Vision for Child Welfare Technology

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mn DEPARTMENT OF HUMAN SERVICES

- Introduction and gratitude

- What is the current SSIS user experience? How does it affect families?

- Vision for the future

- Roadmap

- Considerations

Social Service Information System (SSIS)

- **Social Service Information System (SSIS) is the state's case management and reporting system.**

  - County and tribal social services use SSIS to track, manage, and pay for social services. Includes both adults and children's programs.

  - Developed in the mid 1990s and released in 1999

  - Over 10,000 users

  - Primary function is reporting to federal government on child welfare activities such as child maltreatment reports, out of home placement of children, and adoption/kinship care for children.

Family Impact: The "Why"

- Workers need more time to work directly with families and providers.

- Families rely on a stable relationship with their case worker. Turnover is a barrier to family engagement.

- Service plan requirements in SSIS do not provide families with clear direction about what actions to take
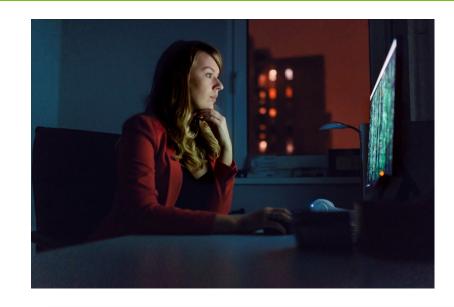
- Our staff are used to systems that are intuitive and logical, so there is significant frustration.

- Outdated Technology: SSIS is built on outdated technology, making it difficult to integrate with modern systems or update to meet current security standards.

- Limited Functionality: It may lack modern features and functionality essential for efficient operations and data management in today's environment.

- Overall, a poor user experience in an IT system like SSIS can lead to frustration, decreased productivity, and an overall negative impact on the workforce. Upgrading to a more modern system with a better user experience can help alleviate these issues and improve overall efficiency and effectiveness.

Tribal SSIS Challenges

- Not user friendly, outdated, not developed with Tribal social services agencies and families in mind

- Tribal Data Sovereignty

- Tribal users have concerns

- FFPSA references use of SSIS excluding 9 Tribes that do not use SSIS for IV-E claiming

- No federal mandate for Tribal SSIS use

- SSIS is error prone impacting other IT systems

- Difficulties and inaccuracies in data collection and current information

- Performance and stability

- No web or mobile capabilities

- Limited interaction with other systems serving the same people

- Lacks modern features users expect

- Not ADA accessible

- Many bugs and workarounds add to burden

- Difficult to make changes

"We have known for years SSIS contributes to less time with families, frustration for workers, and reduces workforce."

User Experience: Data Entry and Design

- Screens are not intuitive

- Duplicative data entry requirements

- Excessive data entry requirements

- Documents, case plans in particular, are challenging. Agencies have purchased their own electronic document management systems.

We envision child welfare case management technology that:

- Supports child welfare practice and supervision

- Leads to better outcomes for all children

- Promotes accountability to families, federal partners and the public

- Allows for flexibility to meet the unique needs of tribes

- Provides a modern user experience

- Is adaptable to future needs

Current Efforts for SSIS Improvement:

- SSIS Performance and Stability workgroup

- External vendors will assess the investment required and a time frame for modernization.

- Finalizing the Child Protection Paperwork Reduction Review

- Examining case plans with policy for quick wins

- Engaging counties and Tribal Nations to develop a roadmap for modernization

- Learning to work as a Product-focused and within and Agile framework

- Obtain funding to begin implementation.

Year Two:

- Establish small persistent product teams made up of business analysis, design, development, testing, policy, and user experience researchers

- Identify the most important products within SSIS, e.g., time reporting/case notes, and case plans.

- Begin development and implementation using a modular, measured transition plan based on user needs

- Investment in child welfare technology modernization

- Champion for visions and innovation

Thank You!