

April 23, 2026

Duke Storen  
Commissioner  
Virginia Department of Social Services  
5600 Cox Road, Glen Allen, VA 23060



# Family & Children's Trust Fund

Dear Commissioner Storen,

On behalf of the FACT Board of Trustees, I congratulate you on your recent reappointment as Commissioner for the Virginia Department of Social Services. We value the partnership we've built and look forward to continuing to work alongside you in support of Virginia's children and families.

As part of our role advising VDSS on the prevention of child abuse and family violence, the Board would like to share its perspective on an issue we believe is foundational to strengthening the Commonwealth's child welfare system: the procurement and implementation of an updated child welfare information system (CWIS).

For several years, the Department has had access to funding to procure a new CWIS; however, implementation has not yet moved forward. While procurement efforts have been initiated, changes along the way have contributed to delays. As you know, the current system, OASIS, is decades old and no longer aligned with the needs of today's child welfare environment. It continues to place an administrative strain on an already stretched workforce and limits the Department's ability to consistently capture and use data in ways that fully support both casework and system-level decision-making.

Findings from FACT's Child Abuse and Neglect (CAN) Advisory Committee further illustrate the impact of these limitations. Through its [recent research on child fatality investigations and reviews](#), the Committee observed significant variation in OASIS documentation—from detailed and comprehensive case histories to instances of minimal or inconsistent information. These records are critical to frontline response and to the integrity of fatality review processes. When data is incomplete or inconsistent, it becomes more difficult to fully understand cases and to strengthen prevention efforts over time. As reflected in the [Committee's report](#), modernizing this system represents an important opportunity to support both workforce effectiveness and improved outcomes.

In addition, FACT is restating our [request](#) to VDSS to remain engaged in this work by including the CAN Advisory Committee Co-Chairs in conversations related to outcome measurement for a future system. As a [Citizen Review Panel](#), the Committee maintains ongoing visibility into VDSS data, guidance, and policy through quarterly updates and contributes recommendations via our [annual report](#) to strengthen Virginia's child welfare approach. We believe this perspective can be helpful in shaping outcome measures that are both meaningful and practical.

We appreciate your leadership and your continued commitment to this work. FACT remains a willing partner and resource as these efforts are moving forward, and we are available at any time should it be helpful to connect further.

Sincerely,

Season Roberts, Chair  
FACT Board of Trustees

Cc: Kristin Zagar, Chief Deputy Commissioner  
Ryan Kelly, Deputy Commissioner of Policy and Administration