Information Builders, Inc.
Two Penn Plaza
New York, New York 10121-2898
Tel: (212) 736-4433

Master Services Agreement
Rider #2

STATEMENT OF WORK

This Statement of Work sets forth the services to be provided hereunder (“Services”) pursuant to the terms and conditions of the Information Builders Master Services Agreement (“Agreement”) dated November 3, 2015 between Information Builders, Inc. (“Vendor”) and San Mateo County, a political subdivision of the State of California (“Client”) and which terms and conditions are incorporated herein by reference.

OUR UNDERSTANDING OF THE PROJECT

County has selected Contractor to provide additional Business Intelligence & Data Analytics functionality to enhance and expand the previous implementations. The scope of this Statement of Work supports this new implementation phase and Client has requested Vendor’s assistance to conduct activities in support of this objective.

The Project will be organized and conducted with a high level of involvement with Client’s business analysts, report developers, and data analysts so that Vendor’s involvement is intended to decrease over time as Client staff is capable of taking responsibility for ongoing development activities. Vendor’s resources will also provide knowledge transfer through-out the project and Client is tasked with taking responsibility for maintenance and enhancements of project elements as they are completed.

IMPLEMENTATION APPROACH

Client has sought the assistance of Vendor’s Professional Services personnel (“Consultants”) to augment Client’s staff on a project to implement a business intelligence and data analytics system using Vendor’s software products (the “Project”). Consultants will provide implementation services, advice, guidance, and assistance for the Project as set forth below.

Where possible, portions of the Project will be delivered using an agile methodology to deliver incremental outputs in an iterative fashion. However, a formal Scrum methodology will not be used.

SCOPE OF SERVICES

Vendor will provide Client with up to six (6) Consultants, in the roles identified below to work full-time as a part of Client's project team (the “Project Team”) at Client’s Belmont, CA facilities, or such other designated facilities as the parties may agree. The Consultant shall augment and support the Project Team, at the direction of the Client’s Project Manager, in the performance of the Tasks related to the Project as more particularly set forth below, commencing on or about January 15, 2017 and continuing for an anticipated period of approximately thirteen (13) months.

TASKS

Durations described in this section are estimates based on information available at this time. The duration estimates set out below total eleven (11) months; an additional two (2) months have been added, however, to the estimated project schedule to allow for unknown events. These factors are beyond the control of both Vendor and Client, and Vendor makes no representation that any specific Task can be completed within the planned duration or estimated cost.

The Project scope is limited to the following Tasks:

Homeless Reporting Enhancements – Work with Client team to enhance the existing Homeless Dashboard with side-by-side analytics and drill down capabilities as described in Attachment A and Attachment B. The estimated level of effort for this Task is approximately thirteen (13) person-weeks, the cost associated with that level of effort is $90,050 and the planned duration is eight (8) weeks.

CFS Measures and QA Reports and Associated Processes – Design and implement a Children & Family Services Portal and Dashboard(s) system with the following features as described by the "Business Requirements Document 1601123" (BRD) for "Phase II – CFS Measures and QA reports", Attachment C. The current version of the BRD describes the following:

1. Children & Family Services Performance portal consisting of approximately eleven (11) metrics charts with drill down capabilities, to related data, from each chart. The BRD also specifies eleven (11) trend line charts, one per measure, and a 36-month historic view.
2. Children & Family Services QA Summary dashboard consisting of approximately nine (9) statistics with associated trend graphs and drill down capabilities, as well as four (4) filters.
3. A data warehouse or mart built from available data sources.
4. A data integration layer to load and transform source data.
5. Data quality plans and processes.
6. Process flow and data orchestration processes.

The estimated level of effort for this Task is approximately eighty-one (81) person-weeks, the cost associated with that level of effort is approximately $553,740 and the planned duration is thirty-six (36) weeks.

Infrastructure Upgrade/Re-design – Provide assistance in support of an additional development database server including reconfiguration of existing design(s) required to incorporate a separate development environment and repurpose the original Test environment for Disaster Recovery purposes. The estimated level of effort for this Task is approximately one (1) person-week, the cost associated with that level of effort is $7,600 and the planned duration is one (1) week.

Production Support & Transition – Provide assistance in support of production rollout. Estimate includes a single week of post-rollout assistance for a single rollout iteration. This includes knowledge transfer as well as orchestration testing and hand-off to operations. Additional hours have been estimated for a single week of post-production handoff of the production artifacts. The estimated level of effort for this Task is approximately seven (7) person-weeks, the cost associated with that level of effort is $44,960 and the planned duration is four (4) weeks.

Project Coordination - Assist Client Project Manager with project management and coordination throughout the life of the project as described below. The estimated level of effort for this Task is incorporated into the level of effort and costs for the Tasks listed above.

PROJECT MANAGEMENT APPROACH

Client shall assign a project manager to be the primary point of contact for Vendor. The Client Project Manager shall take responsibility for reviewing status reports, issues, and progress of the Project with the Vendor Engagement/Solution Manager and shall have the primary responsibility for managing the Project. The Client Project Manager shall also be responsible for escalating Project status and Project issues to Client's and Vendor's Senior Management as necessary and appropriate. The Consultants shall work at the direction of the Client's Project Manager who shall manage and direct the Project in accordance with its own project and/or implementation methodology. The Client Project Manager will coordinate all Vendor and Client resources throughout the duration of the Project.

Vendor will assign an Engagement/Solution Manager who shall be responsible for coordinating Vendor resources with the Client Project Manager. The Vendor Engagement/Solution Manager will perform technical analysis and tasks as required and will also be responsible for:

- Assisting the Client Project Manager with Project Kickoff activities.
- Assisting the Client Project Manager with the development and monitoring of the Project plan.

- Preparing and reviewing weekly status reports with the Client Project Manager and Vendor Management. The weekly status reports will include:
    - Vendor activities accomplished during the previous period.
    - Anticipated Vendor activities for the next period.
    - Project funding status.
    - Risks and issues.
- Managing risks and issues.
- Escalation management as required.
- Change control as required during the life of the project.
- Performing project closure activities.

CLIENT RESPONSIBILITIES

Client acknowledges that its participation and cooperation is critical for the success of the Project. Client further acknowledges that it has a number of responsibilities and obligations that it must fulfill before Vendor is able to successfully perform its obligations hereunder. Client's responsibilities and obligations include but are not limited to the following:

General

1. Prior to the start of the Project, workspaces, wireless or wired Internet access, and access to a network printer will be available for all Vendor staff assigned to the Project. In addition, network logon ID(s) and system access will be required for each consultant, as necessary to complete the Project. Such facilities, equipment and access shall be comparable with what Client provides for its own employees. For certain phases of the Project and for short periods if time, a war room setup is acceptable.

Technical

1. Client databases and systems identified in this Statement of Work represent all the applications with which the named application shall interface.
2. Client shall be responsible for maintaining the development and production environments in accordance with Vendor specifications, including wide area networks, local area networks, network servers, operating systems, relational database management systems and other hardware.
3. Client shall provide Vendor team members with full access to its development and production environments, as well as access to other environments where necessary data files are stored.
4. Client shall provide the required computer server equipment and administrative support for housing the Vendor server and the database server (the "Development Environment"). These servers will be accessible over a network provided and administered by Client.
5. Client shall be responsible for all network, operating system, and premises security in accordance with its policies or local, state or government regulations.
6. Client shall be responsible for all reasonable backup and recovery to ensure no interruption or loss of work in the development and production environments.
7. Client shall provide ongoing systems administration support as required during the term of the Project.
8. Client shall ensure that all environments will be provided and owned/licensed by Client including servers, OS, RDBMS and Vendor will be entitled to use them in accordance with such licenses without charge, during the term of the Project as needed.
9. Client shall be responsible for production deployment of all applications and all post-implementation first-level support (help desk, operations, etc.).

Resources

1. Prior to the commencement of the Project, Client shall designate and identify to Vendor one (1) executive-level person within its organization ("Executive Sponsor") who has the power and authority to make final decisions and resolve issues with regard to the Project and Client's functional/business requirements. The Executive Sponsor shall be available when needed.
2. Client shall assign a project manager to be the primary point of contact for Vendor. The Client Project Manager shall take responsibility for reviewing status reports, issues, and progress of the

Project with the Vendor Engagement Manager and shall have the primary responsibility for managing the Project. The Client Project Manager shall also be responsible for escalating Project status and Project issues to Client's Senior Management/Project Sponsor as necessary and appropriate.

3. Client shall commit a dedicated business sponsor throughout the term of the Project. Client shall make available additional business resources as required to support each task. Client shall provide sample reports, process diagrams, or other process related information to support this activity.
4. The Client Database Administrator or equivalent shall be available for identifying required interfaces and data sources.
5. Client Project Manager, Subject Matter Experts, Business Sponsor and all other business resources and requisite personnel shall be available when needed.
6. Client shall provide all of the resources specified in the Client Staffing Plan section of this Statement of Work, to be available when needed. Changes in or additions to the list of identified resources or their scheduled availability may impact the cost and effort estimates, as well as the time of completion.
7. Client shall provide a designated representative from each of the functional areas of Client to identify the details of the specific reports that Vendor will work on jointly with the Client development team.
8. Client shall provide the Vendor Project Team remote VPN access into Client's development and test environment for the named application. Vendor's labor and expenses estimates assume effective use of off-site Consultants to perform specific tasks.
9. The Client Project Manager shall ensure that during all test runs, the proper resources are available to participate in the testing. These resources include systems integration resources, database administrators, network administrators, and systems administrators.

Data

1. Client shall be responsible that all data required is available and non-corrupt.
2. Client shall provide the data formats for the data to be imported from all the source systems, by the dates indicated in the Project plan. Client shall be responsible for the extraction of data into a format predefined and agreed to by both parties.
3. Client shall provide the Vendor consultants assigned to the Project, access to all necessary databases and schemas of data stores from which information must be obtained.
4. Client shall provide the Vendor consultants assigned to the Project, access to all necessary systems, metadata and documentation.
5. Client shall be responsible for the accuracy of the data stored in the data sources. Vendor will not be held responsible for results that are inaccurate or incomplete caused by insufficient or corrupt data except when explicitly set forth as Vendor's responsibility in this Statement of Work.
6. The parties acknowledge that in the course of their business relationship and in the provision of Professional Services, that Vendor shall not have or receive any Client customer or personal information that can be used to identify an individual as part of their normal course of business dealings. It will be Client's responsibility to assess the necessity of providing such information to Vendor on a case by case basis and in the event that Client deems it necessary, then Client and Vendor shall agree as to the method and means of its dissemination and timely removal. To the extent Client is providing test data to Vendor, such data shall have any such customer or personal information removed or redacted unless the parties otherwise agree in writing.

PROJECT ASSUMPTIONS

Vendor used the following technical and business assumptions to develop this statement of work. These assumptions are based on information provided by Client to Vendor relating to the Project and Client's current business systems as of the effective date of this Statement of Work, and have been used to develop Vendor's current estimated level of effort and cost. Any deviation from these assumptions may affect the actual scope of work and lead to commensurate changes in such estimates and the associated Services fees and expenses as described in General, number 2, below.

General

1. This Statement of Work is based upon Vendor's initial understanding of the Project. High-level requirements and processes have been verbally communicated to Vendor such that an estimate may be provided for the level of effort and cost associated. The Project Plan and timeline, resource requirements and cost estimates may be refined throughout the Project as details on requirements are accumulated.
2. Increases in scope outside of the identified and defined tasks or any change to requirements, that will have an impact on cost and schedule will be documented as Change Orders. Change Orders will be submitted to Client for review and must be executed by both parties as an amendment to this Statement of Work prior to incorporation into the Project baseline. Any Change Orders will identify extended timeframes, if applicable, services to be provided and cost for said services.
3. Unexpected and unknown items may result in changes to the Project plan and Project timelines.
4. Vendor's Project Management Guidelines methodology for status reporting, acceptance, issue tracking, change requests, and funding requirements may be used during the course of this Project at Vendor's discretion.
5. Vendor and Client will mutually agree upon a Risk Management procedure and an Issue Management procedure.
6. There will be an Executive Steering Committee, which is made up of executives from Client and Vendor. This is an oversight organization charged with providing both project vision and direction, which has ultimate responsibility for conflict/issue resolution and has the final decision on scope-change management.
7. The scope of Services hereunder contemplate Vendor's assistance with Client's development of the named application only. Any configuration, modification or other changes to any Client or third party applications, including such applications that Client seeks to integrate, interact, interface or otherwise work or exchange data with the named application, are the sole responsibility of Client.
8. Client will provide information regarding Client's business policy, processes, and their organization sufficient to support Vendor's provision of Services hereunder.
9. Specific deliverables will not be created as part of the scope of work under this Statement of Work.
10. Advice and guidance provided hereunder is not intended to replace or achieve more formal end user and technical training of Client's Users, which is separately available from Vendor.

Technical

1. Client has a working knowledge of the technical environment and data required to help Vendor in performing the approach and scope outlined in this Statement of Work.
2. Vendor assumes no responsibility for application performance issues except to the extent that Client can demonstrate that the substandard performance is solely caused by defective application code written by Vendor.
3. Integration with a non-WebFOCUS portal is outside the scope of this Statement of Work.
4. Any existing anomalies in data must be rectified prior to development of the WebFOCUS reports. Vendor will not be responsible for correcting existing data anomalies.

Resources

1. Any non-availability of Client resources or environments may result in changes to the Project Plan and Project timelines.

Data

1. All data extracts necessary to perform the scope and approach to the Project will be acquired by Client and placed on disk prior to the start of Vendor work.
2. Changes to the database structure, data mapping, and/or data relationships that occur after the start of the Project will not affect any reports under development or already completed. Should that occur, the impact on the cost and schedule will be determined and a decision made between Vendor and client as to whether the change will be implemented.

PROJECT STAFFING

Vendor Staffing Plan: The staffing plan for the Vendor team is as follows:

1. Senior Consultants with experience in implementing Vendor's WebFOCUS business intelligence products, user interfaces, security, testing, and production rollout.
2. Systems Integration Engineer with experience in iWay integration.
3. Data Quality Engineer with experience in implementation of Vendor's data quality tools.
4. Data Architect with experience in data modelling and ETL.
5. Engagement Manager/Solution Manager with experience in integration and data quality projects who will assist the Project Team with Engagement Management and technical architectural design.
6. Systems Engineer with experience in installation of Vendor's software, who will assist the Client team with Installation activities.

Client Staffing Plan: The necessary Client's resources are:

1. Executive Sponsor
2. Business Sponsor
3. Business Analyst
4. Business Subject Matter Expert
5. BI Developer
6. Database Administrator
7. Project Manager

Vendor will schedule the appropriate resources upon execution of this Statement of Work. A two to three week notice may be necessary.

PAYMENT TERMS

All Services related to this Project, as outlined in this Statement of Work, shall be performed on a time and materials basis. Services are estimated and billed on an hourly basis, based upon an eight (8) hour workday per Consultant and a forty (40) hour workweek per Consultant. A minimum engagement duration of five (5) workdays per Consultant is required. The applicable billing rate for the Consultant shall be at the rates shown below. Any and all hours in excess of ten (10) hours per day per Consultant or fifty (50) hours per week per Consultant require the prior written consent of Vendor; however, all hours worked will be billed to and paid by Client. All overtime shall be billed at the same hourly rate per Consultant as regular time for such Consultant.

Resource Level	Discounted Hourly Rate (US$)	Hours	Total (US$)
Senior Consultant	$165	1,245	$ 205,425
Systems Integration Engineer	$165	551	$ 90,915
Data Quality Engineer	$185	125	$ 23,125
Data Architect	$165	1,143	$ 188,595
Engagement/Solution Manager	$190	951	$ 180,690
Systems Engineer	$190	40	$ 7,600
Contingency Funds	N/A	N/A	$ 70,000
Total Estimated Fees			$ 766,350

The estimated consulting hours provided above is for budgeting purposes only and should not be construed as a fixed price quotation. Vendor does not promise to complete Tasks for the amount estimated above. In the event additional hours are required, Vendor will extend these services, subject to the availability of personnel, on a time and materials basis, upon receiving written authorization from Client.

Contingency Funding: Contingency funding in the amount of $70,000 is being added to this Statement of Work in the event that additional modifications or enhancements are requested by Client program staff once the Portal and Dashboards have been completed, or in the case that unknown challenges are encountered, including but not limited to business logic, data acquisition and processing, and visual layout and contents. Any such changes will be agreed upon by both parties in writing in accordance with the Change Management process described in the PROJECT ASSUMPTIONS section above.

Expenses: All travel, meals, and living expenses incurred shall be pre-approved and shall be borne by Client, such approval not to be unreasonably withheld. The maximum reimbursement amount for the actual cost of lodging, meals, and incidental expenses ("M&I Expenses") is limited to the then current Continental United States ("CONUS") rate for the location of the work being done (i.e., Belmont for work done at the Human Services Agency administration building) as set forth in the Code of Federal Regulations and as listed by the website of the U.S. General Services Administration (available online at http://www.gsa.gov/porta/content/104877, or by searching www.gsa.gov for the term 'CONUS.' Client will set the maximum for lodging at twice the CONUS rate and CONUS rates for all other reimbursement.

In the event Client withholds approval of expenses, Vendor shall have the right to suspend performance of all Services and Vendor shall not be liable for delays, added costs, failure to complete the project, or incomplete work resulting from such suspension of Services.

Payment: All fees and charges shall be billed on a monthly basis and such bills shall be due and payable upon receipt. All invoices shall be provided to:

Client's Name:	County of San Mateo - Human Services Agency
Client's Address:	1 Davis Drive
City, State, Zip:	Belmont, CA 94002
Attn: Name:	Michael Wentworth
Phone Number:	650-802-7567
Email Address:	mwentworth@smcgov.org

Client shall inform Vendor promptly in writing if it changes the person to whom invoices should be sent.

Client shall be solely responsible for payment of any sales taxes (but expressly not for taxes on Vendor's income, employee benefits, employee, officer, director or affiliate salaries or other compensation or for licenses or other governmental permits required in order for Vendor to do business generally) associated with Vendor's provision of the Services; should Vendor be required to pay any taxes or other incidental charges associated with the provision of the Services outlined in this Statement of Work, then such taxes or other charges shall be billed to and paid in full by Client.

Miscellaneous: All pricing is valid through June 30, 2018 for the Services performed hereunder provided that this Statement of Work is executed on or before January 15, 2017. Subcontracted personnel assigned to the Project will be invoiced to Client at the same rates set forth above. Except as otherwise stated in this Statement of Work with regard to the Services performed hereunder, Vendor reserves the right to change the services it offers to its Clients generally and the related rates at any time.

MAXIMUM PAYMENT AND TERM

In no event shall payments under this Statement of work exceed Seven Hundred and Sixty-Six Thousand Three Hundred and Fifty Dollars ($766,350) or extend beyond October 31, 2018 unless a Change Order is issued and signed by the parties or this Statement of Work is otherwise amended as described in Section 13.9 of the Agreement. Client does not promise to pay invoices exceeding the maximum payment, or incurred after the termination date.

RETENTION OF RECORDS

Section 4.4 of the Agreement notwithstanding, Vendor's Information Builders will retain applicable records for Client's inspection for a period of three (3) years.

The Effective Date of this Statement of Work shall be ________________________.

Executed By:	**Executed By:**
COUNTY OF SAN MATEO	INFORMATION BUILDERS, INC.
Signature: __________________________	Signature: _____________________________
Name: _____________________________	Name: _________________________________
Title: ______________________________	Title: __________________________________
Date: ______________________________	Date: _________________________________

Attachment A – Refined Date Analytics

Homeless Dashboard Proposed Revisions Side by Side					
Activity	Name	Notes	Hours		Total
UI – Design of the side by side design	UI Designer	Address the story and analytics for the comparison, prepare design artifacts.			
WebFOCUS – Refine the placement of the side by side	WebFOCUS Developer	Using approved design artifacts create the side by side analytical comparisons.			
Graphic – Identify/create graphics for new comparison tiles	Graphic Designer	Create graphics as applicable.			
SM/PM Oversight	Solution Manager	Provide guidance, traceability and support.			
Totals			210.00		$ 35,900.00

Attachment B- Refinements for Drilldown Support

Homeless Dashboard Proposed Revisions Drilldown Support					
Activity	Name	Notes	Hours		Total
UI – Design of the side by side design	UI Designer	Design the drilldown components for each tile.			
WebFOCUS – Refine the placement of the side by side	WebFOCUS Developer	Create the drill shared drilldown page and develop the necessary components to support the reporting layer extensions for demographic data and access to the star schema for case detail.			
Graphic – Identify/create graphics for new tiles/functions	Graphic Designer				
Reporting Layer	Data Architect	Extend the model to support the demographic data, create all the SQLs to support the counts, and create the case detail SQL for use by the WebFOCUS layer.			
Data Quality	Data Quality Engineer	Add data standardization to demographic data and incorporate into orchestration (if applicable)			
iSM/Orchestration	Integration Engineer	Incorporate into orchestration (if applicable)			
SM/PM Oversight	Solution Manager	Provide guidance, traceability and support.			
Total			320.00		$ 54,275.00

Attachment C – Business Requirements Document 161123

BUSINESS REQUIREMENTS DOCUMENT

INFORMATION BUILDERS IMPLEMENTATION PROJECT PHASE II –CFS MEASURES AND QA REPORTS

TABLE OF CONTENTS

Version 1.5
September 12, 2016

CHANGE LOG

Version	Brief Description of Change	Date	Author	Reference (Optional)
1.0	Original Version	7/26/2016	Tony Li	
1.1	William Dai	8/4/2016	William Dai	
1.2	William Huffman	8/5/2016	William Huffman	
1.3	Consolidation	8/8/2016	Tony Li	
1.4	Edit for Loc's review	8/22/2016	Ken Kong	
1.5	Edit with notes from Loc's review meeting	9/12/2016	Ken Kong	

1 Executive Summary

San Mateo County's (SMC) Human Services Agency (the Agency) Children and Family Services (CFS) branch endeavors to protect the welfare of children; improve the lifelong stability of children and youth; and improve the health and strength of families. In order to provide these services to the community, decision-makers at all levels monitor various aspects of the programs by accessing case data in order to consistently strive to improve services by responding to this information. Current processes for data acquisition and reporting are cumbersome, time constrained, and prone to manual human errors.

The Agency recently implemented a new Business Intelligence (BI) infrastructure which allows not only for BI, but also Data Analytics (DA). The Agency will expand upon this existing design to develop a CFS-specific portal/dashboard(s) by accessing the data from Child Welfare Services/Case Management System (CWS/CMS). The portal with the timely information will allow program directors/managers to monitor the quality of delivered services and develop improvements for staff and program efficiencies.

2 Scope

This document describes the business requirements for BI Phase 2 as interpreted by BSG analysts and directed by CFS program staff.

2.1 A Children & Family Services Portal

A portal will house the dashboard(s) with content as described below. Parameters for specific data selection and analysis will be built in to the dashboard. All measures will maintain a 36-month history.

2.1.1 Children & Family Services Performance "Heat Map"

The "Heat Map" will contain 11 CFS measures which are defined in the appendix, section 8.1.1:

A. Measures:

CFS-M01 - Timely Investigation (Attempted/Completed)
CFS-M02 - Timely In-Person Completed Investigations
CFS-M03 - Referral Times (less than 30 days from Contact)
CFS-M04 - F2F Contacts with Youth in Placement
CFS-M05 - F2F Contacts with Youth in Home
CFS-M06 - Contacts with Parents/Guardians Case Plan
CFS-M07 - Visits with substitute Care Providers
CFS-M08 - Case Plan Status
CFS-M09 - Physical Examination
CFS-M10 - Dental Exams
CFS-M11 - 3 or More TILP Services

B. Heat Map filter by month, manager, supervisor, and worker.

C. 36-month historic view.

D. A Trend Chart of each measure (by month) for 36 months, filtered by the same criteria as B.

E. Detail Report (also referred to as drill down) for each measure.

2.1.2 Children & Family Services Worker caseload Detail QA Report

The dashboard will contain Worker Caseload Detail QA Reports, which are defined in the appendix Section 8.1.2:

A. Worker Caseload Detail QA Reports by current month:

Summary Report

CFS-QA01 - All Open Referrals
CFS-QA02 - Referrals Open Over 15 Days without Contact
CFS-QA02 - Referrals Open Over 15 Days without Contact
CFS-QA03 - Overdue F2F Contacts
CFS-QA04 - Overdue Parent/Caregiver Contacts
CFS-QA05 - Expired or Missing Case Plans
CFS-QA06 - Overdue Physical Exams
CFS-QA07 - Overdue Dental Exams
CFS-QA08 - Visits with substitute Care Providers
CFS-QA09 - 3 or More TILP Services

B. Worker Caseload Summary statistics by each QA measures of current month.

C. QA Trends by measures filter by months, manager, supervisor, and worker for 36-month historic view.

2.1.3 Children & Family Services Worker caseload administrative notes

A. To allow entering administrative notes for each cases in the Worker caseload detail QA report.

B. A summary report for all the administrative notes per case with timestamp and author of each note.

2.2 Out Of Scope Requirements

The table below describes requirements that were articulated during the requirement gathering discussions, are not planned for BI - Phase 2 and will be considered for a future release.

ID	Description or Subject Area

-

3 Assumptions & Risks

This section describes the assumptions, risks, dependencies, and issues identified during the requirements gathering process.

3.1 Assumptions

ID	Assumption	Comment
AS1	Source System Changes	Changes to the foundational IBI project – Phase 2 data as a result of changes in the source systems CWS/CMS CAD are subject to a project change request.
AS2	All source system data is available.	All requirements listed in this document are subject to the availability of data in the source systems CWS/CMS.

AS3	Data Latency	Dashboard is not real time data; 24 hr-delay data from CWS/CMS CAD extract. Note the data latency will also be driven by adopted data refresh date frequency (TBD during 'orchestration phase').
AS4	CFS-M01 - Timely Investigation (Attempted/Completed)	Requires the same logic as the Berkeley's CFSR2 Measure 2B "Referrals by Time to Investigation"
AS5	CFS-M02 - Referrals Open Over 15 Days without Contact	Requires the same logic as the SafeMeasures report "Referral Open 15 Days Without Qualified Contact"
AS6	CFS-M03 - Referral Times (less than 30 days from Contact)	Requires the same logic as the SafeMeasures report "Monthly Open Investigations (first Contact)"
AS7	CFS-M04 - F2F Contacts with Youth in Placement	Requires the same logic as the Berkeley's CFSR2 Measure 2F "By Month-Timely Monthly Caseworker Visits (Out of Home)"
AS8	CFS-M05 - F2F Contacts with Youth in Home	Requires the same logic as the Berkeley's CFSR2 Measure 2S "By Month-Timely Monthly Caseworker Visits (In Home)"
AS9	CFS-M06 - Contacts with Parents/Guardians Case Plan	Requires the same logic as the SafeMeasures report " Contacts with Parents/Guardian on Caseplan"
AS10	CFS-M07 - Visits with substitute Care Providers	Requires the same logic as the SafeMeasures report "Contacts with Substitute Care Provider"
AS11	CFS-M08 - Case Plan Status	Requires the same logic as the SafeMeasures report "Case Plan Status"
AS12	CFS-M09 - Physical Examination	Requires the same logic as the SafeMeasures report "Physical Examination (Interval-Based)"
AS13	CFS-M10 - Dental Exams	Requires the same logic as the SafeMeasures report "Dental Examination (Interval-Based)"
AS14	CFS-M11 - 3 or More TILP Services	Requires the same logic as the SafeMeasures report "TILP Services"
AS15	CFS-QA 01 ~ 09	Requires the same logic as the existing report "CFS QA Summary"

3.2 Risks

General project risks are defined in the BI - Risk Management Plan. Additional risks associated to BI - Phase 2 include:

- Data acquisition – Current CFS data extract process is being redefined based on CWS/CMS reporting application upgrade; research and extraction methodology has not been clearly defined for consumers (County). Orchestration of data extracts is currently unknown.
- Infrastructure – Existing infrastructure was designed based on known parameters; this may require upgrade(s) based on performance once Phase 2 is complete.
- Measure or Statistic Logic/Definition Changes – Any changes to the measures/statistics by external sources (i.e., State) may necessitate rework on the database/ETL and subsequent reporting level processes and deliverables.
- Resources - External (ISD/Berkeley) availability may impact project schedule.

4 Acceptance criteria

The Agency relies upon the following activities being completed in order to consider Phase 2 acceptable:

- Data consistency: BI environment data must be consistent with the data in the source system
- Dashboard/Report completeness: All fields requested must be available as specified (i.e., parameters, values)
- Authorization: Design and implement appropriate level security for WebFOCUS access
- Accessibility: Multiple users will access data as required (i.e., 25 staff should be able to access simultaneously)
- Dashboard/Report lay-out: Design should match the Requirements in this BRD
- Performance: system performance should not denigrate based on increased data sets and processes
- Design: All Functional Requirements outlined in this BRD must be met; data integration, warehousing and quality leading to effective physical design
- Implementation: Fully-functional Production system once Development validated/approved

5 Functional Requirements &

5.1 Functional Requirements

The table below lists the functional business requirements:

ID	Requirement	Comment
FR1	Case, Referral, Outcome Analysis	Provide the capability to analyze cases, referrals and outcomes.
FR2	Dashboard (data delivery)	Provide a mechanism for centralized data presentation.
FR3	Date Parameter Flexibility	Provide ability to manage and present point in time data based on specific dates (10th and 25th of the month)
FR5	Data Refresh and Scheduling	Provide twice a month data refreshes on the 10th and the 25th data set. Dashboards, charts and reports will be refresh on the same dates.
FR6	Report Parameters	Allow report filters to be passed at run-time in batch or real time.
FR7	Drill Down	Allow users drill down capability to the detailed case level data.
FR8	Filtering	Provide users the ability to filter reports by Manager, Supervisor, and worker.
FR9	Date Range	Allow users to select a month range by which to filter reports.
FR10	Publishing	Allow publishing of active reports/in-document analytics.
FR 11	Historic trend view	All historic trend view must hold 36-month period.
FR 12	Trending chart	Always use the 10th data load for the Month.

6 Data Requirements

This section describes the specific data needs to meet reporting requirements for BI Phase 2.

6.1 Data Requirements

ID	Requirement	Description
DR1	Integrate Data Sources	Provide the capability to load, map, synchronize and integrate data from CWS/CMS, CAD; i.e., data integration layer.
DR2	Data Latency	Source Data will be available in the Data Mart with no more than one day latency from the source system.
DR3	ETL	Support data matching, loading and transformation across different data sets to avoid duplication or matching errors, not related to data entry.
DR4	Missing Data	When source data is missing, insert a standard value that denotes data is missing rather than leaving the field blank.
DR5	Data Retention	Data from the last 24 months (incl current) will be retained in the Data Mart from date they are originally run.
DR6	Orchestration/Data Loads	Provide the capability to schedule agreed upon data loads, for example on a daily, weekly, monthly, and semi-annually basis.
DR7	Data Quality	Design and implement data quality plans and processes to ensure consistency and accuracy; error mitigation design, configuration and development.

7 Business Rules

This section describes the specific business rule for this project.

7.1 Business Rules

ID	Business Rules/Decision	Comments
BR1	Data will be loaded twice a month to provide data for the 10^{th} of the month and the 25^{th} of the month.	Due to data latency from CAD, the data load will be then next available date (e.g. load on 11^{th} for the 10^{th} data, load on 26^{th} for the 25^{th} data)
BR2	When calculate the length of a month, use 30 days.	This will give consistency in trend calculations. 30 days (inclusive) = 1 month (e.g. 0-30 days = month #1, 31-60 days = month #2, 61-90 days= month #3, etc.)

8 Security/Access Requirements

8.1 User Groups

ID	User Group	User Names or # of Users	User Type
UG0	Super User/Developer		
UG1	Directors		
UG2	Manager		
UG3	Supervisor		
UG4	Case Worker		
UG5	Branch Reporting Analyst		
UG6	Other non-Branch users		

8.2 User Access Requirements

Case Level Access means seeing the Case/Referral Number, Case/Referral Name and other Case/Referral level information, but not able to drill into case details including individual level information.

Individual Case Level Access:

Access level	Description	Access Requirements
Level 0	Super User/ Developer	User assigned to this role can view all data. They can also create portal, dashboards, scheduled reports, and ad-hoc reports
Level 1	Director	User assigned to this role can view all data, dashboards, reports in the portal. They can view all case level data. They can also create ad-hoc reports
Level 2	Manager	User assigned to this role can view branch dashboards, and summary reports. They can view caseload data of his/her section.
Level 3	Supervisor	User assigned to this role can view branch dashboards, and summary reports. They can view caseload data of his/her unit.
Level 4	Case Worker	User assigned to this role can view branch dashboards, and summary reports. They can view their own caseload data only
Level 5	Branch Reporting Analyst	User assigned to this role can view branch dashboards, and summary reports. They can view all data and can create adhoc reports
Level 6	Other non-Branch user	User assigned to this role can only view branch dashboards.

9.1 Methodologies

CFS program staff have identified the logic and methodology for each measure as follows:

9.1.1 11 CFS Performance Measures:

ID	Scope	Measure Short Description	Source	Methodology
MD01	CFS-M01	Timely Investigation (Attempted/Completed)	Berkeley CDSS 2B: Referrals by Time to Investigation	**Overview:** This measure provides the percentage of child abuse and neglect referrals that require, and then receive, an in-person investigation within the specified time frame. Referrals entered as requiring a 3-, 5-, or 10-day response are included in the 10-day response type. **Denominator**: The child abuse and/or neglect referrals received, within the analysis period, that are either immediate, 3-, 5-, or 10-day response types. **Numerator/Filters**: • A delivered service type of "investigate referral" • A communication method of "in-person" • The referral status of "attempted" or "completed"* • The delivered service provided by a "staff" person and • A contact visit code for a "contact" or "visit" within 24 hours of the referral receipt date for the immediate response type or within 10-days for the other referrals. **Sort/Group-By**: • Age Group • Gender Group • Ethnicity Group
MD02	**CFS-M02**	**Referrals by Time to Investigation (Completed Contacts)**	**Berkeley CDSS 2D: Referrals by Time to Investigation-Completed**	**Overview:** These reports provide the percentage of child abuse and neglect referrals that require, and then receive, an in-person investigation within the specified time

			Contacts.	frame. Referrals with status "completed" are included in the numerator. **Denominator:** The denominator includes: • The child abuse and/or neglect referrals received, within the analysis quarter, that are either immediate or 10-day response types. **Numerator:** The numerator is the count of the referrals above that received a qualified response, which includes: • At least one child, with a maltreatment allegation, included as a "participant;" • A contact purpose type of "investigate referral;" • A communication method of "in-person;" • A contact status of "completed;" • A contact party type of "staff person/child"; and • A contact visit code for a "contact" or "visit" within 24 hours of the referral receipt date for immediate response type or within 10-days for other referrals. • Referrals in which at least one child on the referral was seen within the specified time frame are included in the numerator. **Limits:** **Limited to CWS referrals.** **Report Filters:** **Age Group** **Gender Group** **Ethnicity Group**
MD03	CFS-M03	Referral Times (less than 30 days from Contact)	SafeMeasures report: Monthly Open Investigations	**Overview:** For open investigations, how many days have passed since the first contact? **Description:**

			(first Contact)	This report shows how much time has passed since the first contact on an open investigation. The calculation is based on the elapsed time between the date of the first contact and either the referral closure date (if closed during the month) or the end of the selected month. **Qualified Contact:** Lapsed time is measured from the qualified contact start date. • Method must be In-Person. • Status must be Completed. • Contact Purpose must be Investigate Referral. • On Behalf of Child must be a child/victim who is also listed in the Participants field. Note: Lapsed time is measured in days beginning at midnight of the day following the start date. **Categories:** • 0 to 7 Days • 8 to 14 Days • 15 to 30 Days • 31 to 60 Days • More Than 60 Days • No Actual First Contact **Limits:** Investigations without a primary assignment in the county are excluded. Referrals that have a response priority of Evaluated Out, N/A - Secondary, or Not Determined are also excluded.
MD04	CFS-M04	F2F Contacts with Youth in Placement	Berkeley 2F: Timely Monthly Caseworker Visits (Out of Home)	**Overview:** The report calculates the percentage of children in placement who are visited by caseworkers. Each child in placement for an entire month must be visited at least once. For each month, three numbers are determined for children in care: 1. The number of children in care

				who were required to have an in-person contact, i.e., who were in an open placement episode for the full calendar month; 2. The number and percent of children in Group 1 who had at least one in-person contact during the month; and 3. The number and percent of children in Group 2 where at least one of that month's in-person contacts was in the placement facility. To be counted as having been in care for the full month (Group 1, above) the child: • Must have been less than 18 years of age on the first day of the month; • Must have been in an open placement episode during the entire month; • The child must have either been in a foster care placement, on a trial home visit or on run-away status; • The child must not have been in a non-foster care placement • The child must not have been placed into California from another state via the Interstate Compact for the Placement of Children (ICPC) i.e., been the responsibility of another state. For a visit to be counted during a specific month a child was in care (Group 2, above) the visit must have: • Occurred during the reporting month; • Been completed • Been in-person For a visit that occurred during a specific month (Group 3, above) to be counted as

				having occurred in the placement the visit must have a contact location of "home" or "in placement". **Exclusion**: Children who are not court dependents who are placed with non-relative legal guardians are not included. **Sort/Group by**: Agency Type Age Ethnic Gender Placement Type
MD05	CFS-M05	F2F Contacts with Youth in Home	Berkeley 2S: By Month-Timely Monthly Caseworker Visits (In Home)	**Overview:** This report calculates the percentage of children receiving in-home services who are visited by caseworkers. Each child receiving in-home services for an entire month must be visited at least once. For each month, three numbers are determined for children in care: 1. The number of children receiving in-home services who were required to have an in-person contact. The child: • Must have been less than 18 years of age on the first day of the month; • Must have been in an open case during the entire month; • Must not have been in an open placement episode for the full calendar month. 2. The number and percent of children in Group 1 who had at least one in-person contact during the month. The visit must have: • Occurred during the reporting month; • Been completed • Been in-person; and • Had contact type of "staff person to child". 3. The number and percent of children in Group 2 where at least one of that month's

				in-person contacts was in the child's residence; **Exclusion**: Children who are not court dependents who are placed with non-relative legal guardians are not included. **Group/Sort by**: Age Group Ethnic Group Gender Service Component
MD06	CFS-M06	Contacts with Parents/Guardians Case Plan	SafeMeasures report: Contacts with Parents/Guardian on Caseplan	**Overview:** All parents/guardians listed on the case plan require a monthly contact. **Description:** Was the most recent visit made with the parent(s)/guardian(s) within the required timeframe? Cases that are open for at least 30 days. **Categories:** *Category Definitions:* • All Contacts Made . • Some Contacts Made. • No Contacts Made • No Parents/Guardians Found • N/A- No Case Plan • N/A-Component Change - The service component changed from ER or PP during the month. Contact is not required. • N/A-Open/Close in Month - The case opened or closed during the month. Contact is not required. • Compliant - All listed parents/guardians were contacted in the month. Contact with each parent listed on the caseplan is required. • Not Compliant - A count of cases that do not have all the required contacts made. This category also includes caseplans where no parent/guardian was found on the

				caseplan. *Limits:* Parents/Guardians who have a contact frequency waiver of 'Whereabouts Unknown' are excluded from contact requirements.
MD07	CFS-M07	Visits with substitute Care Providers	SafeMeasures report: Contacts with Substitute Care Provider	**Overview:** This report shows whether or not a contact was made with the substitute care providers within the required timeframe. **Description:** This display shows whether or not a contact with the substitute care providers was made at least once a month (face-to-face, written or telephone) and visited at least once every six months. **Categories:** *Category Definitions:* • Contact Made • Contact Not Recorded • N/A - Transition from ER - ER status - contact not required • N/A - Transition from FM - FM status - contact not required • Pending First Visit - The case was open less than 30 days on the last day of the selected month • Case Closed in Month - The case closed during the selected month. Contact is not required *Upcoming Category Definitions:* • Due in Current Month - Contact is due in current month • Due Next Month - Contact is due in next month • Due in 2-3 Months - Contact is due in 2-3 months • Due in 4 or More Months - Contact is due in 4 months or more • Overdue - Contact is overdue *Limits:*

				Limited to CWS cases.
MD08	CFS-M08	Case Plan Status	SafeMeasures: report: Case Plan Status	**Overview:** Do open cases have an approved case plan? **Description:** This report shows the case plan status for all open cases in a given month. **Categories:** • Plan in Place - A count of cases with an approved case plan in effect for the selected timeframe. A case plan is in effect during the selected timeframe if the case plan end date occurs on or after the last day of the timeframe, and the plan is less than six months old (case plan effective date is less than six months). Case plans will be counted as long as the case plan effective date is no more than 30 days prior to the case start date. • Plan Missing or Expired - A count of cases that do not have a case plan or cases where the most recent case plan effective date is more than six months old by the last day of the selected timeframe. • Pending Plan - A count of cases without an approved caseplan that are less than 60 days old on the last day of the selected timeframe or less than 30 days old in LA County. *Upcoming Categories:* • 10 Days or Less - A count of cases that have a case plan due in 10 days or less. • 11 to 30 Days - A count of cases that have a case plan due in 11 to 30 days. • 31 to 60 Days - A count of cases that have a case plan due in 31 to 60 days. • 61 to 90 Days - A count of cases

				that have a case plan due in 61 to 90 days. • More Than 90 Days - A count of cases that have a case plan due in 90 days or more. • Overdue - A count of cases where the case plan is overdue for renewal. *Limits:* Limited to CWS cases.
MD09	CFS-M09	Physical Examination	SafeMeasures: report: Physical Examination (Interval-Based)	**Overview:** Did the child receive his/her most current preventive physical health examination in accordance with the CHDP periodicity schedule? **Description:** This report shows whether the client has been kept up to date with Child Health and Disability Prevention (CHDP) medical exams. **Categories:** • Exam Current - The child is not overdue for his/her initial or next CHDP exam during the selected month . • Exam Missing - The child is overdue for his/her initial or next CHDP exam during the selected month . • Initial Exam Pending - The child has not received his/her initial CHDP exam, and he/she is within 30 days of his/her removal date. *Upcoming: Category Definitions:* • Due in 0-15 days - The child's next required CHDP medical exam is due in the next 15 days. • Due in 16-30 days - The child's next required CHDP medical exam is due in the next 16 to 30 days. • Due in 31-60 days - The child's next required CHDP medical exam

				is due in the next 31 to 60 days. • Due in more than 60 days - The child's next required CHDP medical exam is due in more than 60 days. • Exam Overdue - The child's next required CHDP medical exam is overdue. *Limits:* Excludes children in non-dependent legal guardianships and those who were returned home for a trial visit for more than six months. Also excludes placements ending in the period, children without a recorded birth date, or missing primary assignments.
MD10	CFS-M10	Dental Exams	SafeMeasures: report: Dental Examination (Interval-Based)	**Overview:** Did the child receive his/her most current annual dental examination? This report opens with a subset to clients over age 3. Remove this subset to see clients under age 3. **Description:** This display shows whether the child has been kept up-to-date with Child Health and Disability Prevention (CHDP) dental exams. **Categories:** • Exam Current - The child is not overdue for his/her initial or next CHDP exam during the selected month . • Exam Missing - The child is overdue for his/her initial or next CHDP exam during the selected month . • Initial Exam Pending - The child has not received his/her initial CHDP exam, and he/she is within 30 days of his/her removal date. *Limits:* Excludes children in non-dependent legal guardianships and those who were returned home for a trial visit for more than six months. Also excludes children under the age of 1 or no birthdate, placements ending

				in the period or missing primary assignments.
MD11	CFS-M11	3 or More TLP Services	SafeMeasures: report: TILP Services	**Overview:** How many cases had qualified ILP services delivered during the six-month window ending with the selected month? **Description:** This display shows a count of qualified TILP services delivered over the last six months to children in placement. Only children 14 and older are included. Users may use the Subset feature to narrow focus to children age 16 and older. Qualified ILP Services are ILP services listed in CWS/CMS that are also cross-referenced with the National Youth in Transition Database (NYTD) Independent Living Services list. **Categories:** • 1 ILP Service - Children with one ILP service delivered within the six month period. • 2 ILP Services - Children with two ILP services delivered within the six month period. • 3 or more ILP Services - Children with three or more ILP services delivered within the six month period. • No ILP Services - Children with no ILP services delivered within the six month period. *Limits:* Excludes placement episodes open less than 30 days. Also excludes children where the episode remains open, but the most recent placement has been closed for more than six months.

9.1.2 CFS QA Summary Statistics:

ID	Scope	Measure Short Desc	Source	Methodology
MD12	CFS-QA	All Open Referrals		**Subject Areas:**

	Sum01			This report provides count of open child abuse and/or neglect referrals. **Filters**: ●Referrals active on the report date e.g, 10th or 25th of month. ●Exclude referrals with a Referral Response Types of 'Evaluate Out', 'N/A Secondary Report', and 'Not Determined' Calculate the number of days between the Referral Received data and the current date. Map the number of days to the following values: **Min** **Max** **Text Range** -1 30 A Less than 1 Month 31 59 B 2 Months 60 119 C 3 to 4 Months 120 179 D 5 to 6 Months 180 239 E 7 to 8 Months 240 299 F 9 to 10 Months 300 359 G 11 to 12 Months 360 99999 H More than 12 months ***Source:*** G:\CFS Dart Team\Method Used for Quality Assurance Measures 052616.pdf
MD13	CFS-QA Sum02	Referrals Open Over 15 Days without Contact		**Subject Areas:** Open CFS referrals. **Filters**: ● Exclude referrals with a Referral Response Types of 'Evaluate Out', 'N/A Secondary Report', and Not Determined' ●Exclude referral victims that have the latest Allegation Disposition entered in error. ●Exclude clients on referrals that have a Qualified Contact between the Referral Received Date and the Referral Extract Date. ●Exclude referrals where the Foreign Key to the Referral tab is not null. There are Secondary Referrals. We want primary referrals. ●Clients on referrals that have 3 or more attempted contacts between the Referral Received Date and the Referral Extract Date get the column "Contact Attempted? Value of "Y". Calculate the number of days between the Referral

				Received Date and the current date and map the number of days to the following values: **Min** **Max** **Text Range** -1 30 A Less than 1 Month 31 59 B 2 Months 60 119 C 3 to 4 Months 120 179 D 5 to 6 Months 180 239 E 7 to 8 Months 240 299 F 9 to 10 Months 300 359 G 11 to 12 Months 360 99999 H More than 12 months ***Source:*** G:\CFS Dart Team\Method Used for Quality Assurance Measures 052616.pdf
MD14	CFS-QA Sum03	Overdue F2F Contacts		**Subject Areas:** This report counts the number of children in placement who are not visited by caseworkers. The count is reported by the number of days since the last Visit in the categories listed below. The Summary report displays the client counts by Manager, Supervisor, and Social Worker. Each child in placement for an entire month must be visited at least once **Filters**: ● Include Active Children and Family Services (CFS) cases open on or before the first day of the prior month and ending after the last day of the prior month or still open. ● The child had to be removed on or before the first day of the prior month. The Placement Episode had to end after the last day of the prior month or still be open. ● The placement had to start on or before the first day of the prior month and end after the last day of the prior month or still be open. ● Exclude clients with 18^{th} birthday after the Data Extract Date. ● Exclude Legal Dependent Guardian cases. ●The latest Qualified Contact is before the first day of the prior month. ● IncludeLatest Visit is before the month prior to the current month. From the first to the 24^{th} of the month. For the 25^{th} to the end of the month, the report period changes to the data extract date. Map the number of days to the following values: **Min** **Max** **Text Range** -1 30 A Less than 1 Month 31 59 B 2 Months 60 119 C 3 to 4 Months 120 179 D 5 to 6 Months 180 239 E 7 to 8 Months

				240 299 F 9 to 10 Months 300 359 G 11 to 12 Months 360 99999 H More than 12 months ***Source:*** G:\CFS Dart Team\Method Used for Quality Assurance Measures 052616.pdf
MD15	CFS-QA Sum04	Overdue Parent/Caregiver Contacts		**Subject Areas:** This report looks at active Children and Family Services (CFS) cases open and in the FM or FR Service Component in the prior month. The Case Plan had to be active in the prior month. **Filters**: ● Case must be open on or before the first day of the prior month and ending after the last day of the prior month or still open. ● The case had to be open more than 30 days from the Case Start Date to the Data Extract Date. ● The report calculate the number of parents/guardians (PG) on the case plan using the Client Relationship Table. The report counts the number of PG contacts the same way as it counts the PGs. However, the latest contact date uses Qualified contacts associated to the case that have a Contact Party Relationship Type of "Staff Person/Parent-Guardian". So even if there is no contact with a PG on a case plan, there can be a latest contact date. ●The number of contacts must equal or be greater than the number of PGs on the caseplan. If there are no PGs on the caseplan, the case is excluded from the report. Take the number of days between the Last PG Contact Date and the Current Date and map the number of days to the following values: **Min Max Text Range** -1 30 A Less than 1 Month 31 59 B 2 Months 60 119 C 3 to 4 Months 120 179 D 5 to 6 Months 180 239 E 7 to 8 Months 240 299 F 9 to 10 Months 300 359 G 11 to 12 Months 360 99999 H More than 12 months ***Source:*** G:\CFS Dart Team\Method Used for Quality Assurance Measures 052616.pdf
MD16	CFS-QA Sum05	Expired or Missing Case Plans		**Subject Areas:** This report looks at Open Children and Family Services (CFS) cases.

				Filters: ● The case plan must be active on the Data Extract Date. ● Cases must have been open more than 60 days. ● Cases with case plans less than 6 month old or end after the case end date are excluded. ● Cases that started in the prior month and do not have a case plan are excluded. ● Finds the latest Case Plan Effective Date that has a null end date and calculates the number of days between this date and the Current Date. Map the number of days to the following values: **Min** **Max** **Text Range** 180 239 A 7 to 8 Months 240 299 B 9 to 10 Months 300 359 C 11 to 12 Months 360 99999 D More than 12 months 42249 42249 E No Plan **Min** **Max** **Text Range** 180 239 A 7 to 8 Months 240 299 B 9 to 10 Months ***Source:*** G:\CFS Dart Team\Method Used for Quality Assurance Measures 052616.pdf
MD17	CFS-QA Sum06	Overdue Physical Exams		**Subject Areas:** This report looks at active Children and Family Services (CFS) cases open and in out of home placement. **Filters**: ● Cases must be open on or before the first day of the prior month and ending after the last day of the prior month or still open. ● The child had to be removed on or before the first day of the prior month. ● The placement had to end after the last day of the prior month or still be open. ● The client's 18th birthday has to be after the Data Extract Date. ● Legal Dependent Guardian cases are excluded. ● Exclude clients that have a current physical exam. From the first to the 24th of the month. For the 25th to the end of the month, the report period changes to the data extract date. Finds the latest physical exam and calculates the child's age on that date in days. Divide the age in days by 30 to get months old. Map the number of months old to the number of months between physicals interval and add it to the Last Physical Date. If there is no physical then take the date the child was removed and add 30 days. If this date is before

				last day of the prior month (1-24th of month) or Data Extract Date (25th or later), the case is included in the results. Take the date above and calculate the number of days before the Current Date. Map the number of days to the following values: Min Max Text Range -1 59 A < 2 Months 60 119 B 3 to 4 Months 120 179 C 5 to 6 Months 180 239 D 7 to 8 Months 240 299 E 9 to 10 Months 300 359 F 11 to 12 Months 360 719 G 12 to 24 Months 720 99999 H > 24 Months ***Source:*** G:\CFS Dart Team\Method Used for Quality Assurance Measures 052616.pdf
MD18	CFS-QA Sum07	Overdue Dental Exams		**Subject Areas:** This report looks at active Children and Family Services (CFS) cases open and in out of home placement. **Filters**: ● Cases must be open on or before the first day of the prior month and ending after the last day of the prior month or still open. ● The child had to be removed on or before the first day of the prior month. ● The placement had to end after the last day of the prior month or still be open. ● The client's 18th birthday has to be after the Data Extract Date. ● Legal Dependent Guardian cases are excluded. ● Exclude clients that have a current dental exam. From the first to the 24th of the month. For the 25th to the end of the month, the report period changes to the data extract date. Finds the latest dental exam and calculates the child's age on that date in days. Divide the age in days by 30 to get months old. Map the number of months old to the number of months between dental interval and add it to the Last Dental Date. If there is no dental exam then take the date the child was removed and add 30 days. If this date is before last day of the prior month (1-24th of month) or Data Extract Date (25th or later), the case is included in the results. Take the date above and calculate the number of days before the Current Date. Map the number of days to the following values: Min Max Text Range

				-1 59 A < 2 Months 60 119 B 3 to 4 Months 120 179 C 5 to 6 Months 180 239 D 7 to 8 Months 240 299 E 9 to 10 Months 300 359 F 11 to 12 Months 360 719 G 12 to 24 Months 720 99999 H > 24 Months ***Source:*** G:\CFS Dart Team\Method Used for Quality Assurance Measures 052616.pdf
MD19	CFS-QA Sum08	Visits with substitute Care Providers		**Subject Areas:** This report looks at active Children and Family Services (CFS) cases open and in the PP or FR or ST Service Components (SCs) in the report month. **Filters**: ● Take CFS cases with a Start Date before the first day of the report month and an End Date on or after the last day of the report month or the case is not ended. ● Only include cases that were active in PP or FR or ST Service Components (SCs) In the reporting Period. ●If the case started or ended ER or FM SCs in the report month, exclude the case. ● Exclude cases with Case Intervention Reason of ICPC. ● Exclude clients that are AWOL or Abducted. ● Excludes cases the have a Face-to-face (F2F or In-person) contact with a Substitute Care Provider (SCP) in six months prior to the report month and a F2F, written, or phone contact in the report month. The SCP is identified by the Contact Party Type of Staff Person/Sub Care Provider. When the Case Focus Client is in a SILP Placement, the Focus child must be selected as the SCP not the client to be compliant. Calculate the number of days between the Current Date and the latest SCP contact date. Map the number of days to the following values: Min Max Text Range -1 30 A Less than 1 Month 31 59 B 1 to 2 Months 60 119 C 3 to 4 Months 120 179 D 5 to 6 Months 180 239 E 7 to 8 Months

				240 299 F 9 to 10 Months 300 359 G 11 to 12 Months 360 719 H More than 12 Months ***Source:*** G:\CFS Dart Team\Method Used for Quality Assurance Measures 052616.pdf