

Quality and Productivity Commission
29th Annual Productivity and Quality Awards Program
Champions of Change: Together We Make a Difference

11.0

2015 APPLICATION

Title of Project (Limited to 50 characters, including spaces, using Arial 12 point font):

NAME OF PROJECT: STUDENT INFORMATION TRACKING SYSTEM (SITS)

DATE OF IMPLEMENTATION/ADOPTION: MAY 2013
(Must have been implemented at least one year - on or before July 1, 2014)

PROJECT STATUS: Ongoing One-time only

HAS YOUR DEPARTMENT PREVIOUSLY SUBMITTED THIS PROJECT? Yes No

EXECUTIVE SUMMARY: Describe the project in 15 lines or less using Arial 12 point font. State clearly and concisely what difference the project has made.

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The DCFS Student Information Tracking System is a comprehensive web-based application that was built in-house to enable school based social workers to efficiently retrieve and view student education information in real time, and to allow the department to share information with school districts. The SITS system was designed to display past and current enrollment and academic performance, attendance, and standardized test scores for foster youth and viewable by the social worker and began in November 2012 with 1,200 youth. The system has since grown to include academic, attendance and standardized testing for 8,400 youth, nearly 40% of the school age population in DCFS, with further expansion continuing. This also has the added benefit of allowing schools to accurately identify who their population of foster youth is, and to provide enhanced education support services to these youth.

(1) ACTUAL/ESTIMATED ANNUAL COST AVOIDANCE	(2) ACTUAL/ESTIMATED ANNUAL COST SAVINGS	(3) ACTUAL/ESTIMATED ANNUAL REVENUE	(1) + (2) + (3) = TOTAL ANNUAL ACTUAL/ESTIMATED BENEFIT	SERVICE ENHANCEMENT PROJECT
\$1,302,350.00	\$	\$	\$1,302,350.00	<input checked="" type="checkbox"/>

ANNUAL = 12 MONTHS ONLY

SUBMITTING DEPARTMENT NAME AND COMPLETE ADDRESS Department of Children and Family Services 425 Shatto Place Los Angeles, CA 90020	TELEPHONE NUMBER (213) 351-5601
PROGRAM MANAGER'S NAME Steve Sturm and Jason Ly	TELEPHONE NUMBER 626.229.3403/562.345.6609 EMAIL
PRODUCTIVITY MANAGER'S NAME AND SIGNATURE <small>(PLEASE CALL (213) 893-0322 IF YOU DO NOT KNOW YOUR PRODUCTIVITY MANAGER'S NAME)</small> Tricia J. Denson 	DATE 2/15/15 TELEPHONE NUMBER (213) 739-6435 EMAIL densot@dcfs.lacounty.gov
DEPARTMENT HEAD'S NAME AND SIGNATURE Philip L. Browning 	DATE 7/15/15 TELEPHONE NUMBER (213) 351-5601

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1st FACT SHEET – LIMITED TO 3 PAGES ONLY: Describe the **Challenge, Solution, and Benefits** of the project. State clearly and concisely what difference the project has made.

Overview:

Development of student information sharing system between the child welfare system and school districts to identify foster youth and share academic information.

Challenge:

In Los Angeles County, school districts were typically unaware of who the foster youth in their schools actually were, many foster youth did not receive additional support services, and in many cases it would take up to 6 weeks to receive any academic information, if at all.

School districts in Los Angeles County would not consider sharing records for all of their foster youth with the Department of Children and Family Services (DCFS), citing confidentiality and privacy laws under the Family Education Rights and Privacy Act (FERPA).

Solution:

The DCFS Student Information Tracking System (SITS) is a comprehensive web-based application that was built in-house to enable school based social workers to efficiently retrieve and view student education information.

The SITS system was designed to display past and current enrollment and academic performance, attendance, and standardized test scores for the youth and viewable by the social worker and began in November 2012 with 1,200 youth. The system has since grown to include academic, attendance and standardized testing for 8,400 youth, nearly 40% of the school age population in DCFS, with further countywide expansion continuing. This system provides the added benefit of allowing schools to accurately identify their foster youth population and to provide enhanced services to these youth.

The operation of the system is simple. Once a data match is conducted and youth positively identified, the district returns academic, attendance and standardized testing information to DCFS where it is placed on the system and available to social workers in real time. All information contained in SITS is easily added to the department's database, case and court files and reports utilizing special features in the system.

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Budget/Costs/Savings:

The Student Information Tracking System was developed in-house by full time DCFS employees working diligently with each school district's personnel. There were no additional resources needed.

Benefits:

Use of this system has greatly enhanced the social workers ability to receive timely school information, with less bureaucracy. Student information is updated weekly from each school district through secured FTP. Education record requests from school districts would take up to 6 weeks, if completed at all. With the institution of the SITS system, social workers have access to student records in real time.

Currently the system is in place with Los Angeles Unified School District (USD), Compton USD, Long Beach USD, and Pomona USD – representing nearly 40% of DCFS youth. The system is planned for implementation with 38 more of the other 80 school districts in the coming year, which will effectively store and show school records in real time for nearly 70% of youth under DCFS supervision.

At full capacity this will translate to 40,000 requests for school records annually, or roughly 3,300 requests made to school districts per month. Given the projection that it takes nearly three hours to gather the records per child, and some districts doing this twice per year for court reports, the savings in time to these districts is at a minimum approximately 120,000 man hours annually. Given the projection that it takes DCFS roughly one hour to send and then process the returned records per child, at a frequency of twice yearly the savings to DCFS over its prior process is at a minimum, 20,000 man hours. Adding in the level of efficiency afforded to social workers to now see records in real time, the ability to help the youth utilizing this current information is immeasurable and is a fascinatingly paramount in helping social workers to improve the education progress and achievement, and ultimately the well-being of children under our care.

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LINKAGE TO THE COUNTY STRATEGIC PLAN (DETAIL IS REQUIRED FOR COUNTY DEPARTMENTS): Use Arial 12 point font

The Student Information Tracking System (SITS) helps achieve the County's Mission and promotes many County Strategic Plan Goals.

- **County Mission – To enrich lives through effective and caring service.**
Monitoring school information is extremely important for helping DCFS children and providing effective and caring services. The SITS application was created precisely for that purpose. This application has the added benefit of allowing schools to accurately identify who their population of foster youth is, and to provide enhanced education support services to these youth.
- **Operation Effectiveness/Fiscal Sustainability** – Eliminates calling, faxing and/or emailing schools to obtain information and reduces manual inputting of data to the state system by utilizing academic information from the SITS application and easily adding it into the State Child Welfare Services Case Management System (CWS/CMS) – the primary data store for our children.
- **Community Support and Responsiveness** – Because of the timely school information provided by the system, enhanced education support services can be provided and effectively planned and the needs of the children can be quickly addressed.
- **Integrated Services Delivery** – Because of the timely school information shared by the school districts, we are able to maximize opportunities to improve services to children and community outcomes and leverage resources through the continuous integration of child welfare and education services provided by our department and school districts.

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COST AVOIDANCE, COST SAVINGS, AND REVENUE GENERATED (ESTIMATED BENEFIT): If you are claiming cost benefits, include a calculation on this page. You must include an explanation of the County cost savings, cost avoidance or new revenue that matches the numbers in the box. Remember to keep your supporting documentation. Use Arial 12 point font

Cost Avoidance: Costs that are eliminated or not incurred as a result of program outcomes.

Cost Savings: A reduction or lessening of expenditures as a result of program outcomes.

Revenue: Increases in existing revenue streams or new revenue sources to the County as a result of program outcomes.

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The SITS saves at a minimum 20,000 Children Social Worker (CSW) man hours. Given that the fully loaded cost of a CSW is \$65.12 per hour, the total estimated cost avoidance is \$1,302,350.00.