N/A
 Other Information: N/A

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DEPARTMENT OF HUMAN SERVICES

John W. Hickenlooper
Governor

*FY 2012-13 Supplemental and FY 2013-14 Budget Amendment
February 15, 2013*

Reggie Bicha
Executive Director


Signature _____ Date 2/6/13

**Department Priority: S-12B, BA-9I
Transparency Enhancements – Enhanced Reporting and Public Facing Website**

Summary of Incremental Funding Change for FY 2012-13	Total Funds	General Fund	FTE
Transparency Enhancements – Enhanced Reporting and Public Facing Website.	\$230,040	\$230,040	0.0
Summary of Incremental Funding Change for FY 2013-14	Total Funds	General Fund	FTE
Transparency Enhancements – Enhanced Reporting and Public Facing Website.	\$30,000	\$30,000	0.0

Request Summary:

Funding in the amount of \$230,040 for FY 2012-13 and \$30,000 for FY 2013-14 and future years is requested to contract for a web-based service that makes child welfare and youth corrections Trails (the statewide automated child protection and child welfare database) data available to the Department, county departments and the public on an on-going basis. This allows citizens to review non-identifying, aggregated data concerning child welfare and juvenile justice services. It also allows State and county department leadership to review data and make informed decisions and practice changes to respond to the needs of Colorado families.

Problem or Opportunity:

Trails has limited reporting functionality. The data, while available, is fragmented and difficult to manipulate into usable reports that allow a user to compare and contrast state and county level data. The counties currently have limited access to their Trails data even if they have in-house

experts, while the interested public has no simple method in which to request or access child welfare or juvenile justice data. Transparency is essential to identify deficiencies and formulate improvements. Transparency allows Colorado to proactively identify trends and craft solutions to any barriers in service delivery. The proposed web-based service allows for improved reporting, in a manner that is user-friendly.

Brief Background:

Governor Hickenlooper's Child Welfare Plan "Keeping Kids Safe and Families Healthy," includes the strategies of using a common practice approach across counties and managing decisions and performance through data. Due to difficulties county departments were experiencing to obtain C-Stat and scorecard data (two programs that use data to track policies and outcomes), the Department identified and began working with the University of Kansas' Results Oriented Management (ROM) system to supplement Trails reporting.

The ROM system is a web-based reporting system. Using ROM technology, Colorado has the opportunity to solve multiple problems related to reporting, transparency, interoperability, integration, and data sharing. ROM is a very versatile data reporting system. It is able to extract available raw data (with appropriate permissions and security features) and report results that integrate data elements given the business rules defined by the user organization.

The Department requests an expansion of ROM to include the Division of Youth Correction's (DYC) Trails data. DYC, county departments and juvenile justice partners are also experiencing difficulties with Trails' reporting functionality. Because of the close nexus between the child welfare and juvenile justice services, it is essential that meaningful information sharing can occur.

ROM can provide differential access to users based on data needs and confidentiality requirements. The Department will authorize secure access for state and county personnel (workers, supervisors, administrators). It will support C-stat, county scorecards and Colorado Practice Model (CPM) county Quality Practice Teams (QPT) with current and longitudinal performance data on outcomes and services. This capacity would greatly reduce county and State staff time in generating charts, graphs, tables and reports for C-stat, county scorecards and CPM QPTs. This will also free staff time to focus on developing and testing strategies that improve performance.

ROM also provides a public facing capacity to query aggregate data based upon the individual interests of the user. The Department requests funds to develop a public-facing website that provides access to non-identifying, aggregated child welfare and juvenile justice data on a monthly basis.

Proposed Solution:

To further enhance the data availability and transparency to the public, the Department seeks to expand the contract with the University of Kansas for their Results Oriented Management (ROM) system to enhance the reporting capacity for DYC and include a public-facing website. The contract will allow DYC Trails data to be extracted from Trails and pulled into the ROM system, and ROM will generate new reports based upon the business rules provided by the Department. Improved access to data allows for timely and informed decision-making by state and county personnel.

Based on the Department's specifications, the ROM system will be configured to include secure access for state and county child welfare personnel. Other users will have access to non-identifying information from Trails, for both the child welfare and youth corrections populations. Primary users of the system are envisioned to be the counties, yet the public facing website will be accessible to anyone who desires access – the media, other states, researchers, advocacy organizations, and the general public.

Data provided through the public facing website will be presented in a HIPAA compliant manner, without names, addresses, or identifying numbers (e.g., Trails Client Ids, case numbers, or state identification numbers), and some data will be aggregated. Data provided to state and county department personnel will also comply with federal and state confidentiality standards.

Alternatives:

Three public facing website options were researched before the ROM recommendation was made. Chapin Hall, in Chicago, maintains the national foster care data archives, which allows users to compare and analyze foster care entry and exit trends at the state and county level.

Pennsylvania's Porch Light Project's website provides child welfare data and information to the public. The initiative is a collaborative effort with Casey Family Programs and the

Pennsylvania Department of Public Welfare. The website integrates child welfare policy, practice, outcomes, news, media, and state and national resources into a single user-friendly website.

The Department began working with ROM because it alone met all of the following criteria:

- 1) Have the capacity for website visitors to query specific data sets.
- 2) Allow for Colorado to tailor the reporting to supplement Trails.
- 3) Meet the needs of the Department, county departments, and Colorado.

Anticipated Outcomes:

New reporting functionality will:

- 1) Allow the State and counties to better understand individual county dynamics, allow the State to provide better and more focused technical assistance, and allow for timely and informed data-driven child protection decisions.
- 2) Improve performance management and identification of and responsiveness to child welfare and juvenile justice specific cases and trends.
- 3) Promote an effective working relationship with county departments of human/social services, as their data is readily available.
- 4) Enable the State and counties to evaluate the data in media reports and legislation.
- 5) Enables citizens to learn more about child welfare services across the state of Colorado and participate in improving the delivery of child welfare and juvenile justice services across the state.
- 6) Better overall performance data promotes effective child welfare operations – for C-Stat, the scorecard, and federal measures.

Assumptions for Calculations:

The request is for \$230,040 (3,240 additional development hours at \$71 per hour). This amount is based on estimates from the Director of the ROM System; the hourly estimated development and programming rate is \$70 to \$75 per hour.

For comparison, the current contract to implement ROM with child welfare data is for \$140,000. The contract does not include a public facing component and is based on 1,976 hours of development and programming, resulting in an average rate of \$70.85 per hour.

These requested funds will support the mapping of existing juvenile justice Trails data to allow for improved reporting of DYC Trails data via the ROM system (no Trails changes are needed), developing business rules to allow for reporting of joint child welfare and juvenile justice data, and developing a single public-facing website for non-identifying, aggregated data. There is no cost for monthly data refreshing. Hardware and software needs were contemplated as part of the original ROM project and are not included in this request. The Department has already budgeted for the expense of obtaining a URL and any web-hosting needs at \$50 per year and thus, is not included in this request.

The Department will incur an estimated cost of \$30,000 in FY 2013-14, and thereafter, for website maintenance and technical assistance needs. This also is an estimated cost from the Director of ROM, as the University of Kansas is currently developing an annual cost for updates and support for each state utilizing the ROM system.

The Governor's Office of Information Technology has been involved in this work for Child Welfare and has signed off on moving forward on this project.

Consequences if not Funded:

The consequence of not funding this request is the public will not have increased access to child welfare and juvenile justice data. County departments and the Department will experience delays in obtaining performance data, and additional staff time will be required to create ad-hoc reports. This creates barriers to making timely and informed child welfare decisions.

Impact to Other State Government Agency:

The Department will work with the Governor's Office of Information Technology to develop and maintain the enhanced reporting and public facing website.

and policy makers to better manage and evaluate such goals.

Relation to Performance Measures:

This funding request supports Governor Hickenlooper's Child Welfare Plan "Keeping Kids Safe and Families Healthy." This includes strategies of using a common practice approach across counties, managing decisions and performance through data, and aligning funding with outcomes.

The following measures apply to this request:

- C-Stat measure 4.2, Timeliness of Responses to Initial Abuse/Neglect Investigation.
- Child and Family Services Review, Performance Improvement Plan (PIP) Primary Strategy 3: Improve Permanency and Well-Being Outcomes by Increasing Consistent Services Irrespective of where in the State the Children, Youth and Family Live.

Supplemental and Budget Amendment Criteria:

Given the ongoing challenges facing Colorado's Child Welfare system, the Executive Branch decided to take advantage of improving revenue forecasts and implement critical Child Welfare reforms.

Current Statutory Authority or Needed Statutory Change:

26-5-102 (2)(e) C.R.S. (2012) mandates system reform goals in the provision of child welfare services and specific objectives. Within this section, one objective is to develop data systems to support the goals and to allow administrators