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The MiSACWIS Team (Michigan Statewide Automated Child Welfare Information System) is excited to share the second quarterly MiSACWIS newsletter, dated August 1, 2012.

MiSACWIS is a comprehensive automated case management system that will be used by DHS and private agency providers to record case management activities and information in a single, unified system of record.

The MiSACWIS newsletter is just one of a variety of methods the project communicates with key stakeholders. The newsletter is a way to keep people informed about the project status and updates, in addition to preparing field staff for statewide implementation.

Newsletter topics include:

- MiSACWIS Statewide Implementation Date
- MiSACWIS Simple Solutions for Complex Work...
- Changes to CPS Emergency Removals
- MiSACWIS Training
- MiSACWIS Summit
- Meet the new MiSACWIS Team Members
- Frequently Asked Questions
- Tips on How to Prepare for MiSACWIS
- Recent Updates to the MiSACWIS Website

For regular updates on the MiSACWIS project, please go to the MiSACWIS website at <https://www.mdhs.michigan.gov/misacwis/>

The "log in" is the same as each person's SWSS or SWSS Web user ID and password.

A user ID and password may be obtained following submission of a completed and signed DHS 60 that requests read-only access to SWSS (DHS) or SWSS Web (private agencies). Note: Only those persons with a legitimate work need for SWSS or SWSS Web will be granted access.

State Of Michigan

MiSACWIS

Michigan Statewide Automated Child Welfare Information System

362 Days Until Statewide Implementation

Article Date:
August 1, 2012

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Special points of interest:

- MiSACWIS — Designed by workers, for workers
- We are putting workers' needs at the center of our design
- A new MiSACWIS video with Director Corrigan and Children's Services Administration Director Steve Yager is now available on the MiSACWIS Website

MiSACWIS Statewide Implementation Date

The modified settlement agreement contains two key dates for the MiSACWIS application: October 2012 for the initial pilot of the application and October 2013 for statewide implementation.

Both dates will be met.

In fact, the MiSACWIS project team expects to beat the second date by several months and roll out the application to all counties in the summer of 2013.

The MiSACWIS project just released the latest in a series of videos to keep you informed. In the video, Director Maura Corrigan speaks about how MiSACWIS will, "Fundamentally change how we do business" and how this project will positively improve

the lives of child and families in our community. Steve Yager provides an overview of a few key benefits MiSACWIS has to offer DHS field staff, private agencies, and the courts. He also addresses the correlation between MiSACWIS and the modified settlement agreement. A link to the video is located on the MiSACWIS Website.

Throughout this newsletter you will read about how the MiSACWIS project is engaging people from the field to ensure we are building a quality product that is both usable and meets the demands of the field. In this edition, we introduce 11 more field staff who have recently joined the project to build 'your' system. This is in addition to the 13 workers and supervisors who have

been part of the project since the initial design sessions. These individuals bring experience and knowledge about the real work of the department and then translate that into a system that supports best practices.

This newsletter also highlights the recent success of the MiSACWIS Summit where DHS directors, private agency directors, MiSACWIS liaisons, and other executives came together to discuss various aspects of the system.

MiSACWIS is coming.

It is getting built by people like you. Mark your calendars, stay engaged, and get prepared.

Jeff Kuhlman, MiSACWIS Project Manager

MiSACWIS, Simple Solutions for Complex Work...

Ask a worker in Michigan children's services to describe how their current child welfare system works and they may use the descriptors: slow and limited. They may discuss manual counts of caseloads and endless, redundant data entry because there is no standardization.

Michigan is not an island when it comes to lagging in the child welfare technology arena. While the private sector has been transformed by the web-based technology revolution of the 1990s, the federal SACWIS requirements have lagged for decades, requiring caseworkers to spend over half of their time on data entry while maintaining parallel paper documentation. The chasm between policy practices and technology is deep and wide.

Design is a major concern in the development of an effective SACWIS. Historically, technology decisions in human services were made solely by technologists, to the exclusion of functional experts and daily users. The resulting systems rarely consider workflows and were not intuitive. The design process did not allow for collaboration; the system simply added to the work of front-line workers rather than helping them accomplish tasks more effectively and efficiently.

What's different about Michigan's SACWIS development?

The DHS has invested in a new SACWIS, placing workers' needs at the center of our design process. The MiSACWIS project has devel-

oped a tool that features a modern, design that better aligns with the day-to-day flow of casework. MiSACWIS is progressive in its user-centric design, allowing for the easy and immediate entry and retrieval of real-time data from a variety of mobile devices for both caseworkers and administrators. Two simple innovations from the design standout in Michigan's SACWIS: court integration and the mobile worker applications. These processes will help front-line caseworkers maximize their job efficiency by marrying common sense design with technical performance. MiSACWIS is a mobile and flexible platform where workers and supervisors will be able to work together in teams and share information confidentially.

Laurie Johnson, MiSACWIS Business Director

Changes to CPS Emergency Removals

The governor recently signed into law Senate Bill 320 which modifies child protection removal proceedings. The new law heightens the standards required to place a child into foster care, and creates a clear procedure for emergency removals by law enforcement and Department of Human Services staff. The law also requires that the DHS worker obtain a written order by a judge or referee authorizing the removal of a child from his/her home.

The DHS worker must submit a written petition or affidavit of facts requesting placement into foster care to the designated judge or referee.

Because of the legislative change, the MiSACWIS project staff, in conjunction with the Court Special Integration Project work group members, are beginning detailed design sessions to automate this emergency removal process. The design will include an electronic

petition to the court along with a process for a judicial electronic signature to authorize the after-hours removal of a child. Participants in the design sessions will include children's protective services and foster care staff, program and policy office, court personnel and other MiSACWIS project staff. This functionality is one more way MiSACWIS is going to fundamentally change the way we do business.

MiSACWIS Training

MiSACWIS users will be trained prior to statewide implementation. MiSACWIS training is designed to prepare users with multiple learning opportunities so they become independent users.

A blended learning approach is the concept that learning takes time and users will need multiple learning opportunities to learn the application.

DHS and private agency staff will attend classroom training, consisting of a sys-

tem overview and targeted self-paced exercises for their specific job functions. Finally, local office/agency experts will provide support, along with the MiSACWIS Helpdesk staff.

The training team consists of people from the MiSACWIS contractor and DHS training and project employees.

Team goals are to prepare users to perform their job duties in MiSACWIS at time of statewide implementation, deliver "just in time" training, and educate users on the blended learning approach.

MiSACWIS just in time training means it will be provided as close to implementation as possible to minimize the gap between learning and using the application.

Just In Time Training

- ◆ Pilot counties will receive training prior to October 29, 2012
- ◆ Local Office Experts - Four-day training, approximately 75 days prior to statewide implementation
- ◆ Statewide Training - Two-day training, approximately 45 days prior to statewide implementation

With the change in the statewide implementation date, training dates will shift:

- Pilot counties will receive training prior to the pilot implementation date in October 2012;
- Local office experts will receive training approximately 75 days prior to statewide implementation.
- Statewide training will take place about 45 days before statewide implementation.

tem overview and targeted self-paced exercises for their specific job functions.

After classroom training, there will be a variety of support tools available to

As the specific training dates, times and locations become available, the MiSACWIS project staff will post the dates to the MiSACWIS website and JJOLT.

MiSACWIS Summit

On May 1, 2012 the MiSACWIS team hosted an all-day event for county and private agency directors along with their chosen MiSACWIS liaisons; approximately 300 people attended. The summit was targeted toward MiSACWIS preparation, implementation and post-support activities.

The summit began with the executive kickoff where Director Maura Corrigan, Chief-Deputy Director Duane Berger, DTMB Chief Information Officer David Behen, Honorable Judge Gregg Iddings, Janet Reynolds

Snyder, Michigan Federation for Children and Families, and Children Services Administration Director Steve Yager shared their enthusiasm and support for the MiSACWIS project. During the kickoff, additional participants included State Court Administrators Office staff, judges and attorneys from throughout the state, along with individuals from DTMB.

During the all-day summit, directors and liaisons participated in seven concurrent sessions that included information on training and the responsibilities of the directors and

liaisons in communicating with their staff about the project. The summit included a demonstration of the MiSACWIS application and the MiSACWIS website was unveiled.

Thank you to all those who participated and helped make the event a success. It was an exciting demonstration of the shared commitment from DHS, DTMB and private agencies to deliver a system that truly enhances the services provided to the children and families in Michigan.

Meet the New MiSACWIS Team Members

The MiSACWIS project is scheduled to begin testing the MiSACWIS application in August 2012. This is an essential step prior to pilot in October 2012 and statewide implementation in the summer of 2013. The MiSACWIS project is committed to providing a quality product. Caseworkers from the field were recruited specifically to thoroughly and extensively test the application. On June 4, 2012, eleven first-line caseworkers joined the MiSACWIS Team.

Darryl Bonner hails from Wayne County, the Western Wayne district. He has seven years with the state of Michigan along with a combined 23 years' of children's services experience that includes CPS, independent living, and foster care.

Beverly Bowsher's one year of experience in Calhoun County includes CPS and intake.

Denise Iveson has four years' experience as a foster care specialist in Saginaw county.

Tracey Manning comes to the MiSACWIS testing team from the county of Wayne, the North Central office. Tracey has four years' of experience with the State of Michigan.

Sharmika March brings nine years' of foster care experience from Jackson County. She also worked in the private sector for Starr Common Wealth.

Hollie Panavas brings four years' of experience as a foster care specialist in Oakland County.

Lori Parks was working at the Western Wayne district office in Wayne for one year as a foster care specialist prior to joining the MiSACWIS project.

Cyne'tha Rush joins the team from Wayne County, the North Central office. Cyne'tha has one year experience as a foster care specialist.

Rebecca Torrez has been a CPS worker in Saginaw county for the past four years.

Shevonne Trice comes to the MiSACWIS project from Wayne County, the South Central office. She has three years' of experience as a foster care specialist and six months as a CPS specialist.

Jeannine Washington has been a foster care specialist for four years in Wayne County at the South Central office.

Welcome MiSACWIS testers.

"Eleven first-line caseworkers joined the MiSACWIS Team."

"What can we submit to the MiSACWIS website?"

Frequently Asked Questions (FAQs)

The MiSACWIS team received a variety of questions about the MiSACWIS website and the MiSACWIS communication procedures. Below are just a few of the questions.

Q: SharePoint is the "go-to" spot for child welfare information. Is there any way the same information can be posted on the two different sites or at least have links between the two websites?

A: The MiSACWIS website allows both DHS and private agency staff access to the same information. SharePoint is only available to DHS staff. The MiSACWIS liaison should be checking the MiSACWIS website for updates. MiSACWIS staff posts new information to the website on a regular schedule.

Q: What can we submit to the MiSACWIS website?

A: The MiSACWIS website is different from the MiSACWIS application. Only MiSACWIS project staff upload docu-

ments to the MiSACWIS website. If DHS or private agency staff have suggestions for the MiSACWIS website, their MiSACWIS liaison may submit this information to the MiSACWIS project staff.

Q: Are we ready to share web access to workers to view information on the MiSACWIS project?

A: The MiSACWIS website is available to anyone with a SWSS or SWSS web user ID and password.

The ongoing list of FAQs is available on the MiSACWIS website at: <https://www.mdhs.michigan.gov/misacwis/>

Tips on How to Prepare for MiSACWIS

The **MiSACWIS liaison** is the critical link between the project and each agency. The main goal of the liaison is to work with the project to ensure their agency is prepared and in the best position to switch applications at statewide implementation. Being prepared means people in the field are ready for the transition; are informed, know what to expect with MiSACWIS, and have received MiSACWIS training. Continued communication between the liaison and their co-workers is crucial.

The **local office/agency expert (LOE)**

will also play a crucial role in the MiSACWIS project. The LOE is responsible for providing application support to their co-workers just prior to and throughout the statewide implementation. Next year, the MiSACWIS team will send out communication to each agency director with information on

"The LOE is responsible for providing support to their co-workers just prior to and for the long-term after statewide implementation."

the local office expert role and the criteria for selection. The number of LOEs assigned to each agency will be based on size; each one will receive additional training to help support their agency. Those interested in supporting the MiSACWIS project as the local office/agency expert should speak with their direct manager.



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We're on the Web!

[https://
www.mdhs.michigan.gov/
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MiSACWIS

Michigan Statewide Automated Child Welfare Information System

Title IV-E of the Social Security Act mandates the requirements and specific rules for each state's computer application. SWSS is Michigan's current computer system. In order to receive federal funding, each state is required to implement a federally compliant SACWIS. Michigan chose MiSACWIS as the title of the application (pronounced 'My-SACWIS.'). MiSACWIS will replace SWSS/SWSS Web.

The Michigan Children's Rights Settlement (Dwayne B. v. Rick Snyder), also known as the consent decree and modified settlement agreement, states: "By October 2012, DHS shall implement a pilot of the SACWIS." In accordance with this ruling, Michigan must comply with this and many other requirements.

Unisys is contracted to design, develop, and implement MiSACWIS in conjunction with the Michigan departments of Human Services and Technology, Management & Budget.

There are a variety of individuals designing, developing, and implementing MiSACWIS. They include subject matter experts from the field (DHS and private agencies), DHS Bureau of Child Welfare, State Court Administrative Office, Bureau of Children and Adult Licensing, DTMB, and other key stakeholders.

Recent Updates to the MiSACWIS Website

A variety of information was posted to the MiSACWIS website over the past few months. These updates include:

MiSACWIS Video

The second in a series of videos designed to update stakeholders on the project. Director Corrigan, Steve Yager and several MiSACWIS field staff speak to the importance and the benefits of the application.

MiSACWIS Summit Materials

The MiSACWIS team hosted a summit on May 1, 2012. During the event participants attended six small sessions that focused on specific aspects of the project. The information shared during the sessions is now available in the Communications navigational tab. The topics include *Post-Implementation Support*, *MiSACWIS Training*, *the liaison and director presentations*, *Change Management*, and *Implementation Readiness*. The MiSACWIS project team is working on producing a video of the MiSACWIS demonstration.

MiSACWIS Summit Takeaways

A handful of documents were provided to summit participants that present an overview of four specific topics including:

1) *Implementation Schedule*, 2) *Training Overview and Support Tools*, 3) *How do we ensure the field is ready?* and 4) *MiSACWIS Application Support*. These documents are available in the Communications tab and are titled Summit Takeaways.

The MiSACWIS Team Talks About the Project

The MiSACWIS project has a combined 13 case managers and supervisors from county offices to ensure Michigan's business process is captured within the application. These 13 team members participated in a video called "The MiSACWIS Team Talks About the Project." During the video each person shares a few of the several benefits of MiSACWIS. The video link is available in the Announcement tab under the Wednesday, May 9, 2012, posting.

MiSACWIS Liaison List

Each county and agency director was asked to assign a specific individual as the agency's MiSACWIS liaison. The liaison is the critical link between the project and each agency. This person is responsible for communicating with project staff and ensuring individuals impacted by MiSACWIS receive frequent updates. Therefore, questions and comments from each agency should be

filtered through the assigned liaison. To find out your liaison, please select the MiSACWIS liaison list in the Communications tab.

Frequently Asked Questions

The project receives questions about MiSACWIS on a regular basis. In order to make the question and answer document more user friendly, the document was separated into four categorized documents; 1) General Design, 2) Post Support, 3) Pre-Implementation, and 4) Technical-Equipment, Network. The most recent documents contain questions from the MiSACWIS Summit. These four documents are available under the Frequently Asked Questions tab and are updated on a monthly basis.

Calendar Updates

The website has a calendar feature that captures MiSACWIS events. The monthly liaison phone calls and monthly DHS and private agency supervisor calls facilitated by Fields Operations Administration are identified on the calendar. As additional scheduled events become available, they will be posted to the calendar.