



Administrative Update

2010 FALL REGIONAL MEETINGS

Working With the New SWAN Portal

The new SWAN portal was rolled out to the network in mid-June. While the system was developed to provide better and more efficient access to SWAN child and family information, we also found that merging the child and family records and many system functions into a single, interconnected portal system has proven to be a challenge.

The SWAN prime contractor is working through these issues to correct some difficulties. As this work continues, several resources and references are available to help you navigate the new system. Take advantage of the FAQs and the user documentation at the portal, both available at the Help button on the Home screen. Please note any news announcements at the Home screen whenever you log in. These tools will help support your learning and navigation of the new portal.

SWAN's regional technical assistants are also available to support you. If you cannot access the information needed or when you have a question, please contact your SWAN regional technical assistant.

The new referral and invoicing systems are operating as designed, and we are working to restore referral processing timelines. Reauthorizations for Post-Permanency services and some pending service functions are not working to ex-

pectations, and we continue to work to resolve these functions.

Entry for the CY130, CY131 and CY890 forms was designed to ensure that all required fields for a child or family are completed before a new record is created or a current record is updated. This operation is presenting some challenges and continues to be refined.

Similarly the Seamless System responses to families who are inquiring about children may be delayed until the process is further streamlined. Some of the information needed for these responses is not immediately available. When this information is available, the network will be notified so families can be informed.

Diakon Lutheran Social Ministries and Family Design Resources is committed to resolving the SWAN portal issues efficiently and effectively. We will keep you posted on progress as these updates become available. This work is a very dynamic process, and by the time you read this update, we expect some solutions to already be in place.

Your ongoing patience and willingness to use the suggested resources to stay current with the portal's progress and to test new solutions when they are put in place are invaluable to the success of the new, interconnected portal system.

Special Points of Interest:

- SWAN portal tips
- Resources for added help
- Work is ongoing

SWAN Portal Work Continues	1
Finalizations Triple	2
Second U.S. Meeting Planned	2
New 2010-2015 Contract	2
LSI is Busy!	3



**statewide
adoption and
permanency
network**

Finalizations More Than Triple Since 2007-08

The number of SWAN finalization services more than tripled since fiscal year 2007-08. The years 2008-09 brought increased funding for SWAN, with the result that more families are now able to benefit from the advantages of this service.

In 2008-09, the first year of the increased funding, finalization referrals jumped from 480 to 1,660 services. The next year 2009-2010, funding expanded again, and finalizations

continued to be in demand with 1,300 referrals.

The finalization service is designed to ensure permanency issues are addressed and managed before the court hearing that completes the adoption process. The finalization practice helps the family anticipate potential problems and challenges and gives families the support of permanency-focused professionals to make an adoption work for the family. Finally,

the Individual Permanency Service Plan (IPSP) guides the affiliate and family through this transition that creates a new family and helps to anticipate and plan for future and ongoing family needs.

During the afternoon session of this fall regional meeting, a breakout session highlights the features of both the placement and finalization units of service and will offer more details about the workings of each.

Another Unit of Service Meeting Planned

Because the Units of Service (U.S.) meeting in spring 2010 was so successful, the SWAN prime contractor is already planning another! The purpose of the U.S. meeting is for affiliates to discuss timely topics about the different units of ser-

vice. Each meeting will focus on one or two units. The spring meeting focused on SWAN's Child Specific Recruitment and asked for input about the current benchmarks for the service. The next meeting will showcase a draft of the revised

benchmarks that includes feedback from the first meeting. Please be on the lookout for the announcement and date for this important meeting. We hope to see you there!

Prime Contract for 2010-2015 in Place!

The SWAN Prime Contract for 2010-2015 is in place! Therefore, it is now time to renew the Purchase of Service Affiliate Agreement between Diakon Lutheran Social Ministries and the

provider affiliate agencies.

Please look for agreements for the fiscal year 2010-2011 to arrive at the end of September or early in October 2010. Agreements should be signed and returned to

Diakon by November 1, 2010.

We look forward to working with all of you again in the coming fiscal year!

2010 Fall Regional Meetings

A Lot is Happening with SWAN LSI!

Last year, OCYF/DPW supported the SWAN Legal Service Initiative's (LSI) expansion for 70 paralegals in 54 counties throughout the Commonwealth. As of July 1, OCYF/DPW once again assisted LSI to further expand its program to continue supporting Pennsylvania counties.

Through this latest addition, SWAN LSI added 26 paralegal positions, for a total of 96 paralegals supporting 61 counties.

In addition to the expansion, the LSI Diligent Search Committee announces the official release of the 2010 LSI Diligent Search Packet. The 2010 edition was updated with the most current resources available to aid in finding families and resources for our children, as well as ensuring compliance with federal and state laws and regulations and other initiatives currently active in Pennsylvania. Be sure to visit the LSI page of the Diakon-

SWAN Web site to download and print your copy!

Also, LSI has extended its Warmline services to handle questions about diligent search issues. If you have a question or are struggling with a search-related issue, please send your question to the Diligent Search Committee through the LSI Warmline at lsiwarmline@diakon-swan.org and be sure to include "Diligent Search Issue" in your subject line.

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