



**statewide  
adoption and  
permanency  
network**

**SWAN PRIME CONTRACT MANAGEMENT  
DIAKON LUTHERAN SOCIAL MINISTRIES  
IN PARTNERSHIP WITH  
FAMILY DESIGN RESOURCES**

# Administrative Update

**2011 WINTER STATEWIDE MEETING**

## New Courtroom Training to Debut, Fostering Connections Training Continues

SWAN's Legal Services Initiative, LSI, training specialists are busy providing and preparing to train on two major initiatives.

Training on the Fostering Connections to Success and Increasing Adoptions Act of 2008 was already provided to 32 counties. This three-hour training is available for county children and youth agency staff, as well as attorneys and other service providers. The overview covers provisions of the law that most affects casework with children, youth and families, including:

- Family and sibling connections for children in care;
- Transition to independence and permanency for older youth;
- Improved educational outcomes for children in the child welfare system.

A sneak peak of the new court preparation training, "Conquering the Courtroom," is offered as a workshop at this Winter Statewide Meeting. The full

nine-hour version of this training will support public and private agency workers to become confident, credible and effective witnesses.

Main topics are Conquering Self and Environment, Conquering Court Testimony Preparation, and Conquering Court Presentation.

Portions of the content can be individualized to reflect court practices of specific counties where the training will be provided. "Conquering the Courtroom" will be available to county children and youth agencies and affiliate agencies later in the spring.

If your county is interested in training on Fostering Connections, please ask your SWAN LSI coordinator or SWAN regional technical assistant for more information. For Conquering the Courtroom, counties should contact their SWAN LSI coordinator. Affiliates should contact their regional technical assistant.

### Special Points of Interest:

- Fostering Connections training available
- "Conquering the Courtroom" sneak peak at WSW
- Court preparation training ready for spring
- Please see LSI coordinators or RTAs for details

## What's happened to the CSR Incentive?

Affiliates that completed Child Specific Recruitment, CSR, services may stand to receive a \$1000 bonus for each completed unit of service that meets the established criteria.

OCYF announced this incentive during the SWAN/IL fall quarterly meetings in October 2010. Once the criteria is met, each affiliate whose CSR units of service qualifies will receive an e-mail from their

SWAN RTA with a list of CSR services paid. The affiliate will be asked to respond to the list with the requested information.

After responses are received, affiliates will be informed of the amount they are due and how to invoice to receive the CSR bonus funds. The short answer is that the CSR bonus dollars will be confirmed very soon!!

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## NEXT UNIT OF SERVICE

**MEETING WILL BE  
SCHEDULED IN  
EARLY SPRING!**

## NBB Funds Readily Available

Is your county spending its SWAN needs-based budget monies? As of January 18, with more than half of the fiscal year already over, just 30% of the available funds are allocated. This leaves 70% of NBB funds remaining, which represents just under \$26 million. Few counties have yet to refer more than 50% of their allocated NBB dollars. Many counties still have 60-80% of their total allocations remaining.

Child Profile is again the most common service re-

ferred, with approximately 35% of the total referrals. This percent is less than the 41% referred for this service last fiscal year. The “big winner” so far in 2010-11 is the Family Profile service, which currently accounts for over 17% of all referrals, compared with just 14% last year. Child Specific Recruitment referrals are also up, from 3.5% to nearly 5.5% of total referrals.

The other services—Child Preparation, Finalization and Placement—account for a similar percentage as last year.

Issues with the new SWAN portal reduced service referrals at the beginning of this fiscal year, but the major issues associated with the portal transition are fixed now, so the referral gates are wide open and waiting for action! SWAN affiliates across the state are ready to accept more referrals.

## Visits Now Required “Every 30 Days”

Some SWAN services have minimum visitation requirements written into the benchmarks. OCYF recently clarified that SWAN services requiring

month contacts or home visits need to be held every 30 days as opposed to once a month.

So please inform your colleagues who deliver

these services that they should adjust their visits to a minimum frequency of every 30 days rather than once a month.

## Don't forget about Diligent Search!

This is just a little reminder that the SWAN LSI Diligent Search Committee officially released the 2010 Diligent Search Packet in October 2010.

So far this calendar year, SWAN LSI staff have completed over 5,000 diligent searches, amounting to more than a 140% in-

crease in the numbers of searches compared with last year to this time.

The 2010 edition of the search packet was updated to provide searchers with the most current resources available to aid in finding families and resources for children. Using the search packet also helps to ensure

compliance with federal and state laws and regulations as well as other initiatives currently active in Pennsylvania.

Be sure to visit the SWAN LSI page of the Diakon-SWAN Web site to download and print your new copy!

## Almost 600 Receive AOPC Training

The next round of training by SWAN and the Administrative Offices of Pa. Courts, AOPC, on the

“Impact of Grief and Loss” will be scheduled soon and will now be available for Philadelphia. In the second round of training, 584 participants from 14 counties

were trained over two and half months. If your county has not yet received this training, please contact your SWAN regional technical assistant to schedule it.

# 2011 Winter Statewide Meeting

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## Update on the SWAN Portal

Implementation of the new SWAN portal has challenged the network. Diakon/FDR is committed to restoring the system to full functionality. A SWAN portal project team is working diligently to restore the portal system.

The team is focusing on five key areas of resolution:

- Data Issues
- Child/Family Matching
- Referrals/Invoicing
- Reporting
- Miscellaneous Issues

Diakon/FDR is committed to provide continued solutions to providers of child and family services. We embarked on this project for many reasons.

As formerly designed, the SWAN portal had multiple applications and child and family records for each SWAN program. For example, entirely separate applications existed for SWAN LSI and PAE with yet a different system for invoicing and referrals.

Each of these multiple systems and records had to be accessed in order to exchange information about the same children and families. The new single record construct offers one comprehensive record

for each child and family, which eliminates duplication and streamlines work flow. For example, like information such as address, county of custody, DOB, etc. is now hosted in one record and therefore only needs to be collected and reported once instead of every time an update or new form is generated.

Hosting information in one location also eliminates the need to navigate through multiple applications to locate information. Users can quickly pull up and view comprehensive child and family information in one place.

In addition to improved access to records and information, a new reporting mechanism is now available because of the upgrade to the SWAN portal. Data is structured so we may now see the full picture of a child or family's journey through the SWAN network. This new approach also provides better reporting and analysis of child and family data. This level of reporting will better position the network to spotlight systems and services that are working most effectively.

The old system application and platform was

aged and outdated. Maintenance was difficult and the system was becoming unstable. Updating the data system was critical to prevent system failure and a potential loss of functionality and information.

Technology changes constantly. Like with any data system or application, the SWAN portal required upgrading to be consistent with current programming technology and standards. In order to maintain a functioning and viable system, we upgraded to align the system with current industry standards.

We recognize the new SWAN portal has been challenging. However, it was crucial for the network to make this change. Diakon/FDR is committed to this project and continues to work diligently with the goal of full system restoration. As issues are encountered or additional training is needed, please contact your SWAN technical assistant.

We will continue to notify the network as items are resolved and updates are made. Thank you for your continued support and patience.

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Visit us at

[www.diakon-swan.org](http://www.diakon-swan.org)

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