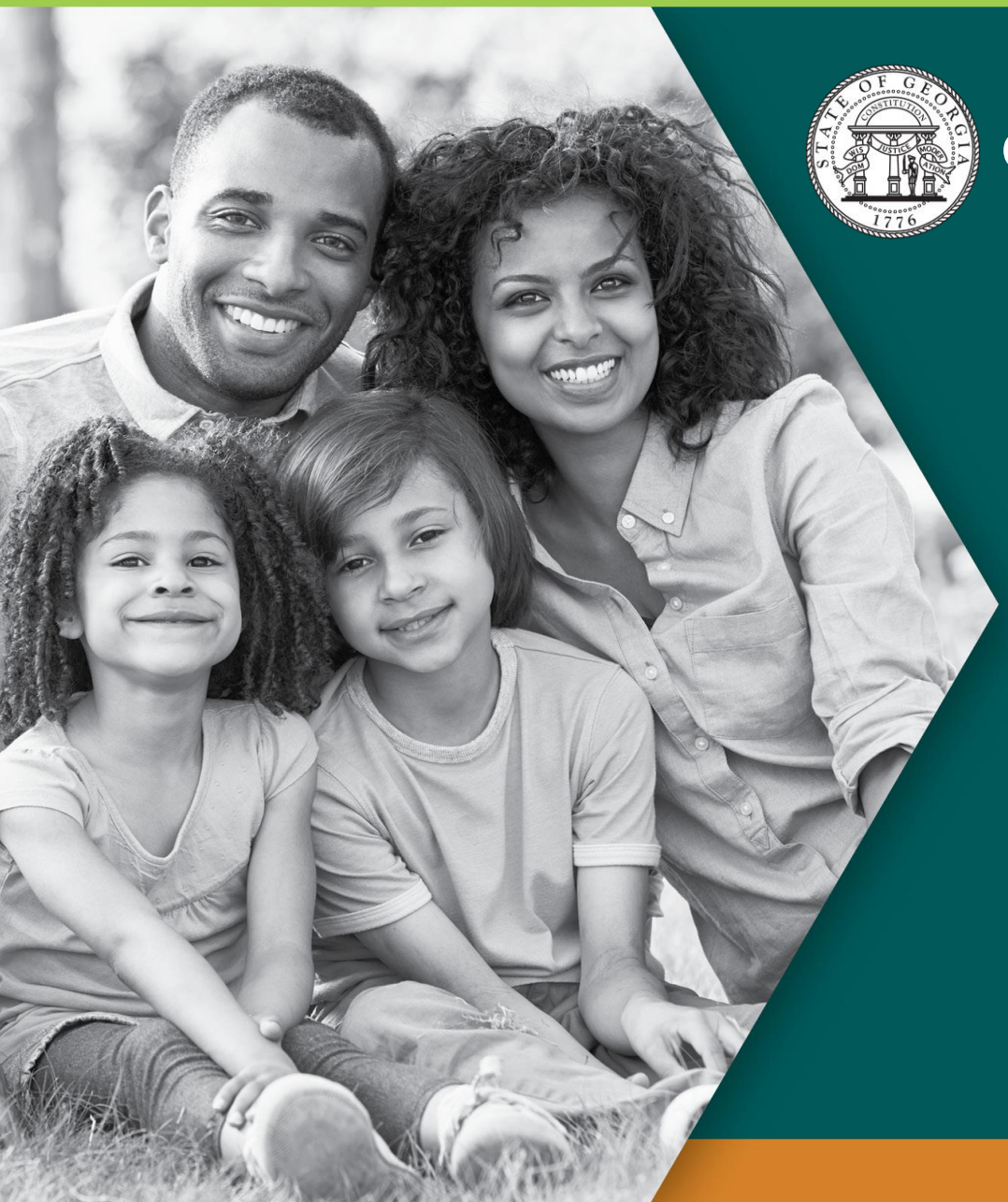


Georgia Department of Human Services

# CPA Monthly Series

## 8/29 OIT Modernization Update

08/29/2023

# Agenda

- Argo Placements Coming Statewide in October!
- Georgia Communicare
- Q&A

# Argo Placements

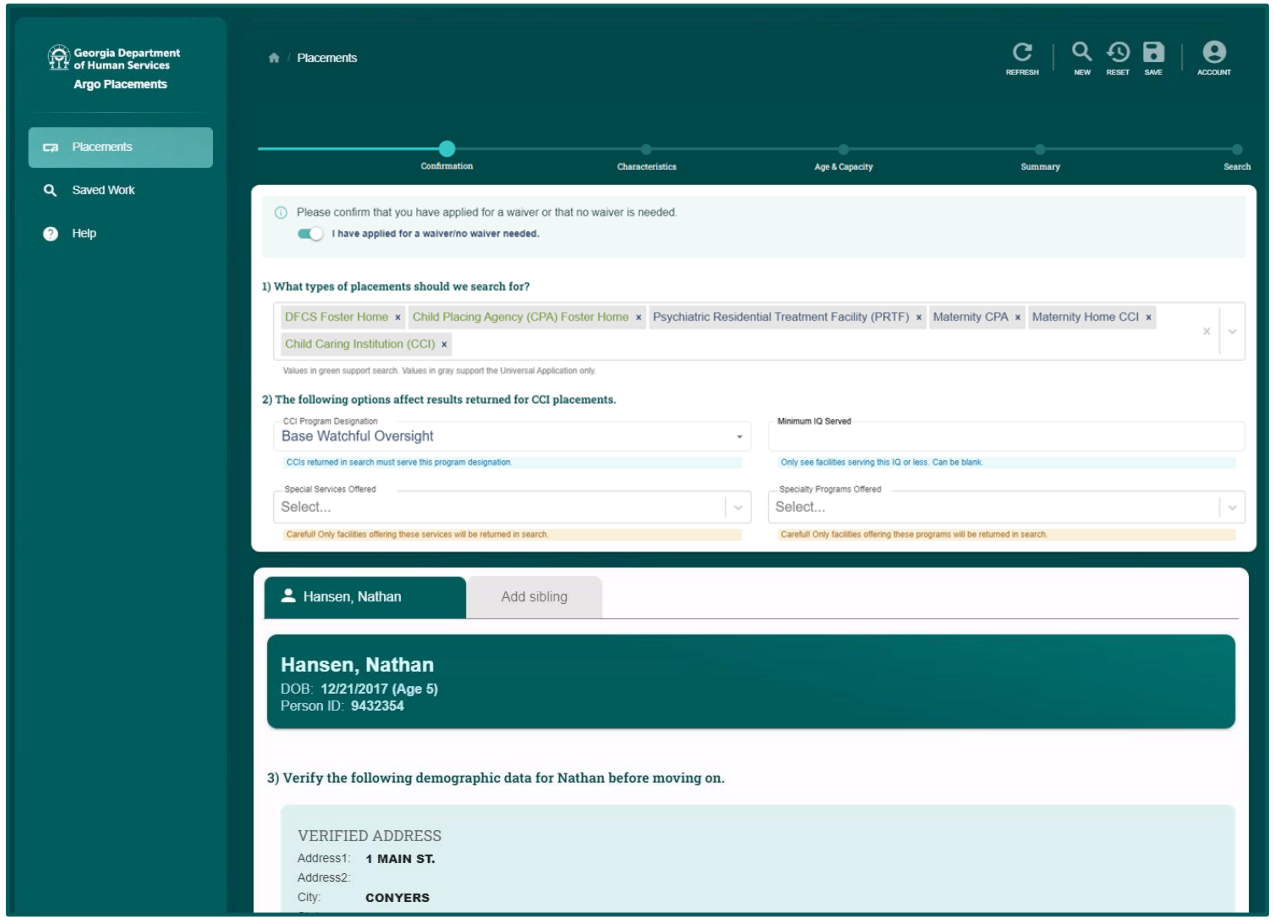
# What is ARGO Placements?

**ARGO Placements is a new tool for DFCS Staff which is connected to SHINES and supports the placement process. It allows all DFCS Staff supporting the Placements process to:**

1. Search for DFCS Homes, CPA Foster Homes, CCIs, ILPs, and TLPs for a child by matching the home's attributes to the child's needs – prepopulated from SHINES
2. Create a Universal Application for any placement type by leveraging all available SHINES data

**The key outputs are:**

1. Weighted Search results showing placement locations that fit the need
2. Contact information for selected Placement locations available in ARGO Placements and SHINES External Documentation
3. Shareable Universal Application available in ARGO Placements and SHINES External Documentation



# What are the Objectives of ARGO Placements?

- Improved Quality of the Universal Application
- Configurable Search to assist in finding available Placements and identifying the best locations that meet the child's needs
- Time Savings by having access to a targeted list of placement locations based on search criteria
- Flexible search for placements that match the need, regardless of bed availability
- Enables Collaboration between all DFCS staff supporting a child's placement
- Eliminates process redundancy by leveraging existing data to complete a search or a Universal Application

ARGO Placements is dependent on the current statuses of placements in SHINES

# What have we heard after the pilot?

Regions 1 and 5 have been using Argo Placements and recently participated in a survey, some key areas of feedback include:

**Data Quality Improvements**

- Improving accuracy of Home statuses / capacity aligning SHINES and GA+Score with actual
- Ensuring home capacities are appropriately reflected in search
- Improving the process to maintain home statuses between systems

**Improved Training** - Set best practices and standards for communicating with providers

We have seen several scenarios where children in complex scenarios were able to find a placement leveraging features in Argo Placements

# What will staff see? Phone List

Staff will be able to download a phone list for the homes that have been presented to them

For CPAs – they're instructed to only contact the CPA Intake contact, they do not have access to the home contact information

For CCIs – they're given the Admissions Contact

Once received staff are to use this, follow their policies in place, and contact the appropriate contacts to initiate placement

## UNIVERSAL APPLICATION PHONELIST

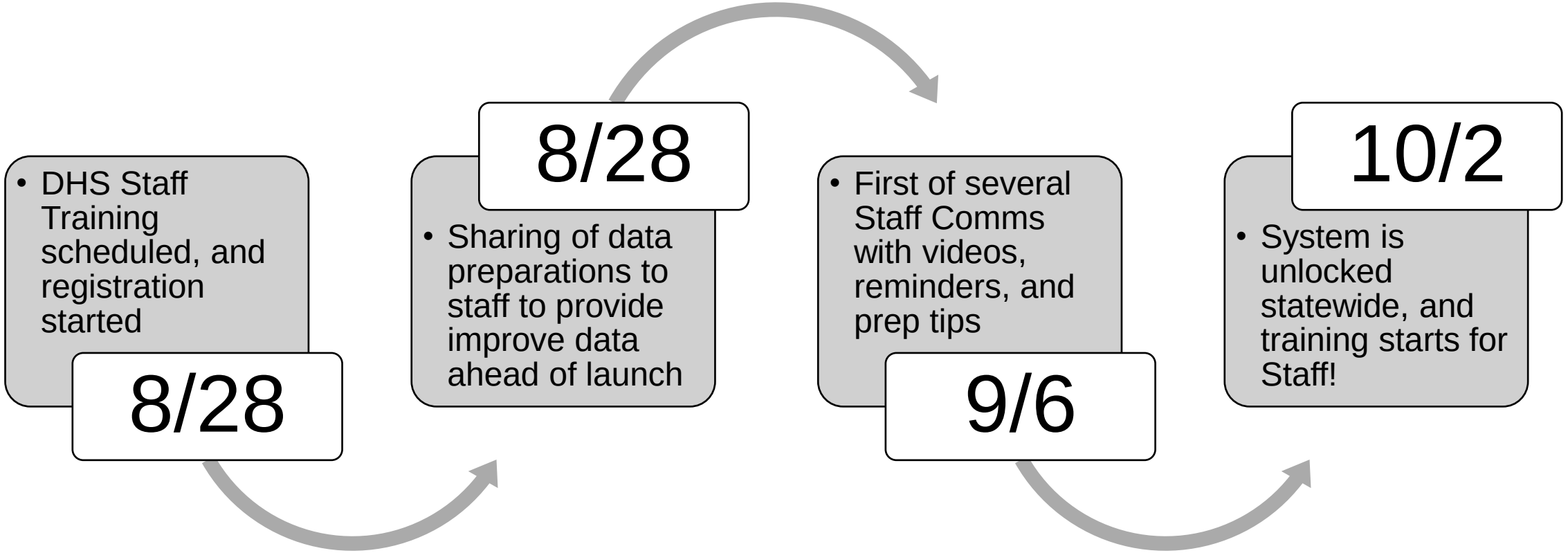
To be used for Placement Assistance, RBWO Program Designation, and Specialized Foster Care Waivers

| Home: Benefield, Gennie Or Martha | | | |
|---|---|---|---|
| **Open slots** | 2 | **Capacity** | 3 |
| **Resource ID** | 8551543 | **County** | Carroll |
| **Address** | 1 MAIN ST., TEMPLE, GA | | |
| **Non-DFCS Entity** | NYAP-East Point | | |
| **Non-DFCS Phone Number** | • Primary: 5555555555<br>• Bus-Fax: 5555555555 | | |
| **Non-DFCS Email Address** | | | |

| CCI: Georgia Sheriff's Youth - Herrington | | | |
|---|---|---|---|
| **Open slots** | 7 | **Capacity** | 18 |
| **Resource ID** | 8507305 | **County** | Henry |
| **Non-DFCS Certifying Entity** | | dba Herrington Homes | |
| **Admissions Contact 1 Phone Number** | 5555555555 | **Admissions Contact 1 Email Address** | mock@data.com |
| **Admissions Contact 2 Phone Number** | 5555555555 | **Admissions Contact 2 Email Address** | mock@data.com |
| **After Hours Contact Phone Number** | 5555555555 | **After Hours Contact Email Address** | mock@data.com |

# Argo Placements is Coming Statewide in OCTOBER!!

Upcoming key communications and events to prepare for rollout




There are no trainings for CPAs but we can use your help in preparing to ensure homes are updated accurately in GA Score

## PLEASE UPDATE DFCS AND CPA HOMES IN GEORGIA SHINES IN A TIMELY MANNER

Keeping information current saves time for case managers by ensuring children are placed in suitable homes, with the desired home characteristics and capacity.

### Capacity

- Make sure current placements are up to date
- Capacity status (open, full)
- Number of available spaces, etc.

### Home Status

- Make sure approval status (approved, pending) is up to date
- Availability (closed, available)
- Hold status (on hold, available)

### Home Characteristics

- Make sure ages/gender are accepted
- Home Type (medically fragile, respite, specialized)
- Make sure the placement preferences are up to date
  - Emotional behavior (ADD, ADHD, etc)
  - Exhibited behavior (Animal abuse, etc)
  - Medical diagnosis (Diabetes, cancer, etc)
  - Hearing/ Visual Impairments

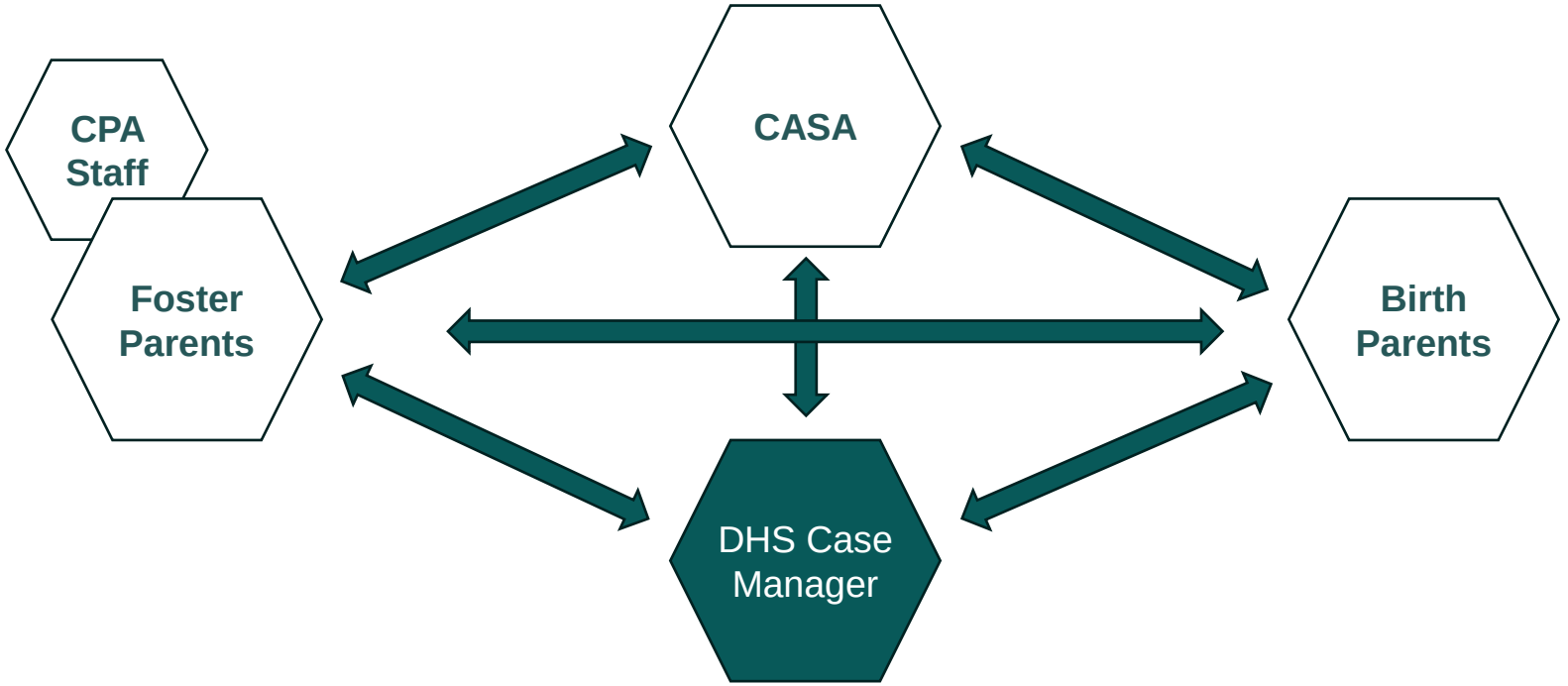
Georgia Department of Human Services

# Georgia Communicare

# What is Georgia Communicare?

**Georgia Communicare is a Portal that enables enhanced and streamlined communication and data Access between DHS Case Managers and external parties to a Foster Care Case.**

We are carefully considering all interactions between each user group and ensuring that there are no violations of policy or statute



# Documentation and Case Data Access

**Users will have access to a wide variety of the documentation and case data that they are obligated to have access to.**

| | |
|---|---|
| Document Access | • Access to a variety of case plans, evaluations, assessments, and standard documents stored in SHINES |
| Case Data | • Access to a variety of data elements available for the case – Health info, Educational info, placement info |
| Standard Documentation | • Notice of Privacy Practices, Authorization of ROI, Permanency Timeline, etc. |
| Contact Logs | • Approved contact types will be available for certain groups |

# Communications

**Users will be able to communicate with each other in a variety of ways**

| | |
|---|---|
| In-App Messaging and File Sharing | • Ability to message with others that are parties to the case - for example, CASAs can communicate to Case Managers, Foster Parents and Parents |
| In App File Sharing | • Ability to send documents between users and upload into SHINES – for example, foster parents can send documents to a Case Manager who can then approve the document for upload |
| Appointment Requests | • Ability to schedule a variety of appointments with all parties, including – court hearings, case planning, Parent visit, etc. |
| Email and SMS Notifications | • All actions trigger a notification to the user – new message for their review, meeting reminders, etc. |

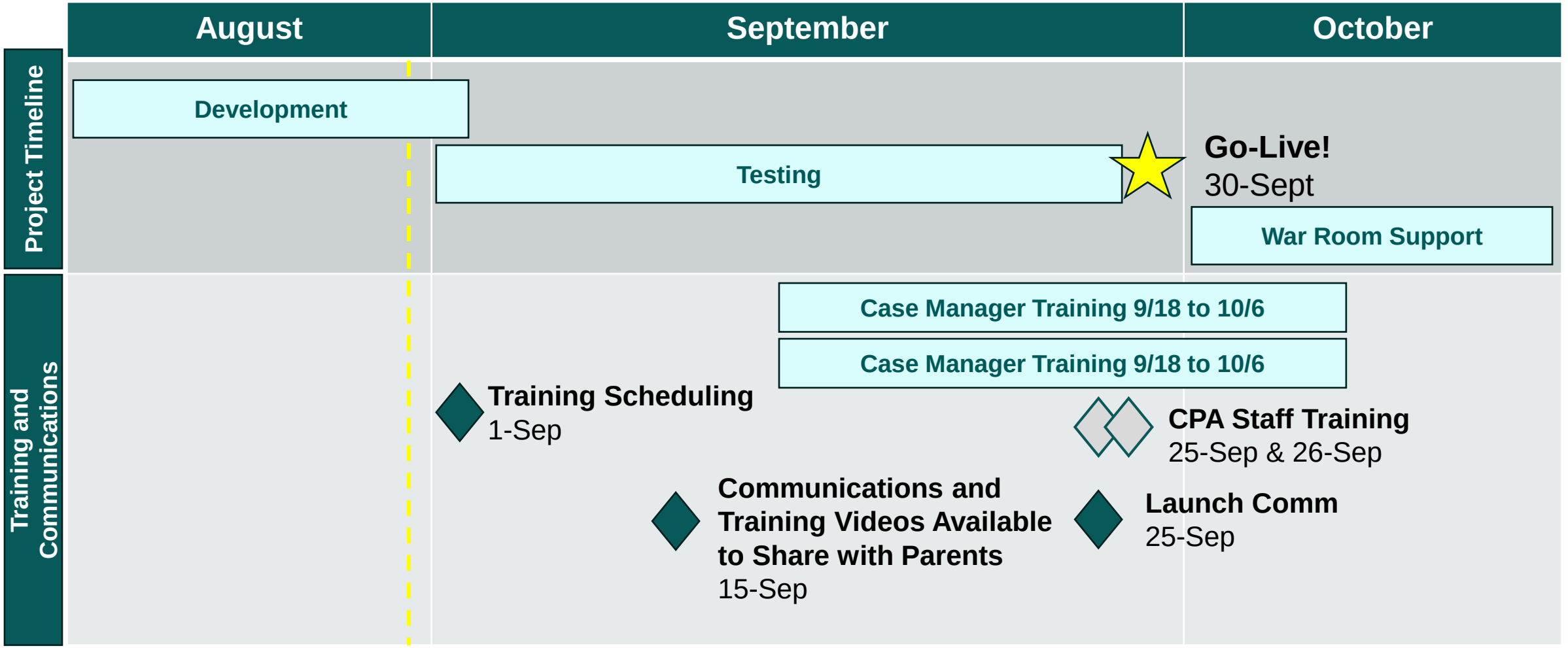
# Training Offered to CPAs and CPA Foster Parents

CPA Staff and CPA Foster Parents will be offered training to prepare ahead of the 9/30 release:

## CPA Staff

- Instructor Led Virtual Training
  - Live
  - Recorded
- Training Videos
- Training Manuals

## CPA Foster Parents

- Training Videos
- Training Manuals

# Project and Training Timelines