



# ENHANCING CCWIS WITH A SYSTEM OF ENGAGEMENT

—

Next-Generation Child Welfare Technology



# INTRODUCTION

As Child Welfare modernizes to the new Comprehensive Child Welfare Information System (CCWIS), agencies have the opportunity to apply innovative solutions to overcome systematic barriers.

However, too many agencies may still view CCWIS as the next Statewide Automated Child Welfare Information System (SACWIS) with little change.

CCWIS opens the door for Child Welfare agencies to better collect, view, and share information, not just record it. Enhancing CCWIS with a next-generation system of engagement empowers social workers to revolutionize how they deliver services and interact with clients.

This way, CCWIS isn't just another policy but a way to increase the potential for positive case outcomes.



# INTRODUCTION

- What is a next-generation system of engagement for Child Welfare?
- How does it enhance a CCWIS?
- How can social workers use it to improve productivity and facilitate more positive case outcomes?

## WE CREATED THIS EBOOK TO ANSWER THOSE VERY QUESTIONS

*Want to jump to a specific section? Click the icon below:*



**SYSTEM OF  
ENGAGEMENT**










**DATA AND CONTENT  
COLLECTION**

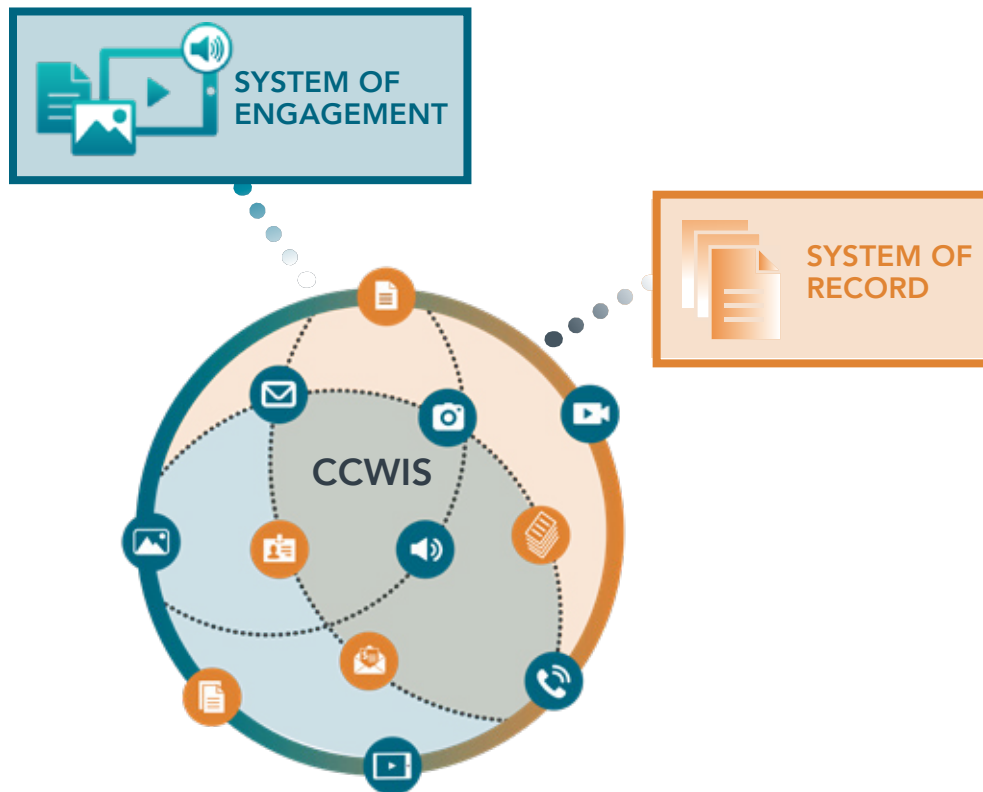


**CASE DISCOVERY**

# SYSTEM OF ENGAGEMENT

-  Increases efficiency and improves service delivery
-  Features a flexible, intuitive, and user-centric user interface
-  Facilitates a bi-directional data exchange through interoperability
-  Transforms unstructured data into insight
-  Meets funding requirements and help demonstrates compliance
-  Provides the whole story of a case, including specific data, documentation, and evidence
-  Enhances the agency's existing systems, like CCWIS

## WHAT ABOUT THE SYSTEM OF RECORD?



A system of record is built to store data needed to generate reports for the federal government. It is not necessarily intended to help a social worker work through the case.

Even when workers put information into a system of record, it's a synopsis of what happened, not the actual documentation of the event. It summarizes the data; it isn't the data itself.

***CCWIS should incorporate both systems to maximize efficiency and effectiveness.***



## HOW SHOULD A SYSTEM OF ENGAGEMENT WORK?

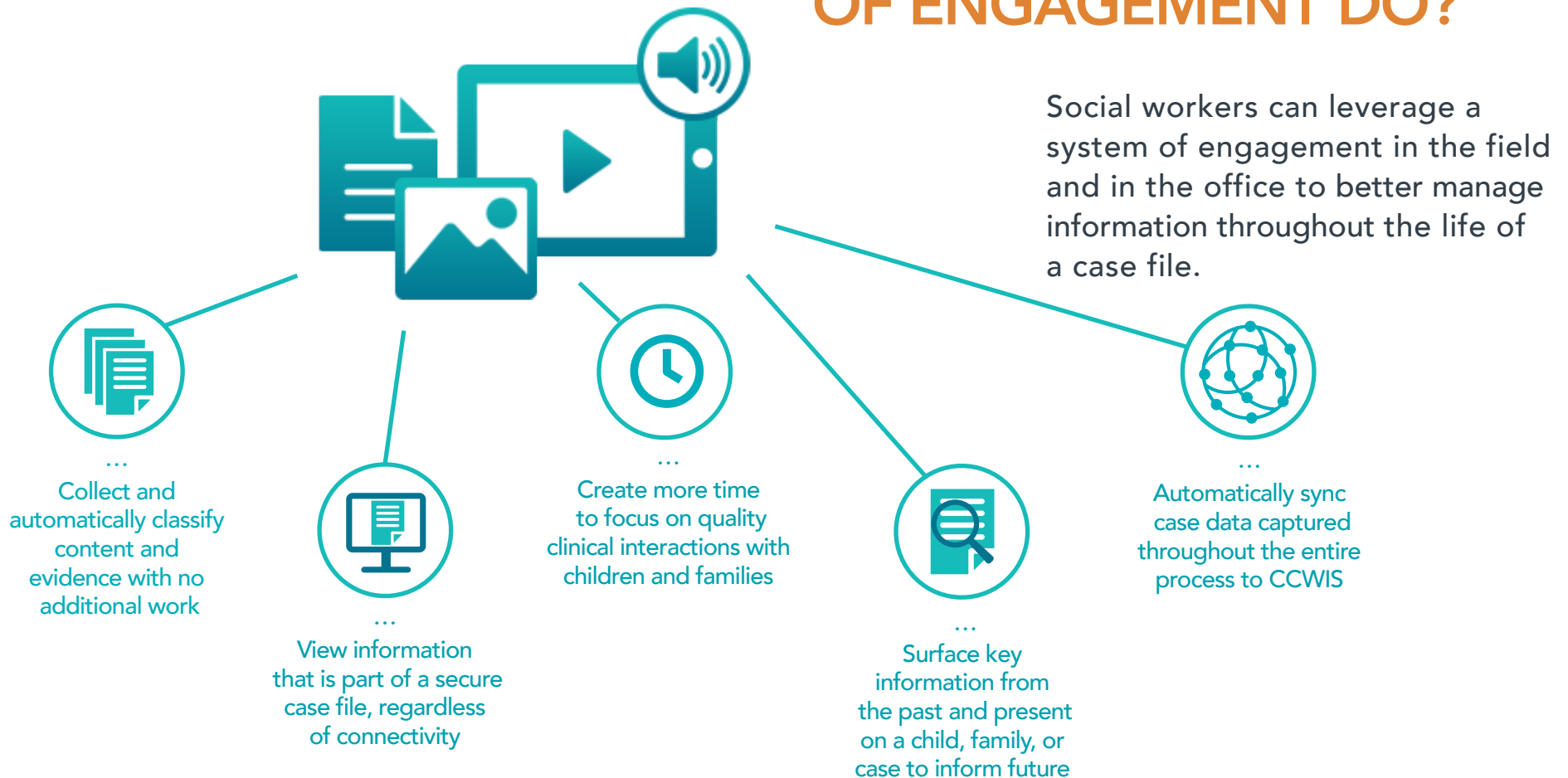


Social workers can efficiently collect, view, and share case content and evidence from anywhere. Additionally, a system of engagement should automatically analyze and display collected evidence with no additional work.

This process empowers social workers, supervisors, directors, and state executives to make informed, confident decisions for the vulnerable children and families they serve.



## WHAT SHOULD A SYSTEM OF ENGAGEMENT DO?





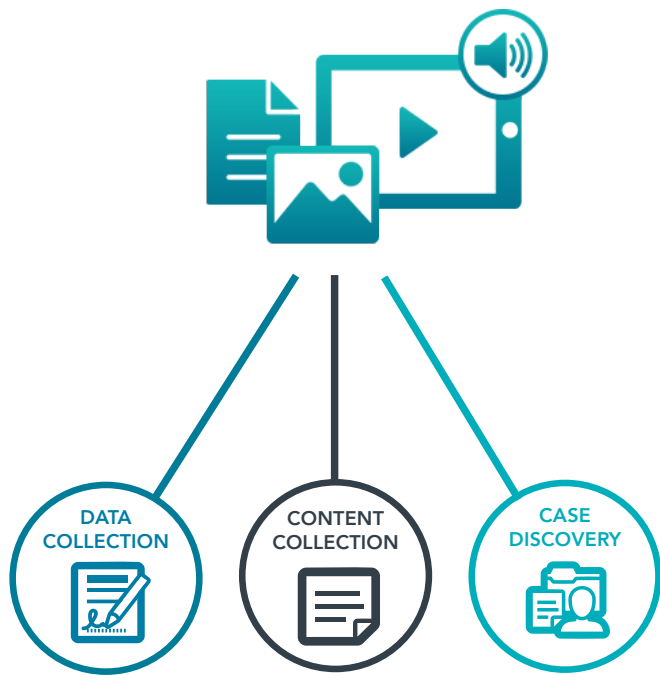
## A SYSTEM OF ENGAGEMENT HELPS MEET THE FOLLOWING CCWIS REQUIREMENTS:

- Efficient, Economical, & Effective
- Required Data
- Reporting
- Data Quality
- Bi-Directional Data Exchange
- Electronic Data Exchange Standard
- Automated Eligibility (IV-E)



# SYSTEM OF ENGAGEMENT

Data Collection, Content Collection, and Case Discovery



**PROMOTE DATA QUALITY:** Facilitates a bi-directional data exchange with other systems, which reduces duplicate entry and eliminates the potential for human error.

**INCREASE PRODUCTIVITY:** Allows an agency to repurpose up to 2 hours per social worker, per day, by minimizing time spent on administrative functions to maximize time interacting with clients.

**IMPROVE PROGRAM OUTCOMES:** Eliminates redundant work with innovative automated functions, allowing social workers to do more high-value work with families to reduce trauma.

**DEMONSTRATE COMPLIANCE:** Facilitates an agency's ability to demonstrate compliance on both federal and state reporting requirements and mandates.

**REDUCE TURNOVER:** Equips agency staff with the tools and information they need to succeed, reducing burnout, stress, and other pressures placed upon overworked social workers.



# DATA AND CONTENT COLLECTION

Social workers need to be able to collect data and content regardless of their location and without interrupting client interactions. Instead, they're often inundated with manual, time-consuming processes that limit their ability to engage—and therefore build trust—with vulnerable children and families.

A next-generation system of engagement provides an easy and efficient means for data and content collection, accessible anywhere, anytime in a connected or disconnected state.

It creates an organized, easily accessible electronic case file while reducing the burden placed on children and families to provide documentation.



# DATA AND CONTENT COLLECTION

In the following pages, let's look at how using a next-generation system of engagement to easily collect data and content can help social workers overcome three key challenges:



**COLLECTING EVIDENCE**



**COLLECTING DATA AND SIGNING ELECTRONIC FORMS**



**SHARING CASE DATA**



# COLLECTING EVIDENCE

**THE CHALLENGE:** Collecting evidence in the field is daunting.

**THE IMPACT:** Making multiple trips to collect all the evidence needed to support a decision stretches a social worker's already limited time. A lack of sufficient evidence could also result in a failed audit and cause financial ramifications for the agency.

**THE VISION:** Social workers easily capture content, take photos of clients or living conditions, and collect audio or video for evidence or future reference. Client interactions aren't disrupted.

**THE SOLUTION:** Social workers spend more time with children and families while reducing their burden to provide documentation. Social workers can collect and automatically classify documents, photos, audio, or video to use whenever and wherever they're needed—regardless of their location or level of connectivity.



# COLLECTING DATA AND SIGNING ELECTRONIC FORMS

**THE CHALLENGE:** The seemingly simple task of collecting, completing, and signing forms is time consuming, redundant, and error prone.

**THE IMPACT:** Inefficient processes decelerate social workers' ability to provide services to children and families.

**THE VISION:** Reduce manual data entry, redundant processes, and time spent on administrative tasks to allow more time for engaging families, accelerating social workers' ability to positively impact clients' future safety and well-being.

**THE SOLUTION:** Case, client, and service provider data provided by CCWIS is automatically filled into state and county electronic forms. Social workers can also complete additional information as needed to be made available to CCWIS. Social workers, clients, and supervisors can complete and sign forms electronically with fewer interruptions. Together, this means more timely and accurate documentation.



## SHARING CASE DATA

**THE CHALLENGE:** Workers are forced to enter the same information into multiple modules.

**THE IMPACT:** The inability to share case data across modules negatively impacts a child or family's well-being.

**THE VISION:** Facilitate collaboration and bi-directional data exchange between CCWIS modules, while reducing human errors that happen when social workers have to reenter data multiple times.

**THE SOLUTION:** Authorized Child Welfare social workers, supervisors, directors, and service providers can quickly access case data from the system of engagement, regardless of who entered it or in which module it's stored.



# CASE DISCOVERY

Child Welfare social workers need to know every child's story, inside and out, to ensure the child is safer tomorrow than they are today.

However, critical case information that tells this story is often hidden or virtually impossible to retrieve. Social workers are forced to sift through thousands of pages in a case file to familiarize themselves with the complete history of a case before making critical decisions or launching an investigation.

An effective system of engagement revolutionizes this process by leveraging next-generation technology for Protective Services so social workers can uncover "dark data." It presents a complete picture of a child or family's past and present to safeguard their future.

This emerging concept is referred to as case discovery.

\*Please Note—You won't see case discovery in a list of CCWIS requirements, but if you want to build a system of engagement that truly increases the potential for positive case outcomes, we believe it's a critical module to include.

# IMAGINE IF A CASE FILE COULD TALK TO YOU...

What would you ask it?

Have any other individuals (such as former social workers, neighbors, teachers, or police officers) commented on the family's unique situation?

How frequently has the child transitioned to different living situations and schools?

Are there stable relatives or supportive influences connected to this case who could care for this child if need be?

What are the key topics, events, people, places, and things connected with this case?

What is the one thing buried in the child's history that will help me make tomorrow a much better day than today?

Is there a history of mental illness, drug use, or domestic violence?

How frequently has the legal system been involved?

What services have previously helped or failed to help this child or family?





## IF A CASE FILE COULD TALK...



You would probably ask your case file thousands of questions if you could. And then even more questions based on the answer to those questions.

Would the answers you find allow you to feel empowered to make the right decisions? Would they help you understand not just what happened, but why or how it happened?

***Believe it or not, yes. That's where case discovery comes in.***



# INFORMATION OVERLOAD

Because of the overwhelming amount of information available, finding specific evidence that will conclusively support a decision can be overwhelming—if not impossible—for Child Welfare social workers, supervisors, and directors.

Every piece of content has the potential to contain critical information about a case, but it gets buried deeper and deeper in the file as more new information gets added. Even if you can figure out how to manage a lot of the current information coming in, how do you quickly and uniquely apply years' worth of previous history to the information you just received?

*If you only look at the now without the why from the past—including all the buried information that contributes to a root cause—you'll risk making the wrong decision.*



## SO, HOW DOES CASE DISCOVERY FOR CHILD WELFARE WORK?

Many of the answers to the questions you might ask a child's case file are buried somewhere deep in a medical report, court document, email, or psychological report. The information is there, but it's hidden.

A case discovery solution automatically analyzes all the case's collected information the same way a social worker would.

It shines a light on the dark data that is otherwise virtually impossible to uncover to help social workers, supervisors, and directors make informed, confident decisions.

### NEED TO LEARN MORE ABOUT DARK DATA?



**VIEW INFOGRAPHIC**  
What Causes Dark Data  
in Child Welfare?



**WATCH WEBINAR**  
Uncovering Dark Data in Child  
Welfare to Improve Outcomes

\* Case Discovery is not intended to replace human discretion, decision-making, or research. It is intended as a guidance tool only.



# CASE DISCOVERY

In the following pages, let's look at how a case discovery solution can help social workers overcome three key challenges:



**UNCOVERING CRITICAL INFORMATION**



**IMPROVING COLLABORATION WITH SUPERVISORS**



**ACCLIMATING NEW WORKERS**



# UNCOVERING CRITICAL INFORMATION

**THE CHALLENGE:** Social workers often experience information overload while examining the details of a case.

**THE IMPACT:** If social workers are unable to access and use the information they need while caring for vulnerable children and families, there could be fatal consequences.

**THE VISION:** Social workers can analyze years of information to compile a more thorough view of the child's life, enabling them to quickly access the critical information they need to make confident decisions and visualize complex situations.

**THE SOLUTION:** Surface dark data through a Protective Services lens so social workers are informed about prevalent topics, important people connected with a case or family, and key events. Transform information, which may not have been explicitly recorded on a data entry form or entered into CCWIS as a structured data element, into insight.



# IMPROVING COLLABORATION WITH SUPERVISORS

**THE CHALLENGE:** Supervisors should know everything about everyone on every case assigned to their workers. Yet, case content is constantly changing, and so do workers' priorities, important case topics, and clients' needs.

**THE IMPACT:** Supervisors constantly have to get caught up and relearn important case details, which delays their ability to provide support and validate workers' decisions.

**THE VISION:** Supervisors and social workers can be confident that every decision meets current policy, best practices, and most importantly, the best interests of those they serve.

**THE SOLUTION:** Supervisors can quickly get an overview of a child's whole story, plus access specific content for more detailed information and context, as necessary. Supervisors have more time to focus on coaching new workers on how to apply best practices and new policies to each of their unique situations instead of putting out fires all day.



# ACCLIMATING NEW WORKERS

**THE CHALLENGE:** Social workers must be able to quickly acclimate to new cases that in most situations they've inherited from previous workers.

**THE IMPACT:** Re-collecting information that already exists, or repeating steps that have already been taken, keeps families in the system longer than necessary and negatively impacts their ability to make progress.

**THE VISION:** New social workers can quickly get up to speed on a case so they can make the best possible decisions for a child without forcing that child to relive the trauma they've experienced in the past.

**THE SOLUTION:** Social workers can easily sift through a case file to quickly familiarize themselves with the key details and topics, including what happened before they got involved. By starting a conversation with a family where the investigator or previous worker left off, social workers can spare the child or family from re-telling information they already shared.



## WHAT DOES CASE DISCOVERY HELP CHILD WELFARE AGENCIES ACOMPLISH?



**MINIMIZE DELAYS:** Quickly understand case themes or topics of concern in order to apply critical thinking to major decisions.



**REDUCE TRAUMA TO KIDS:** Identify information, such as individuals who may become potential placements for a child, that can help reduce the amount of time a child is in the agency's care.



**MAKE CONFIDENT DECISIONS:** Use intimate, detailed knowledge about the case, family, and child to support major decisions.



**UNCOVER INSIGHTS AND TRENDS:** Provide real-time data about significant case topics and trends across the agency, painting a more complete picture of challenges confronting a community.



**MAKE POSITIVE COMMUNITY CHANGES:** Equip agencies with specific examples and data to confirm areas of concern, recommend potential solutions, and justify resource allocation.



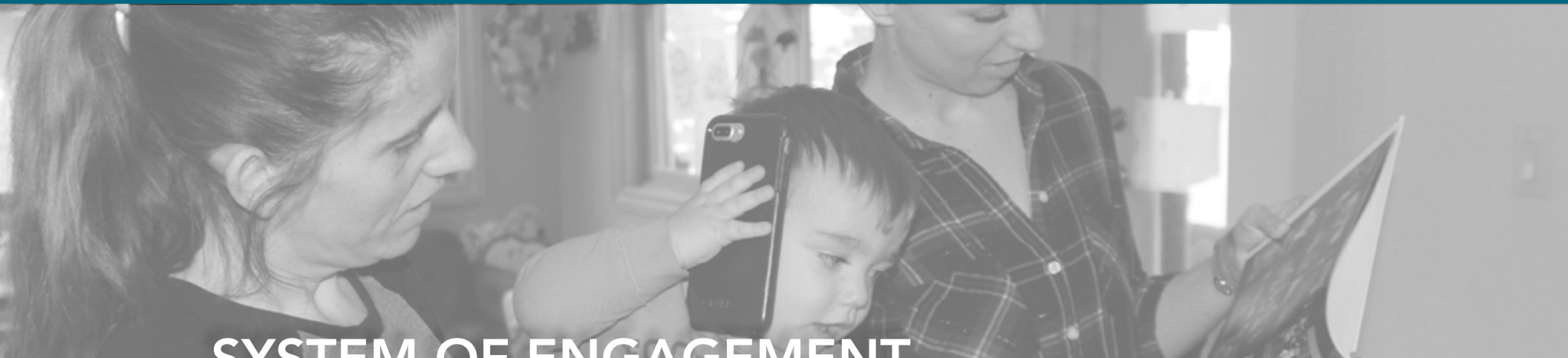


## RECAP

A CCWIS that takes advantage of a system of engagement that includes a dedicated case discovery module will modernize an agency from the bottom up.

Not only does it reduce the burdens placed on social workers by inefficient practices, uneconomical tasks, and ineffective processes, but it can also help supervisors, program administrators, and directors get the whole story of their community in an easily digestible, interactive view.

*Equipped with this information, agencies can focus on what matters most: Helping children and families in need.*



# SYSTEM OF ENGAGEMENT IN ACTION

We'd love to talk more about how a next-generation system of engagement can help your Child Welfare agency enhance CCWIS and help social workers facilitate more positive case outcomes.

*But don't just take our word for it.*

See how agencies are using Traverse<sup>®</sup>—Northwoods' content collection and case discovery solution—to make informed, confident decisions about safety.



SPENDING MORE QUALITY TIME  
WITH FAMILIES — A CASE STUDY

# ABOUT NORTHWOODS

Northwoods' only focus is helping state and county Human Services agencies increase client service levels and productivity while cutting costs—allowing them to do more with less.

Northwoods' solutions empower social workers, supervisors, directors, and state executives to make informed, confident decisions about safety for the vulnerable adults, children, and families they serve.

Social workers can use our products to collect, view, and share content anywhere, anytime to do their jobs without duplicative or additional work, enabling them to do more high-value work with families to reduce trauma.



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