Chapter 1
Overview

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Accessing MiSACWIS (Non-MDHHS)

As a new non-MDHHS MiSACWIS user, there is a procedure that is followed in order to access the system:
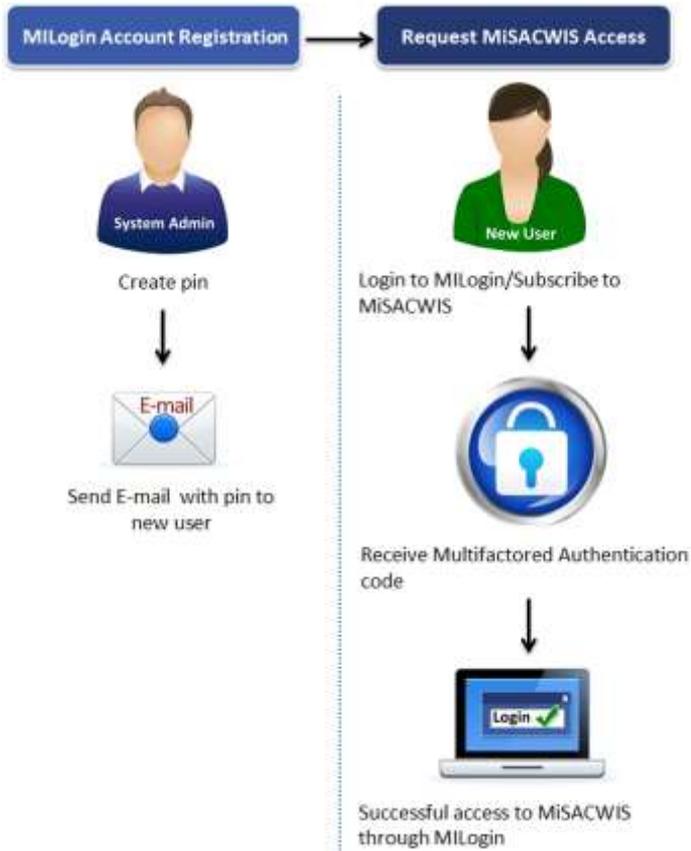
After you complete and submit the DHS-815: MiSACWIS Security Agreement Non-MDHHS Employee form, you will receive an e-mail with instructions on how to subscribe to MiSACWIS. Also, included in the e-mail is a MiSACWIS PIN that you will need to subscribe to the MiSACWIS application.
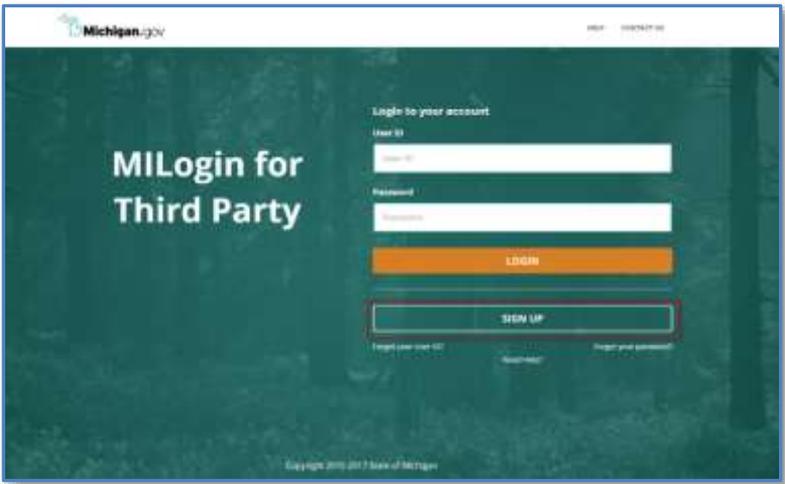
Create a new MILogin account (Non-MDHHS)

New workers outside of the MDHHS network will need to create a new account in MILogin.

To access MiSACWIS, you will use this URL: https://milogintp.michigan.gov

To create a new MILogin account:

1. Using the non-MDHHS URL, navigate to MILogin.

2. On the login screen, click **SIGN UP**.

3. Complete the required boxes, agree to the terms and conditions, and click **NEXT**. Be sure your name, e-mail, and phone number correspond with those on your DHS-815 form.

4. On the next screen, create your User ID and password using the guidelines provided.

5. To help you recover your password, select **Email**, **Mobile (Text/SMS)**, or **Security Questions**. You can select multiple options.
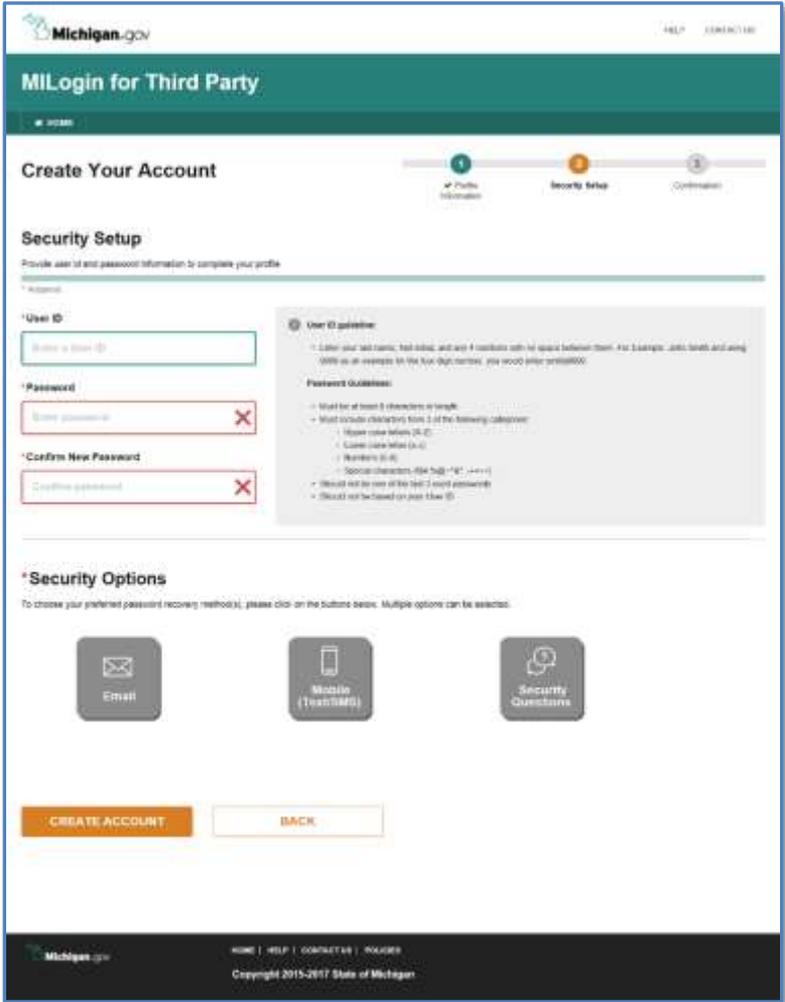
6. If you select **Email** or **Mobile (Text/SMS)**, MILogin will display your email address or mobile number to confirm the information. A PIN will be sent to you via email or text. You will be prompted to enter this PIN in MILogin.

7. If you select **Security Questions**, respond to the questions that appear.

8. Click **CREATE ACCOUNT**. You will receive a confirmation message.

9. Click **LOGIN**. You will be redirected to the login screen.

10. Sign in to MILogin with your new credentials. Your MILogin Home Page appears.

11. Click **UPDATE PROFILE** and confirm your work phone number is correct. To update the other information, such as your name and email address, please contact the Client Service Center.

12. Click **SUBMIT** to save any changes to your profile.

Request MiSACWIS access (Non-MDHHS)

After you successfully create your MILogin account and sign in, your next step is to subscribe to the MiSACWIS application. After you submit your access request, you will need to obtain a Multifactored Authentication (MFA) code. A new MFA passcode is required daily. This allows you to access all applications in your profile. This passcode is reset each evening at midnight and will not have to be reset sooner as long as you do all of the following:

- Access MiSACWIS and the MiSACWIS mobile application from the same computer/mobile device
- Use the same web browser
- Use the same Internet Protocol (IP) address

If you move from one office to another, you will again be prompted for an MFA code.

To request MiSACWIS access:

1. On your MILogin Home Page, click **REQUEST ACCESS**.

2. In the search box, type *MiSACWIS*. A list appears.
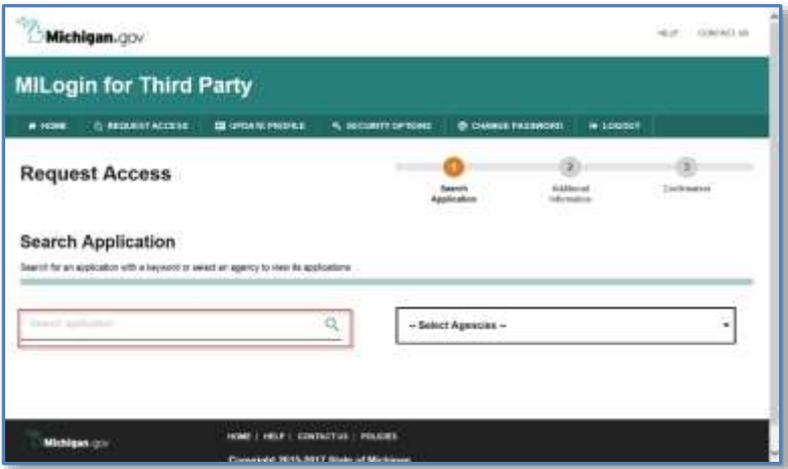
3. Select **MDHHS MiSACWIS** from the list. A link for the requested application appears below.
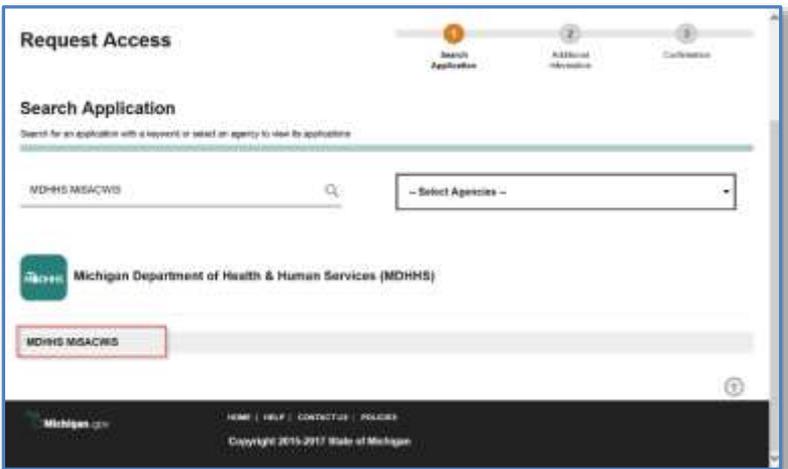
4. Click the MDHHS MiSACWIS link. The terms and conditions for the system appear.

5. Confirm the application you requested, read the terms and conditions, and click **REQUEST ACCESS**.

6. On the next screen, enter the **SACWIS Pin** you received via email. Your email address and work phone number will be prepopulated for you.

7. Click **SUBMIT**. You will receive a confirmation.
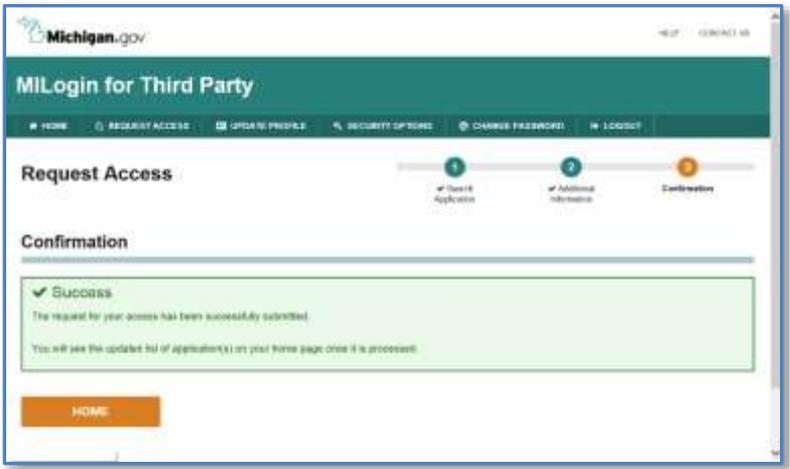
When your request is processed, the link to the MiSACWIS application will appear on your MILogin home screen.

Login to MiSACWIS (Non-MDHHS)

As a non-MDHHS worker, you will need to obtain an MFA passcode to use MiSACWIS. The MFA passcode is reset every day at midnight. After you create your MILogin account and request access to MiSACWIS, your routine login process will be as follows:

To login to MiSACWIS:

1. Sign in to MILogin. Your MILogin Home Page appears.
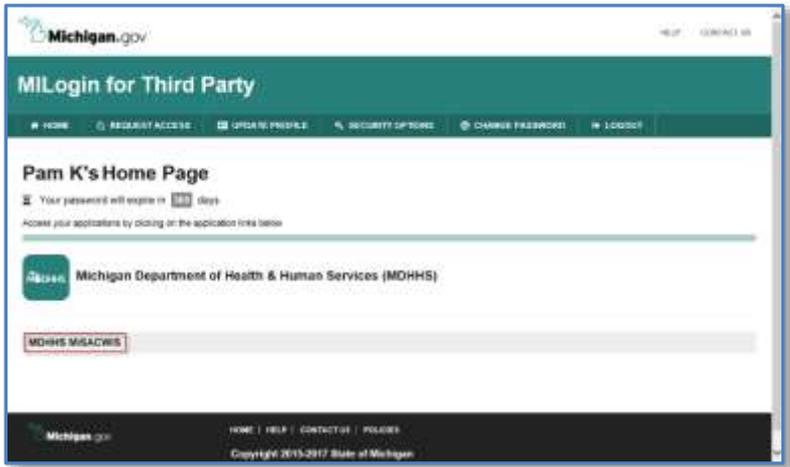
2. Click <u>MDHHS MiSACWIS</u>. The MiSACWIS usage agreement will appear.
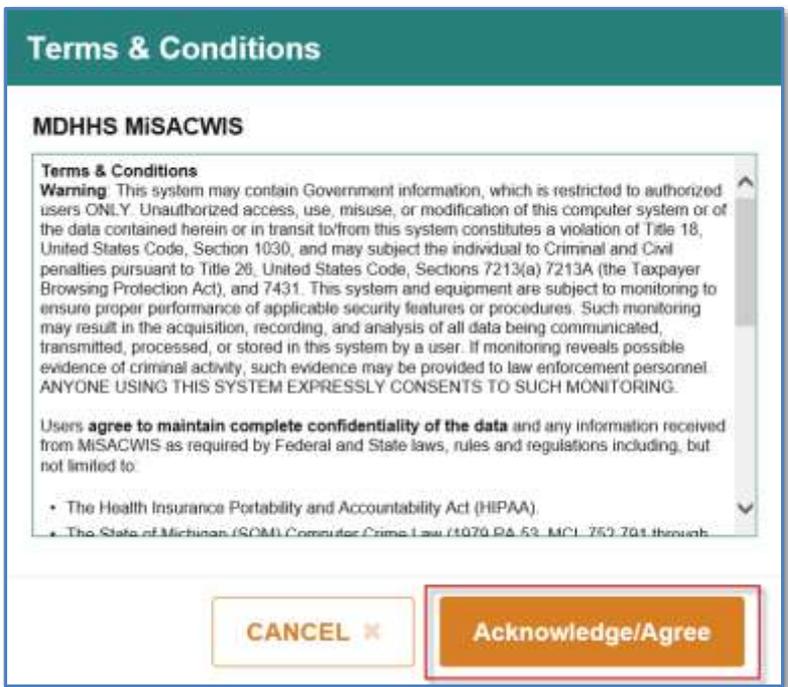
3. Read the usage agreement and click **ACKNOWLEDGE/AGREE**. The MILogin Multifactor Authentication (MFA) screen appears.
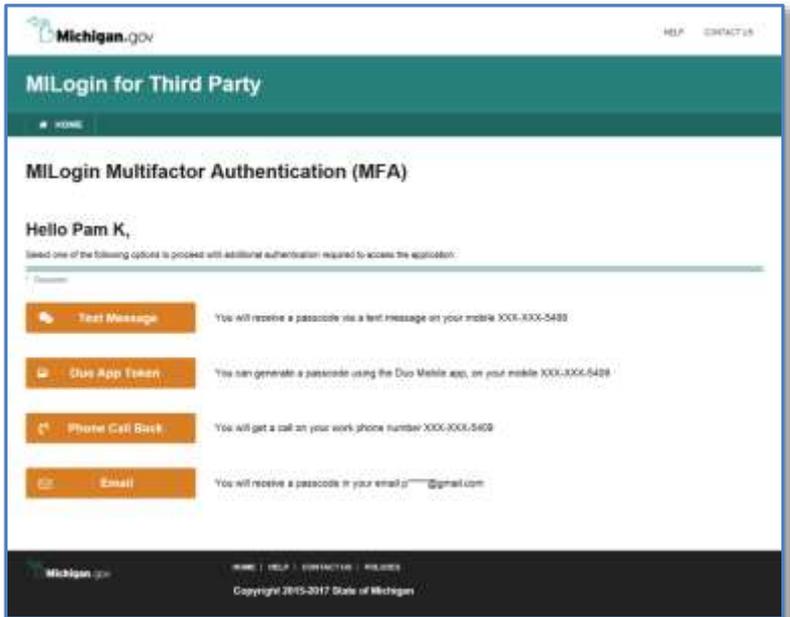
4. Select your preferred method of receiving your MFA passcode.

   - If you select **Text Message** or **Email**, you will be directed to a screen where you will enter your passcode received via text or email. Your MiSACWIS Home Desktop screen will appear.

   - If you select **Phone Call Back**, you will receive an immediate phone call. Follow the instructions over the phone. You will be prompted to press any key on your phone. This key selection will log you into MiSACWIS.

5. To register your device as a security authentication token, select **Register Device**. Follow the

instructions you receive via text message on your device. After registration is complete, your phone can be used to generate your MFA passcode via the Duo Mobile App. In MILogin, you will be directed to a screen where you will enter your passcode. Your MiSACWIS Home Desktop screen will appear.

After your device has been registered, the **Register Device** button changes to read **Duo App Token**. You can use this method in the future to enter the passcode generated via your device's Duo Mobile App.

Update your profile (Non-MDHHS)

On your MILogin Home Page, click **Update Profile** to confirm information is correct. For name and email changes, you must submit a DHS-815 to Application Security so the information can be updated in MiSACWIS first. If you make any updates to your profile, click **Submit** to save your changes. If no changes are needed, click Return to home page at the bottom of the screen.

Change your password (Non-MDHHS)

Before your password expires, click **Change Password** on your MILogin Home Page to create a new password. If your password has already expired, you will need to contact the MiSACWIS Help Desk at 1-855-659-6599 to have your password reset.

Accessing MiSACWIS (MDHHS)

As a new MDHHS MiSACWIS user, there is a procedure that is followed in order to access the system:
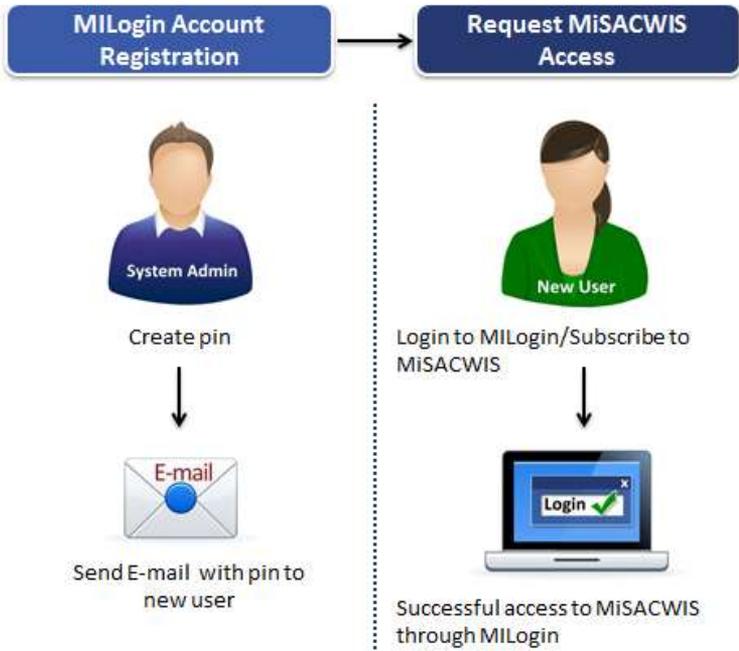
After you complete and submit the DHS-816: MiSACWIS Security Agreement MDHHS Local Office Employee form or the DHS-817: MiSACWIS Security Agreement MDHHS Central Office Employee form, you will receive an e-mail with instructions on how to subscribe to MiSACWIS. Also, included in the e-mail is a MiSACWIS PIN that you will need to subscribe to the MiSACWIS application.

Logging in to MILogin (MDHHS)

To access MiSACWIS, you will use the following URL: https://miloginworker.michigan.gov/

As an MDHHS employee, you will not have a separate login for MILogin. When you sign in to your State of Michigan computer and navigate to MILogin, you will be automatically signed in. The next step to access MiSACWIS is to request the application.

Request MiSACWIS Access (MDHHS)

On your MILogin home page, you will need to request access to MiSACWIS.

To request MiSACWIS access:

6. On your MILogin Home Page, click **Request Access**.
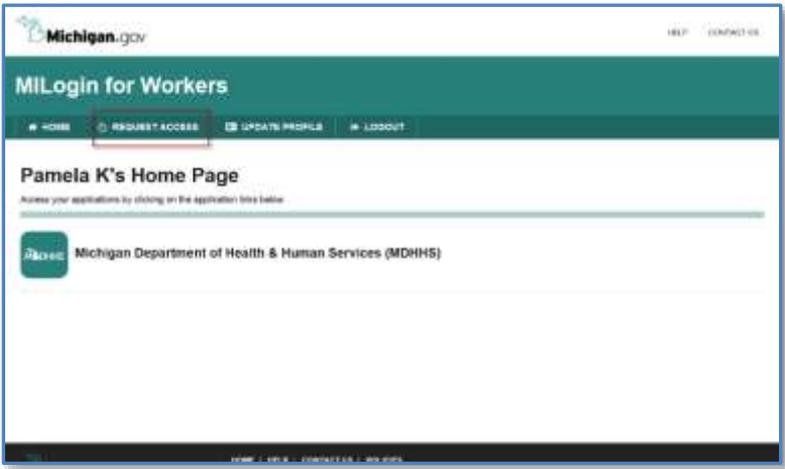
7. In the search box, type *MiSACWIS*. A list appears.
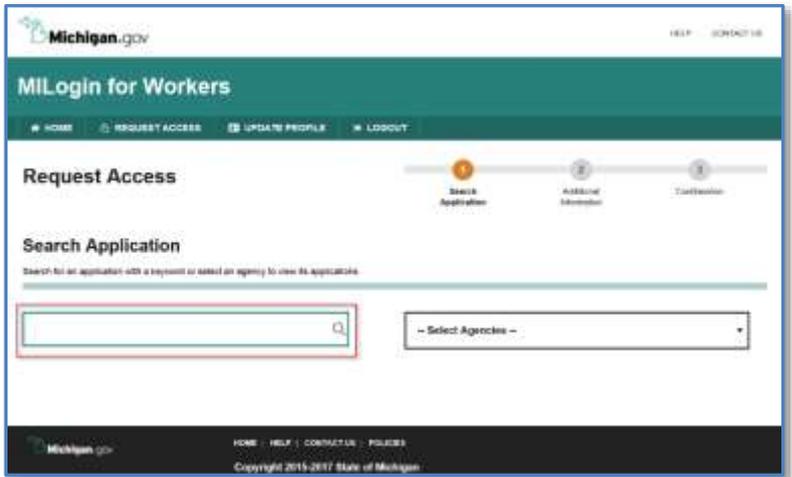
8. Select **MDHHS MiSACWIS** from the list. A link will appear at the bottom of the screen.
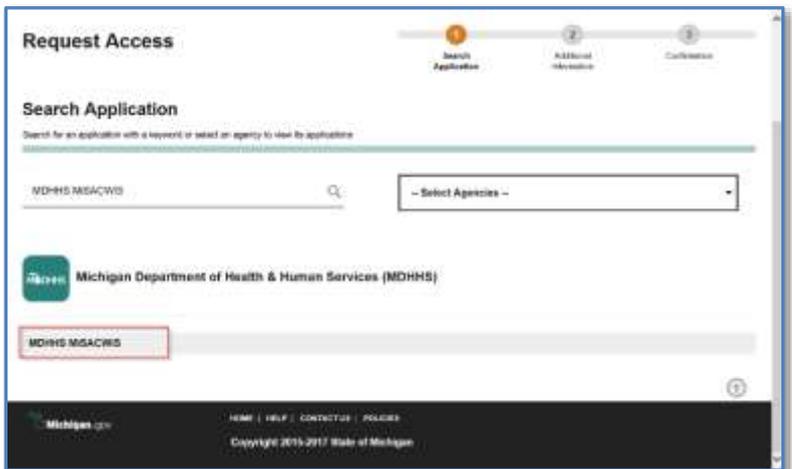
9. Click the MDHHS MiSACWIS link. The terms and conditions window appears.

10. Read the terms and conditions, click the **I agree to the terms & conditions** option and then click **Request Access**.

11. On the next screen, you will see your email and work phone number have been prepopulated for you. Enter the **SACWIS Pin** you received via email.

12. Click **Submit**. You will receive a confirmation message.
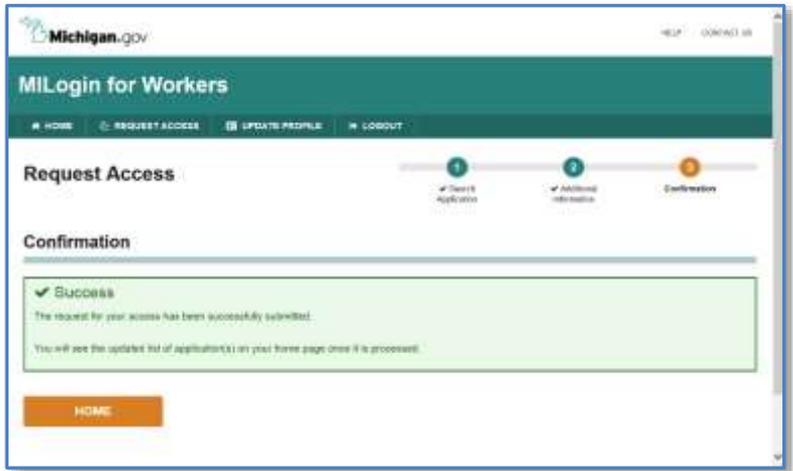
When your request is processed, the link to the MiSACWIS application will appear on your MILogin home screen.

Login to MiSACWIS (MDHHS)

As an MDHHS worker, you access MiSACWIS directly from the application link in MILogin.

To login to MiSACWIS:

1. On your State of Michigan computer, navigate to MILogin. Your MILogin Home Page appears.
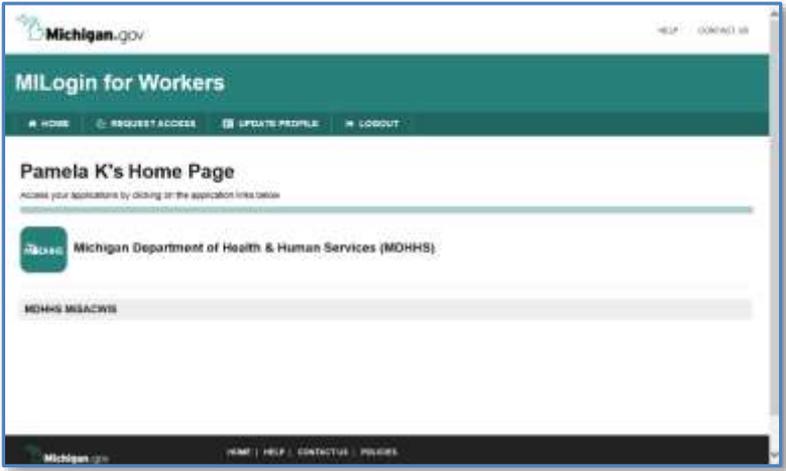
2. Click <u>MDHHS MiSACWIS</u>. The MiSACWIS usage agreement will appear.
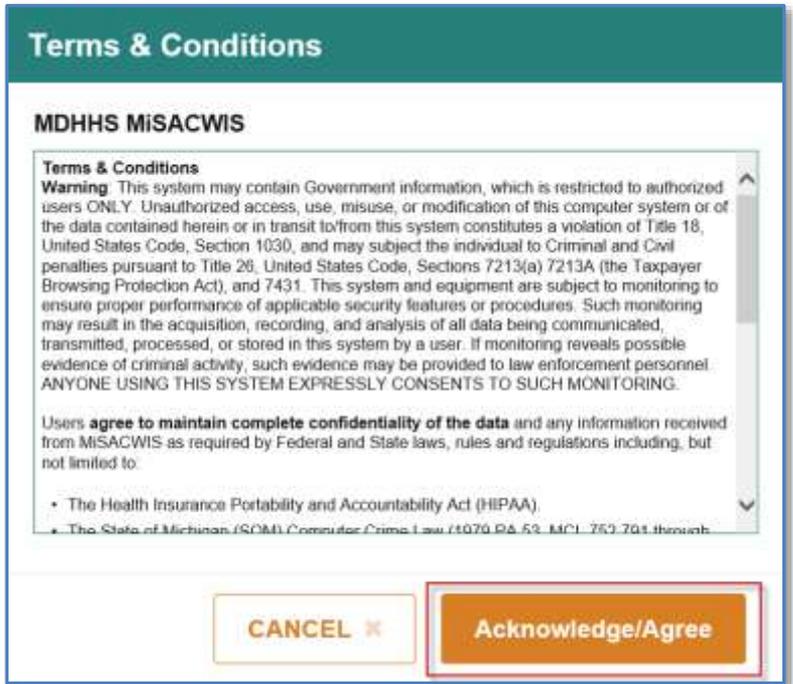
Terms & Conditions

MDHHS MiSACWIS

Terms & Conditions
Warning: This system may contain Government information, which is restricted to authorized users ONLY. Unauthorized access, use, misuse, or modification of this computer system or of the data contained herein or in transit to/from this system constitutes a violation of Title 18, United States Code, Section 1030, and may subject the individual to Criminal and Civil penalties pursuant to Title 26, United States Code, Sections 7213(a) 7213A (the Taxpayer Browsing Protection Act), and 7431. This system and equipment are subject to monitoring to ensure proper performance of applicable security features or procedures. Such monitoring may result in the acquisition, recording, and analysis of all data being communicated, transmitted, processed, or stored in this system by a user. If monitoring reveals possible evidence of criminal activity, such evidence may be provided to law enforcement personnel. ANYONE USING THIS SYSTEM EXPRESSLY CONSENTS TO SUCH MONITORING.

Users **agree to maintain complete confidentiality of the data** and any information received from MiSACWIS as required by Federal and State laws, rules and regulations including, but not limited to:

•   The Health Insurance Portability and Accountability Act (HIPAA).
•   The State of Michigan (SOM) Computer Crime Law (1979 PA 53, MCL 752.791 through

CANCEL ✕   Acknowledge/Agree

3. Read the usage agreement and click **Acknowledge/Agree**. Your MiSACWIS Home Desktop screen appears.

Update your Profile (MDHHS)

On your MILogin Home Page, click **Update Profile** and confirm your work phone number is correct. If you make changes to your phone numbers, click **Submit** to save your changes. If no changes are needed, click the <u>Return to home page</u> link at the bottom of the screen.

To update the other information, such as your name and email address, please contact the Client Service Center at 517-241-9700 or 1-800-968-2644. You will also need to

complete the DHS-816 or DHS-817 to request the changes in MiSACWIS.

Password Resets (MDHHS)

Since your MILogin password is tied to your network password, you will need to contact the Client Service Center at 517-241-9700 or 1-800-968-2644 to reset your password.

Getting started in MiSACWIS

MiSACWIS is the statewide computer application you use to support day-to-day child welfare job tasks. This system provides:

- Real-time access.
- Data entry methods that reduce duplication of data collection and help eliminate paperwork.
- A single, comprehensive view of the child, youth, and family.
- Reporting capabilities.
- Maintenance of accurate data for decision making.
- Automated interfaces with external systems.

The goals of MiSACWIS are to monitor, track, and improve the outcomes of services delivered to children and families, thus fostering safety, permanency, and well-being for children in Michigan. These goals are accomplished through the multiple MiSACWIS functional areas.

Functional areas

MiSACWIS is a task-based system in which the flow of information supports the way users perform job tasks. The system is organized around multiple functional areas. You may or may not have access to all these areas depending on your security access and job functions in the system.

Intake

The Intake functional area is where referrals are received and recorded on behalf of a child or family. MDHHS receives two types of referrals for intakes: those alleging child abuse or neglect (CPS), and those **not** alleging child abuse or neglect (non-CPS). This area is where child and family information enters MiSACWIS.

Case Management

The Case Management area of MiSACWIS is where all family-centered case data is maintained, including social work contacts, permanency plans, Permanent Ward cases, case services, and court actions. Residential workloads and records are also housed within Case Management, allowing residential workers the ability to manage the residential records for each youth placed in their facility.

Person Management

In the Person Management area, details are recorded for case members, employees, provider home staff, and other people involved in MiSACWIS. Person details include a person profile, financial, education, and health information, person characteristics, and other relevant data.

Provider Management

The Provider Management area maintains information about foster homes and relative caregivers throughout the state, including names, addresses, and staff members, licensing information, home evaluations, and training.

Financial Management

The Financial Management area is where fiscal activities are managed, such as service authorizations, budgets and ceilings, rosters, payment processing, and eligibility determination. Also included are tools to assist in revenue maximization by supporting the tracking of various federal and state fund sources in addition to other minor grants available to MDHHS.

Administration

The Administration area supports MiSACWIS operations and manages security, ticklers, broadcast messages, and MiSACWIS users.

System navigation and components

MiSACWIS navigation is modeled after well-known web applications. Its tab-based structure reflects the flow of normal worker and support staff business processes. You navigate MiSACWIS through a combination of tabs, menus, hyperlinks, command buttons, and searches. When you first login to MiSACWIS, you will see the Home screen/**Desktop** tab. MiSACWIS supports primary and secondary navigation through tabs at the top of the system screens.

Upon navigating further into MiSACWIS, you access other navigational methods including the left hand menu.

The MiSACWIS screens include specialized form controls, like:

- Text boxes
- Drop-down lists
- Check boxes
- Option buttons
- Narrative boxes
- Multiple-select lists with Add and Remove features
- Pop-up calendars for date boxes
- Spell Check functionality

Required fields

You must enter required pieces of information in order to save a certain work item in the system. MiSACWIS-required fields are bold with a red asterisk at the end of the field name.

Federal reporting elements

MiSACWIS contains reporting elements of the federal Adoption and Foster Care Analysis and Reporting System

(AFCARS), the National Child Abuse and Neglect Data System (NCANDS), and National Youth in Transition Database (NYTD). The federal elements/fields are in bold red text followed by a blue plus sign. If the federal elements are required, they have a red asterisk after the plus sign.

If at any time you need assistance using MiSACWIS, please review the online support tools listed on page 24 or the troubleshooting information in online help.

Online Help

For more information, see the following topics in online help:
- About intake in MiSACWIS
- About Juvenile Justice Intakes
- About Case Management
- About Residential Records
- About Provider Management
- About Residential Provider Management
- About Financial Management

Switch organizations

If you work for more than one organization, MiSACWIS prompts you to select an organization when you login. After you login, you can switch your organization access at any time without logging off MiSACWIS. Your access rights are coordinated by your unit supervisor and implemented by state and organization administrators. MiSACWIS applies security access rights assigned to you under each associated profile.

To switch organizations:

1. Click the switch profile header link at the top of any MiSACWIS screen. The Select Organization screen appears.

2. Select the organization in which you need to work.

3. Click **Select**. The Home screen appears. You now have the access rights and workload from the organization selected.

Online Help

For more information, see "About security roles and access" in online help.

MiSACWIS Home screen

This screen serves as your starting point for work in MiSACWIS. Depending on your security profile, you can access various parts of MiSACWIS from this screen.
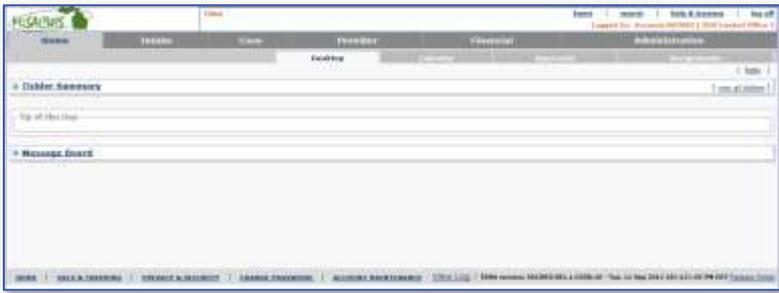
Tickler Summary

This area contains the most current ticklers for your workload. Click a tickler link to view the associated screen or work-item, or click view all ticklers to search for all ticklers related to your workload.

Tip of the Day

This section displays the MiSACWIS Tip of the Day. Some tips may include a link to view more information or graphics.

Message Board

This area displays broadcast messages for MiSACWIS users. Messages can be configured to display for all users, state users only, or for users from a certain organization.

Common screen components

The MiSACWIS system consists of screens, tabs, and sub tabs. It also contains some standard areas that are consistent from screen to screen.

Header Area

This area contains the <u>home</u>, <u>search</u>, <u>help & training</u>, <u>switch organization</u>, <u>data warehouse porta</u>l, and <u>log off</u> links.

Navigation Area

This area consists of primary and secondary tabs. Not all screens in MiSACWIS display navigation tabs.

Main Screen Area

You interact with MiSACWIS data in this area, whether you are creating, updating, deleting, or viewing data.

Footer Area

This area contains a number of links to assist you on the job, such as <u>Home</u>, <u>Help & Training</u>, <u>Privacy & Security</u>, <u>Account Maintenance</u>, and <u>Change Password</u>.

Online support tools

MiSACWIS provides different ways to support you on your job, depending on your needs at a given time, as follows:

Tool	How to display it	When to use it
Online Help	Click help & training in the header. or Click help on a screen in the system.	You need assistance completing tasks in MiSACWIS, glossary definitions, information about the current screen, State policies, or other information.
CBT (Computer-Based Training)	Visit the following URL: https://michigan.csod.com/client/michigan/default.aspx or Click the CBT icon in a specific online help topic.	You are new to MiSACWIS and want to learn how to use it or want to practice using it.
State policies	Click a policy link in a screen-level help topic. or Perform a keyword search	You want to refer to State policies that are related to subject matter of the current screen or in relevance to

in the online help on the **Search** tab.

or

Click help & training in the header, and then click Rules, Regulations, & Policy.

general MiSACWIS functionality.

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Chapter 2
Central Tasks

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Find records in MiSACWIS

The <u>search</u> header link at the top of each MiSACWIS screen allows you to find a person, intake, case, provider, or employee. When conducting a search MiSACWIS looks for records statewide, not just in your own organization.

You can add a new non-MDHHS provider record or a new employee record from the Provider Search screen or Employee Search screen, respectively. When using <u>search</u> to find a person, intake, or case, you will not be able to add that type of record.

To find records in MiSACWIS:

1. Save any current work if necessary. If you do not, you will lose any unsaved work when you click a header link.

2. Click <u>search</u>. The Person Search screen appears:

3. Click one of the tabs, depending on the record you want to find:

- **Person Search**. Displays person records.

- **Intake Search**. Displays open and closed intakes.

- **Case Search**. Displays open and closed cases.

- **Provider Search**. Displays records for providers home, residential providers, and non-MDHHS providers.

- **Employee Search**. Displays records for MDHHS, Central Office, Centralized Intake, tribe, court, and agency employees.

4. Enter search criteria and click **Search**. The matching records appear under **Search Results**.

5. Click <u>select</u> to view the record details.

6. Click **Close** or **Cancel** to close the record.

View ticklers

When work tasks need to be completed, MiSACWIS generates a tickler reminding you to complete the task. You see ticklers when you first login on the Home screen **Desktop** tab. MiSACWIS creates ticklers based on the status of records and outstanding actions that need to be completed. If you do not complete the action by the due date, the tickler escalates to your supervisor. If the second escalation date passes, MiSACWIS notifies the next level of authority. The escalation dates and path depend on the tickler definition and the practices of your organization. The state sets the default tickler escalation dates.

You can create ad hoc ticklers to remind yourself of actions MiSACWIS does not track. If you are a supervisor, you can view your employee's ticklers and edit the associated work items.

To view ticklers:

1. Click the **Home** tab or the home link at the top of the screen. The MiSACWIS Home screen appears.

2. Click a tickler description to view the associated work item. Click **Close** or **Cancel**. The Tickler Search/Detail screen appears.

3. To view all ticklers assigned to you, click <u>view all</u> <u>ticklers</u>. The Tickler Search/Detail screen appears:
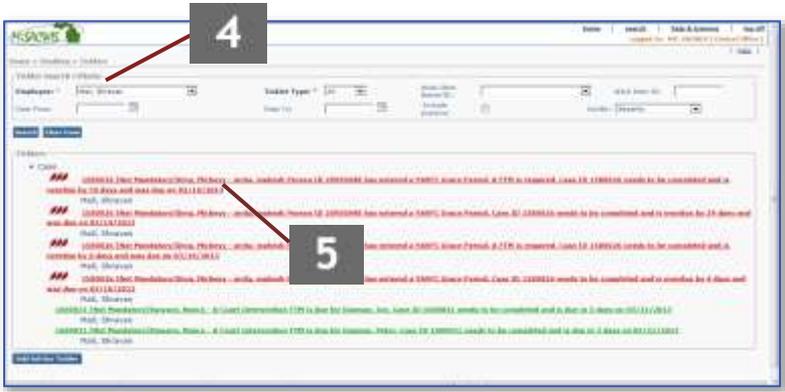
3. Enter search criteria and click **Search**. The matching ticklers appear under **Ticklers**.

4. Click the tickler link to view the work item or task that triggered the tickler. These links are only enabled for system-generated ticklers. Ad hoc ticklers display in a different format on the Tickler Search/Detail screen.

View the case workload

The Case Workload screen displays the cases to which you are assigned, divided by Investigation, Ongoing, and Permanent Ward case categories.

If you are a supervisor, the screen displays the cases assigned to your unit's workers.

If you are not assigned to the case, you can search and view case information on the general search screen, as described in the previous section.

If you are a residential user, see View the Residential Workload on page 33 to manage your workload.

The following figure shows the Case Workload screen:
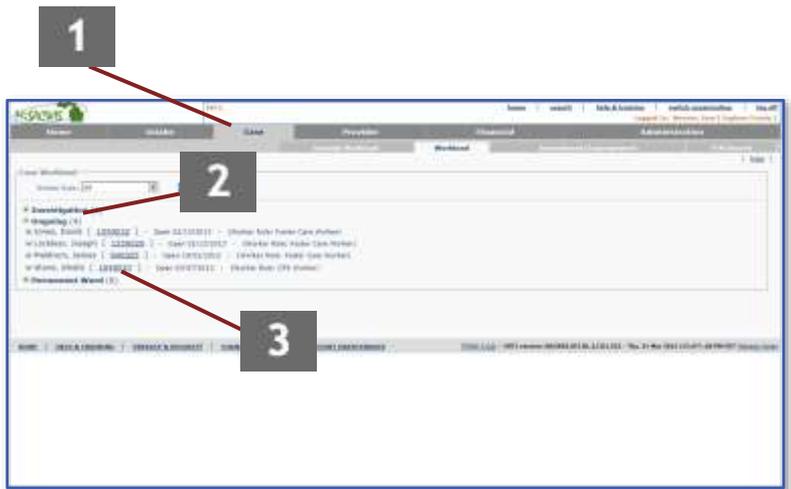
To view the case workload:

1. On the Home screen, click the **Case** tab. The Case Workload screen appears, displaying your open case count assigned by category.

2. Click ⊞ or the appropriate case category link to see your assigned cases, which appear in alphabetical order by the case reference person's (CRP's) last name.

3. Click the case ID number link:

   - If the category is Investigation Cases, the Investigation Overview screen appears.

     or

   - If the category is **Ongoing Cases**, the Case Overview screen appears. Under **Case Actions**, click <u>View Case Information</u> to view basic case information. Click **Cancel** to return to the Case Overview screen.

     or

   - If the category is **Permanent Ward**, the Adoption Case Overview screen appears. Under **Case Actions**, click <u>Adoption Case Details</u> to view basic case information. Click **Cancel** to return to the Adoption Case Overview screen.

View the residential workload

The Residential Workload screen displays the residential cases to which you are assigned, listed by the last name of the youth. You may also filter to view cases assigned to your organization.

If you are not a residential user, you will not be able to access this screen.

The following figure shows the Residential Workload screen:

To view the residential workload:

1. On the Home screen, click the **Case** tab. The Residential Workload screen appears, displaying residential cases assigned to you.

2. (Optional) Select **Assigned To My Organization** from the **Filter By Records** dropdown to view residential cases assigned to your organization.

3. Click select next to the record you wish to view. The Residential Overview screen appears.

View a case overview

The Case Overview screen displays high-level case information including the case name, status, safety hazards, ticklers, and case assignment information. Authorized MiSACWIS users can access additional information such as case detail, members, households, case relationships, associated persons, and linked/associated cases.

If you are assigned to the case, you can access the case from your case workload, or you can access the case using the general search screen.

To view a case overview:

1. Access the case using your workload screen or the general search screen. The Case Overview screen appears:

2. Click View Case Information. The Case Detail screen appears. Click **Cancel** to return to the Case Overview screen.

2. (Optional) From the Case Detail screen, click the **Members**, **Households**, **Relationships**, or **Associated Persons** tab to view additional case information. Click **Cancel** to return to the previous screen.

3. On the Case Overview screen, click the left hand menu links to view actions taken on the case.

View a residential overview

The Residential Overview screen displays high-level information including the residential ID, basic information about the youth, residential placement information, ticklers, and residential assignment information. Authorized MiSACWIS-JJ users can access additional information such as residential detail, members, associated persons, and linked/associated intakes.

If you are assigned to the case, you can access the residential overview screen from your residential workload.

To view a residential overview:

1. Access the record by clicking <u>select</u> next to your desired record on the residential workload screen. The Residential Overview screen appears:
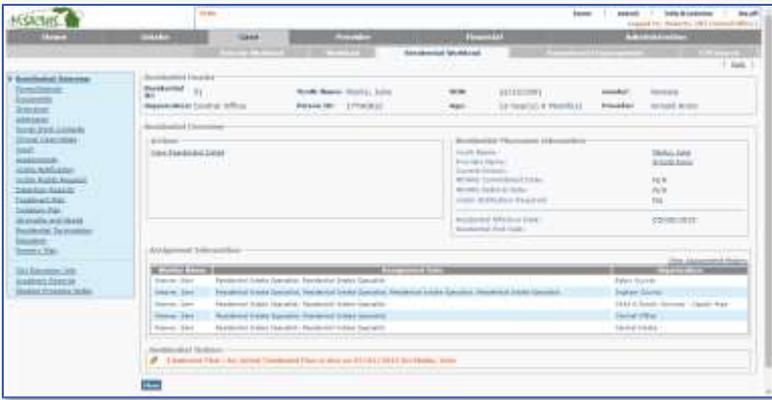
2. Click <u>View Residential Detail</u>. The Residential Detail screen appears. Click **Close** to return to the Residential Overview screen.

2. (Optional) From the Residential Detail screen, click the **Associated Persons** tab or the Intake ID link to view additional case information. Click **Close** to return to the Residential Overview screen.

3. On the Residential Overview screen, click the left hand menu links to view actions taken on the case.

Find and view a person profile

To locate a person profile in the system, use the <u>search</u> link at the top of the MiSACWIS screen to access the Person Search screen. Enter search criteria, such as the person's name, address, and other details.

When you select a person record from the search results, the Person Overview screen appears. From this screen you have access to all available information about the person, including the person profile, education profile, financial profile, military background, and other information. If you have the correct security role, you can update the person's information via the Person Overview screen.

To find and view a person profile:

1.   Click <u>search</u>. The Person Search screen appears.

2.   Enter the criteria you wish to use in your search:

   - If you know the person ID, SSN, or a reference value, enter it under **Quick Person Search Criteria**.

   - If you do not know the person's unique ID values, enter the person's last name under **Advanced Search Criteria**. You can enter additional criteria to narrow the search results.

3.   Click **Search**. The matching person records appear in the **Person Search Results** area.

4. Click <u>select</u> next to the person's name. The Person Overview screen appears:

5. Under **Person Details**, click <u>Person Profile</u> to view the person profile details. The **Basic** tab of the Person Profile appears.

6. Click the other tabs to view additional information about the person.

7. Click **Cancel** to return to the Person Overview screen.

8. Click other links to view additional profiles for the person, such as <u>Education</u>, <u>Financial</u>, and <u>Legal History</u>.

9. Click **Close** to return to the Person Search screen.

View the Juvenile Justice intake workload

The JJ Intake screen displays a dashboard from which intakes can be created, viewed, edited, or deleted. Intake workers can view an intake's current status or generate an intake report. Once an intake is screened out, linked to an investigation, or linked to a case, it no longer appears on the related workload screen.

All MiSACWIS workers can search for and view intake records using the general search tool through the search header link.

To view the Juvenile Justice intake workload:

1. From the Home screen, click the **Intake** tab. The CPS Intake Workload screen appears, displaying your CPS intake records.

2. Click the **Juvenile Justice Intake** tab. The Juvenile Justice Intake Workload screen appears, displaying your Juvenile Justice intake records.

3. Click select to view the intake record details. The Juvenile Justice Intake – Basic Information screen appears for JJ intake records.

Juvenile Justice Intake Workload screen

View or print an administrative report

Administrative reports are on-demand reports that have pre-defined formats. Rather than being scheduled as a batch job, the on-demand reports generate only when requested. Each report has one or more user roles associated with it, and only users with those roles can generate or retrieve the report.

To view or print an administrative report:

1. From the Home screen, click **Administration** > **Reports**. The Report Search screen appears.

2. Enter the **Report Category** and **Report Type** and click **Search**. The matching report types appear in the search results.

3. Click report beside the type of report you want to generate. The Report History screen appears.

4. Click the report ID link to view the report in PDF format.