



# Social Service Information System (SSIS)

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**PRESENTED TO:** CHILD PROTECTION LEGISLATIVE TASK FORCE

**PRESENTERS:**

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# Reduce Child Protection Paperwork

"Families only care about 1.5 pages of their 15 page case plan. We are writing these reports for family reunification"


~Case Manager

50% Staff  
Turnover

Reduced times  
with families

20 Year Old  
Computer  
System

Staff  
Burnout

- 
- 50% of Caseworker's Time
  - Reports average about 500 Pages Per Case
  - Duplicative & Redundant

Families having  
to tell and retell  
their story

The best predicator of a positive outcome for a child protection case is the worker's relationship with the family!

**CASE WORKER VISITS**

**&**

**TIME**



# SSIS Background

**Social Service Information System (SSIS) is the state's case management and reporting system.**

- County and tribal social services use SSIS to track, manage and pay for social services which includes both adult and child programs
- Released in 1999
- Over 10,000 users across the state
- Primary function is reporting to federal government on child welfare activities such as child maltreatment reports, out of home placements of children and adoption/kinship care.

# Local Agency Pain Points



Our staff are used to and want/need systems that are intuitive and logical, so there is significant frustration.

- **Outdated Technology:** SSIS is built on outdated technology, making it difficult to integrate with modern systems or update to meet current security standards.
- **Limited Functionality:** It lacks modern features and functionality essential for efficient operations and data management in today's environment.

Overall, a poor user experience in an IT system like SSIS leads to frustration, decreased productivity, and an overall negative impact on the workforce. Upgrading to a more modern system that offers a better user experience can help alleviate these issues and improve overall efficiency and effectiveness.

# User Experience: Data Entry and Design

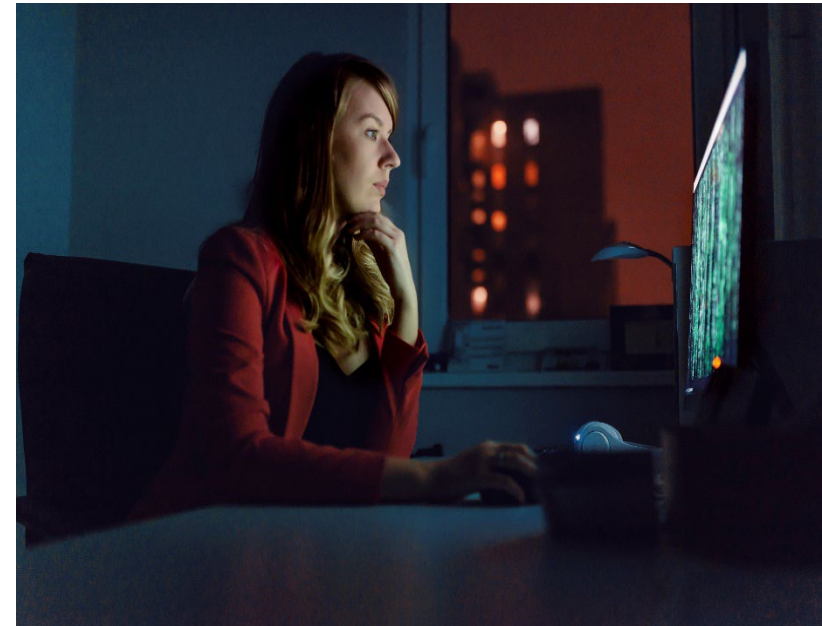
- Screens are not intuitive
- Duplicative data entry requirements
- Excessive data entry requirements
- Documents, case plans in particular, are challenging.
- Agencies have purchased their own electronic document management systems.



# User Experience: Technology

“We have known for years SSIS contributes to less time with families, frustration for workers and reduces workforce”.

- Performance and stability issues
- No web or mobile capabilities
- Limited interaction with other systems serving the same people
- Lacks modern features users expect
- Not ADA accessible
- Many bugs and workarounds add to burden
- Difficult to make changes



# Service Impacts: January 2024- November 2024

- May 8, 2024: SSIS down 5 hours
  - Staff cost per hour: \$5,815 (105 FTE staff/supervisors, 1 FTE accounting and 1 FTE SSIS Admin)
  - **Total cost impact: \$29,077**
- Jan-Nov 2024: SSIS down 62+ hours (plus regular maintenance)
  - **Total cost impact: \$360,530**



# Why Does it Matter: Worker Impact

- Impacts child safety:
  - Challenges accessing information especially from other counties
- Workforce turnover
- New Worker training
- Lost productivity/job stress
  - Worker spends hours entering data and work doesn't save. Work is lost.
- Lack of job satisfaction
  - Workers want to be engaged with children and parents; not behind a screen entering data



Best predictor of a positive outcome in a child protection case is the worker's relationship with the family.

## Why Does it Matter: Family Impact

- Workers need more time to work directly with families and providers
- Families rely on a stable relationship with their case worker. Turnover is a barrier to family engagement and positive outcomes
- Service plan requirements in SSIS do not provide families with clear direction about what actions to take



Thank you.