

STATE OF WISCONSIN
Department of Health and Family Services
Division of Children and Family Services

To: Area Administrators/Human Services Area Coordinators
Bureau 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
Licensing Chiefs/Section Chiefs
Tribal Chairpersons/Human Services Facilitators

From: Reggie Bicha
Administrator

This memo addresses the eWiSACWIS Data Quality Initiative being implemented by the Division of Children and Family Services. With the next federal Child and Family Services Review (CFSR) scheduled for FFY 2009, it is imperative that child protective service and placement data entered in eWiSACWIS is accurate and reflects the actual performance of counties and the Bureau of Milwaukee Child Welfare (BMCW). This data will be used to measure state and county performance on the federal CFSR outcomes and will be used by the state, the BMCW and the counties to assess current performance and establish improvement targets.

The eWiSACWIS Data Quality Initiative will support counties, the BMCW and the Special Needs Adoption Program to identify and correct data that is critical for performance measurement and other state and federal reporting requirements. Agencies will receive quarterly data quality reports identifying cases with data errors requiring correction. Technical assistance will be provided to assist agencies making corrections and implement local data quality procedures to ensure that data is entered into eWiSACWIS in an accurate and timely manner.

Data Quality Reports

Beginning with placement-related data, DCFS has developed the "Placement Data Quality Report" to assist in identifying cases with placement related data entry errors. This report identifies and compiles data found in the following eWiSACWIS reports:

- AFCARS Exception Report (CM2102)
- Placement Correction Report (SM10A33)
- Re-Entry Report (SM10A24)

This data quality report is similar in structure to the reports that were given to each of the counties and the BMCW in the Spring of 2007 as part of the placement re-entry and AFCARS clean-up project. It includes Case and Child ID numbers, along with the associated error(s) for these cases, found in the above reports. Placement data will be the core of the data quality reports. Additional areas of data related to Access, Initial Assessment, the Indian Child Welfare Act (ICWA), Permanency Planning, etc., will be added to this report in the future.

Data Quality Process

The Placement Data Quality Report will be distributed by DCFS to identified county, BMCW and Adoption representatives on a quarterly basis. Reports will be distributed to the county eWiSACWIS contact, unless DCFS is notified otherwise. Agencies will be given 60 days to make the necessary corrections in eWiSACWIS. Area Administrative and DCFS staff will monitor the progress of county agencies in making corrections and maintaining data quality. In situations where agencies are not able to make corrections in

a timely manner or maintain ongoing data quality, agencies will be requested to submit correction action plans to DCFS.

To support the eWiSACWIS Data Quality Initiative, DCFS will make technical assistance available to agencies to assist with data corrections and local data quality procedures. County agencies can request assistance through Area Administration or the eWiSACWIS Program Team County Liaison. BMCW Regions can request assistance through the Program Evaluation Manager (PEM) Unit. Adoption Regions can request assistance through the DCFS Adoption Quality Assurance staff.

The key parties in the eWiSACWIS Data Quality Initiative and their respective responsibilities are as follows:

- OPEP- The data quality report will be provided by OPEP to identified county, BMCW and Adoption representatives on a quarterly basis. The report will also be provided to Area Administration, BMCW PEM and Adoption Quality Assurance staff. OPEP is responsible for the overall implementation and support of the eWiSACWIS Data Quality Initiative. OPEP Research Unit staff are available for consultation with agencies to understand the data quality report.
- Agency Representatives- The county, BMCW and Adoption representatives are responsible for distributing the report and facilitating correction of the data entry errors or omissions within their local agencies.
- AA and BMCW PEM Unit- DES-AA, BMCW PEM and Adoption Quality Assurance staff are responsible for following up with their counties and the BMCW Regions to ensure that the report has been reviewed and data errors are corrected. DES-AA, BMCW PEM and Adoption Data Quality staff will also follow up with OPEP staff to discuss progress made by county agencies and to identify and assess any policy or practice related concerns affecting data correction and data quality.
- eWiSACWIS Help Desk- Questions from agency staff regarding how to correct specific case errors or to discuss any technical concerns are to be referred to the Help Desk. The Help Desk is the primary source of technical assistance and will coordinate with the eWiSACWIS Program Team and Research Unit to respond to agency questions.
- eWiSACWIS Program Team- The eWiSACWIS Program Team Liaisons for agencies are responsible for providing technical assistance regarding broader issues related to local use of the application. Any concerns warranting further technical consideration, such as enhancements, corrections, etc. will be reviewed by the eWiSACWIS Program Team and OPEP.

Next Steps

1. Agencies identify contacts to receive reports. County eWiSACWIS contact will be the representative unless DCFS is instructed otherwise. Agencies are to respond to Area Administration staff by 1/15/2008.
2. The initial data quality reports will be distributed by 2/1/2008. Agencies will need to make corrections by 4/1/2008.
3. Subsequent reports will be distributed in April, July, October and January.
4. Area Administration, PEM and Adoption Quality Assurance staff will check with agencies on progress and technical assistance needs.

Additional Resources

To assist counties and the BMCW in the data quality process, there are several resources available regarding eWiSACWIS documentation and correction functionality. These resources are as follows:

- WiSACWIS Knowledge Web is located at:
http://dhfs.wisconsin.gov/wisacwis/knowledge_web/index.htm
- The AFCARS Help Page located in the Knowledge Web. This page includes information related to Frequently Asked AFCARS Questions, AFCARS User Guides the AFCARS Error Correction Guide. The AFCARS Help Page can be accessed at:
http://dhfs.wisconsin.gov/wisacwis/knowledge_web/Helpdesk/afcars_index.htm

- A Webcast was provided in March 2006 (release 2.3) regarding the functionality of the Placement Correction Window Webcast. All WiSACWIS webcasts can be located at: http://dhfs.wisconsin.gov/wisacwis/knowledge_web/Training/Webcasts.htm#2.9
- The eWiSACIWS Placement Documentation Manual can be located at: http://dhfs.wisconsin.gov/wisacwis/knowledge_web/Helpdesk/plcm_manual/plcm_manual_all.pdf
- The eWiSACWIS Help Desk is available to answer questions related to data clean up.
 - Local Madison Number: 608-261-4400
 - Long Distance to Madison: 866-335-2180 (Toll Free)
 - TTY: 888-845-4160
 - E-mail: helpdesk@wi.gov

REGIONAL OFFICE CONTACT:

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Program Liaison

MEMO WEB SITE: <http://dhfs.wisconsin.gov/partners/local.htm>

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