

STATE OF WISCONSIN  
Department of Health and Family Services  
Division of Children and Family Services  
Division of Long Term Care  
Division of Mental Health and Substance Abuse Services

DCFS Memo Series 2008 -04 /ACTION  
February 4, 2008  
**Re:** Standard Program Service  
Reporting

To: Area Administrators/Assistant Area Administrators  
Bureau Directors  
Child Placing Agency Directors  
Child Welfare Agency Directors  
County Departments of Community Programs Directors  
County Departments of Developmental Disabilities  
Services Directors  
County Departments of Human Services Directors  
County Departments of Social Services Directors  
Indian Child Welfare Directors  
Licensing Chiefs/Section Chiefs  
Tribal Chairpersons/Human Services Facilitators

From: Reggie Bicha, Administrator DCFS  
Sinikka Santala, Administrator DLTC  
John Easterday, Administrator DMHSAS



#### Introduction

To accommodate agencies that want to report standard program services for the child welfare and juvenile justice populations in eWiSACWIS, new functionality is being added to eWiSACWIS to replace the use of the Human Services Reporting System (HSRS) CORE for Child Welfare and Juvenile Justice clients entered in eWiSACWIS. For counties that do not enter Child Welfare or Juvenile Justice clients in eWiSACWIS, the Division of Children and Family Services (DCFS) is creating a web-based annual report to replace use of the HSRS CORE for child welfare clients. The use of the HSRS CORE is being discontinued for Juvenile Justice clients and the Division of Juvenile Corrections (DJC) in the Department of Corrections will develop an alternate data reporting approach for Juvenile Justice clients. The Divisions of Long Term Care (DLTC) and Mental Health and Substance Abuse Services (DMHSAS) are creating a web-based report to replace use of the HSRS CORE for general services to Adult and Disability clients. This memo directs county and tribal agencies to respond with their plans for reporting Child Welfare, Juvenile Justice, and Adult/Disability client data.

#### Background

The HSRS CORE client data is used by the Department of Health and Family Services (DHFS) for information on the number of clients served by human service agencies. The HSRS CORE is currently used to record counts of clients served by target population and general types of services based on standard program clusters (SPCs). In addition, several HSRS modules are used to collect detailed information on specific services, such as substance abuse (AODA), mental health (MH), and developmental disability (DD). Depending on the services received, client data may need to be entered into the HSRS CORE and/or one or more modules.

The HSRS CORE client count data is used by DHFS for various purposes, including federal Social Service Block Grant (SSBG) reporting and matching client counts with human services expenditure data from cost reports submitted by agencies for the Community Aids program. Module data is used by the DLTC and DSAMHS for specific federal Medicaid Waiver, AODA, MH and DD reporting purposes. HSRS CORE data is also used by DCFS for Child Welfare program purposes and by DJC for Juvenile Justice program purposes.

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#### Document Summary

Summary: This memo directs agencies to identify what approach they will use for CY 2008 and beyond to report standard program service information for the child welfare, juvenile justice and adult and disability client populations.

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As modules have been developed to collect more detailed information, use of the HSRS CORE has diminished. DHFS is currently concentrating IT resources on improving the modules and developing encounter reporting systems, with the result that the CORE component of HSRS will be phased out over the next few years. Thus, new approaches to data collection are needed for those populations which the CORE is currently being used:

- 1) Child Welfare population for general services to children and families, other than Child Protective Services (CPS) and Out-of-Home Care (OHC) services already recorded in eWiSACWIS or services covered by program-specific HSRS modules. This data is collected for DCFS for purposes of the Community Aids program and SSBG reporting.
- 2) Juvenile Justice population for services to delinquents and status offenders. This data is collected for DJC for purposes of the Youth Aids program.
- 3) General services to Adult and Disability clients before they are enrolled in specific programs, such as assessment activities. This data is collected for DLTC and DMHSAS. Client data is entered into the program-specific HSRS modules once counties begin to purchase services for Adult/Disability clients.

Note: Use of the HSRS CORE for the CPS client population was discontinued in 2005.

#### eWiSACWIS Enhancement

The DCFS will implement new eWiSACWIS functionality in March 2008 to allow agencies that record their Child Welfare (non CPS and OHC) and Juvenile Justice cases in eWiSACWIS to enter standard program service information by SPC as is currently done in the HSRS CORE. The services will be recorded by client/person in the system and shown as part of the Person Management Window.

The eWiSACWIS service information will be similar to the HSRS CORE, with a strip for each service that lists the client/participant, target group, SPC, the specific service using the same service numbers as the HSRS CORE, the service begin date, and service end date. Additional optional fields will be available for agency use to identify service review dates and the service provider. The client name, address and demographic information will be entered in the appropriate Person Management tab. Clients must have a person record and be associated with a case to enter service information.

Service information must be entered within 30 days of beginning and ending the service. DCFS is developing a SPC Reporting form similar to the HSRS CORE form (DDE-31) that agencies can use to track services. The service information can be entered into eWiSACWIS by support staff, similar to how many agencies report for the HSRS CORE, or by individual workers responsible for the cases.

The DCFS will create eWiSACWIS reports to provide information to agencies on client services and service review dates for clients. The reports will be available through eWReports on a monthly basis and can be run on demand.

#### Child Welfare Population

Agencies selecting the eWiSACWIS reporting option can discontinue HSRS CORE reporting for the Child Welfare population in CY 2008. For the period of January – March 2008, DCFS will provide agencies with a spreadsheet that they can record service information. The information in the completed spreadsheet will be loaded into eWiSACWIS. Alternately, agencies can keep track of services manually for the January – March period and load information once the new functionality is available.

The DCFS will create a web-based annual report format similar to the 942 expenditure report format that agencies can use to provide yearly summary information on the number of Child Welfare clients served by SPC category. Agencies selecting the annual report option can discontinue HSRS CORE reporting for the Child Welfare population in CY 2008. Agencies will be responsible for keeping track of Child Welfare client services using local systems, the new SPC Reporting form, or other methods. The web-based reporting format will be available by late 2008, with the first annual report for CY 2008 services due by April 1, 2009.

The HSRS CORE will remain available in CY 2008 for reporting services to the Child Welfare population as a transition to the new reporting methods.

In addition to replacing the use of the HSRS CORE for the Child Welfare population, the eWiSACWIS service tracking and web-based annual report will replace the client information reported by counties in the annual report for the Promoting Safe and Stable Families (PSSF) and Title IV-E Incentive programs. Counties must still provide PSSF and Incentive client information for CY 2007 in the annual report due by April 1, 2008.

Agencies are responsible for reporting in eWiSACWIS all assessment services provided to the Child Welfare population and services purchased for Child Welfare clients using Community Aids, PSSF, Incentive and local tax levy funds. Agencies are not responsible for reporting information referrals in eWiSACWIS for clients that do not receive assessments or paid services, although agencies are encouraged to record all of their Child Welfare service intakes in eWiSACWIS.

For the Child Protective Service (CPS) population and children in Out-of-Home Care (OHC), all information about the CPS and OHC services provided to clients/participants must be reported in the appropriate eWiSACWIS tab. The SPC reporting functionality is not intended to replace the use of existing eWiSACWIS tabs designed to capture information about CPS and OHC services.

#### Juvenile Justice Population

Agencies selecting the eWiSACWIS reporting option can discontinue HSRS CORE reporting for the juvenile justice population in CY 2008. For the period of January – March 2008, agencies can use the DCFS spreadsheet or enter service information once the new functionality is available.

The DJC is working with counties to create a new data reporting approach that agencies can use to provide summary information on services to juvenile justice clients. The new approach will be available for CY 2009. For CY 2008, agencies not reporting in eWiSACWIS may continue to report services to the Juvenile Justice population in the HSRS CORE, although HSRS CORE reporting is not required. Agencies not recoding information in eWiSACWIS will be responsible for keeping track of Juvenile Justice client services using local systems, the new SPC Reporting form, or other methods. The HSRS CORE will remain available through CY 2009 for reporting services to the Juvenile Justice population as a transition to the new reporting methods.

#### Adult and Disability Population

The DLTC and DMSAS will create a web-based annual report format to collect information on general services provided to Adult and Disability populations prior to those clients being recorded in the program-specific HSRS modules. The format will be similar to the 942 expenditure report format. The annual report format will be available by early CY 2009 for reporting CY 2008 services.

For agencies selecting the annual report option for general services to the adult or disability population, the agencies must have the ability to collect client counts by the existing SPCs and Target Groups. Agencies will be responsible for collecting service information using local systems, the DDE-31 form or other methods.

The HSRS CORE will remain available through CY 2009 for reporting general services to the adult and disability populations as a transition to the new reporting methods.

Also, starting in CY 2008, agencies are no longer required to report days of care and units of service for SPC clusters 700, 900, and 925 in the HSRS CORE.

### Reporting Requirements

The new options for reporting client services in CY 2008 apply to only to clients that receive service in 2008. For clients who began receiving services in CY 2007 or prior years and end services in 2008, agencies are not expected to record the services prior to 2008. Agencies should record only those services provided in 2008.

Agencies must report only those services purchased on behalf of a client or services provided by an agency-paid provider, assuming the cost of the provider services can be tracked. The client reporting is designed to correspond with expenditure reporting for the 942 report process. Agencies need to record client services only if there is a corresponding expenditure that will be reflected in the 942 report. The client reporting should use the same SPCs as used for expenditure reporting.

### Clients Receiving Multiple Services

Some clients may receive multiple types of services in different SPC categories. For example, agencies could have a case in which a grandmother cares for children while the single-parent mother works. The grandmother becomes incapacitated and is unable to effectively care for children while the mother is working, prompting a CPS referral on the family. Following the CPS referral, the grandmother is referred for long-term support services and one of the children is arrested for a delinquent act. The family would have the following services to report:

- An Initial Assessment and Safety Plan would be reported in eWiSACWIS for the CPS referral along with any subsequent CPS services.
- The delinquency services to the youth would be reported in either eWiSACWIS *or the DJC annual report* as a client in the Juvenile Justice target population.
- The assessment of the grandmother prior to enrollment in a long-term care program would be reported in the Adult/Disability annual report.
- Subsequent long-term care services to the grandmother would be reported in the HSRS Long Term Care Module.
- Should the family subsequently receive services as a Child Welfare case after the CPS case is closed, those services to family members would be reported in either eWiSACWIS or the DCFS annual report as clients in the Child Welfare target population.

For CPS, Child Welfare and Juvenile Justice clients that receive Medicaid Waiver, AODA, MH and DD services, those services must continue to be reported in the appropriate HSRS module.

### ACTION SUMMARY

Agencies must respond by March 1, 2008 to Barry Mickelson in DCFS using the attached form to indicate how they will report services by SPC for the Child Welfare, Juvenile Justice and Adult/Disability populations.

Agencies that want to load service information for the months of January – March, 2008 into eWiSACWIS must request the spreadsheet to record their information. Agencies can contact their eWiSACWIS program liaison to obtain the spreadsheet and instructions on how to record information.

### REGIONAL OFFICE CONTACT:

DHFS Area Administrator

### CENTRAL OFFICE CONTACT:

Child Welfare Population:  
Barry Mickelson  
Division of Children and Family Services  
Phone 608-266-3808  
Fax 608-266-6836  
Email [Berry.Mickelson@wisconsin.gov](mailto:Berry.Mickelson@wisconsin.gov)

Adult and Disability Population:  
HRSR SOS Help Desk

Attachments [Agency Response for Standard Program Services Reporting](#) (PDF)  
[Agency Response for Standard Program Services Reporting](#) (Word)  
[eWiSACWIS screen shot](#)

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