

IN211 Draft Notes from August 17, 2007 Database Call
DRAFT – Note that highlighted sections are awaiting confirmation

Attendance included Henry Smith and Jason Decker (ISDH), Jean Runkle and Stephanie Norrick (UW-SWI), Sylvia Cardosi and Kyla Davis (NWICA), Rolonda Fears (CICOA), Connie Banks (Generations), Amber Atkinson (LifeTime Resources), Lucinda Nord (IN211), Barb McKee (UWAC), Linda Bourne (InfoLink), Teresa Davis, Liz Jones, Raamesie Umandavi (Seven Counties), Alisha McCreary (FCFH211-Columbus), Jessica Koscher (UWEC), Elizabeth Radcliff (Connect2Help)

REMINDERS

1. **Database Inclusion Review Team** – Submit programs for review to barbm@uwacin.org
2. **Export Schedule** for Full Data by IN211 Centers– caller and resource
All IN211 Centers need to export Resource Data AND Caller export for period 4/1/07-07/31/07 to IN211 by August 29. Email to contact@in211.org

DIRECTORY ON DISK – SECRET SHOPPER PROGRAM – starts next month

Elizabeth Radcliff (Radcliff@connect2help.org) described an upcoming database secret shopper project, where IN211 Centers and participating DB Partners will receive a trial Directory on Disk of the Statewide DB Compilation. Idea is that participants agree to receive two (or number TBD) “test calls” in which they will look up resources using the Directory On Disk Compilation for the person doing the calling. Calls would be conducted similar to “secret shopper” calls, but between Resource Specialists, looking specifically at program records are listed—not the way the call is handled. Elizabeth might call Jane in Lafayette and ask her to search the mega database for a food pantry in Indianapolis.

What we are trying to get at is the searchability of the database and not the skills of the call taker. Barb sent out call take and call giver forms, as well as tips for the project. The overall goal is to test the searchability of our own data from the perspective of someone from another area—perhaps another I&R Specialist or another professional or consumer looking online. The real driver for this project is the challenges that Connect2Help staff face in handling after-hours and mis-routed calls.

Below offers a list of sample calls that Connect2Help most frequently fields calls from other regions, particularly after-hours:

Food
Shelter (for single men/women; for women with children; couples with/without children etc)
Mental Health/Substance abuse Crisis intervention
Transportation (Medical; emergency
Stranded travelers
Domestic Violence services

Additionally, the project will help Resource Specialists see the challenge in selecting the most appropriate record when there are multiple un-matching records for one agency, such as Poison Control or the Julian Center domestic violence shelter.

We expect a few results:

- o Participants understand the importance of standardization (keywords, naming structure, geocoding, description, required fields, Taxonomy); It is so important to put definitions with each of the keywords and to follow the definitions when making attachments.
- o Participants understand the challenge of searching through 22,000 records rather than a local database (most have 1000 to 3000 records);
- o Participants have an “ah-ha” moment of learning DB techniques and/or new programs;
- o Participants will have a sense of urgency about records for difficult-to-find programs OR programs that might be used after-hours (particularly shelters, food pantries, hot meal sites, crisis services).

How do we make the mega database the best it can be? We will likely generate a list of best practices as a result.

Participants will include Liz, Barb, Jane, Dave, Peggy, Linda, Martha, Jean/Stephanie, Farrah, Alisha so far. If you are interested in participating, please email Elizabeth at Radcliff@connect2help.org.

Clarification about dates – will begin in September once Elizabeth has imported all the fresh updates due on August 29.

DATABASE CHECKUP – “THE DOCTOR IS IN”

To ensure the programs are properly indexed, described and named, take a look at the way that your Division of Family Resources and Department of Child Services are separated and listed in the database.

- 1) FSSA- Dept of Child Services (Child Protection-CPS, Adoption, Foster Care, Special Health Services, etc.?)

Note that there are two ways to enter Child Services

- a. *For URBAN Counties* – Because there are several “specialists” handling distinct service areas (and also have separate eligibility, contact information, hours of operation), you might separate out the DCS programs/services. Example below:
 - i. ____ County Dept. of Child Services – CPS - Provides an avenue to report child abuse/neglect and investigates all complaints. Persons wanting to make a call after hours should call the ____ Sheriff’s Dept.
 - ii. ____ County Dept. of Child Services – Adoption - Places special needs children in adoptive homes, supervises the placement and makes recommendations regarding finalization of placement. Participates in state and national network of agencies seeking homes for hard-to-place children.
 - iii. ____ County Dept. of Child Services - Foster care – Places children in foster care. Works with parents who have lost custody of their children to the court in resolving the situation.
 - iv. ____ County Dept. of Child Services – Child Care Licensing - Licenses private homes that provide day care services for children and maintains a list of licensed day care homes and facilities.
 - v. ____ County Dept. of Child Services – Special Health Svcs - Provides care coordination and financial assistance for primary and specialty program medical services to ____ County children birth-21 who are financially and medically in need of health services as the result of chronic illness or disability. Families must meet medical and financial criteria and must apply for Medicaid. Call for more information.
- b. *For RURAL Counties* – Because the same few staff cover all the programs, you might separate the programs into the two (or three, if you receive lots of calls for child care licensing) primary areas.
 - i. ____ County Dept. of Child Services – CPS - Provides an avenue to report child abuse/neglect and investigates all complaints. Persons wanting to make a call after hours should call the ____ Sheriff’s Dept.

- ii. ___ County Dept. of Child Services - Provides a variety of services related to children with special needs, including adoption, foster care, special health services, as well as child care licensing.
 - Adoption - Places special needs children in adoptive homes, supervises the placement and makes recommendations regarding finalization of placement. Participates in state and national network of agencies seeking homes for hard-to-place children.
 - Foster care – Places children in foster care. Works with parents who have lost custody of their children to the court in resolving the situation.
 - Special Health Services – Provides care coordination and financial assistance for primary and specialty program medical services to ___ County children birth-21 who are financially and medically in need of health services as the result of chronic illness or disability. Families must meet medical and financial criteria and must apply for Medicaid. Call for more information.
 - Child Care Licensing - Licenses private homes that provide day care services for children and maintains a list of licensed day care homes and facilities.

Clarification – Lucinda will clarify with the State about how the Special Health Services and Child Care Licensing are handled. Additionally, she will clarify the 800 # and after-hours access for DCS.

Discussion of naming convention –whether to name it “Adams County Dept. of Child Services – CPS” or “Dept. of Child Services, Adams County (Decatur)” - General consensus that we are not going to focus on the naming structure right now. We are most concerned that every program has the county keyword, standardized keywords and Taxonomy AND that the descriptions, hours and eligibility inform the searcher to make the most appropriate referrals.

Discussion about how to list after-hours reporting numbers. Needs to be the 10-digit number (not 911) and needs to be both places (after-hours telephone number field and in the program notes).

- c. Discussion of Standardized Keywords and Taxonomy for DCS programs. Elizabeth noted that staff could use the taxonomy terms attached to the keywords for classification of DCS services.

Keywords	Taxonomy (should be attached to key)
1. County, ___	
2. Child Protective Services	
3. Protective Services, Children	
4. Child Abuse Reporting	
5. Abuse Reporting	
6. Adoption	PH-030
7. Foster Care	PH-240.190 and .200
8. Health Care	
9. Licensing	

2) Quick information about FSSA eligibility rollout and Health Indiana Plan and plans for database entries.

- a. Lucinda reminded group about FSSA rollout dates and efforts to standardize the entries for the DFR contact methods, as clients in the Pilot counties will have new ways to access

- DFR (web, call center and fax) for new applications, re-determinations and change reporting.
- b. Lucinda will post information from training on the website at <http://www.in211.org/professionals/airsintrainings.htm>
 - c. Healthy Indiana Plan Discussion – should decide in September whether and how to list, even though program begins later in year, as enrollment is capped and we may want to start informing callers about this program as they call for other issues.
- 3) Question – ***Should we have schools in the database?***
- a. C2H lists the school corporations, with websites, plus the IN Dept of Education website. Most frequent calls about schools involve new residents asking which school district. So C2H lists the ways to find the schools.
 - b. Consensus
- 4) Question – ***Is there a protocol about inclusion when there are tax or legal issues (not service delivery) with an agency?***
- a. Haven House, a homeless shelter in So IN, is not in good standing because they have not paid their employee tax withholding. The agency is still functioning and serving clients, and is working with the IRS.
 - b. Discussion about whether or not to include...generally, remove agencies when there is an allegation of fraud or abuse or service quality issues. However, we do not have any provisions for how to handle other legal or tax issues. Consensus is that if the agency's service delivery continues and provides quality services AND if the organization's issues are due to oversight and not intentional wrong-doing, *could* continue to include, but lots of discussion about how and what to disclose.
 - c. Discussion about how the statewide DB Inclusion Review Team would handle this organization if it were a statewide organization. Responses range from
 - i. protocols to remove or suspend any organizations under any investigation (contact Stephanie, snorrick@unitedwayswi.org, for a great sample)
 - ii. maintaining but providing the referral with a disclosure that “while we are providing this information to you because they are the only shelter in our community, we need to let you know that this organization is currently under investigation for ___”
 - iii. maintaining the program in the database because it still provides good service.
 - d. There was no resolution for this issue yet, but will likely be discussed by the statewide Inclusion Review Team.