

 <p>Michigan Department of Human Services</p> <p>CSA</p> <p>Children's Services Administration Communication Issuance</p>	Type: <input checked="" type="checkbox"/> Informational Memoranda (IM) <input type="checkbox"/> Program Instruction (PI) <input type="checkbox"/> Policy Guide (PG)	
	Issuance Date: 3/4/2013	Obsolete Date: 3/4/2014
	Response Due: NA	
	Log No.: 13-033	
	Contact: Lisa Kinkema; kinkemal@michigan.gov	
	Originating Office: MISACWIS	
	Subject/Title: MISACWIS Newsletter	
	Distribution:	<input checked="" type="checkbox"/> DHS Child Welfare Staff <input checked="" type="checkbox"/> Private Agency Child Welfare Staff <input checked="" type="checkbox"/> CSA Central Office Managers/Staff <input checked="" type="checkbox"/> Native American Tribes <input type="checkbox"/> Data Management <input type="checkbox"/> Other:
		<input checked="" type="checkbox"/> BCAL <input checked="" type="checkbox"/> CWTI <input checked="" type="checkbox"/> SACWIS

The MISACWIS Team (Michigan Statewide Automated Child Welfare Information System) is excited to share the fourth quarterly MISACWIS newsletter, dated March 1, 2013.

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 Department of Human Services Director Maura Corrigan;
- > An article by Gary Bennett, Michigan Director of Quality Management, Bethany Christian Services, about their involvement in the MISACWIS project;
- > An article by Zoe Lyons, Director of Ingham County Department of Human Services, offering recommendations on how to prepare staff for statewide implementation;
- > An article about MISACWIS Info View Data Reporting.

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.

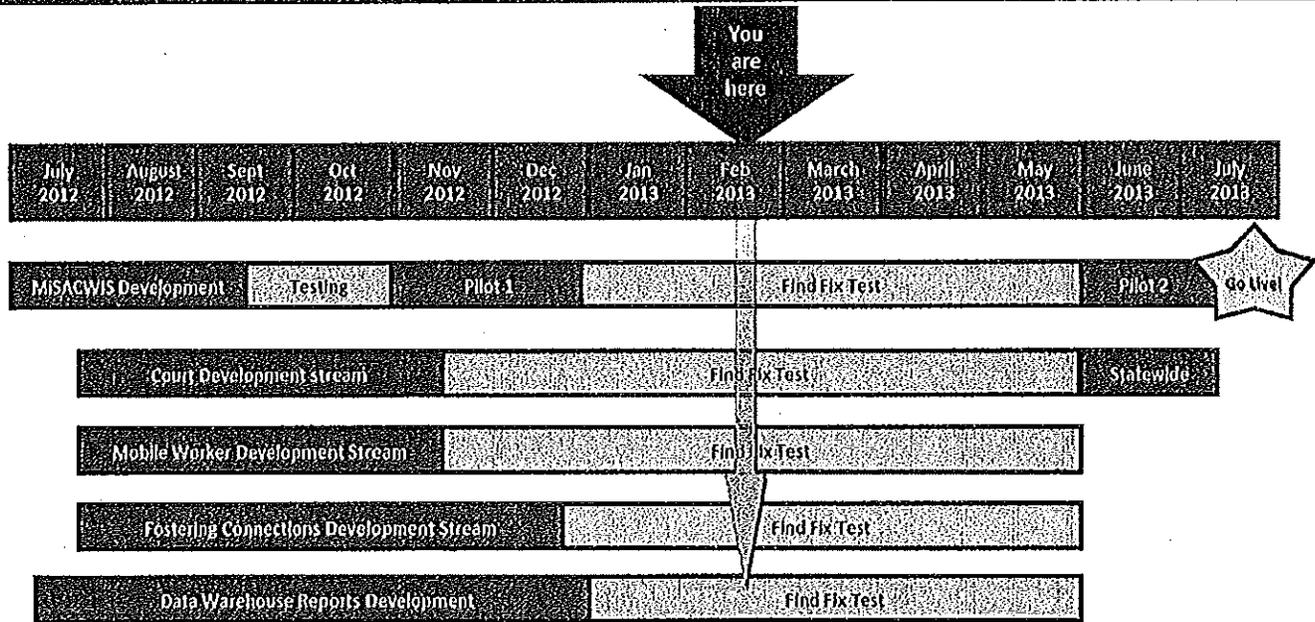


Executive Summary

February 2013

This is the fourth document in a series of executive monthly updates for the director's audience during the pre-implementation months to the Michigan Statewide Automated Child Welfare Information System (MISACWIS) statewide implementation.

MISACWIS TIMELINE: STATEWIDE IMPLEMENTATION - WHERE ARE WE NOW?



MISACWIS UPDATE

We have been very busy since our last update. In fact, we are nearing a major milestone in the project where all of the functionality that was not available in the first pilot is now being delivered. DTMB is currently in the process of completing their initial quality validation activities to ensure that the code is ready for the initial phase of testing. This new functionality combined with what we were able to demonstrate during pilot comprises the entire MISACWIS application.

Our goal now is to begin testing this new functionality, as well as continuing to test existing functionality, to ensure that we are fully prepared to enter user acceptance testing (UAT). During UAT, MISACWIS project staff who came from the field will run through business-driven scenarios. UAT is expected to begin on March 25, 2013.

Aside from the application and testing, the business communications and change management team is continuing with staff profile and hierarchy cleanup at the county and agency level to ensure that data is accurate and complete so you are able to function in the application and do your work without any delays. (Reference PI 13-019, SWSS/SWSS Web Staff Profile Cleanup for MISACWIS Conversion for additional information.) We are doing additional cleanup in other areas in SWSS to ensure the data conversion to MISACWIS is as good as it can be. One of these key areas is "address" cleanup and we expect that work to be completed in the next two weeks.

MONTHLY HIGHLIGHTS: DATA WAREHOUSE REPORTING

The Child Welfare Reporting-Work Improvement Team (CWR-WIT) has been charged with developing a strategic plan to fulfill child welfare reporting business requirements for the department through the MISACWIS data warehouse. The goal is



Executive Summary

February 2013

to develop child welfare reporting, which meet the needs of the Modified Settlement Agreement (MSA), case management reports and federal SACWIS requirements.

The CWR-WIT has identified Info View reports as high priority such as Social Work Contacts, Reunification and Adoption Alerts and CFSR Reports; they will be redesigned or developed in time for the MiSACWIS statewide implementation. So far, 19 of the 27 identified priority reports have been completed, with financial reports currently in the process of design and/or redesign. Additionally, the team is developing MiSACWIS dashboard reports with real-time or historical data. These dashboards will enable DHS and private agency managers to view, at a glance, the overall performance metrics of their workers, supervisors or the entire county or agency. The objective is to provide real-time data and trends that will assist managers in making informed and proactive decisions, rather than reactive decisions. This will have a positive impact on the safety and well-being of children in their care.

TO DATE

In December, a MiSACWIS Dashboard and Info View report demonstration was presented to a group of private agency and pilot county executives. After the demonstration, when asked, most participants expressed an interest in assisting the CWR-WIT team in reviewing and evaluating reports as they continue to be redesigned and developed for statewide implementation. With this in mind, five monthly meetings beginning in January were scheduled with sessions to include staff from the MiSACWIS project, DHS central office and representatives from the private agencies. The first Private Agency Pilot Steering Committee meeting held in January was well attended and included representatives from Ingham County DHS, Bethany Christian Services, D. A. Blodgett, Lutheran Social Services of Michigan and Child and Family Charities. The committee was presented an overview of the reports. The mock-ups of the foster care social work contacts report generated very positive comments, as did the concept of providing workers with a daily Adobe PDF report that will provide real-time information on the work items that workers need to complete on their caseloads. These "worker" reports will eventually evolve into a "worker's book of business." Although the financial reports were not on the agenda for this meeting, a mock-up of a basic financial report was briefly reviewed, generating much enthusiasm and interest. This first meeting was very productive and created a very positive outlook for the MiSACWIS project as a whole and the committee members expressed a desire to continue with the sessions.

At the February committee meeting, a PowerPoint demonstration highlighting service authorizations, add on per diem costs and payment history mock-up reports were demonstrated, along with mock-ups of several other financial reports. Again, this was a very productive meeting with many excellent suggestions and comments proffered.

A group of ten DHS field directors has graciously taken the time to review and comment on many of these reports as well. Their comments and suggestions have been very favorable, constructive and of benefit to the development of these reports. Their continued involvement is critical to the CWR-WIT team's success.

NOTABLE NOTES

- The next MiSACWIS quarterly newsletter is dated March 1st and will be released within the next few weeks. Key articles include Director Corrigan thanking the MiSACWIS pilot participants, Gary Bennett with Bethany Christian Services talks about his involvement in the project, and Zoe Lyons with Ingham County DHS shares her suggestions to help prepare staff for statewide implementation.
- The MiSACWIS project team will release the Determination of Care video via the DHS-Net and to the MiSACWIS liaisons to show how the process will be integrated into the application.
- MiSACWIS Tips will be distributed to the MiSACWIS liaison and posted to the MiSACWIS website beginning February 2013. These "Tips" state short facts about MiSACWIS and what the field can expect from the application.



Executive Summary

February 2013

- As a reminder, here are some of our key upcoming milestones:
 - UAT begins March 25, 2013
 - Pilot 2 begins June 3, 2013
 - Statewide Implementation is July 29, 2013

State of Michigan

MiSACWIS

Michigan Statewide Automated Child Welfare Information System

150 Days Until Statewide Implementation

Article Date:
March 1, 2013

INSIDE THIS ISSUE:

Thanks to Participants in MiSACWIS Pilot Project

Statewide System...Really?

Ready or Not—Here it Comes! MiSACWIS!

MiSACWIS Info View Data Reporting

The Training 4 1 1: MiSACWIS Web-Based Training, Ready?

MiSACWIS User Acceptance Testing (UAT)

Frequently Asked Questions (FAQs)

MiSACWIS Security

Recent Updates to the MiSACWIS Website

Special points of interest:

- MiSACWIS User Acceptance Testing (UAT) will begin March 25, 2013.
- The MiSACWIS Pilot 2 begins June 3, 2013.
- The minimum and preferred requirements to use MiSACWIS are now available on the MiSACWIS website.

My Thanks to Participants in MiSACWIS Pilot Project

By Maura D. Corrigan
Director
Michigan Department of Human Services

As the launch of MiSACWIS approaches, I believe it's important to thank the people who have worked so hard to make sure that launch is successful.

I'm talking about participants in our MiSACWIS pilot program. DHS staff members and private agency partners in Ingham County tested MiSACWIS to make sure it will work as intended for case-workers. Their experience and insight was invaluable as we developed this great new tool.

The system they tested will allow child welfare workers to

quickly access the information they need while they're in the field. That will result in better services to the families that we assist and more efficient use of the money Michigan taxpayers provide us. It will allow our workers to have the information they need to make important decisions.

The pilot was a great success. It was completed ahead of schedule, clearing the way for the launch of MiSACWIS this summer. I was happy to have the opportunity to personally express my appreciation to pilot participants during a visit to the Ingham County DHS of-

fice upon completion of that program. I'd like to reiterate that appreciation.

There are others I'd like to thank. Pilot participants didn't do this alone. Their success would not have been possible without the efforts of the entire child welfare staff from Ingham County DHS and the private agencies. While pilot participants were hard at work helping create a better system for our clients and partners, their co-workers assumed additional responsibilities. Your teamwork is an inspiration to us all.

I'm personally grateful for everyone's hard work. I know it will be worth it when we begin using MiSACWIS to better serve our clients.



Statewide System...Really?

By Gary D. Bennett
Michigan Director of Quality Management
Bethany Christian Services

I have been hearing about a statewide database system for years! Needless to say, I was very skeptical upon learning that something called MiSACWIS was being developed for DHS and private agencies. No more doubting on my part! Representing Bethany Christian Services of Michigan, I have been engaged with this pro-

ject. It is absolutely amazing what we will finally be using as a statewide system. Is it perfect? Does it capture the essence of what we need? Will it "spit out" reports that are meaningful?

No, it will not be a perfect system, but certainly one

that will be far better than any of its predecessors! Through its development and testing phases, it is clearly proving to be a comprehensive system that will capture the data needed to

meet both DHS and private agency needs. The reporting side will definitely produce reports for a myriad of levels and purposes. In fact, it even appears that management and accounting reports will be useful, all emanating from a functional dashboard with expert features.

During all of the pilot testing, as well as in recent review sessions on reporting, the MiSACWIS project leaders have listened and clearly been responsive to DHS and private agency work teams. They are truly building a statewide system that will actually be user friendly and meaningful for everyone. Really!



Ready or not—Here it comes! MiSACWIS!

By Zoe Lyons

Director, Ingham County DHS

The good news is that here in Ingham County, we're excited for the statewide implementation and we're hoping this article will help your staff feel excitement, too.

When we first became part of the MiSACWIS team, we scheduled monthly meetings to get information and share ideas about "Change Management." At the meetings we asked ourselves how we could ensure a positive transition to MiSACWIS during the pilot.

Luckily for you, there are things that we had to consider as part of the pilot that you will not have to deal with. We had to look at recruiting volunteers, coverage for the caseloads of those volunteers, who would do the visits, how would we handle caseload counts, whether pilot participants would have fewer cases and how to survive the three months of the pilot.

You will not have to worry about any of these things because everyone

will participate and MiSACWIS will not be going away after three months. So what do the staff members in Ingham County recommend for you as we get closer to the July implementation? We have a few ideas we'd like to share:

- ◆ Pass out a paper copy of the MiSACWIS newsletter at a staff meeting and use it as a discussion piece.
- ◆ Make sure everyone on staff has the MiSACWIS website at their disposal. www.mdhs.michigan.gov/misacwis/
- ◆ Review the Frequently Asked Questions (FAQs) that are available on the MiSACWIS website.
- ◆ Immediately add MiSACWIS as a standing agenda item in your monthly meetings with staff and supervisors.
- ◆ Have your MiSACWIS liaison participate in the monthly conference calls to provide current updates.
- ◆ Stay in constant contact with your staff and regularly ask them if they have questions so you can obtain



the answers.

- ◆ Plan to do some fun things as statewide implementation approaches that will add to the excitement, such as MiSACWIS word searches and MiSACWIS crosswords. This will help familiarize staff with the new terminology that will come with MiSACWIS.

In Ingham County, we also designated a bulletin board for MiSACWIS information; we added screen shots, data and some other eye-catching "Change Management" phrases on the board.

These are just a few of the things that you may try with your staff as you work on your own "Change Management" plan for MiSACWIS. Ingham County child welfare staff and the private agencies that were part of the P1 Pilot will tell you that MiSACWIS is a welcome change and the MiSACWIS staff who are bringing it to you are here to make the transition as simple as can be.

MiSACWIS Info View Data Reporting

The Child Welfare Reporting-Work Improvement Team (CWR-WIT) has been charged with developing a strategic plan to fulfill child welfare reporting business requirements for the department through the MiSACWIS data warehouse. The goal is to develop child welfare functions to meet the needs of the modified settlement agreement (MSA), case management reports and federal SACWIS requirements by 2014.

The team is composed of DHS, private agency and Department of Technology, Management and Budget staff. They have identified existing Info View reports as high priority, such as Social Work Contacts, Reunification and Adoption Alerts, CFRS

Reports, etc. These reports are being redesigned and developed in time for MiSACWIS statewide implementation. They are being created with the capability to roll up and roll down from statewide to the worker level data, with details for each child on a worker's caseload. The reports will be accessible from the MiSACWIS application.

Additionally, the team is developing MiSACWIS dashboard reports with real-time or historical data. These dashboards will enable DHS and private agency managers to view, at a glance, the overall performance metrics of their workers, supervisors or the entire county or agency. The ob-

jective is to provide real-time data and trends that will assist managers in making informed and proactive decisions, rather than reactive decisions. This will have a positive impact on the safety and well-being of children in their care.

CWR-WIT staff have provided recent demonstrations of the redesigned reports and the prototype dashboards to our private agencies and DHS field executive staff. They have received very positive reviews.

The CWR-WIT team looks forward to sharing additional information with other MiSACWIS users.

The Training 4 I I: MiSACWIS Web-Based Training Whenever

Confidence-boosting. Self-paced. Repeatable. Available 24/7.

What am I describing, you ask?

MiSACWIS web-based training! Designed to reassure you prior to attending classroom training and provide tools to find answers

and continue learning afterward, web-based training offers yet another opportunity to discover MiSACWIS.

Easily accessible at your point of need, MiSACWIS web-based training sessions allow you to review and practice tasks in a safe environment. Just as it takes a

whole village to raise a child, it takes a collection of training tools to cultivate independent users. Web-based training propels you another step closer to the finish line.

Next up: Classroom training, what to expect

MiSACWIS User Acceptance Testing (UAT)

With the rollout of MiSACWIS approaching, nine front-line child welfare field specialists from across the state were selected to test and use MiSACWIS as part of user acceptance testing (UAT).

During UAT, MiSACWIS project staff run through business-driven test scenarios. It is a process in which users validate the new system to determine whether the MiSACWIS requirements have been met and if this system closely matches our business processes.

Since June 2012, these UAT specialists have been matched with testing areas they are familiar with, such as intake, investigation, foster care, providers, legal, eligibility, etc. The testers find defects and gaps within the system

and make recommendations to improve the performance of MiSACWIS before it reaches over 5,000 service specialists who will be expected to use MiSACWIS.

User acceptance testing (UAT) that includes all of the statewide functionality is scheduled to begin on March 25, 2013.

We had a chance to speak with Beverly Bowsher, the current lead intake UAT tester. Beverly comes to the MiSACWIS project with experience from Calhoun County as an intake specialist and CPS investigator. When

asked what she has learned about MiSACWIS and the UAT experience, Beverly responded, "It's very interesting to see how we have been able to bring all the different areas of Department of Human Services into one centralized system, allowing easier access to vital information."

UAT has also played a big role during the successful Pilot 1 phase of MiSACWIS. UAT testers provided their expertise of

the system when questions were raised by pilot participants.

UAT is expected to begin on March 25, 2013.

Frequently Asked Questions (FAQs)

For this month's FAQs, we will answer several questions that have been asked during the SWSS/SWSS Web profile clean-up.

Q: Should we delete administrative support and adult services from SWSS during this staff profile cleanup?"

"Should we delete administrative support and adult services from SWSS during this staff profile cleanup?"

A: If the specific administrative support and adult services workers currently have a work need in SWS-

S/SWSS Web, they should not be removed. If a person is no longer employed by your agency, the LOSC can inactivate their load number. Private agency staff must complete a DHS-60 form and submit it to DHS application security.

Q: Can a worker have more than one supervisor?"

A: A worker can only have one primary supervisor identified.

An alternate supervisor can be added to the worker's load number by completing a DHS-60 to identify the alternate supervisor. An alternate supervisor has the same capabilities as the primary supervisor.

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.

MiSACWIS Security

MiSACWIS will be a statewide system with a large amount of confidential data; for example, the confidential data will include CPS information, Internal Revenue Service (IRS), Social Security information and health information. DHS must ensure that federal and state security, confidentiality, and privacy laws are followed; this includes the requirement that DHS sign agreements with various federal and state agencies to ensure the protection of this data.

As a MiSACWIS user, what does this mean for you?

This means that there will be additional confidential data available in MiSACWIS, even for DHS staff who have had a statewide system for a number of years.

Information is the key to providing good services for our clients. Therefore, it is very important that you understand that you have a responsibility to protect this information.

"With great power, comes great responsibility" Benjamin "Uncle Ben" Parker

One very important security provision includes only using the MiSACWIS application for work purposes – You must not look up your neighbors or relatives on the system. Furthermore, you must notify your management of any potential conflicts of interest or security breaches.

MiSACWIS project staff will release additional information on MiSACWIS security via a CSA communication issuance.



Primary Business Address:
120 N. Washington Sq., 3rd Floor
Lansing, MI 48933

Phone: 517-373-2732
Fax: 517-373-5668
E-mail: MiSACWIS@michigan.gov

STATE OF MICHIGAN

We're on the Web!

[https://
www.mdhs.michigan.gov/
misacwis/](https://www.mdhs.michigan.gov/misacwis/)

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 December 2012 and February 2013.

Frequently Asked Questions (FAQs)

The FAQ documents were updated 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*. Project staff have also posted the *Additions Since Previous Posting* document, which only includes the newest questions and answers since the last publication. For a list of all questions and answers, refer to the four cumulative documents.

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. The January Executive Summary was posted to the website on Feb. 11, 2013.

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 Communications tab.

Communications Issuance—Staff Profiles

A communication issuance (CI) was released via the DHS Weekly News on Feb. 4. The CI-13-019 provides instructions and shares the importance of cleaning up staff profiles in SWSS/SWSS Web prior to statewide implementation of MiSACWIS in the summer of 2013.

Quarterly Newsletter

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

Future Communications/Postings:

MiSACWIS Tips

Several tips were posted to the MiSACWIS website during the week of February 25, 2013.

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 the DHS Weekly News, CIs and information memorandums (IMs).