

Child Welfare System Interim Study Committee

County Presentation on Trails
August 22, 2023

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Trails - Colorado's Child Protection System

- Similar to 911
- Current and historical information
- Lack of functionality
- Challenges of 2 systems - Legacy and Modernization
- System outages



Impact of Outages



URGENT SERVICE IMPACT

Outages put family and caseworker safety at risk

Lack of information to determine level of involvement

Loss of productivity across the system.

Trails Caseworker Experience and Functionality

Typical day working within Trails

- Inability to log in (must regularly clear out cookies)
- Toggling between systems and lag times
- Rework when data is lost/lack of trust in the system
- Inability to upload documents (3rd system)

Impacts

- Hinders access to necessary information—impact on quality of casework and safety/decision making
- Workload (detracts from time that could be spent with families)
- Morale

County History of Advocacy

“The problems outlined in the paper are more than an ‘inconvenience to our operations.’ They are crippling our work and putting the safety of children and families at risk.” County Letter to CDHS, October 2018

“Counties are supportive of ongoing Trails improvement efforts and hopeful that CDHS' FY22 funding request for Trails enhancements and procurement support as a part of the R-02 Family First decision item will help support this work. However, we believe these efforts are insufficient to address the long-standing and ongoing challenges regarding Trails in a timely manner and would like to request prioritizing expanded efforts to address these concerns.” County Letter to CDHS, December 2020

“It has come to our attention that the Trails Modernization System has not been functioning correctly since February 8th. We implore OIT and CDHS to act with urgency in addressing the lapses with Trails. These problems are not only obstructing our workload but are putting the safety of children and families at severe risk.” County Email to CDHS, February 11, 2021

“Child welfare caseworkers have been required to manage their work in two different systems for over 3 years. The system is not only inefficient, but also creates more risk for inaccuracies in data collection and reporting.” County Letter to JBC, February 2022

County Recommendations for Trails Improvements

- An assessment of whether we have adequate resources for the Trails system for both the current year and long term.
- A completion deadline for Trails Modernization.
- An adequate and up-to-date backup system for when there is an outage.
- Improved functionality.





Thank you!

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