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The MiSACWIS Team (Michigan Statewide Automated Child Welfare Information System) is excited to share the third quarterly MiSACWIS newsletter, dated December 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 uses to communicate 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.

Key articles in this newsletter include, but are not limited to:

- An article by Jim Gale, Director of the Bureau of Children and Adult Licensing;
- A summary of Ingham County's involvement in pilot;
- An article by Vickie Thompson Sandy, Director of Lutheran Social Services of Michigan, about their participation in the MiSACWIS project;
- A Court System Integration Project (CSIP) update.

For regular updates on the MiSACWIS project, please go to the MiSACWIS website at <https://www.mdhs.michigan.gov/misacwis/>. To access the website, DHS and private agency staff use their 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

240 Days Until Statewide Implementation

Article Date:
December 1, 2012

INSIDE THIS ISSUE:

Ready, Set, Go...MiSACWIS will be here in 2013	1
MiSACWIS Pilot a Collaborative Effort	1
LSSM: One of Eight Private Agencies Piloting MiSACWIS	2
MiSACWIS Will Capture CPS Emergency Removals	2
The Training 4 1 1: Will I Know It All?	2
Meet the MiSACWIS Team Members	3
Frequently Asked Questions (FAQs)	3
Tips on How to Prepare for MiSACWIS	3
Recent Updates to the MiSACWIS Website	4

Special points of interest:

- MiSACWIS Pilot: Began as scheduled and involves both DHS staff and private agency partners.
- CPS emergency removals will be incorporated in MiSACWIS with judges and referees authorizing the removal petition.
- The minimum and preferred requirements to use MiSACWIS are now available on the MiSACWIS Website.

Ready, Set, Go...MiSACWIS will be here in 2013

By Jim Gale
BCAL Director

As you all should have heard by now, MiSACWIS will be the single, statewide system for child welfare in Michigan – both DHS and contracted private agency staff will use MiSACWIS to document case activities. Contracted child-caring institutional staff will also use MiSACWIS to validate payments. The Modified Settlement Agreement (MSA) and adherence to federal requirements are compelling the design, development and implementation of the new system.

To prepare for its launch, the MiSACWIS project staff is work-

ing to make sure users have an optimal experience when accessing the new application. The MiSACWIS project staff released Informational Memorandum (IM) 12-138 *MiSACWIS Requirements* to inform private agencies and child-caring institutions of the minimal and preferred computer hardware and software requirements for MiSACWIS. This memorandum can be found on the MiSACWIS Website. Current DHS computers meet the requirements.

Due to the highly sensitive nature of child welfare data, foster care and juvenile justice program office staff are revising the private agency foster care, adoption and residential contracts to meet the required security and privacy standards that

are set forth in federal and state laws and regulations. For example, full-system virus scans will be required on a monthly basis; quick scans or real-time scans will not meet this requirement. The program offices will send out the draft contractual language in the spring of 2013. The updates will be in place by next summer, prior to statewide implementation.

Many ongoing activities will help prepare everyone for the MiSACWIS implementation. The MiSACWIS project staff will continue to communicate with the MiSACWIS liaisons, along with directors and supervisors, on the necessary preparations.

MiSACWIS Pilot a Collaborative Effort

Even though the MiSACWIS application isn't scheduled to roll-out statewide until late summer 2013, the first MiSACWIS pilot was launched successfully on October 29, 2012.

This first pilot provides participating DHS and private agencies a unique opportunity to get an advanced preview and hands-on experience with the application in a safe and controlled environment. Ingham County Child Welfare Director Zoe Lyons is the primary host for the pilot as the three participating private agencies in Ingham meet at the DHS office on specific days to participate.

Lyons, in addition to the directors for each of the private agencies, has collaborated with the MiSACWIS project over the last four months to get ready for this

pilot. Most of the work has focused on preparing staff for the change of transitioning to a new application. Key focus areas have included helping pilot participants understand the importance of MiSACWIS, including the reasons for the change and the benefits of a statewide application.



In addition to managing any emotional reaction and resistance associated with transitioning to any new system, the MiSACWIS project worked in parallel to ensure that pilot participants were ready, willing, and able to use MiSACWIS.

- **Ready** – Pilot participants accept that the transition to MiSACWIS is inevitable and they are ready to embrace the change.

- **Willing** – Participants understand the need for change, recognize the benefits, and are willing to participate in the pilot with an open mind and a desire to learn and communicate.

- **Able** – Participants have been trained and have the knowledge to begin using the application.

This first MiSACWIS pilot is the next step toward ensuring that DHS and private agencies can work together in a single, statewide, comprehensive tool that supports the way child welfare is performed in Michigan.

The MiSACWIS project team thanks DHS and the private agency workers and supervisors who have committed to participate in the MiSACWIS pilot. A special thanks goes out to the directors who volunteered their committed and knowledgeable staff.

Lutheran Social Services of Michigan - Just One of Eight Private Agencies Piloting MiSACWIS

By Vickie Thompson Sandy
Lutheran Social Services Director

As a statewide foster care organization, Lutheran Social Services of Michigan (LSSM) is ready for roll-out of MiSACWIS. The Child and Family Division is anxiously awaiting the implementation of this web-based program. We have been pleased with the level of involvement LSSM had in the planning of the program and the sufficient time allowed to test our equipment for compatibility.

LSSM has been active in all levels of MiSACWIS planning from the initial focus groups, to the Kick-off Summit and the current pilot. We feel this participation has allowed us an "inside view" of the efficiencies that will be experienced when everyone in child welfare is working with the same system. The fact that expert users from all areas have been involved with the development of MiSACWIS gives us confidence that there will be built-in efficiencies allowing our workers to focus more of their time helping children

and families and less on entering data.

We look forward to the day when reports do not have to be mailed, faxed or scanned for distribution but can be read in real-time by those who need access to the information. It is exciting that the courts have also been involved in the development of MiSACWIS. The potential of serving children and families as effectively as possible through open access to information makes MiSACWIS very attractive to private organizations. The ability to access real-time data will allow for faster assessments of families' needs, keeping children safe and assisting in overcoming barriers that allow children to linger in care longer

than necessary.

The next step in the process of a joint private and public system is testing of compatibility for assignment of cases, as well as the ability for private organizations to pull data for case oversight. The system must be able to provide private organizations with data, (such as: timeliness of reports, children in care, length of stay), to allow review of the quality of service and adherence to goals.



We hope the system will allow private agencies to access all levels of data including the ability to benchmark our work against others in the state. LSSM welcomes the accountability and transparency offered in MiSACWIS, for our mutual goal of keeping children safe and finding the most desirable path to permanency.

MiSACWIS Will Capture CPS Emergency Removals

In early September, key members of the MiSACWIS project and the Court System Integration Project (CSIP) convened in detail design sessions. These sessions identified how MiSACWIS will comply with Senate Bill 320, which requires that DHS workers obtain a written and signed removal order prior to removing a child from a home in after-hours emergency situations.

The two-day session included judges, referees, court administrators, DHS analysts, and participants from the State Court Administrative Office.

The participant-identified solution will allow DHS workers to record the removal petition in MiSACWIS. When it is finalized and submitted to the court, it will automatically be viewable by authorized court officials in two ways:

- 1) It will be available in MiSACWIS so that the judge or referee can sign into MiSACWIS and view the petition.
- 2) The petition will automatically be emailed to the appropriate after-hours email address for the county of jurisdiction.

By making the petition electronically available, it will allow the judge or referee to respond in a more timely manner. If the petition is accepted and approved, the judge or referee can either attach the signed court order to the case record within MiSACWIS or email the signed order to the worker who submitted the petition.

The MiSACWIS project expects this functionality to be available at statewide implementation.

The Training 4 1 1: Will I Know It All?

Never fear, nobody expects you will "know it all" the day MiSACWIS goes live. Mastering a statewide system is a process. Following a straightforward recipe will create independent, self-sufficient users.

Simply take one part introductory web-based training, add an action-packed two-day training session

topped with role-specific exercises, and sprinkle in a heavy dose of online help resources and a dash of supporting local office/agency experts.

The recipe is flexible yet focused, providing multiple support tools to continue learning and moving forward. Proficiency is incremental. Blending training ap-

proaches allows you to grow and sustain knowledge, skills, and abilities over time. Success is yours to grab!

Next up: All you ever wanted to know about MiSACWIS web-based training

Meet the MiSACWIS Pilot Team Members

MiSACWIS pilot is an opportunity for Ingham County and eight private agency staff to learn the application. During pilot sessions, participants receive onsite support from the very same individuals who have field experience and assisted in the design of the MiSACWIS application. In this article you will read about four of the eight onsite support staff who are assisting the field during pilot.

Aaron Clum joined the MiSACWIS team with two-and-a-half years experience as a Children’s Protective Services (CPS) worker from Genesee County. In addition to Aaron’s experience as a CPS worker, he also worked at Whaley Children’s Center as a youth counselor. Aaron was involved in the development of the services provision portion of the MiSACWIS application.

Shulonda Brown has 14 years experience as a foster care specialist, but is most proud of the last several years when she

served as a specialist for the Maltreatment Infant and Toddler Court, also known as “Baby Court.” She was the first worker in Genesee County to be appointed as the Baby Court Specialist. In the MiSACWIS

project, Shulonda was responsible for designing screens specific to providers.

Joseph Baker worked in Barry and Eaton counties for the past eight years. The first five years as a state employee, Joseph worked as a CPS investigator and a foster care specialist. He later accepted

the dual position as a full-time CPS supervisor and served one year as a part-time Family Independence Manager. Joseph was the lead business analyst for MiSACWIS screens pertaining to case management.

Kim DeHaven has been employed by the State of Michigan for seven years. She has experience as a foster care specialist and

licensing specialist. Most recently, Kim was the supervisor for the Child Welfare Funding Specialist (CWFS) foster care staff in Oakland County. Kim played a critical role in the funding and payments portions of the MiSACWIS design.



Frequently Asked Questions (FAQs)

Over the past few months, people from the field asked questions about foster home recruitment and retention efforts that they currently document in the JJOLT system.

Q: Agencies are currently uploading information into the foster parent database in JJOLT.

Will this functionality exist in MiSACWIS?

A: Yes. Policy office participated in the MiSACWIS design

“Agencies are currently uploading information into the foster parent database in JJOLT.”

sessions to ensure MiSACWIS captures the necessary foster parent recruitment and retention information.

Q: Will the foster home licensing information in JJOLT be converted to MiSACWIS?

A: Licensed foster home information currently in SWSS will be converted to MiSACWIS. Pending licensing information and recruitment activities will not be converted from JJOLT.

At the time of MiSACWIS statewide implementation, licensing workers will need to input completed foster home studies for foster homes that are pending licensure. Ongo-

ing recruitment and retention activities will be recorded in MiSACWIS after statewide implementation; JJOLT will no longer be used to track this information.

Q: Will the initial adoption child evaluation or a family’s home assessment completed prior to MiSACWIS implementation be captured in the application?

A: The worker will scan the adoption / foster home assessments into MiSACWIS. The ongoing list of FAQs is available on the MiSACWIS website at:

<https://www.mdhs.michigan.gov/misacwis/>

Please submit questions about the project to your agency’s MiSACWIS liaison.

Tips on How to Prepare for MiSACWIS

MiSACWIS will be implemented statewide in the summer of 2013. One of the crucial areas in the transition from SWSS/SWSS Web to MiSACWIS is data conversion. The goal is to transfer as much pre-existing information from SWSS/SWSS Web to MiSACWIS. Project staff have mapped SWSS data to specified fields in MiSACWIS.

As the project identifies specific areas to correct, communication will be sent to the MiSACWIS liaison with instructions. One of the first data clean up efforts will focus on each agency’s identified users. There are two main areas that must be

addressed;

1. Ensuring that individuals who no longer work for the agency are removed from SWSS/SWSS web.
2. Confirm the accuracy of staff hierarchy within each agency, from the worker to supervisor reporting relationships, and above to the director.

As a worker in the field, how can I begin preparing for MiSACWIS?

information on ensuring only current, authorized users have access to SWSS/SWSS Web.

How can you prepare for MiSACWIS?

1. Assist your liaison with the data clean up reports in a timely manner.
2. Complete pending work items prior to the conversion to MiSACWIS.
3. Maintain accurate case data in SWSS/SWSS Web.

Accurate and up-to-date data in SWSS/SWSS Web means accurate data will be converted to MiSACWIS.

CI-12-130, SWSS Security Access includes



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STATE OF MICHIGAN

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

The MiSACWIS project staff posted a variety of information to the website between August 2012 and November 2012.

Frequently Asked Questions (FAQs)

The FAQ documents were updated in September and October to capture questions received from the field over the past few months.

The FAQs are separated into four cumulative documents, titled *General Design*, *Pre-Implementation*, *Technical Equipment-Network*, and *Post-Implementation Support*. The documents are becoming quite lengthy; therefore, project staff created a new document that only includes the newest questions and answers since the previous release. The document is called, *Additions Since Previous Posting*. For a list of all questions and answers, refer to the four cumulative documents.

MiSACWIS Demonstration Video

The fourth MiSACWIS video shows future MiSACWIS users the first "look and feel" of the MiSACWIS application. The link to the video was released on the DHS-Net and posted to the MiSACWIS Website.

MiSACWIS Pilot Video

MiSACWIS pilot began October 29, 2012. The fifth video focuses on the pilot, with

comments from pilot participants, DHS Chief Deputy Director Duane Berger, Children's Services Administration Director Steve Yager, and Nancy Oliver, Child and Family Charities.

Executive Summary

In October, the MiSACWIS team began providing a status to DHS executives and directors on key MiSACWIS milestones and activities. The Executive Summary includes a timeline of where we are in the project. This document is posted to the website on a regular basis under the Communications tab.

MiSACWIS Liaison List

The MiSACWIS liaison list was updated and posted to the website over the past few months. The list captures the contact information for each agency's MiSACWIS liaison. The liaison is the link between the agency and the MiSACWIS project. Contact your MiSACWIS liaison if you need information about the project. The current list is located under the Change Management tab.

MiSACWIS Requirements Document

Many private agency staff have requested information about the specific equipment requirements needed to use the MiSACWIS application. A survey was sent out to the

private agencies in April 2012, which focused on each agency's current equipment. Informational Memorandum, IM-12-138, *MiSACWIS Requirements* was released as a follow up to the survey. MiSACWIS project staff will contact the agencies that do not meet the minimum requirements. A copy of the IM is available under the Change Management tab.

Quarterly Newsletter

The MiSACWIS Quarterly Newsletter is released through eBlast and posted to website under the Communication tab.

Future Communications/Postings Children's Services Administration (CSA) Communications

In the near future, users will notice new tabs located on the left side of the main screen on the website. Development is currently in progress to add tabs specific to CSA communications. This will be an opportunity for MiSACWIS Website users, private agency staff in particular, to access information such as eBlasts, communication issuances (CIs) and IMs.