

INFORMATION SHARING REPORT

Meeting: To be used during your next bi-weekly meeting(s) scheduled between 08/22/2011 and 08/26/2011.

Date: This information is valid as of 08/18/2011.

Area Represented:

CAFÉ

- The decision has been made to move the rollout date of the CAFÉ pilot in Shreveport to December 12, 2011 back from the originally scheduled date of October, 2011. As a result, the full statewide implementation target will be moved to January 30, 2012. This allows for sufficient testing and training to ensure the best possible results in Release 1.
- Joint Application Design Sessions for CAFÉ Release 2 are projected to begin August 23, 2011. CAFÉ Release 2 will include a Master Client Index, Customer Portal enhancements and Worker Portal enhancements. The Master Client Index (MCI) is new functionality being introduced in Release 2. MCI will create and maintain a unique record for each individual associated with DCFS. The ID associated with this record will be used to associate individuals to other information in CAFÉ, such as the E-Case record. A department wide Master Client Index as a part of CAFÉ, will improve service delivery and information sharing across programs.

Customer Service Center:

The CSC team continues to meet with Programs to discuss enhancements for future releases and how the CSC can best support the work in CAFÉ.

Document Imaging

The Doc Imaging team continues with contract negotiations.

Program/Services:

Policy and Planning

- Policy changes/updates are coming in from various program area staff due to changes as recommended by streamlining workgroups.
- A draft memorandum regarding the new policy format to be implemented department wide was submitted on August 8, 2011, to executive level staff for review, comments and final approval.

IT

- Online applications for ES have increased from 400 per day to 700 per day.
- IT's priority at the moment is providing support for Centralized Intake.

Administrative Services

- *A new Building Manager for the Iberville Building was hired, Marvin Price. Bob Hunt Office of State Buildings (OSB) Safety & Risk Manager is scheduled to meet with the floor wardens on Tuesday, August 9, 2011. A new Floor warden list will be issued following this meeting. Future plans include an audit of building furniture.
- Office consolidations and closures are nearly complete.

Regional/Local Offices:

- In anticipation of the upcoming CAFÉ implementation project Communication Coordinators held face to face meetings in all regions during the week of 8/8.
- Concerns were expressed about the regional assignment of cases as there may not be a true equalization because of some staff specialization.
- Some offices suggested that redeterminations should stay with the worker that initially certified the case.
- It was also suggested that the CSC might promote the online applications by sending a text to clients with a link to the website to complete the online application and include community partners in the clients' area.
- East Jefferson child welfare is moving into the Algiers ES office and Algiers ES has moved into the Harvey State Office Building.
- An increase in foot traffic since the CSC has begun taking calls is being reported in some offices.

Website Update:

The Project Website is currently being revised to provide easier access and more up-to-date information. New articles will be posted the week of 8/22/11.

FAQs

Document Imaging

- 1. Are web focus reports identifying cases that have been closed for four years available?**

Response: The Closed Cases WebFocus report was sent to ES offices via email on May 20, 2011. The subject line was "EB 2456 – WebFocus Reports."

- 2. Teleworkers currently carry heavy case records back and forth from DCFS offices to home. When can we expect case records to become paperless?**

Response: We expect the Imaging solution, including centralized mail processing center, will be available for ES, CW and CSE field staff use between November-December 2012. However, it will take some time following implementation to become completely paperless since many existing forms and documents must be retained for up to four years. Research is still being conducted to determine the amount of back scanning to be completed.

- 3. When the vendor comes on board, will imaging be done on or off-site?**

Response: DCFS' Imaging solution will provide both on-site and off-site scanning capabilities. On-site imaging will be through DCFS worksite scanning stations and off-site through remote scanning devices. Additionally, centralized scanning will take place at a central scanning site. Once implemented, Imaging will accommodate electronic transfer, faxes and emailed documents, as well as create a Centralized Mail Processing Center housed at the same location as the central scanning site.

4. Why must offices request approval to destroy records after the records have been through the "skinny down" process? This is slowing down the process of destroying and purging.

Response: According to DSS policy 6-02, a request for permission to destroy case record material must be sent to State Archives prior to destroying. DCFS' legal bureau was consulted regarding the destruction policy and determined that policy must be followed; however, approval was granted for the requests to be completed on a regional level rather than a local level.

Customer Service Center

1. Will CSR's be able to provide clients with "Budget Sheets?" If so, in what phase?

Response: Yes. As part of the recent CSC Phase 2 implementation, July 11th, 2011, Customer Service Representatives are now able to provide customers a "Budget Sheet."

2. May staff include, in their outgoing desk voicemail messages, the following: "To receive immediate assistance, you may contact the Customer Service Center at 1-888-LAHELPU?"

Response: Yes, the Project's Change Readiness Team has developed a "desk voice mail message" script for all affected staff. See this job aide on the Change Readiness webpage under the training section. (http://intra/Transformation_CSC.aspx).

3. Will the teleworkers' Skype phone numbers roll over to the CSC?

Response: No, teleworkers' Skype phone numbers will be handled in the same manner as local office desk numbers.

4. Is it appropriate for local offices to refer clients to the CSC instead of reporting changes in person?

Response: Clients who come into the local office to report a change should be assisted by DCFS staff. Once assistance has been provided, DCFS staff can remind the client of services available through 1-888-LAHELPU.

5. Will the CSC Representatives know all policies and procedures so our clients can receive accurate information?

Response: Yes, all Customer Service Representatives (CSRs) must complete training on DCFS services, policy and procedures and are regularly monitored for Quality Assurance. If a CSR is unable to provide the requested information, the call is escalated to the appropriate person for response.

6. What will be the procedure when workers call a client for an interview and have to leave a message? How will the client call them back?

Response: Workers with direct telephone numbers should continue leaving messages requesting a client contact them for an interview. After the client calls back and the interview process has

ended, the worker should inform the client that they can check the status of their application, as well as other case specific information, through the Customer Service Center.

Workers who share a local office number and use an extension should request that the client call back through the 1-888-LAHELPU number and provide a contact number where the client can be reached.

7. Can Child Support Enforcement (CSE) clients, who were previously the exclusive users of the CSC, expect delays now that all clients are using the CSC?

Response: Call flows for CSE clients have been revised to be more user-friendly so CSE clients should not experience delays due to the increase in call volume. However, CSE customer will need to listen closely to the menu as the options may have changed.

8. Are there statistics comparing the number of walk-ins and phone calls received in field offices pre and post CSC Phase 2 implementation?

Response: Statistics regarding the number of phone calls or walk-ins for Phase 2 of the CSC cannot be provided at this time. However, the intent of the CSC Phase 2 implementation was not necessarily to change call volume, but to combine the DSNAP, LAHELPU and CSE hotlines to create a centralized point of contact for all DCFS services through one DCFS Customer Service Center.

9. Now that the CSC is in place, will the same level of service be provided to our clients?

Response: Level of service has actually improved. The Customer Service Center provides DCFS clients with greater flexibility by allowing them access to information 24/7 through the Interactive Voice Response (IVR) system, while still providing direct customer service and centralized intake access through a single point of entry.

10. Who is employed at the CSC? Are they state or contract workers?

Response: The Customer Service Center is staffed by ACS employees, a DCFS contracted vendor. These individuals are not State employees. Centralized Intake is staffed by experienced Child Welfare Specialists employed by DCFS in the Child Welfare Program.

11. Is there a plan for signs in the lobbies regarding the Customer Service Center number?

Response: A document is available to help staff relay to clients what can be accessed via the CSC.

This document, which can be printed and displayed, or given to clients, details what case information CCAP, FITAP and KCSP clients can receive from Customer Service Representatives, as well as tasks the CSR can complete. This document is available on the DCFS Intranet and can be downloaded by accessing Project Webpage

Additionally, the Communications Bureau is developing posters reminding clients of the number. Those will likely be available later this year and will be displayed in office lobbies.

12. How will intake be completed for citizens who walk into the local office wishing to report suspected child abuse? Will a paper intake form be completed or will the intake be done on a laptop using CAFE?

Response: A PowerPoint presentation providing procedures for walk-in reporters is available on the DCFS Intranet - Centralized Intake PowerPoint

13. What will the Centralized Intake phone number be and will it be given out at the CSC?

Response: The Centralized Intake (CI) telephone number is 1-855-4-LA4KIDS and was made public on July 11, 2011.

The CSC will not provide the telephone number to clients, but will instead transfer the caller to a Centralized Intake worker. If a caller calls 1-888-LAHELPU, they will press 2 to report suspected Child Abuse or Neglect. The call will be directed to a CI worker. If all CI workers are unavailable, the call will be answered by a Customer Service Representative (CSR) and the caller will be asked to hold for the next available CI worker or provide their name and contact number and a CI worker will call them back. If the caller is unable to hold and child is in imminent danger, the caller will be asked to leave their name and telephone number for a return call by a CI worker and asked contact local law enforcement to report the emergency.

CAFÉ

Can Child Welfare have access to ES client eligibility status?

Access to ES data through CAFÉ will be limited by the Child Welfare staff member's security level in the system and what is authorized to be shared according to Federal law or regulation.