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	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 type="checkbox"/> Native American Tribes <input checked="" type="checkbox"/> Data Management <input checked="" type="checkbox"/> DHS County Directors <input type="checkbox"/> Adult Services Staff <input type="checkbox"/> Other:	

This is the 25th State of MiSACWIS memo, and the first one of 2015! Last year was a very exciting year, as we saw the statewide launch of MiSACWIS on April 30, 2014. There have been some challenges, but MiSACWIS continues to improve in order to meet the needs of the MiSACWIS field users.

Some accomplishments from 2014 include:

- Quality improvement of MiSACWIS with over 1000 technical fixes, driven by the feedback from the County Directors Advisory Committee (CDAC) members, private agency executives, and the field onsite reviews.
- Reduction in the help desk call waiting time from 30 plus minutes within the first 30 days post-implementation to an average of under one minute.
- An increase in the first-time call resolution by the help desk as a result of continued training.
- Creation of geographically located BSC strike teams and payment triage teams to provide critical onsite support to DHS and private agency MiSACWIS users.

In 2015, DTMB and DHS project staff will continue the onsite visits with DHS and private agency users to seek their input. These quarterly reviews directly impact the modifications scheduled within the upcoming 12 months, while moving towards federal SACWIS compliance. Enhancements to new worker MiSACWIS training and in-service workshops will be jointly conducted by MiSACWIS and child welfare training institute (CWTI) staffs. Finally, MiSACWIS will continue to have monthly releases with system fixes and enhancements, including new juvenile justice and child care fund functionality later in the year.

Reminder: MiSACWIS project staff completed data fixes to close MiSACWIS cases that remained opened due to ongoing payments and other system issues. Please refer to CI 14-182, *State of MiSACWIS Week of December 29th* for additional information. Project staff emailed the business service center (BSC) directors and Child Welfare Field Operations (CWFO) staff spreadsheets with the list of cases that were closed, along with some additional information about cases that were unable to be closed automatically. If a MiSACWIS user has a case that is not listed in the closed cases spreadsheet, and there are still two open cases with the same program type after December 29th, please contact the MiSACWIS Help Desk.