



STATE OF NEW HAMPSHIRE  
 DEPARTMENT OF HEALTH AND HUMAN SERVICES  
 OFFICE OF HUMAN SERVICES  
***DIVISION FOR CHILDREN, YOUTH & FAMILIES***

Jeffrey A. Meyers  
 Commissioner

Joseph E. Ribsam, Jr.  
 Director

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April 20, 2018

His Excellency, Governor Christopher T. Sununu  
 and the Honorable Council  
 State House  
 Concord, NH 03301

**REQUESTED ACTION**

Authorize the Department of Health and Human Services, Division for Children, Youth, and Families (DCYF), to pay an annual subscription fee to the University of Kansas Center for Research, Inc. (KU) (Vendor #253972), Youngsberg Hall, 2385 Irving Hill Road, Lawrence, KS 66045, for an annual subscription to the Results Oriented Management software reporting application in the amount of \$55,000, effective July 1, 2018 through June 30, 2019. 100% Federal Funds. Funds are available in the following account for State Fiscal Year 2019:

**05-95-42-421010-29560000 HEALTH AND SOCIAL SERVICES, HEALTH AND HUMAN SVCS DEPT OF, HHS: HUMAN SERVICES, CHILD PROTECTION, OFFICE OF DIRECTOR -DCYF**

Fiscal Year	Class/Object	Title	Activity Code	Amount
2019	026-500251	Organizational Dues	4215602	\$55,000

**EXPLANATION**

The purpose of this request is to ensure continued access to updates and improvements to a subscription based software application called Results Oriented Management (ROM), that is offered to child welfare agencies across the country for data development and reporting. ROM is a web-based management reporting application with accompanying software that uses mapped data from the Division for Children, Youth and Family's (DCYF) case management system, NH Bridges, to generate a wide range of reports (see Attachment A) as well as customized reports for NH developed over the last few years or under separate contract funded by Casey Family Programs. ROM is hosted by Kansas University Information Technology servers under separate contract. It was established to bring member child welfare agencies cutting-edge information technology for performance management.

The Results Oriented Management product provides a simple and inexpensive way to access child protection and juvenile justice data. Results Oriented Management also allows quicker and better access to high quality data and provides significant time savings for staff.

The federal Administration for Children and Families and the Office of Juvenile Justice and Delinquency Prevention require states to collect and report accurate quantitative and qualitative data and ensure that data is available to the public. The Department is also required to demonstrate that the process is consistently and properly implemented across the entire state and that the process provides a clear way to identify and resolve data quality issues.

ROM is a well-tested system that was developed by the University of Kansas and is being used in many states. Originally the system was developed for the New Hampshire Department of Health and Human Services, Division for Children, Youth and Families, which was the first agency to add Juvenile Justice Services' data to that system. The Division for Children, Youth and Families' partner, Casey Family Services invested \$140,000 on New Hampshire's behalf into the initial development of the New Hampshire Results Oriented Management system. Additionally, the Department invested substantial staffing resources to ensure that the system was put in place.

ROM system provides tools that enable the Department to continuously monitor and improve the quality of the data entered into the NH Bridges computer information system. Additionally, the ROM system provides regular reports on Federal Performance measures, which are critical to the Department's compliance with federal requirements and avoidance of financial penalties. Additionally, the Department, as well as many federal and state partners, is using data at an increasing level to monitor the quality of services and continuously plan for improvements as best practices are identified.

Listed below are answers to standard questions required for Governor and Executive Council organization dues and membership approval submissions:

- 1. How long has this organization been in existence and how long has this agency been a member of this organization?**

A: ROM was developed by KU in 2005. The Division has been using ROM since 2012.

- 2. Is there any other organization, which provides the same or similar benefits, which your agency belongs to?**

A: No

- 3. How many other states belong to this organization and is your agency the sole New Hampshire state agency that is a member?**

A: There are currently 13 states that belong to this organization. To our knowledge, DCYF is the sole NH state agency that is a member of ROM. ROM is specifically developed for child welfare data.

- 4. How is the dues structure established? (Standard fee for all states, based on population, based on other criteria, etc.)**

A: There is a standard fee for the core services (which DCYF subscribes to). If a jurisdiction requests additional services, an additional charge applies.

- 5. What benefit does the state receive from participating in this membership?**

A: The Kansas University Center for Research (KU) will work collaboratively with the State of New Hampshire Department of Health and Human Services, Division for Children, Youth and Families (referenced as the Agency) to further develop, implement and maintain ROM Reports. This reporting system provides data on the Agency's child welfare program outcomes, child counts, and other performance indicators.

The annual subscription to ROM Reports will involve ongoing maintenance, support and enhancements of the ROM reporting application, and the set of routines that process data to generate reports.

KU shall provide the use of and maintenance of the ROM application software through regular update releases, and shall provide support on the use of the reporting system. Software updates are provided on a quarterly basis. Maintenance and support include the following:

*Updates* – KU shall continually update the application and data preparation routines to respond to changes in technology and upgrade the system infrastructure for improving performance.

*Fix problems* - KU shall fix data preparation routines and calculations found to be in error and problems identified in the ROM Reports application software.

*Support* – KU shall support the use of the reporting application, including:

- Technical assistance on the use of the administrative tools in the report system (over phone and webinar sessions).
- Validation of the Agency's data extract and technical assistance in troubleshooting problems.
- Advising Agency staff on mapping data to the ROM Base Working Tables and resolving mapping problems.
- Implementing changes in operational definitions in the help facility.
- Writing scripts to implement system wide changes to report labels and settings.

*Enhancements of ROM Reports and ROM Core* - KU shall provide new development of ROM Reports (application and user interface) and ROM Core (calculations for outcomes), which offer additional functionality, new reports, and new or updated features in response to requests from the Agency and other ROM sites. The development agenda is undertaken through the advisement of the ROM Leadership Council comprised of states that use the ROM reporting system. The Agency has representation on the Leadership Council.

The enhancement initiatives below are identified as upcoming priorities. These are being planned in accordance with available resources and may include the following:

- Add new reports on placement status.
- Enhance data exception reports.
- Clarify time related drilldowns.

- Develop caseworker spreadsheet.
- Develop Multi-level crosstabs.
- Create flexible Unit levels.
- Integrate new AFCARS and NCANDS fields.
- Enhancing emailing of dashboard reports.

**6. Are training or educational/ research materials included in the membership? If so, is the cost included? Explain in detail.**

A: ROM has training tools built into their website. Additionally, the ROM staff offer a variety of online educational opportunities throughout the year designed to familiarize agency administrators with the principles of data analysis and their application to continuous quality improvement. They also offer various training opportunities through ROM Leadership Council, which meets quarterly and consists of users from all participating entities. The cost of training opportunities described above is included in the subscription cost.

**7. Is the membership required to receive any federal grants or required in order to receive or participate in licensing or certification exams? Explain.**

A: Membership provides data regarding critical program outcomes that is used to support a number of grant requests for state agencies as well as community partners! Outcome data from this membership is also used to compare state performance on key indicators to national data, as well as for internal quality improvement efforts. Adequate performance on these indicators and demonstrated quality improvement is necessary to avoid financial penalties resulting from federal reviews.

**8. Is there any travel included with this membership fee? Explain in detail any travel to include the number of employees involved, the number of trips, destination if known and purposes of membership-supported trips.**

A: No travel is included with this membership fee.

**9. Which state agency employees are directly involved with this organization? (Indicate if they are members, voting members, committee members, and/or officers of the organization.)**

A: There are number of employees that have user accounts and use the data on an ongoing basis, however, the state agency employees are not directly involved with this organization. DCYF's Data Team participate on bi-weekly calls to ensure data accuracy and integrity, and in the quarterly ROM Leadership Council, for purposes of identifying new and updated reports. No employees have any legal or financial relationship with ROM or Kansas University.

**10. Explain in detail any negative impact to the State if the Agency did not belong to this organization.**

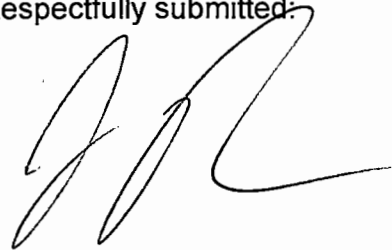
A: Should the Governor and the Executive Council not approve this request, the Division would be unable to access the most current Child Welfare strategies for performance management and improved outcomes for the children and families of New Hampshire. Additionally, DCYF would not have access to data regarding its

performance on key federal indicators, and data regarding critical program outcomes that are used to inform management decisions and for continuous quality improvement, as well as to support a number of grant requests for state agencies and community partners. Furthermore, without access to this product, the Division for Children, Youth and Families will require additional resources to ensure compliance with all the mandated requirements using a manual system and may incur financial penalties from the Administration for Children & Families.

Geographic Area: Statewide

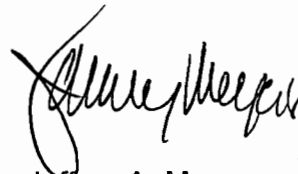
Source of Funds: 100% Federal

Respectfully submitted:



Joseph E. Ribsam, Jr.  
Director

Approved by:



Jeffrey A. Meyers  
Commissioner

**FIXED PRICE AGREEMENT**

Following execution of this Fixed Price Agreement by both parties, the following terms and conditions will apply. Any modifications, additions or deletions to the following terms and conditions shall be in writing and agreed to by both parties.

This Agreement, effective July 1st, 2018, by and between the University of Kansas Center for Research, Inc. (KUCR) and the State of New Hampshire Department of Health and Human Services (hereinafter referred to as the Sponsor), is made under the following terms.

Sponsor recognizes that KU's mission is to publish and disseminate research results developed under sponsored research projects. Either Party's proposed publications related to the Project, whether intended to be in writing or by oral presentation, shall be submitted for review by the publishing Party to the other Party ("Reviewing Party") at least sixty (60) days prior to submission to third parties. The Reviewing Party shall determine whether any of its Confidential Information, including trade secrets, is included in the proposed publication. The Reviewing Party may reasonably require that its Confidential Information be removed from the proposed publication. The Reviewing Party shall make such determination within thirty (30) days of receipt of the proposed publication. However, in no event shall publication be delayed more than ninety (90) days after receipt of the proposed publication by the Reviewing Party.

Nothing in this agreement shall be construed to limit the freedom of researchers who are participants in this agreement, whether paid under this agreement or not, from engaging in similar research inquiries made independently under other agreements with other parties.

KUCR agrees that the information provided to the Sponsor under this agreement will be reasonably accurate in accordance with scientifically accepted standards. KUCR disclaims all warranties including all implied warranties of merchantability and fitness for a particular purpose.

KUCR is an independent contractor and shall not act as an agent for the Sponsor, nor shall it be deemed to be an employee of the Sponsor for any purposes whatsoever. The Sponsor shall not enter into any agreement nor incur any obligations on behalf of KUCR nor commit KUCR in any manner without the prior written consent of KUCR.

The Sponsor will not use directly or by implication the name of the University of Kansas Center for Research, Inc. or the name of any employee of the University of Kansas or KUCR for any endorsement, publicity or advertising of any nature, unless copy is submitted and written approval of the Chancellor of the University of Kansas is obtained prior to the disclosure of any such endorsement, publicity or advertising. Acknowledgement of funding or sponsorship in a factual statement is not prohibited by this clause.

The project shall extend for a period of 12 months, beginning on July 1, 2018, and continuing through June 30, 2019.

Either party may terminate this project upon 30 days written notice to the other party. In the event of termination prior to completion of the project, KUCR shall be paid for all costs and noncancellable obligations incurred prior to the date of termination.

The total cost for this fixed-price project, outlined in Attachment A to this Agreement, is \$55,000. Payment shall be made in full by Sponsor following receipt of KUCR's invoice.

<b>Invoices shall be sent to:</b>	<b>Check(s) shall be made payable to and sent to:</b>
Sponsor name: New Hampshire DHHS – Division for Children, Youth & Families	University of Kansas Center for Research, Inc.
Contact Name: Allison Parent	Attn: Accounting Services
Address: 129 Pleasant Street	2385 Irving Hill Road
City, State, Zip: Concord, NH 03301	Lawrence, Kansas 66045-7568
Email Address: Allison.Parent@dhhs.nh.gov	

In witness whereof, the State of New Hampshire Department of Health and Human Services and the University of Kansas Center for Research, Inc., have executed this agreement as of the date first above written.

**STATE OF NEW HAMPSHIRE DEPARTMENT OF HEALTH AND HUMAN SERVICES**

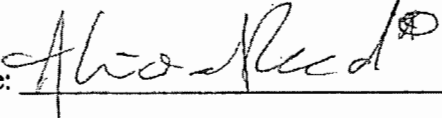
Authorized Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

**UNIVERSITY OF KANSAS CENTER FOR RESEARCH, INC.**

Authorized Signature: 

Alicia M. Reed  
Director, Research Administration

Date: 2/20/2018

## ATTACHMENT A

# Scope of Work - ROM Subscription State of New Hampshire FY 2019

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The Kansas University Center for Research (KU) will work collaboratively with the State of New Hampshire Department of Health and Human Services, Division for Children, Youth & Families (referenced as the Agency) to further develop, implement and maintain ROM Reports. This reporting system provides data on the Agency's child welfare program outcomes, child counts, and other performance indicators.

The following is the SFY 2019 Scope of Work for an annual subscription to ROM Reports. The ROM Reports subscription involves ongoing maintenance, support and enhancements of the ROM reporting application and the set of routines that process data to generate reports. ROM Report Site Hosting and Site Specific Services are covered under a separate contract.

### ROM Reports

**Provide, maintain, and support current ROM Reports system** - KU shall provide the use of and maintenance of the ROM application software through regular update releases, and shall provide support on the use of the reporting system. Software updates are provided on a quarterly basis. Maintenance and support include the following:

Updates – KU shall continually update the application and data preparation routines to respond to changes in technology and upgrade the system infrastructure for improving performance.

Fix problems - KU shall fix data preparation routines and calculations found to be in error and problems identified in the ROM Reports application software

Support – KU shall support the use of the reporting application, including:

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- Develop caseworker spreadsheet
- Develop Multi-level crosstabs
- Create flexible Unit levels
- Integrate new AFCARS and NCANDS fields
- Enhancing emailing of dashboard reports

### **Site Specific Services**

Site specific services will be provided as requested by the Agency. An allocation of 50 hours will be available for use during the year and will be tracked in a document accessible to the Agency ROM site administrator. The following are general areas that KU ROM staff may provide site specific services.

**Develop new or modify existing reports** - Provide new reports or modify existing reports to meet the emerging needs of Agency staff.

**Add or modify data fields for drilldown/filter/crosstabs** – Add to and modify drilldown fields, filters and crosstabs to meet analytic needs of the Agency.

**Customize ROM Reports application** - Customize and upgrade the ROM Reports application as needed that is over and above the enhancements noted above.

**Maintain customizations in ROM updates** – Additional testing and changes may be required when implementing ROM Core software updates to confirm that existing site customizations function as expected.

**Mapping** – Mapping of site specific data from state sources into the ROM Base Working Tables as needed.

**Provide ad hoc analysis or consultation** - ROM will provide or assist with ad hoc analysis as requested by the Agency to help answer numerous questions posed by staff, state legislators, and other state and community officials. This can involve an ad hoc analysis that provides data on questions of interest, filling out a needed report, or validating other reports or analysis provided by someone else.

**Training and Technical Assistance** - ROM staff will provide training and technical assistance over and above the regular support provided noted above. Such assistance may include:

Consult with Agency staff - ROM staff persons are available for consultation on a range of topics related to the analysis and interpretation of the data provided. A set of calculated tables will be maintained in ROM that may be used for research purposes or ad hoc reporting. These calculated tables constitute a longitudinal dataset that provides prepared

analytic data in a format that is well suited for conducting outcome and process reporting and analysis.

Provide Training and Technical Assistance – Training of Agency staff on the use of ROM. These additional training and consultation services are largely done through phone, webinar and email contact.

Administer the application – ROM staff will make administrative changes in ROM Reports settings in accordance with Agency needs as requested. This includes changes to drilldowns (e.g. revising the name and order of drilldowns), filters (e.g. selecting what filters, order of filters), crosstabs (e.g. which ones), or any of the many report settings that are requested.