



RICK SNYDER  
GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF HUMAN SERVICES  
LANSING



MAURA D. CORRIGAN  
DIRECTOR

March 23, 2011

The Honorable Bruce Caswell, Chair  
Senate Appropriations Subcommittee on DHS  
Michigan State Senate  
Lansing, Michigan 48933

The Honorable David Agema, Chair  
House Appropriations Subcommittee on DHS  
Michigan House of Representatives  
Lansing, Michigan 48933

Dear Senator Caswell and Representative Agema:

Section 280 of 2010 Public Act No. 190 (Enrolled House Bill 5882) requires the Department of Human Services (DHS) to report on the status of the department's information technology improvement initiatives.

The attached report includes the following:

- (a) Amounts expended and description for the Bridges and Services Worker Support System (SWSS) projects (Attachment 1).
- (b) The amount of appropriation carried forward as work projects from previous years for information technology projects (Attachment 2)
- (c) Projects and activities undertaken during the previous fiscal year and during the first quarter of the current fiscal year. (Attachment 1)
- (d) Information technology needs in the future years (Attachment 3).

If you have any questions about the attached material, please contact me at 373-7787.

Sincerely,

Susan Kangas  
Chief Financial Officer

Attachments

C: Senate and House Appropriations Subcommittee on DHS  
Senate and House Fiscal Agencies  
Senate and House Policy Offices  
State Budget Office

**Bridges**

	\$, 000s	
	FY10	FY11
Cost Category	Actual	1st Qtr. Actual
Development & Implementation	30,701	2,462
Program Management	3,518	121
Hardware/Software	6,573	1,803
Other Project Costs	228	5
Obligations to-Date	41,020	4,392
DHS expenditures	<b>41,020</b>	<b>4,392</b>

**Description**

Bridges is the computer application eligibility system that is used by field staff to register clients, maintain the client cases, and determine and issue benefits to qualifying clients for the DHS Public Assistance Programs. The system has been statewide since August 2009.

**Past Year Achievements**

- The DHS successfully deployed the Low Income Home Energy Assistance program (LIHEAP) on-line application which allows clients to complete the application using the internet thus alleviating the need to apply in person at a local DHS office. From implementation date of May 2010 through December 2010, there were 23,440 LIHEAP on-line applications received.
- Bridges two way interface with Michigan Child Support Enforcement Services (MICSES). This interface assisted the DHS in avoiding a \$7.5 million Temporary Assistance for Needy Families (TANF) sanction.
- Bridges two way interface with Mi-Child implemented August 23, 2010. Bridges referred approx. 17,000 potentially eligible children to the Mi-Child program. Bridges received approx. 38,000 referrals from Mi-Child for Medicaid eligibility determination.
- \$1 LIHEAP, which increased total monthly FAP assistance benefits by estimated \$17 million. This translates into an increase of \$30 million in economic activity for Michigan.

**Past Year Achievements (continued)**

- Bridges interface with the Department of Community Health (DCH) for Vital Records/Newborns information implemented 10/27/10. This resulted in automated Medicaid eligibility for 8,377 newborns.
- Bridges interface with Department of Corrections (DOC) prisoner record match implemented December 6, 2010. This resulted in the removal of incarcerated individuals from the cash, food assistance program (FAP), and Child Development and Care (CDC) programs.
- 6,455 work requests completed.

**Recent Status Evaluation**

- Detailed release planning and execution has allowed for increased efficiencies with Bridges.
- Transition planning to the Department of Technology, Management and Budget (DTMB) for operations and maintenance work.
- Supplemental Security Payment (SSP) manual warrant change to Electronic Funds Transfer (EFT). Design and development is in progress.
- FAP benefit availability distribution change. The staggered availability date change began January 3, 2011 and will be completed in November 2011.

**Service Worker Support System (SWSS)**

Cost Category	\$ , 000s	
	FY10 Actual	FY11 1st Qtr (Actual)
Contractual Development	2,932	271
Contractual Operational	125	
Hardware/Software Development	-	
Hardware/Software Operational	347	100
Other Project Costs	2	
DHS expenditures	<b>3,406</b>	<b>371</b>

**Description**

The Service Worker Support System (SWSS) is an automated system used by child welfare staff or case management staff in DHS local offices. This system is used for data entry, case management and reporting for DHS services such as children's foster care, adoption, children's protective services (CPS), and some components of juvenile justice.

**Past Year Achievements**

- Child Death Registry - provides the users an automated mechanism to complete the Child Death Report and it also sends automatic emails to pertinent parties notifying of the death, including to Central Office.
- New functionality added to track the completion of Home studies for unlicensed relative placements as well as tracking of relative placements requesting waivers to not become licensed.
- Model Payments system rewrite, including not only all of the payments functions but also new functionality for automated payment processed for Medical Services paid via a DHS-93.
- Automation of reports.
- Changes and improvements made in the Social Work Contacts Module to better track the Caseworker Contacts and provide more accurate data for reporting for Child and Family Services Review.

**Past Year Achievements (continued)**

- Multiple changes and enhancements related to Medicaid to meet the Crawley requirements as well as the transition of all Foster Care Children to Managed Care.
- Multiple fixes and enhancements were made throughout SWSS, Child Protective Services (CPS) and Foster Care, Adoption, and Juvenile Justice (FAJ) to improve data reporting.

**Current Plans**

A formal State Administered Child Welfare Information System (SACWIS) team is established and consists of business and IT experts. Under DHS leadership this team has developed a new working relationship with the Administration for Children and Families (ACF). ACF has approved the SACWIS project team structure and the plan to design, develop and implement (DDI) a new SACWIS by contracting a vendor. The RFP was approved by ACF and posted by DTMB procurement. The cooperative effort between ACF and DHS has lead to Michigan continuing to receive the federal participation rate of 50% for the all new SACWIS DDI. The ACF consult relationship has regained trust in the newly formed SACWIS program office. SACWIS has been able to secure a budget for the project in FY 2011.

Unisys was awarded the contract for the SACWIS system on March 22, 2011. It will transfer a SACWIS compliant system from Tennessee and begin work immediately to have Michigan to pilot by 10/1/2012.

**Other Plans:**

- Allow child placing agencies the ability to update SWSS with information about the cases they supervise for the State.
- Develop reports and changes needed for the Children's Rights lawsuit settlement.
- Work with the DTMB to ensure adequate resources are available for work requests and that they are completed effectively and efficiently.

**FY 2010 Appropriation Carried Forward as a Technology Work Project**

**Appropriation 16100 – Information Technology**

**The Office of Early Education and Care**

**Child Development and Care (CDC) Program**

**CDC Background Check Project**

**Amount of Work Project: \$1.2 million**

The CDC program currently does not have an automated background check process for unlicensed providers working in a child care setting who have direct access to children. Individual background checks and adult household member background checks are done manually against six data sources. Each source being checked manually is a labor intensive process.

The system will be designed with an open interface to allow for integration of other DHS applications and access to additional data sources. The system will be developed with a real time interface to each of the data sources which will allow DHS workers within Bridges to identify providers and adult household members that have been arrested, charged, and convicted.

The work is being completed by the Department of Technology, Management and Budget (DTMB) with a projected completion date last quarter in FY 2011.

**Appropriation 62910 – Food Assistance Reinvestment**

**Financial and Quality Services**

**Office of Adult and Family Services**

**Electronic Document Management (EDM)**

**Amount of Work Project: \$720,000**

The Food and Nutrition Services (FNS) approved the use of food assistance sanction (due to payment errors) dollars for the EDM pilot project. This allowed DHS to receive value for the sanction amount as opposed to paying general fund dollars directly to the FNS for the amount of the federal sanction.

Case records have been a paper file system under which eligibility workers retain and maintain important case documentation pertinent to a client's case. The current file system is vulnerable to lost and missing case files, and incomplete case file records/missing documentation.

The request to FNS was for a new initiative under the Food Assistance Reinvestment plan for a pilot of EDM. The expected impact of the system is a reduction of lost case files and supporting documentation contained in those files. This should also reduce both active payment errors as well as negative errors for Michigan. Electronic case files cannot be lost, provide ease of transfer of case file anywhere in the State, and provide other eligibility workers access to other workers' case files in order to work on the case if needed.

Development and testing for scanning and indexing has been completed. The workflow of documents is a work in progress.

### **Information Technology Needs for Future Years**

#### **Bridges**

The Bridges system has been deployed statewide, however, maintenance and operations, along with selected enhancements, will continue to require vendor assistance due to the complexity of the system. Transition activities to DTMB are in progress which includes augmenting of existing staff in DTMB, with skill set training occurring for the newer technology, size, and complexity of the system. Additional system needs may be identified in response to changes in policy, State and Federal regulations, and other dynamics.

Determine the feasibility of statewide Electronic Document Management (EDM) to realize savings in paper and storage costs of documentation.

#### **Child Development and Care Billing System**

The department has initiated an aggressive plan to improve the child development and care payment process. Changes to existing technology and systems, including Bridges, Interactive Voice Response system and the I-Billing system, have been implemented and are being monitored. Additional technology needs may evolve with continued enhancement of the child development and care program.

#### **Statewide Automated Child Welfare Information System (SACWIS)**

Unisys was awarded the contract for the SACWIS system on March 22, 2011. It will transfer a SACWIS compliant system from Tennessee and begin work immediately to have Michigan to pilot by 10/1/2012.

This will enable the DHS to:

- More effectively accomplish the mission.
- Better meet the needs of the department and partners to effectively leverage technology to manage child welfare cases.
- Enrich communications with stakeholders.
- Support the effectiveness of practice with data.
- Capture and report on requirements of the Children's Rights' Settlement.