



CP Paperwork Reduction Act Update

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Child Protection Journey and Data Entry



76,203 children



32,047 children



4,508 Families

Report of abuse or neglect

Should this alleged incident or ongoing harm be assessed further?

Intake summary, description of incident, reporter information, report screening tools, allegations, victim and offender data, person demographics, statewide person search, child protection and service history/open case, jurisdiction, ICWA inquiry.

Assessment/Investigation

Does the family need services to keep children safe in the home or to reunify?
Did serious maltreatment occur?

Worker assignment, allegations, victims and offenders, determinations/findings, severity of maltreatment, law enforcement involvement, decision making tools, client contacts, time reporting, notices and letters, ICWA inquiry, tribal notifications, recommended services, family conditions, case notes, interview notes, closing data, or case management referral data.

Case Management

The family needs support and services to reduce the risk of harm to children in the home or to reunify with children in foster care.

Decision making tools, case plans, client contacts, notices and letters, ICWA inquiry, tribal notifications, vendor payments, service documentation, case notes, time reporting, interview notes, court actions, risk and safety assessment, social and medical history, physical exams, mental health screening and assessment, case closure data. Case consultation and service arrangement.

Data from two counties show that only 10-17% of worker time is spent with families and children.

Foster Care Journey and Data Entry



Out-of-home placement

Police or a judge may order a child into out-of-home placement based on harm or risk of harm to a child

Reasons for removal, kinship searches, family genograms, placement authority, start and end dates, placement location, placement absences, trial home visits, foster parent data, education data, reunification plans, ICWA eligibility and compliance, child disability and diagnosis, social and medical history, physical health exams, mental health screening and assessment, child eligibility for Medicaid, prior placement or adoption, sibling data, termination of parental rights, court documents, court decisions, caseworker visits with child. Customized case plan for each child and each custodial parent.

Reunification

If a judge agrees that the family can safely care for their children in the home, children will be reunified.

Trial home visits, safety assessment, education data, reunification plans, ICWA eligibility and compliance, child eligibility for Medicaid, sibling data, court documents, court decisions, customized monitoring case plan for each child and each custodial parent.

Guardianship and Adoption

A parent is unable to reunify with their child. Permanency is sought with relatives and kin first.

Court documents, adoption promotion documents, needs and level of care assessments, interface with DCYF adoptions system. ICWA inquiry, tribal notifications and tribal court documents, adoption and kinship assistance eligibility and payments, adoptive parent data, pre-and post-adoption identity management.

“Paperwork” Problem

- Law and policy changes have been incorporated into SSIS as data entry requirements over the last 25 years.
- Case worker complaints focus on duplicative data entry, policy changes that are not in law requiring finely detailed data entry, and exceedingly complicated and lengthy case plans:
 - Data entry burdens are heightened by application slowness and outages
 - The application is not intuitive or easily navigable.
 - The application is not web-based; access is a burden.
- SSIS is focused on improving user experience *now* and for modernization of SSIS into full compliance with federal CCWIS regulations in the *future*.

Child Protection Paperwork Reduction Act

- Pine County and Scott County introduced legislation asking for changes in data entry requirements in SSIS, but those bills were not enacted. In 2023, the Governor brought forward a paperwork reduction budget proposal that was. Session 2023 [Chapter 70 - MN Laws](#).
- In Minnesota's 2023 legislative session, the Commissioner of the Department of Human Services was directed to study and make recommendations for paperwork reduction relating to child protection cases, often referred to as the "Paperwork Reduction Act".
- Minnesota Session Laws - 2023, Regular Session, Chapter 70, Article 14, Sec. 38. : **DIRECTION TO THE COMMISSIONER OF HUMAN SERVICES; CHILD PROTECTION INFORMATION TECHNOLOGY SYSTEM REVIEW.**

SSIS Business Operation Review Process

12 Listening sessions, focus on pain point and useability issues

- Case workers and mentors (150) & CSP Policy (50)
- Reviewed SSIS Screens



Field by Field review

- Focused on useability and functionality, and improving casework outcomes



Review of Federal, State, and Administrative requirements

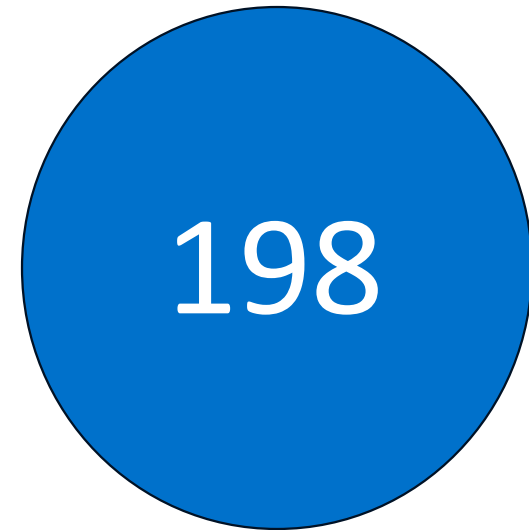
Federal, State, and Administrative Requirements



Federal



State



Administrative

Note: Requirement categories are not mutually exclusive and do not include Fiscal Requirements, including Title IVE documentation. Often requirements are for multiple purposes, e.g., AFCARS and state reporting.

Review Themes

- Persistent connection and performance issues. Occasional outages, frequent slowness and freezing.
 - User interface is unintuitive and difficult to navigate.
 - Information is not automatically saved.
 - Documents are confusing and require duplicative data entry. Managing documents is challenging within SSIS.
 - Inadequate ADA accessibility. Small fonts are difficult to read.
- The purpose of data entry is sometimes unclear. Case workers enter information for case work, for DCYF oversight purposes, for federal reporting, and for fiscal purposes (claiming, billing, reimbursement).

- **9 enhancements completed since May 2024**
- **Out-of-home Placement Plan:**
 - MNIT is developing an interim web-based form as an alternative
 - Revised and rearranged for statutorily required elements only in response to caseworker feedback.
 - Demo and user testing will begin in March.
 - Work also includes updating the family-friendly OHPP summary document.